



Tripartite Advisory on Best Outsourcing Practices

Good HR practices are important to engage and motivate staff towards achieving better business outcomes. Companies that outsource services can also institute best practices when outsourcing to motivate good service performance from their service providers and outsourced workers. The adoption of such best practices in outsourcing is known as best sourcing.

2. To help service buyers outsource their services in a responsible manner, the Tripartite Committee on CPF and Work-Related Benefits for Low-Wage Workers released a Tripartite Advisory on Responsible Outsourcing Practices in March 2008 and encouraged service buyers to adopt the Advisory. Taking into account feedback on the Advisory as well as the best practices adopted by service buyers, the renamed Tripartite Committee for Low-Wage Workers and Inclusive Growth has updated the Advisory to ensure it remains relevant and practical for service buyers.

3. Service buyers are encouraged to adopt the following practices when they outsource their services:

- a. Safeguard the basic employment rights of workers
- b. Specify service contracts on the basis of service-level requirements rather than headcount
- c. Recognise factors that contribute to service quality rather than headcount
- d. Seek to establish a long-term collaborative partnership with service provider
- e. Provide decent work environment for workers

4. Service buyers are encouraged to adopt the best outsourcing practices recommended in the Advisory. Through best sourcing, service buyers will not only help to improve the terms and conditions of the workers employed by their service providers, but will also achieve better service and value for money.

5. For more information, please visit <http://www.mom.gov.sg/BestSourcing/>

6. My company, _____ [Name of Company], pledges to adopt the Tripartite Advisory on Best Outsourcing Practices!

<p style="text-align: center;"><u>Reply Form</u> - Attn: SNEF Member Relations (MR) Dept. Contact No: 6827 6955 Fax: 6733 1644</p> <p>Please tick;</p> <p><input type="checkbox"/> Please send me relevant materials and resources to help me in implementing best sourcing.</p> <p><input type="checkbox"/> Please keep me informed of seminars/events relating to best sourcing</p> <p><input type="checkbox"/> Please address my query on the following best sourcing practice(s): (Please list)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Contact Person: _____ Designation: _____</p> <p>Tel: _____ Fax: _____</p> <p>Email: _____ Date Submitted: _____</p> <p><Optional></p> <p>Employment size: _____ No of Employee/s earning S\$1,000 and less _____</p> <p>No of Employee/s earning between \$1,001 to \$1,500 _____</p>	<p style="text-align: center;"><u>For Official Use:</u></p>
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