

## **NATIONAL STEPS CHALLENGE<sup>™</sup> SEASON 6**

### **CORPORATE CHALLENGE (HEALTHY WORKPLACE ECOSYSTEMS)**

### **FREQUENTLY ASKED QUESTIONS**

#### **Section A: General information**

#### **1. What is the National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge (Healthy Workplace Ecosystems) about?**

The National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge (Healthy Workplace Ecosystems), or Corporate Challenge (Healthy Workplace Ecosystems) for short, is a feature of National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge, where workers represent their participating Healthy Workplace Ecosystems (HWEs) to compete in the HWEs Leaderboards. It is organised for workers who would like to join Corporate Challenge but are unable to do so as their organisations did not sign up or are ineligible to join the Corporate Challenge.

Participants would be able to move, sync and, earn additional rewards through the Corporate Challenge (Healthy Workplace Ecosystems).

#### **2. When will Corporate Challenge (Healthy Workplace Ecosystems) start and end?**

The Challenge period is from **3 January 2022, 0000 hours** to **17 April 2022, 2359 hours**.

#### **3. Who can join the Corporate Challenge (Healthy Workplace Ecosystems) ?**

Singaporean, PR, and foreign workers (with valid NRIC or FIN), who are at least 17 years old (based on birth year) at the point of registration are eligible to participate.

#### **4. Do workers have to be a Participant of the National Steps Challenge<sup>™</sup> Season 6 to take part in this Corporate Challenge (Healthy Workplace Ecosystems) ?**

Yes. All Participants of the Corporate Challenge (Healthy Workplace Ecosystems) will automatically be registered for the National Steps Challenge<sup>™</sup> Season 6 when registration commences.

#### **5. Do workers have to register for the National Steps Challenge<sup>™</sup> Season 6 after they have registered for Corporate Challenge (Healthy Workplace Ecosystems) ?**

All Participants of the Corporate Challenge (Healthy Workplace Ecosystems), will automatically be registered as individual Participants for the National Steps Challenge<sup>™</sup> Season 6 after it is launched

#### **5. Are participants of the Corporate Challenge (Healthy Workplace Ecosystems) a part of the National Steps Challenge Corporate Challenge?**

Yes, however, Corporate Challenge (Healthy Workplace Ecosystems) participants are not eligible to compete in the Steps and MVPA Leaderboards for cash rewards under the Corporate Challenge.

#### **6. Can workers who are in the LumiHealth programme also take part in the National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge – Healthy Workplace Ecosystem Challenge?**

Existing participants of LumiHealth must withdraw from LumiHealth in order to sign up for Corporate Challenge (Healthy Workplace Ecosystems) . Do note that withdrawal from LumiHealth is irreversible.

## **7. How can I monitor the performance of my Healthy Workplace Ecosystem?**

The Leaderboards showing the monthly top five HWEs with the highest daily average step count will be made available on the Corporate Challenge (Healthy Workplace Ecosystems) website.

These Leaderboards will be updated monthly, so every month is a fresh start to earn the top five positions in the HWEs Leaderboard. These Leaderboards are exclusively for workers of the HWEs and are not visible in the Healthy 365 app.

## **Section B: Registration**

### **8. Is there a minimum sign-up number for Corporate Challenge (Healthy Workplace Ecosystems)?**

No, there is no minimum sign up number for the Corporate Challenge (Healthy Workplace Ecosystems).

### **9. How do I register my Healthy Workplace Ecosystem for the Corporate Challenge (Healthy Workplace Ecosystems)? When is the last day to register for the Challenge?**

All eligible HWEs would be approached by the respective HPB officer during the recruitment period.

### **10. Is there a deadline for workers to sign up for Corporate Challenge (Healthy Workplace Ecosystems)?**

All workers must sign up for the Challenge via the Healthy 365 app and set up their preferred mode of tracking device by 19 December 2021, 2359 hours in order to be eligible to participate.

### **11. I have signed up for the Corporate Challenge (Healthy Workplace Ecosystems). Can I sign up for the Community Challenge too?**

Yes. As the Corporate Challenge (Healthy Workplace Ecosystems) and Community Challenge are not mutually exclusive, you can sign up for both challenges as long as you are a worker of a participating HWE.

### **12. How do HWEs withdraw from the the Corporate Challenge (Healthy Workplace Ecosystems) and will there be any penalty?**

No penalty will be imposed. To withdraw from Corporate Challenge (Healthy Workplace Ecosystems), POC will need to contact the relevant HPB officer. Withdrawal of Corporate Challenge (Healthy Workplace Ecosystems) does not constitute to the withdrawal from the National Steps Challenge™ Season 6. Once withdrawal is confirmed, all accumulated steps counts under Corporate Challenge (Healthy Workplace Ecosystems) will be forfeited and the HWE will not be eligible in the Leaderboard listing. The HWE will not be allowed to join the Corporate Challenge (Healthy Workplace Ecosystems) again during the season upon withdrawal.

## **Section C: Rewards**

### **13. Are there rewards for joining the Corporate Challenge (Healthy Workplace Ecosystems)?**

Yes. Participants who actively sync their steps count with the Healthy 365 app on a weekly basis (once at least every seven days) throughout the Challenge period (3 January 2022 to 17 April 2022) will earn Healthpoints worth \$2. The Healthpoints will be credited into the eligible Participants' accounts after the end of the challenge.

### **14. Are there rewards for winner(s) of the Corporate Challenge (Healthy Workplace Ecosystems)?**

Yes. The overall top ten steppers per HWE will be rewarded with Healthpoints worth \$5. The Healthpoints will be credited into the eligible Participants' accounts after the end of the challenge.

**15. My Healthy Workplace Ecosystem is participating under the inaugural Corporate Challenge (Healthy Workplace Ecosystems). Will I still be eligible to compete in the Corporate Challenge Steps and MVPA Leaderboards and win the cash rewards?**

No. All participating HWEs and its participants are not be eligible to win cash rewards from such as the overall steps winners, monthly winners and the corporate friends of NSC.

## **Section D: Challenge statistics**

**16. What is the formula for average step counts?**

$$\text{Average number of steps} = \frac{\text{Total number of steps accumulated by all participating workers}}{\text{Summation of total number of days in the challenge for all participating workers}^*}$$

The Challenge statistics is updated as of the last sync steps data prior to midnight. Every morning (between 0000 hr to 0500 hr), the system generates data to update the Healthy 365 app. Steps clocked on the previous day but were not successfully sent to the server before the morning update would be excluded from the average step count computation today.

Notwithstanding, as long as the steps are synced within seven days, all step counts of a particular day will be sent to the server within three days and will contribute to the average score computation.

\*Participating workers who have not registered, did not set a tracking mode and have not synchronised any steps to the server are excluded from the computation.

Please note that challenge statistics on step counts for the Corporate Challenge (Healthy Workplace Ecosystems) will not be made available for view in the Healthy 365 app directly.

**17. Can I request for individualised data of all my participants?**

Individualised data for all participants will not be provided in line with our data protection policy. If you wish to receive the data, please contact your respective HPB officer for more information.

**18. What are the measures HPB have in place to prevent participants from committing fraud in the Corporate Challenge (Healthy Workplace Ecosystems)?**

Regular audit checks will be conducted to ensure the legitimacy of the fitness records. HPB reserves the right to disqualify or forfeit any rewards if there are reasonable grounds to suspect that participants have engaged in fraudulent activity to influence the results of the Challenge.

## **Section E: Technical Support for Corporate Challenge (Healthy Workplace Ecosystems) & Faulty / Lost HPB-issued Trackers**

**19. What should I do in the following scenario?**

- a. One of the participants just keyed in the wrong unique 8-digit code**
- b. One of the participants would like to change from HWE to organisation, or vice versa**

Please ask the participant to contact HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with the correct entry codes by 10 December 2021. Organisations will be notified in writing should the request be successful. Please note requests will not be granted for submission after 10 December 2021.

**20. What if participants have other technical issues/queries about the HPB fitness tracker?**

For more information on technical issues regarding the HPB fitness tracker, please contact us at 1800 567 2020 or email us at [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg).

**21. Will my workers be able to exchange their faulty trackers?**

Participants holding on to a faulty HPB-issued fitness tracker including broken straps are eligible for a 1-to-1 exchange from 14 May 2021, while stocks last. Employees are required to make an appointment at any of the HPB's Customer Care Centres and other designated HPB tracker exchange locations to do the 1-to-1 exchange through the H365 App. Find out how to make an appointment [here](#).

Note: Exchanges are to be done by appointment only. Appointment booking is required for troubleshooting support at our Customer Care Centres. Technical support is available only at Customer Care Centres. All other tracker exchange locations do not provide technical support

**22. My employees have lost their HPB-issued fitness tracker. Will they be eligible for the 1-to-1 exchange programme too?**

Participants who had lost their HPB-issued fitness tracker may call 1800 567 2020 or email [stepschallenge@hpb.gov.sg](mailto:stepschallenge@hpb.gov.sg) for further assessment and support.

**Section F: Tracker Distribution**

**23. Can we have more than one tracker collection mode per HWE? Our workers are currently working from home or having staggered working hours.**

HWEs can choose between private collection points (face-to-face appointments with assistance on pairing, syncing and basic troubleshooting) or direct distribution as their preferred tracker distribution mode. Please inform your HPB officer on your preference. Direct distribution will be provided on an ad-hoc basis to complement distribution of the trackers within the HWEs.

**Section G: Others**

**24. Will the ongoing COVID-19 situation have any restrictions or limitations to how the HWEs and workers participate meaningfully in the Corporate Challenge (Healthy Workplace Ecosystems) given that work from home is the default or preferred mode of work?**

No, Participants can continue to wear the trackers throughout the day to clock and sync steps on their own while adhering to the latest Safe Management Measure guidelines and SportSG advisory. In addition, we encourage Participants to take part in the virtual sessions of the physical activities offered by HPB or other sports organisations at home.