CORPORATE CHALLENGE
FREQUENTLY ASKED QUESTIONS

Section A: General information

1. **What is the Corporate Challenge about?**

The Corporate Challenge is organised for employees, who will be participating as "Participant" (i.e. defined as an employee who has downloaded the Healthy 365 app and signed up for the Corporate Challenge) of participating companies and/or organisations which are known as "Organisation" (i.e. corporates, hawker centres, heartland malls, or Healthy Workplace Ecosystems) to challenge working adults to stay active as a team, in their workplaces.

For more information, please click here.

2. **When will the Corporate Challenge start and end?**

Corporate Challenge is available all year round and Organisations and Participants can register anytime of the year.

3. **Is my Organisation eligible to register for the Corporate Challenge?**

Regardless of workforce size, all Organisations that are registered and operating in Singapore are eligible to join the Corporate Challenge. Organisations must have their own UEN or ACRA number. Organisations that do not have a UEN or ACRA number may use a nominated representative's UEN or ACRA number to join instead[1] (e.g. The Federation of Merchants' Associations).

4. **How can Organisations register for the Corporate Challenge?**

Organisations new to the Corporate Challenge may register anytime. The Organisation Point of Contact (POC) would be required to complete the form via https://go.gov.sg/corporatechallenge-registration to participate in the Challenge.

An entry code specific to the Organisation will be sent to the Organisation POC and the code(s) should be disseminated to employees to participate in the Challenge. If your Organisation chooses to have intra-teams (see Section D), your Organisation will receive multiple unique entry codes, each representing a team in your Organisation.

5. **When will I receive my unique company / team entry codes for Corporate Challenge?**

You will receive a confirmation email with your unique company / team Entry Codes (EC) within 5 working days after registration. The Organisation POC can then disseminate the EC to other employees to join Corporate Challenge via the Healthy 365 app.

6. **How will employees register for the Corporate Challenge?**

Employees will require an entry code specific to the Organisation to register for the Corporate Challenge within Healthy 365 app. The Corporate Challenge can be found under 'Explore' and 'Programmes' within the Healthy 365 app.

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[1] A nominated representative is an elected member of the committee or association which looks after an Organisation e.g. hawker centres and wet markets etc. He / she should also be one of the stakeholders of the Organisation e.g. running a stall at the hawker centres and/or wet markets.

7. **Can employees who are LumiHealth participants also take part in the Corporate Challenge?**

From 1st October 2024, employees who are Lumihealth participants can join the Corporate Challenge. There will be no rewards for Organisations and Participants as part of the refreshed terms of Corporate Challenge with effect from 1st October 2024.

8. **How can I monitor the performance of my Organisation?**

Upon registration, the Organisation POC will receive reports every week (Corporate Weekly Report) based on the cumulative daily average step count per Participant or Department/Team and average Moderate to Vigorous Physical Activity (MVPA) minutes per Participant or Department/Team, as per the steps and MVPA minutes synchronised to the Healthy 365 app. In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data i.e., names, email, contact number. For more information regarding the report, please refer to Section E below.

9. **How will I know what is my Organisation's latest Participant sign-up number?**

After your Organisation has signed up for the Challenge, the Corporate Weekly report with information on the (a) number of Participants who have registered and (b) number of those who have successfully chosen a Challenge tracking mode will be made available to your Organisation POC through email.

10. **How do Organisations withdraw from the Corporate Challenge, and will there be any penalty?**

No penalty will be imposed when Organisations withdraw from the Corporate Challenge. To do so, Organisation POC will need to email their withdrawal request to corporatechallenge@hpb.gov.sg. Do note that Organisations that wishes to re-join the Corporate Challenge will need to re-submit a registration form via this link https://go.gov.sg/corporatechallenge-registration

11. **What if an employee wants to change teams?**

The Organisation POC will need to email their request to corporatechallenge@hpb.gov.sg to process the withdrawal of the Participant(s). Upon withdrawal of the Participant, they will be able to register with an alternate organisation/team specific entry code.

Section B: Rewards

12. **Are there any rewards as part of the Corporate Challenge?**

From 1st October 2024, there will be no rewards for Organisations as part of the Corporate Challenge.

HPB provides the challenge platform and support to Organisation-initated challenges through the Corporate Weekly Report. Organisations are encouraged to organise and conduct their own intra-Organisation challenge based on the Corporate Weekly Report, at the Organisations' discretion on the mechanics and duration.

Organisation POCs are encouraged to clarify any queries with regards to the Corporate Weekly Report before commencing on the intra-Organisation Challenge. The Organisation POC can direct their queries to corporatechallenge@hpb.gov.sg.

13. **What will happen to the Hall of Fame that was effected on 1 May 2023 as part of the previous reward mechanics?**

Due to the change in mechanics from 1st October 2024 and the transition to the new website for Corporate Challenge, the Hall of Fame and monthly winners found in the current website: https://www.healthhub.sg/programmes/37/nsc/corporate-challenge will only be retained until 30

September 2024. Please write in to corporatechallenge@hpb.gov.sg if you wish to retrieve the list of winners. Our new website is https://www.healthhub.sg/programmes/corporate-challenge.

Section C: Intra-Challenge

14. . What is the intra-challenge?

The intra-challenge is an optional feature of the Corporate Challenge that allows departments/teams within the Organisations to compete with one another, based on the cumulative daily average step counts per Participant and weekly average MVPA minutes per Participant.

15. Is there any requirement and limitation for the team joining intra-challenge?

There is no limitation on the number of teams for each Organisation and each team must have a minimum of two members. Organisations that opt for intra-challenge need to have their team names (limited to 25 characters) ready when registering for Corporate Challenge for their registration to be submitted successfully.

16. Can I find out how each team is performing in the intra-challenge?

The Corporate Weekly Report of your team's performance will be emailed to the Organisation POC stated in the Corporate Challenge registration form. Please refer to Section D on more information about the Corporate Weekly Report.

Please note that the Corporate Weekly Report will be generated every Monday, Organisations may wish to align your intra-challenge duration accordingly. If unsure, please direct your queries to corporatechallenge@hpb.gov.sg

17. How can I make use of the Corporate Weekly Report for the intra-challenge?

If Department/Teams and Individuals have differing join dates:

Under the 'Department-Team' or 'Participant' tab of the Corporate Weekly Report, the 'Daily Average MVPA for this month' column is calculated based on the total number of MVPA minutes accumulated by participants in the Organisation from the 1st day of the Challenge month to the report generated date. This can be a useful indicator for comparison across Departments/Teams or Individuals with differing join dates as their start date will be synced to the 1st day of the Challenge month.

If Department/Teams and Individuals have the same join date:

Under the 'Department-Team' or 'Participant' tab of the Corporate Weekly Report, the 'Daily Average Steps' and 'Weekly Average MVPA' column is calculated based on the total number of steps and MVPA minutes accumulated by participants in the Organisation from their earliest join date to the report generated date (excluding withdrawn period if any). These can be useful indicators for comparison across Departments/Teams or Individuals with the same Challenge join date.

18. My Organisation has many mature workers who are concerned about taking part in Moderate to Vigorous Physical Activity (MVPA) as they do not feel confident in doing higher intensity physical activities. How can the MVPA category be made less daunting for those who are more senior?

MVPA broadly refers to physical activities that are of higher intensity that will increase heart rate and breathing rate. For a sedentary individual who has not been keeping fit, even brisk walking may result in elevated heart rate and breathing rate, hence considered as higher-intensity physical activities. In contrast, it takes a lot more for an athlete to achieve higher heart rate and breathing rate, the computation of MVPA in the Corporate Challenge is customised to the individual based on age and heart rate. Hence seniors would also be able to achieve MVPA simply by taking part in activities that are of higher intensity than their usual activities, or even just by brisk walking during their daily commute.

However, Participants with pre-existing conditions, such as cardio-vascular diseases will need to consult their doctor before embarking on higher intensity physical activities. All participants are required to complete the Get Active Questionnaire (GAQ) and the health declaration on the Healthy 365 app to ensure that they are in good fitness condition before attempting MVPA.

Section D: Challenge Statistics in the Corporate Weekly Report

19. What kind of information is accessible to Organisations?

The Corporate Weekly Report sent to the Organisation POC every week will provide the following data:

- 'Daily Average Step Count for this Month' of the Organisation is the average step counts clocked by all participating employees within that Challenge month
- 'Daily Average MVPA minutes for this Month' of the Organisation, departments and individual level is the average MVPA minutes clocked by all participating employees within that Challenge month
- 'Daily Average Steps' of the Organisation, departments and individual level is the average step count accumulated by all participating employees from the earliest join date of the Challenge
- 'Weekly Average MVPA duration' of the Organisation, departments and individual level is the average weekly MVPA accumulated by all participating employees from the earliest join date of the Challenge

20. Why is there no information about the average step count / MVPA minutes on my Corporate Challenge page on the Healthy 365 app?

As there is no inter-organisation challenge for the Corporate Challenge, average step count/ MVPA minutes of Organisations will not be ranked and populated on a Leaderboard within the Healthy 365 app effective from 1 May 2022. The expected screen on Healthy 365 app will indicate "There is no leaderboard for this challenge".

21. Why am I seeing a static screen on my Healthy 365 app after joining the Corporate Challenge?

As there is no inter-organisation challenge for the Corporate Challenge, information on your Organisation's progress will not be populated on the Healthy 365 app. The information on your Organisation's average step count/ MVPA minutes will be available via the Corporate Weekly Report sent to your Organisation POC.

22. What is the formula for "Daily Average Steps" in the Corporate Weekly Report?

$$\text{Daily Average Steps} = \frac{\text{Total number of steps accumulated by participant/team/organisation during Challenge Period (from date joined)}}{\text{Summation of total number of days in the Challenge for all participants}}$$

The Daily Average Steps is calculated from the start of the Challenge or the date from which the participant has joined the Challenge, whichever is later. Hence, it does not reflect the average steps of the participant, team or organisation within the week or month, but rather average steps clocked cumulatively across the Challenge Period.

23. What is the formula for "Weekly Average MVPA minutes" in the Corporate Weekly Report?

$$\text{Weekly average MVPA minutes} = \frac{\text{Total number of MVPA mins accumulated by participant/team/organisation during Challenge Period (from date joined)}}{\text{Summation of total number of days in the Challenge for all participants}} \times 7 \, days$$

The "Weekly Average MVPA minutes" is calculated from the start of the Challenge or the date from which the participant has joined the Challenge, whichever is later. Hence, it does not reflect the weekly average MVPA minutes of the participant, team or organisation within the week or month, but rather the weekly average MVPA minutes clocked cumulatively across the Challenge Period.

24. What is the formula for "Daily Average Steps for this Month" in the Corporate Weekly Report?

$$\text{Daily Average Steps for this Month} = \frac{\text{Total number of steps accumulated by all participants in the organisation during the month}}{\text{Summation of total number of active days in the month for all participants}}$$

The "Daily Average Steps for this Month" is calculated based on the total number of steps accumulated by participants in the Organisation within a Challenge month. The number of active days in the month is tabulated from the date the participant joined the Challenge or the start date of the Challenge, whichever is later, within the Challenge month. The "Daily Average Steps for this Month" reflected in the report is tabulated from the 1st day of the challenge month to the day before the report is received.

25. What is the formula for "Daily Average MVPA mins in the Month" in the Corporate Weekly Report?

$$\text{Daily Average MVPA for this Month} = \frac{\text{Total number of MVPA minutes accumulated by all participants in the organisation/team during the month}}{\text{Summation of total number of active days in the month for all participants}}$$

The "Daily Average MVPA for this Month" is calculated based on the total number of MVPA minutes accumulated by participants in the Organisation within a Challenge month. The number of active days in the month is tabulated from the date the participant joined the Challenge or the start date of the Challenge, whichever is later, within the Challenge month. The "Daily Average MVPA for this Month" reflected in the report is tabulated from the 1st day of the challenge month to the day before the report is received.

In order to derive the Weekly Average MVPA for the month, user may multiply the "Daily Average MVPA for this Month" value by 7 to obtain the weekly average MVPA value.

26. When will the data be synced on the Healthy 365 app and the Corporate Weekly Report?

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

Notwithstanding, if the MVPA minutes are synced within the seven days, all MVPA minutes of a particular day will be sent to the server within three days and will contribute to the average score computation in the Corporate Weekly Report. Participants who have not registered, did not pair a compatible fitness tracking device/app to the Healthy 365 app, or have not synchronised any steps to the server are excluded from the computation in the Corporate Weekly Report.

Participants are reminded to regular sync their data on the Healthy 365 app. If data is not synced by Sunday of the week, this may result in missing data in the Corporate Weekly Report generated the day after on Monday.

27. What does "No. of Registered Participants" refer to in the Corporate Weekly Report?

"No of Registered Participants" accounts for all the participants who have registered for the Corporate Challenge in Season 6 and new participants who have registered for the current Challenge. This value does not reflect the number of participants who are currently enrolled and actively participating in the Challenge as the aforementioned value includes participants who have registered for Corporate Challenge Season 6 but yet to agree to the Terms and Conditions to join the current Challenge.

For information on the accurate number of enrolled participants within the Organisation, the Organisation's POC can email HPB at corporatechallenge@hpb.gov.sg with your Organisation name and details of your request to find out more.

28. How updated will the Corporate Weekly Report to the Organisations be?

The Corporate Weekly Report will be generated as of the last sync data until the previous day and sent to the Organisation's POC at the start of the week.

29. Can I change the email address that receives the Corporate Weekly Report?

Please email HPB at corporatechallenge@hpb.gov.sg with your Organisation name, the old email address, and the email of the new POC.

30. Can I request for individualised data of all my employees?

In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data i.e., names, email, contact number. Organisation POC may want to consider obtaining the relevant information directly from their employees.

Section E: Technical Support for Corporate Challenge

31. What should I do in the following scenario?

a. **One of my employees just keyed in the wrong unique 8-digit code**
b. **One of my employees is unable to register for the Corporate Challenge**
c. **An employee registered in the Corporate Challenge has left the Organisation**
d. **An employee registered in a team has changed department/team**
e. **A team would like to change their name or be removed before the start of the Corporate Challenge**

Please consolidate all cases of staff movements and team details and contact HPB at corporatechallenge@hpb.gov.sg with a list of Participants (by mobile number), the correct entry codes and team names for each Participant, or new team name and the team members of the affected team. Please ensure that any file containing Personal Identifiables (i.e., mobile number) of individuals is password-protected before sending it across.

For technical difficulties with joining the Challenge, please send across screenshots of the Healthy 365 app for our investigation as well.

Note that it may take up to 4 weeks to process such requests, and POCs will be notified as soon as the request is successfully processed. The weekly report will continue to reflect details from previously registered participants/teams until the request is successfully processed.

Section F: Fitness tracker Collection

32. . Am I eligible to collect a HPB fitness tracker?

Anyone fulfilling all of these criteria is eligible for a HPB fitness tracker:
a. Singaporean or Permanent Resident of Singapore;
b. 17 years or older (based on birth year);
c. Not an existing participant of LumiHealth
d. Did not collect a HPB fitness tracker model previously*

*Exceptions apply. You may check your eligibility on the Healthy 365 app by tapping "HPB Fitness Tracker" > "Collect a new HPB fitness tracker" on the Healthy 365 app.

Eligible users are entitled to collect 1 HPB fitness tracker each. For more information on how to collect a HPB fitness tracker, click here.

33. Can Foreigners collect HPB fitness trackers?

Only Singaporean citizens or Permanent Residents of Singapore, aged 17 years or older (based on birth year), are eligible to collect a HPB fitness tracker.

34. How do I participate in the Corporate Challenge if I do not have a HPB fitness tracker?

Aside from using the fitness trackers issued by HPB, you may also participate in Corporate Challenge using other fitness trackers or mobile applications that are compatible with the Healthy 365 app. For more information, click here.

35. How should my employees collect a HPB fitness tracker at public collection points?

HPB fitness trackers may be collected through vending machines or at HPB appointed centres. For more information, click here.

36. My HPB Fitness tracker is faulty. May I exchange it?

You can book a tracker exchange appointment on the Healthy 365 app to exchange your faulty HPB fitness tracker. Please see **here** for more information.

37. Can I collect on behalf of my colleagues through any of the public collection points?

If you are unable to collect your HPB fitness tracker in person, you may authorise someone to collect it on your behalf. To authorise someone else to collect on your behalf, enter the proxy's name, mobile and email address on the booking confirmation page. A confirmation SMS and email will be sent to their mobile and email address. A soft copy or photocopy of your NRIC, and the appointment QR code or confirmation email, must be presented for verification during collection at the public collection points.

For more information on tracker collection, please refer to here.