

NATIONAL STEPS CHALLENGE™ SEASON 5 CORPORATE CHALLENGE

FREQUENTLY ASKED QUESTIONS

Section A: General information

1. What is the Corporate Challenge about?

The Corporate Challenge is a feature of National Steps Challenge™ Season 5 where employees will represent their respective participating organisations to compete in this nation-wide steps challenge between organisations. The overall top three organisations with the highest daily average step count per participant and/or overall top three organisations with the highest weekly average MVPA minutes per participants will win cash prizes. In addition, prizes will be given to monthly winners and most improved organisations for the Steps category of the Challenge.

2. When will Corporate Challenge start and end?

Corporate Challenge will officially start from **13 January 2020, 0000 hours to 26 April 2020, 2359 hours.**

3. How many categories are there?

There are two categories:

- a. Organisations with workforce size < 200 employees
- b. Organisations with workforce size \geq 200 employees

This ensures fair competition between bigger and smaller organisations with different staff strength and resources to provide a health promoting environment for employees.

4. Do employees have to be a participant of the National Steps Challenge™ Season 5 to take part in the Corporate Challenge?

Yes.

5. Do employees have to register for the National Steps Challenge™ Season 5 after they have registered for Corporate Challenge?

All participants of the Corporate Challenge will automatically be registered as individual participants for the National Steps Challenge™ Season 5.

6. How can I monitor the performance of my organisation?

The leaderboard on the Healthy 365 mobile app will update and list the top five organisations for the respective categories on a daily basis. Apart from the top five organisations, your organisation's position will also be shown on the app. This customised information on your organisation's position will only be made available to employees of your organisation. In addition, a weekly report with aggregated data on your organisation's performance will also be emailed to the point of contact stated in the Corporate Challenge registration form.

The leaderboard is updated as of the previous day's step count and previous week's MVPA data.

Section B: Registration

7. Is my organisation eligible to register for the Corporate Challenge?

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.

8. Is there a minimum sign up number for Corporate Challenge?

In order to be eligible to compete against other organisations and be ranked in the Corporate Challenge leaderboard, the following minimum sign up numbers will apply:

- Organisations with workforce size < 200 = 25 participants*
- Organisations with workforce size \geq 200 = 250 participants* or 15% of the workforce size, whichever is lower.

**A participant is defined as an employee who has downloaded the Healthy 365 mobile app, signed up for the Corporate Challenge and has completed setting up his or her preferred mode of tracking device for the Challenge.*

9. Can my organisation sign up for the Corporate Challenge but request not to be ranked?

Yes, organisations can sign up for Corporate Challenge and request not to be ranked.

10. How do I register my organisation for the Corporate Challenge? When is the last day to register for the Corporate Challenge?

Please submit your completed registration form at the following links by 20 Dec 2019:

- Organisations with workforce size < 200: <https://go.gov.sg/nsc5small>
- Organisations with workforce size \geq 200: <https://go.gov.sg/nsc5large>

11. Is there a deadline for my employees to sign up for Corporate Challenge?

All employees must sign up for the Corporate Challenge via the Healthy 365 mobile app and set up their preferred mode of tracking device by 3 January 2020, 2359 hours in order to be eligible for the Corporate Challenge. By 3 January 2020, 2359 hours, organisations must fulfil the minimum sign up number who have set up their preferred tracking modes, to be eligible for the Corporate Challenge.

12. How will I know what is the final sign up number?

Before the start of the Challenge, a daily report with information on the number of participants who registered, number of those who have successfully chosen a tracking mode, and a list of participants who have registered but have not chosen a tracking mode, will be emailed to your organisation's point of contact.

13. What if my organisation does not meet the minimum sign up number by 3 January 2020?

Your organisation will not be ranked on the Corporate Challenge leaderboard but you can still view your organisation's daily average step count and weekly average MVPA minutes. Your employees who have signed up for Corporate Challenge may also continue to participate as an individual in the National Steps Challenge™ Season 5.

Section C: Prizes

14. Are there prizes for winner(s) of the Corporate Challenge?

Yes, the overall top three organisations with the highest daily average step count per participant at the end of the Challenge will win prizes. Prizes will also be given to the overall top three organisations with the highest weekly average MVPA minutes per participant at the end of the Challenge, as well as the monthly winners and the monthly top 3 most improved organisations for the Steps category of the Challenge.

Details of the prizes are as follows:

	Workforce size ≥ 200	Workforce size < 200
Steps Leaderboard		
Overall 1 st	\$10,000	\$5,000
Overall 2 nd	\$7,000	\$3,000
Overall 3 rd	\$5,000	\$2,000
Monthly Winner ¹	\$2,000	\$1,000
Monthly Most Improved ²	\$2,000	\$1,000
Monthly 2 nd Most Improved ²	\$1,500	\$750
Monthly 3 rd Most Improved ²	\$1,000	\$500
MVPA Leaderboard		
Overall 1 st	\$10,000	\$5,000
Overall 2 nd	\$7,000	\$3,000
Overall 3 rd	\$5,000	\$2,000

¹ The organisation with the highest daily average step count per employee for that particular month will be the “Monthly Winner”. There will be 4 monthly winners for the months of January 2020, February 2020, March 2020 and April 2020. Each organisation is only eligible to win this prize once.

² The top 3 most improved organisations will be based on the largest difference in daily average step count per employee in that particular month, as compared with the previous month’s average step count. There are 3 rounds; (a) 1- 29 February 2020, based on January average, (b) 1 – 31 March 2020, based on February’s average, and (c) 1 – 26 April 2020, based on March’s average. Each organisation is only eligible to win this prize once.

There are no prizes for organisations participating in the intra-challenge, public sector leaderboard, and industry hall of fame. Organisations may provide prize(s) for their employees if they wish to.

Section D: Intra-Challenge

15. What is the intra-challenge?

The intra-challenge is an optional feature of the Corporate Challenge, which allows departments/teams within the organisations to compete with each other, based on the daily average step count per participant and weekly average MVPA minutes per participant. Organisations which opt for the intra-challenge will get to unlock a special feature – Tap & Win. Under Tap & Win, participants who clock at least 10,000 steps a day get a chance to win rewards such as shopping vouchers within the Healthy 365 mobile app!

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

The steps and MVPA leaderboard on the Healthy 365 mobile app will update and list the top five teams within your organisation, as well as one's own team's position within the organisation. Apart from the top five teams, your team's position in your organisation will also be shown on the app. This customised information on your organisation's position will only be made available to employees of your organisation. In addition, a weekly report on aggregated data of your team's performance will also be emailed to the point of contact stated in the Corporate Challenge registration form.

The weekly report will provide an overview of the top 10 or 10% (whichever that is higher) of your organisation's employees with the highest daily average steps and highest weekly average MVPA minutes. In the same report, it will also list the top 10 employees from each team with the highest daily average steps and highest weekly average MVPA minutes.

The leaderboard is updated as of the previous day's step count and previous week's MVPA data.

17. What is Tap & Win? How does Tap & Win work?

Tap & Win is an exclusive feature for participants from organisations who have opted for the intra-challenge in the Corporate Challenge.

Each day of 10,000 steps or more synced to the Healthy 365 mobile app or Healthy 365 kiosk during the official challenge period of the Corporate Challenge (i.e. from 13 January 2020 to 26 April 2020) will entitle participants to unlock Tap & Win once. The game will be unlocked at the point of syncing. Once unlocked, the game cannot be carried over to the next day even if participant chooses not to play the game at that point in time.

As Tap & Win is a chance-based game, the prize won, if any, is revealed only at the point of playing the game. The prizes won are not exchangeable nor redeemable for cash. The prizes can be vouchers, products or Healthpoints.

The more days of 10,000 steps or more synced, the more opportunities to play Tap & Win, and the more prizes you stand to win. Opportunities to play Tap & Win can be accumulated for those participants who do not sync their steps daily as long as the participants have clocked 10,000 steps or more on their mode of tracking and synced the steps on the Healthy 365 mobile app or Healthy 365 kiosk. Participants need to sync their steps at least once every seven days so the maximum number of accumulated opportunities to play Tap & Win is no more than seven.

18. My organisation has many mature workers who are concerned about taking part in MVPA as they do not feel confident in doing vigorous physical activities. How can the MVPA category be made less daunting for those who are more senior?

MVPA, or moderate to vigorous physical activities, 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 with their doctor before embarking on higher intensity physical activities.

Section E: Public Sector Leaderboard

19. What is the Public Sector Leaderboard?

The Public Sector Leaderboard ranks the top 5 organisations in the public sector, based on the daily average step count per participant. It is found on the Healthy 365 mobile app and Healthy 365 kiosk and will update and list the top five organisations in the public sector on a daily basis. Apart from the top five organisations, your organisation's position will also be shown on the app. This customised information on your organisation's position will only be made available to employees of your organisation.

The leaderboard refreshes monthly, so every month is a fresh start to earn the top 5 positions in the public sector. This leaderboard is for employees of public sector agencies only.

The leaderboard is updated as of the previous day's step count data.

Section F: Industry Hall of Fame

20. What is the Industry Hall of Fame?

The Industry Hall of Fame celebrates the champion organisation of each industry with the highest daily average step count per participant. It is found on the Healthy 365 mobile app and the Healthy 365 kiosk will update and list the top organisation in each industry on a daily basis.

The Hall of Fame refreshes monthly, so every month is a fresh start to earn the top position in your industry. This Industry Hall of Fame is for employees of private sector organisations only.

The leaderboard is updated as of the previous day's step count data.

Section G: Challenge statistics

21. What kind of information is accessible to organisations?

On the Healthy 365 mobile app, participants can view Corporate Challenge information by tapping "Corporate Challenge" card on the Dashboard.

The card will provide the following information:

- **Participant's organisation's** average daily step count per participant and weekly average MVPA minutes per participant, accumulated from 13 January 2020* onwards until the previous day.
- **Participant's team's** average daily step count per participant and weekly average MVPA minutes per participant, accumulated from 13 January 2020* onwards until the previous day.

The leaderboard is updated as of the previous day's step count and previous week's MVPA data.

22. How is the inter-challenge / intra-challenge / public sector / industry steps leaderboard computed?

The Healthy 365 mobile app steps leaderboard rank organisations/ teams based on their daily average step count per participant, accumulated from 13 January 2020* onwards until the previous day.

The leaderboard is updated as of the previous day's steps.

23. How is the inter-challenge / intra-challenge MVPA leaderboard computed?

The MVPA leaderboard rank organisations/ teams based on their weekly average MVPA minutes per participant for full weeks (i.e. Monday to Sunday), accumulated from 13 January 2020* onwards until the previous week.

The leaderboard is updated as of the previous week's data.

24. Why are the average step count / MVPA figures on my Corporate Challenge leaderboard "0"?

Please ensure that your mobile phone has good internet connection. Do note that average step count on leaderboard is updated as of the previous day's data and average MVPA minutes is updated as of previous week's data. If the problem persists, please delete, reinstall the app from App Store or Play Store and restore your profile by entering your NRIC and mobile number. You will receive a 4-digit one-time password via SMS. Please key this in to complete profile restoration.

25. What is the formula for average step counts?

Average number of steps = total number of steps accumulated by all participating employees / summation of total number of days in the challenge for all participating employees*.

The Challenge statistics on the Healthy 365 mobile app is updated as of the previous day's steps. Every morning (between 12am to 5am), the system generates data to update the Healthy 365 mobile 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 displayed on the Healthy 365 mobile app 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.

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

26. What is the formula for weekly average MVPA minutes?

Weekly average MVPA duration = total number of MVPA minutes accumulated by all participating employees / the summation of total number of full weeks in the challenge amongst all participating employees*.

The Challenge statistics on the Healthy 365 mobile app is updated as of the previous week's MVPA minutes. Every morning (between 0000hrs to 0500hrs), the system generates data to update the Healthy 365 mobile app. MVPA minutes clocked on the previous week but were not successfully sent to the server before the morning update would be excluded from the average MVPA minutes displayed on the Healthy 365 mobile app today.

Notwithstanding, as long as the MVPA minutes are synced within 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.

*Participants who have not registered, did not set a tracking mode and have not synchronised any heart rate data to the server are also excluded from the computation.

27. How updated will the aggregated weekly report be?

The aggregated report will be generated as of the previous day and sent to the organisation's point of contact every Monday.

28. Can I change the email address that receives the aggregated weekly report?

Please email hpb_health_at_work@hpb.gov.sg with your organisation name, the old email address and the new point of contact.

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

Individualised data for all employees will not be provided in line with our data protection policy. Nevertheless, the weekly report will list the top employees with the highest daily average steps and highest weekly average MVPA minutes in your organisation. Organisations participating in the intra-challenge segment will also be informed of the top employees with the highest daily average steps and highest weekly average MVPA minutes for each participating team. The report will be emailed to the point of contact stated in the Corporate Challenge registration form. This will enable organisations to reward the top performers, if they would like to.

The weekly report will provide an overview of the top 10 or 10% (whichever that is higher) of your organisation's employees with the highest daily average steps and highest weekly average MVPA minutes. In the same report, it will also list the top 10 employees from each team with the highest daily average steps and highest weekly average MVPA minutes.

30. What are the measures HPB have in place to prevent organisations or employees from committing fraud in the Corporate Challenge.

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

Section H: 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 6-digit code**
- b. **An employee registered in the Corporate Challenge has left the organisation**
- c. **An employee registered in the intra-challenge has changed department/team.**

Please consolidate all cases of staff movements. After verification with HR records, contact HPB at hpb_health_at_work@hpb.gov.sg with a list of participants (by NRIC) and the new entry codes and team names for each participant.

Changes will be reflected within three to five working days upon the HR's request, after which all step count and MVPA data from that participant will be removed from the old department's average step count and MVPA minutes and added to the new department.

32. What if employees in my organisation have 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.