

## **NATIONAL STEPS CHALLENGE<sup>™</sup> SEASON 6 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<sup>™</sup> Season 6 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 Moderate to Vigorous Physical Activity (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?**

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

#### **3. How many categories are there?**

There are two categories:

- a. Organisations with workforce size < 200 employees
- b. Organisations with workforce size ≥ 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<sup>™</sup> Season 6 to take part in the Corporate Challenge?**

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

#### **5. Do employees have to register for the National Steps Challenge<sup>™</sup> Season 6 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<sup>™</sup> Season 6 after it is launched.

#### **6. Can employees who participated in LumiHealth also take part for the National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge?**

Existing participants of LumiHealth must withdraw from LumiHealth in order to sign up for the National Steps Challenge<sup>™</sup> Season 6 Corporate Challenge. If you are an existing participant of LumiHealth, you will have to withdraw from LumiHealth in order to join this Challenge. Do note that withdrawal from LumiHealth is irreversible.

## **7. How can I monitor the performance of my organisation?**

The Leaderboard on the Healthy 365 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 (POC) stated in the Corporate Challenge registration form from the start of Challenge. In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data e.g. names, email, contact number.

The Leaderboard is updated as of the last sync step count and MVPA data until the previous day.

## **Section B: Registration**

### **8. 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. Organisations who may not have a UEN or ACRA number may use a nominated representative's UEN or ACRA number to join instead<sup>1</sup> e.g. The Federation of Merchants' Associations.

### **9. 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 app, signed up for the Corporate Challenge and has completed setting up his or her preferred mode of tracking device for the Challenge.*

### **10. 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.

### **11. 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 11 December 2021 2359 hours: [Corporate Challenge Registration](#)

- Organisations with workforce size < 200:
- Organisations with workforce size  $\geq$  200:

### **12. 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 app<sup>1</sup> and set up their preferred mode of tracking device by 19 December 2021, 2359 hours in order to be eligible for the Corporate Challenge.

Organisations must fulfil the minimum sign up number of participants who have set up their preferred tracking modes by 19 December 2021, 2359 hours, to be ranked on the Corporate Challenge Leaderboard.

### **13. How will I know what is the final sign up number?**

By the start of the Challenge, a weekly report with information on the (a) number of Participants who have registered, (b) number of those who have successfully chosen a Challenge tracking mode, can be made available to your organisation's point of contact through email.

---

<sup>1</sup> 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.

**14. What if my organisation does not meet the minimum sign up number by 19 December 2021?**

Your organisation will not be ranked on the Corporate Challenge Leaderboard but you will receive your organisation's daily average step count and weekly average MVPA minutes via a weekly report. Your employees who have signed up for Corporate Challenge may also continue to participate as an individual in the National Steps Challenge™ Season 6.

**15. I have signed up for the Corporate Challenge. Can I sign up for the Community Challenge too?**

Yes. As the Corporate Challenge and Community Challenge are not mutually exclusive, you can sign up for both challenges as long as you are an employee of an organisation participating in the Corporate Challenge.

**16. How do organisations withdraw from the Corporate Challenge and will there be any penalty?**

No penalty will be imposed. To withdraw from Corporate Challenge, Organisation POC(s) will need to email their withdrawal to [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg). Withdrawal of Corporate Challenge does not constitute to the withdrawal from the National Steps Challenge Season™ 6. Once withdrawal is confirmed, all accumulated steps counts and MVPA minutes under Corporate Challenge will be forfeited and organisation will not be eligible for the Leaderboard listing. Organisation will not be allowed to join the same Corporate Challenge again during the season upon withdrawal.

## Section C: Rewards

### 17. Are there rewards 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 cash rewards. Cash rewards will also be given to the Overall Top 3 Organisations<sup>2</sup> with the highest weekly average MVPA minutes per participant<sup>3</sup> at the end of the Challenge, as well as the Monthly winners<sup>4</sup> and the Monthly Top 3 Most Improved Organisations<sup>5</sup> for the Steps category of the Challenge.

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

There are no rewards for organisations participating in the intra-challenge, Public Sector Leaderboard, or Industry Hall of Fame. Organisations may provide prize(s) for their employees if they wish to.

---

<sup>2</sup> Organisations who have won rewards for the (1) Overall Steps or (2) Overall MVPA Leaderboard in two consecutive seasons shall be ineligible to compete and win in the same category for the following two participating seasons. Organisations will be eligible to win rewards in these categories again in the subsequent participating season after fulfilling the blackout period.

<sup>3</sup> Participants with 1 or more health conditions and does not have their doctor/physiotherapist recommendation to become more physically active or they are not comfortable with becoming more physically active on their own without consulting their doctor/physiotherapist will not be eligible to participate in the MVPA category / leaderboard and contribute to the computation of their organisation's average weekly MVPA minutes.

<sup>4</sup> The organisation with the highest daily average step count per Participant for that particular month will be the "Monthly Winner". There will be 4 monthly winners for the months of January 2022, February 2022, March 2022 and April 2022. Each organisation is only eligible to win this reward once.

<sup>5</sup> The Top 3 Most Improved Organisations will be based on the largest difference in daily average step count per Participant in that particular month, as compared with the previous month's average step count. There are 3 rounds; (a) 1 to 28 February 2022, based on January 2022's average, (b) 1 to 31 March 2022, based on February 2022's average and (c) 1 to 17 April 2022, based on March 2022's average. Each organisation is only eligible to win this reward once.

**18. How will organisations be informed if they are / are not one of the Corporate Challenge Leaderboard monthly or overall prize winners?**

Corporate Challenge winners will be announced via electronic direct mailers to all participating organisations and the National Steps Challenge™ website after the Challenge period has ended.

**19. Will there be rewards for HR point-of-contacts to get their employees to join and participate in the National Steps Challenge™ Season 6 Corporate Challenge?**

Yes, cash rewards and the Corporate Friends of the NSC will be given to any HR point-of-contacts for getting the following proportion of their organisation's workforce to sign up and participate in the Challenge.

	Workforce size ≥ 200	Workforce size < 200
<b>Corporate Friends of National Steps Challenge™ Award (FOR ORGANISATION POINT OF CONTACT WHO QUALIFIES FOR THE LEADERBOARD)</b>		
<b>Platinum Supporter At least 60% of workforce joining</b>	\$300	\$200
<b>Gold Supporter 40% to 59% of workforce joining</b>	\$150	\$80

## **Section D: Intra-Challenge**

### **20. 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 one other, based on the daily average step count per Participant and weekly average MVPA minutes per Participant. In alignment with Personal Data Protection Act policies, HPB will not be able to provide employee-specific data e.g. names, email, contact number.

### **21. Is there any requirement and limitation for the team joining intra-challenge?**

There is no limitation on number of team for each organisation. Each team name cannot be more than 25 characters and must have minimum of 2 members. Organisations opt for intra-challenge need to have their team names ready while registering for their registration to be submitted successfully.

### **22. Can I find out how each team is performing in the challenge?**

The steps and MVPA Leaderboard on the Healthy 365 app will update and list the teams within your organisation by their current position. Your team's current numerical position in your organisation will also be shown on the app. This customised information 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 Leaderboard is updated as of the last sync step count and MVPA minutes data until the previous day.

### **23. My organisation has many mature workers who are concerned about taking part in 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 with their doctor before embarking on higher intensity physical activities. All participants will be required to attempt the Get Active Questionnaire (GAQ) and complete the health declaration on the Healthy 365 app to ensure that they are in good fitness condition before attempting MVPA.

## **Section E: Public Sector Leaderboard**

### **24. What is the Public Sector Leaderboard?**

The Public Sector Leaderboard lists the organisations in the public sector by their current position, based on the daily average step count per Participant. Participants of Corporate Challenge can view it on the Healthy 365 app under the Public Sector Leaderboard tab. The app will update and list all the organisations in the public sector on a daily basis. Your organisation's current numerical 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 five positions in the public sector. This Leaderboard is for employees of public sector agencies only.

The Leaderboard is updated as of the last sync step count data until the previous day.

## **Section F: Industry Hall of Fame**

### **25. What is the Industry Hall of Fame?**

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

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

The Leaderboard is updated as of the last sync step count data until the previous day.

## **Section G: Challenge statistics**

### **26. What kind of information is accessible to organisations?**

On the Healthy 365 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 3 January 2022\* onwards till the last sync data until the previous day.
- **Participant’s team’s** average daily step count per Participant and weekly average MVPA minutes per Participant, accumulated from 3 January 2022\* onwards till the last sync data until the previous day.

The Leaderboard is updated as of the last sync step count and MVPA minutes data until the previous day.

### **27. How is the inter-challenge / intra-challenge / public sector / industry steps Leaderboard computed?**

The Steps Leaderboard ranks organisations/ teams based on their daily average step count per Participant, accumulated from 3 January 2022\* onwards till the last sync data until the previous day.

The Leaderboard is updated as of the last sync steps data until the previous day.

### **28. How is the inter-challenge / intra-challenge MVPA Leaderboard computed?**

The Healthy 365 app MVPA Leaderboard ranks organisations/ teams based on their weekly average MVPA minutes per Participant accumulated from 3 January 2022 onwards till the last sync data until the previous day.

The Leaderboard is updated as of the last sync MVPA minutes data until the previous day.

### **29. Why are the average step count / MVPA minutes 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 last sync steps and average MVPA minutes data until the previous day. 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 in this to complete profile restoration.

### 30. What is the formula for average step counts?

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

The Challenge statistics on the Healthy 365 app 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 displayed on the Healthy 365 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 excluded from the computation.

### 31. What is the formula for weekly average MVPA minutes?

$$\text{Weekly average MVPA duration} = \frac{\text{Total number of MVPA minutes accumulated by all participating employees}}{\text{Summation of total number of days in the challenge for all participating employees} *} \times 7 \text{ days}$$

The Challenge statistics on the Healthy 365 app is updated as of the last sync MVPA minutes data prior to midnight. Every morning (between 0000 hr to 0500 hr), the system will generate data to update the Healthy 365 app. MVPA minutes clocked on the previous day 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 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 excluded from the computation.

### 32. How updated will the aggregated weekly report to the organisations be?

The weekly aggregated report will be generated as of the last sync data until the previous day and sent to the organisation's point of contact at the start of the week.

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

Please email HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with your organisation name, the old email address and the new point of contact.

### 34. 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 e.g. names, email, contact number. Organisation Point of Contact (POC) may consider to directly obtain the relevant information from their employees.

**35. 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 organisations 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**

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

- a. One of my employees just keyed in the wrong unique 8-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.**
- d. A intra-challenge team would like to change their name or be removed before the start of Corporate Challenge.**

Please consolidate all cases of staff movements and team details and contact HPB at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) with a list of Participants (by NRIC), the correct entry codes and team names for each Participant or new team name and the team members of the affected team by 11 December 2021. Organisations will be notified in writing should the request be successful. Please note that any movement of team members and the removal of team will not be granted for requests submitted after 11 December 2021.

Successful requests will see the changes reflected during the start of the Corporate Challenge, For Participant who has left the organisation during the Corporate Challenge, please note that all synced step count and MVPA minutes data till the point of withdrawal will still remain with the organisation.

For (b), please remind departing participant to sync their data in the Healthy 365 app before the confirmed date of changes take place.

**37. What if employees in my organisation need a replacement for their old HPB fitness tracker?**

Participants may book an appointment on the Healthy 365 app to exchange their faulty HPB fitness trackers at our Customer Care Centres. Kindly note that exchanges are by appointment basis only

**38. What if employees in my organisation 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).

**Section J: Tracker Collection**

**39. What is the eligibility criteria for organisations to select the different corporate tracker distribution modes?**

(1) < 150 Workforce Size: public collection points

(2) ≥ 150 Workforce Size: private collection points at workplace premises or public collection points

Organisations. Organisations. Please refer to question 43 or requesting for more distribution rounds should it be required.

#### **40. What are the tracker collection options for my organisation employees?**

HPB has multiple public collection points around Singapore that would provide convenience for both eligible employees working from home, or those that have returned to office to self-collect their trackers. Organisations Self-collection of trackers at public collection points are available on an appointment-basis, which would safeguard unnecessary gathering of individuals at one place, at one point in time.

For organisations with 150 or more employees, organisation. HPB can set up private collection points (PCP) at your organisation's premises. Do note that organisations. Organisation POCs would need to indicate preference for this mode by (date) via (website). By indicating your preference does not guarantee a confirmation of this option, and an email will be sent to you to confirm the final mode of tracker collection for eligible employees.

#### **41. What do I need to do if my organisation opts for public collection of trackers?**

As the Corporate Challenge Point of Contact (POC), you will only be required to disseminate the assigned Corporate Challenge entry codes to your employees and rally them to register for the Challenge on the Healthy 365 app by 19 December 2021. They will be able to find out their tracker eligibility status through the Healthy 365 app and book an appointment to collect their trackers at a location nearest to them.

#### **42. My organisation has chosen public collection points as their tracker collection mode. How should my employees collect a tracker at these collection points?**

Please inform your employees to register for the Challenge using the assigned Corporate Challenge entry codes on their Healthy 365 app, as soon as possible. They will be able to find out their tracker eligibility status through the Healthy 365 app and eligible employees can book an appointment to collect their trackers at a location nearest to them. You may refer them to our website at <https://www.healthhub.sg/programmes/37/nsc/tracker-collection> for the locations of all the public collection points.

#### **43. Can we have more than one collection points. locations if we have a few site offices in Singapore? Our staff are currently working from home or staggered working hours. Are we able to choose both modes of distribution mode (hybrid approach)?**

Should your organisation require more rounds and hybrid modes of tracker distribution e.g. employees at various geographical branches, working from home etc., please email us at [corporatechallenge@hpb.gov.sg](mailto:corporatechallenge@hpb.gov.sg) to raise a request. Do note that this option is only available for organisations with 150 or more employees.

#### **44. Can foreign participating employees collect their trackers at the public or private collection points?**

Yes, any eligible individual can collect a tracker at the public or private collection points, as long as they sign up for Corporate Challenge.

## Section K: Others

### 45. Will the ongoing COVID-19 situation have any restrictions or limitations to how the organisation and employees participate meaningfully in the Corporate Challenge and intra-team challenge given that work from home is the default or preferred mode of work?

No, Corporate Challenge and intra-team challenge Participants can continue to wear the trackers throughout the day to clock and sync steps and MVPA minutes 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.

### 46. Will the complimentary health programmes offered for the returning organisations under the loyalty perks be suspended due to the ongoing COVID-19 situation?

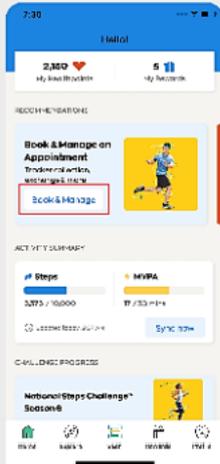
No, organisations who are eligible for the loyalty perks will still be able to book the complimentary session with us as long as the programme and the slots are available

### 47. How do I know if I am eligible for a tracker collection / exchange?

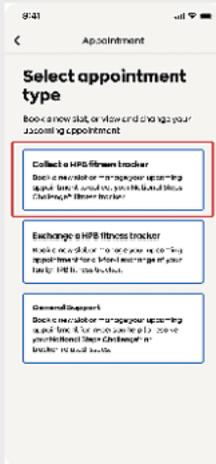
**Step 1:**  
Launch your Healthy 365 app



**Step 2:**  
Tap "Book & Manage" button on the Book & Manage an Appointment section



**Step 3:**  
Tap "Collect a HPB fitness tracker" button.



- If you are eligible to collect a HPB fitness tracker, you will be redirected to the booking page.
- If you are not eligible to collect a HPB fitness tracker, you cannot proceed further. If you would like to exchange a faulty fitness tracker, please go back to the previous page and tap on "Exchange a HPB fitness tracker" button

Please refer to the [tracker collection page](#) for the full details.

**48. Will I be able to choose my tracker model?**

The trackers will be given out on an availability basis and participants cannot select their preferred model.

**49. Most of my employees has decided to collect their Season 6 fitness tracker via the public collection point after the 11 October 2021. As a result, my organisation could no longer meet the minimum number of trackers required for private collection point to take place. How this group of employees who had previously chosen to collect their fitness tracker through the private tracker collection their trackers now?**

As your organisation is unable to meet the minimum trackers required for private collection, you would be required to direct eligible employees to book an appointment to collect at the public collection points instead.

**50. I had made an appointment and would like to change the date/time/location of the site. How do I do that?**

Under the appointment booking card, click on 'Collect a HPB fitness tracker' and rebook within the system.

**51. Can we collect on behalf of my colleagues through the public collection points route?**

If you are unable to collect your HPB fitness tracker in person, you may authorise someone to collect it on your behalf. A soft copy or photocopy of your NRIC/FIN, and the appointment QR code or confirmation email, must be presented for verification during collection.

- 1) Each person may collect a maximum of 3 HPB fitness trackers (including their own). Note that valid appointments are required for all 3 collections.
- 2) Collection of HPB fitness tracker is strictly by appointment only, and while stocks last.

**52. Is there any deadline for booking an appointment to collect at these public collection points?**

The suggested cut-off date to inform your employees to book an appointment at the public collection points is by the 19 December 2021. Participants will have till 19 December 2021 to collect and pair their trackers.