

1. Email Guidelines

1.1 Email Etiquette

Emails	General guidelines
Target Response Time	<p>To acknowledge email received by survey respondent if the proposed reply would take more than 1 working day or provide interim reply if the email is received outside of operating hours.</p> <p>Dear <Sir/Mdm or respondent name>,</p> <p>Thank you for contacting us.</p> <p>Our team is looking into your email. Rest assured that we will get back to you as soon as possible. You should get a response within 3 working days.</p>
Subject Heading	<p>To use a direct subject header.</p> <p>E.g.: For a fresh new email (i.e., not a reply email), indicate the <survey name> as part of the subject of your email. For example, if you are requesting for company's financial accounts during data editing, the title could read <i>[Company UEN/Name] Maritime Census – Request for Financial Accounts</i>.</p> <p>Alternatively, if you are replying to the respondent's email, you can follow the subject indicated by the respondent.</p>
Use professional greetings	<p>Dear <Sir/Mdm or respondent name>,</p> <p>Do not use causal greeting such as “Hey there” or “Hi everyone”</p>
Keep fonts simple and classic	<p><u>Recommended font</u>: Calibri, Helvetica or Arial (11-point or 12 point)</p> <p><u>Font colour</u>: Black.</p> <p>Keep text highlighting, and use of bolding, italics and underlining to a minimum, except for key content (e.g. survey due dates etc.)</p>
Header of the email	<p>Emails should start with enterprise name and reference number (UEN). For example:</p> <p>Enterprise Name: <CMA CGM-PSA Lion Terminal Pte Ltd.> UEN: <201540684G></p>
Double-Check “From” and “To” addresses and cc	<p>To avoid accidentally sending an email to the wrong recipients</p> <p>Always send from annualsurvey@mpa.gov.sg and not your personal email.</p> <p>Always cc annualsurvey@mpa.gov.sg in your emails.</p>
End of the email	<p>Sign off with your name, full designation and contact details (i.e., office number)</p>

1.2 Templates for common email queries

1.2.1 Granting extension

Dear <Sir/Mdm or respondent name>,

We are pleased to inform you that your request for an extension of <survey name> has been granted till <DDMMYY>.

Please contact us if you require further assistance on survey matters.

Thank you.

1.2.2 Seeking access to MIS/ account

Dear <Sir/Mdm or respondent name>,

Please refer to the attached guide to access MPA's E-Survey system.

<To attach E-survey brochure>

Please go to go.gov.sg/mpasurvey and login via Singpass to complete the survey.

If you require further assistance on Corppass access, you may refer to following:

- (1) If your Company has Corppass, but you do not have an account (Local & Foreign), get started with this guide: <https://go.gov.sg/activate-corppass-user-guide>.
- (2) If your Company does not have Corppass, get started with this guide: <https://go.gov.sg/create-corppass-guide>.
- (3) For other Corppass Account Guides: <https://go.gov.sg/corppass-guides>.
- (4) For further Corppass Support: Email support@corppass.gov.sg or contact Corppass during the operating hours: Mon-Fri : 8.00am - 8.00pm Sat : 8.00am - 2.00pm at **(+65) 6335 3530**.

If you require assistance on MPA survey matters, please contact us at <tel no:>

Thank you.

1.2.3 Corppass-For Sub-Admins, Enquiry Users & Users

Please refer to the attached guide to access MPA's E-Survey system.

<To attach Corppass Guide for Sub-Admins,Enquiry Users & User Active My Account >

1.2.4 Sending survey form to respondent

[Thank you for your email.]

We have attached a copy of the <SURVEY NAME > form for your reference.
Please go to go.gov.sg/mpasurvey and login via Singpass to complete the survey.

<attach firm's survey form>

Please contact us if you require any assistance on survey matters.

Thank you.

1.2.5 Interim reply

Dear <Sir/Mdm or respondent name>,

Thank you for contacting us.

Our team is looking into your email. Rest assured that we will get back to you as soon as possible. You should get a response within 3 working days.

1.2.6 Sending Chaser Email (before 1st due date)

Dear <Sir/Mdm or respondent name>,

We have launched the < Survey Name> on <Survey launch date>.

Please submit your survey return through <https://go.gov.sg/mpasurvey>, and login using Singpass.

The information submitted will be kept in confidence in accordance with the Statistics Act 1973.

We would be grateful if you could complete the questionnaire by <survey due date >.

Your response contributes to policy making and business planning by the government and business community, and we appreciate your assistance and continued support. Please contact us if you require any assistance.

Thank you.

1.2.7 Sending Chaser Email (after 1st due date)

Dear <Sir/Mdm or respondent name>,

This is a gentle reminder on the above survey launched on <Survey launch date>. Please go to <https://go.gov.sg/mpasurvey>, and login using Singpass to complete the survey.

The information submitted will be kept in confidence in accordance with the Statistics Act 1973.

Your response contributes to policy making and business planning by the government and business community, and we appreciate your assistance and continued support. Please contact us if you require any assistance.

Thank you.

1.2.8 Seeking clarifications from respondent

UEN: <201540684G>

Enterprise Name: < CMA CGM-PSA Lion Terminal Pte Ltd.>

Dear <Sir/Mdm or respondent name>,

Thank you for providing your returns for <Survey name>.

We would like to seek your clarifications on the matters below:

<To list clarifications>

We would appreciate it if you could provide the information by <date>. The information will be kept in confidence in accordance with the Statistics Act 1973.

Please contact us if you require any assistance.

1.2.9 Acknowledgement of return received via email

Enterprise Name: < CMA CGM-PSA Lion Terminal Pte Ltd.>

UEN: <201540684G>

Dear <Sir/Mdm or respondent name>,

We have received your survey returns for <survey name>.

Thank you for your assistance and continued support towards the <SURVEY NAME>.

1.2.10 Updating of Contact Details

Dear <Sir/Mdm or respondent name>,

Thank you for your email.

We will update the contact details in our system accordingly. Please contact us if you require any assistance.

1.2.11 Requesting financial accounts (for current and earlier reference years)

Enterprise Name: < CMA CGM-PSA Lion Terminal Pte Ltd.>

UEN: <201540684G>

Dear <Sir/Mdm or respondent name>,

Thank you for providing your returns for the <survey>.

We require some details and would appreciate it if you could provide a copy of your firm's financial accounts, for the reference year <202X> by <date>.

The documents will be kept in confidence in accordance with the Statistics Act 1973.

Please contact me at: <contact no> if you require any assistance.

1.2.12 Arranging appropriate time for call back to respondent

Enterprise Name: < CMA CGM-PSA Lion Terminal Pte Ltd.>

UEN: <201540684G>

Dear <respondent name>,

Thank you for your submission of the <Survey name>.

Would it be convenient for me to call you at <xxx am / pm tomorrow> to clarify the information you have provided in your survey returns?

If it is not convenient, please let me know when would be a good time to call please?

Alternatively, you may contact me anytime from Mon-Fri (9.00am – 5.00pm) at (tel no) at your convenience.

2. Phone Guidelines

Phone	General guidelines
Start of the call	<p>Outbound call: Start with greeting the survey respondent, identify yourself, and set out the purpose of the call.</p> <p><i>E.g.: Good morning <respondent name>, I am <Bryan>, calling from the Statistics and Data Systems Department of the Maritime & Port Authority of Singapore to seek clarification on your survey returns...</i></p> <p>Inbound call: Start with greeting the caller, identify yourself, and offer help</p> <p><i>E.g.: Inbound call: Good morning, I am <Bryan> from the Statistics and Data Systems Department of Maritime & Port Authority of Singapore, how can I help you?</i></p>
Use proper language	Always remain polite, staying respectful and professional during trying times, and avoid slang and swears.
Putting respondent on hold	To inform the respondent on the other end of the call, before putting him/her on hold.
Respondent insists on staying on the phone until his/her issues are resolved	<p>When you are not making progress on the call, ask to follow up with them via an arranged call back or email and explain how this will lead to a faster resolution.</p> <p><u>Do not</u> hang up abruptly without informing the respondent.</p>
Content of the call	<u>Do not</u> divulge sensitive information of the firm's survey returns unless proper verification of the caller is sought.
End of the call	Thank the respondent for his/her time, say goodbye but let the respondent hang up first before hanging up

3. FAQs on Survey – Maritime Census

<p>[SDS] Maritime Census > Others</p>	<p>3.1 <u>Why does MPA need to conduct the Maritime Census?</u></p> <p>As part of continuous efforts to support the development of Maritime Singapore, the Maritime and Port Authority of Singapore (MPA) has been conducting annual industry surveys under the Statistics Act 1973 (“Statistics Act”) to collect timely statistics on the maritime industry’s activities, technology, sustainability and manpower developments.</p> <p>Aggregated statistics compiled from the collected data will be used to assist in policy making and development of programmes to benefit the maritime community.</p> <p><i><u>Internal notes</u></i></p> <p><i>Statistics Act 1973 can be found here:</i> https://sso.agc.gov.sg/Act/SA1973</p>
<p>[SDS] Maritime Census > Others</p>	<p>3.2 <u>How are the firms selected for the Maritime Census?</u></p> <p>Firms are selected to form a representative sample of the maritime industry while minimising respondent burden.</p> <p><i><u>Internal notes</u></i></p> <p><i>Should company ask how we identify firms in Maritime industry, you may share that it is based on company’s declaration in Accounting & Corporate Regulatory Authority (ACRA).</i></p>
<p>[SDS] Maritime Census > Others</p>	<p>3.3 <u>My business is small with low turnover/employee size. My data is not useful to MPA. Can I skip the survey?</u></p> <p>We are conducting an annual Maritime Census for selected firms in the Maritime industry. Data of companies (regardless of size) are equally important to us to ensure that the industry data compiled are representative across the industry. Aggregated statistics compiled from the collected data will be used to assist in policymaking and development of programmes to benefit the maritime community.</p> <p><i><u>Internal notes</u></i></p> <ul style="list-style-type: none"> <i>Negative response to avoid: “I’m not sure why you are selected too.”</i>




<p>[SDS] Maritime Census > Others</p>	<p>3.4 <u>How did you get my company's contact details (e.g. name, mailing/email address, contact information, sub-sector and status)?</u></p> <p><Maritime Census> Your company's details are obtained from registration authorities such as the Accounting & Corporate Regulatory Authority (ACRA).</p>
<p>[SDS] Maritime Census > Exemption Request</p>	<p>3.5 <u>Is it compulsory to submit the survey return? Can I be exempted?</u></p> <p>The survey is conducted under the Statistics Act 1973 which requires all selected firms to provide the necessary information for the survey. Each firm's participation in the survey is crucial to ensure that the industry data compiled are representative across the respective industries.</p> <p>[For CSO] If the respondent insists to be exempted:</p> <p>You may wish to email annualsurvey@mpa.gov.sg with your reasons for exemption so that we can assess your case.</p> <p><u>Internal notes</u></p> <p>Statistics Act 1973 can be found here: https://sso.agc.gov.sg/Act/SA1973</p> <p><i>If the firm is no longer in the maritime sector or has ceased operation, refer to 3.8 for reply.</i></p> <p><i>To offer assistance: "Should you encounter any difficulty while filling out the form, we would be happy to assist you."</i></p> <p><i>Negative response to avoid: "Yes, you must submit returns" (without any explanation or offering assistance).</i></p>

[SDS] Maritime Census > Others	<p>3.6 <u>How do you ensure that the information submitted by me is kept confidential?</u></p> <p>Our surveys are conducted under the Statistics Act 1973 ("Statistics Act"). Responses provided for the surveys are kept in confidence in accordance with the Statistics Act. All our department's officers handling the individual survey information are also required to sign the undertakings under the Statistics Act as well as the Official Secrets Act. We are fully aware of our legal obligations to safeguard the survey information. All data are also kept securely in MPA's systems.</p>
[SDS] Maritime Census > Submission – Deadline Extension	<p>3.7 <u>Can I request for an extension in the submission of my survey return?</u></p> <p>[For CSO] For all extension requests, you can refer to go.gov.sg/mpasurvey-help to request for an extension.</p> <p>[For SE] We can grant an extension if you require more time to complete the survey form.</p> <p><u><i>Internal notes</i></u></p> <p><i>[For CSO] If the respondent persists that an extension be granted over the phone, please take down their name, email and contact number, escalate to COMPASS and MPA will get in touch with them.</i></p> <p><i>[For SE] Survey executives can grant extension of the survey due date over the phone. E.g., On a case-by case basis, extension to be granted up to 2-3 weeks first. When the survey is closing, extension will have to be shortened. <u>Please remember to update the extension date of the firm in MISP.</u></i></p>

<p>[SDS] Maritime Census > Others</p>	<p>3.8 <u>My firm was not in operation during the reference period of the survey. Do I need to submit the survey?</u></p> <p>If your firm was not in operation during the survey reference period, please inform us in writing to Statistics and Data Systems Department of MPA at annualsurvey@mpa.gov.sg and state the effective date the firm had ceased business operations (if applicable).</p> <p>Attach <u>any</u> of the following supporting document(s):</p> <ul style="list-style-type: none"> • Company's Financial Statement for FY2022 • Formal letter or email from ACRA <p><u>Internal notes</u></p> <p><i>[For CSO] If the firm does not have any of the above 2 documents, ask the firm to still write in to us as above.</i></p> <p><i>[For SE] Survey executives need to ask respondent to write-in in and attach supporting documents to us, instead of just informing us over phone that the firm was not in operation. This is to ensure that the person on the phone is an actual company representative and also to capture key decision points on paper.</i></p>
<p>[SDS] Maritime Census > Survey Clarification</p>	<p>3.9 <u>Can I provide preliminary figures if my audited accounts are not ready yet?</u></p> <p>Yes, you can provide preliminary figures or your best estimates if the audited accounts for the reference period are not ready by survey due date: <u>25 September 2023</u>. Please provide us your final figures, when available, if there are large changes from the preliminary set.</p>

<p>[SDS] Maritime Census > Others</p>	<p>3.10 <u>We are already short-handed and very busy. Can I skip the survey?</u></p> <p>The surveys we conduct are essential as it is important for us to collect timely information on industry activities, technology, decarbonisation, and manpower developments for Maritime Singapore. Aggregated statistics compiled from the collected data will be used to assist in policymaking and development of programmes to benefit the maritime community.</p> <p>[For CSO] We would be happy to provide assistance in the form filling. Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you.</p> <p>[For SE] We would be happy to provide assistance in the form filling. We could also grant you an extension of time for the submission on a case-by-case basis.</p> <p><u>Internal notes</u></p> <p>[For CSO] Escalate to COMPASS.</p> <p>[For SE] Find out the difficulty faced and propose suitable solutions such as survey deadline extension, requesting them to provide best estimates if they do not have actual data, and providing explanatory notes if they need clarification for key data items in survey etc. If required, you may need to run through the survey questions with them.</p>
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<p>[SDS] Maritime Census > Others</p>	<p>3.11 <u>Can you compensate me for filling in your survey?</u></p> <p>The Statistics Act 1973 does not have provisions for payment to our business survey respondents. We would, however, gladly assist with the form filling.</p> <p>[For CSO] If you require further assistance, please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you.</p> <p><u>Internal notes</u></p> <p>[For CSO] Escalate to COMPASS.</p>
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<p>[SDS] Maritime Census > Account Access</p>	<p>3.12 <u>How do I access the Maritime Industry Survey Portal (MISP) to complete the survey?</u></p> <p>You can go to https://go.gov.sg/mpasurvey and login using Singpass if your firm has registered for and authorised you via Corppass. If you are unable to proceed, you will need to be assigned by your firm's Corppass Administrators as a Corppass user for MPA's e-Survey to complete the survey.</p> <p>[For CSO] For Corppass Access guides, you may refer to go.gov.sg/mpasurvey-help. From the dropdown list, select "Corppass Access" and you can find the links to the respective guides.</p> <p>Please refer to the guide to register as Corppass Administrator account</p> <p> Corppass_Admin_Registration_Singapore_</p> <p>Please refer to the guide to create Corppass accounts for users</p> <p> Corppass_Admin_Create_and_Manage_Cor</p> <p>Please refer to the guide to activate user's Corppass account</p> <p> Corppass_Activate_My_Account.pdf</p> <p>For any other queries, please visit https://www.corppass.gov.sg/corppass/common/userguides</p> <p><u><i>Internal notes</i></u></p> <p><i>E-Survey is another term for Maritime Industry Survey Portal (MISP).</i></p> <p><i>[For SE] You should attach the e-survey brochure and send the respondent via email.</i></p>
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<p>[SDS] Maritime Census > Others</p>	<p>3.13 <u>Why do I have to fill up so many surveys? Why can't you simply draw out data from the government agencies?</u></p> <p>We would not be able to obtain the identifiable information collected from other government agencies except for information of a general nature or publicly available information.</p> <p>Likewise, our Department does not share the individual firms' survey returns with other government agencies unless there is agreement in writing from your company to share such information with them. This is clear under the Statistics Act 1973.</p> <p>Our surveys are designed to minimise duplication of data items from other agencies where possible to minimise companies' reporting burden. We can provide assistance in the form filling and/or grant you further extension if you require more time to complete the survey.</p> <p><u><i>Internal notes</i></u></p> <p><i>Negative response to avoid: Agree with respondent – “Yes, I also think the government is inefficient, but no choice.”</i></p> <p><i>[For CSO] If firms request for extension, refer them to go.gov.sg/mpasurvey-help to submit their extension requests (refer to <u>3.7</u> on extension). If respondents need further assistance, please take down their name, email and contact number, escalate to COMPASS and MPA will get in touch with them.</i></p>
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<p>[SDS] Maritime Census > Others</p>	<p>3.14 <u>Is the survey available in other languages other than English?</u></p> <p>[For CSO] Our survey is only available in the English language. If you require further assistance, please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you.</p> <p>[For SE] Our survey is only available in the English language. We can, however, explain verbally in Chinese/Malay/Tamil. For the language I am unfamiliar with, I can ask my colleague to assist.</p> <p><u>Internal notes</u></p> <p><i>[For CSO] Escalate to COMPASS.</i></p> <p><i>[For SE] To arrange callback with the respondent with someone who able to speak the requested language to assist with his/her survey queries.</i></p>
<p>[SDS] Maritime Census > Others</p>	<p>3.15 <u>What action would be taken against me if I refuse to participate in your survey? Can I opt out of the survey?</u></p> <p>[For CSO] If you have difficulty filling in the form. <i>Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you.</i></p> <p>[For SE] We are most willing to assist you in the filling up of the form or grant you an extension if you require more time.</p> <p><u>Internal notes</u></p> <p><i>Persuade the respondent to cooperate. Try to find out the respondent's concerns or difficulties and see how we can assist. The survey is compulsory under the Statistics Act.</i></p> <p><i>You can refer to 3.7 on extension.</i></p>

<p>[SDS] Maritime Census > Exemption Request</p>	<p>3.16 <u>I wish to opt out of the survey. Who has the power to exempt me?</u></p> <p>We are sorry that we are unable to exempt you. Under the Statistics Act 1973, all selected firms are required to provide the necessary information in the survey. We can provide assistance to you in the filling up of the form or grant you an extension if you require more time.</p> <p>If the respondent insists to be exempted: You may wish to email annualsurvey@mpa.gov.sg with your reasons for exemption so that we can assess your case.</p> <p><u>Internal notes</u></p> <p><i>Persuade the respondent to cooperate. Try to find out the respondent's concerns or difficulties and see how we can assist.</i></p> <p><i>If respondent still insists to be exempted (even though firm is still in operation, not dormant or cease operation), request that he/she write in so we can assess the case and if necessary, we will bring the request to the survey managers.</i></p> <p><i>Survey executives should <u>not</u> grant exemption to survey respondents over the call directly, and the request for exemption need to be highlighted to the survey managers for their assessment on a case-by-case basis (whether to grant the company exemption)</i></p> <p>DO NOT refer respondent to the MP/Minister or mention that MP/Minister has the power to exempt.</p> <p>DO NOT give the respondent the impression that he/she can be excluded from survey if he/she writes in.</p>
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<p>[SDS] Maritime Census > Exemption Request</p>	<p>3.17 <u>I read in the Statistics Act (section 12) that the Minister can exempt me, so I can write in or call him to request for exemption then?</u></p> <p>Each firm's participation in the survey is crucial to ensure that the industry data compiled are representative across the respective industries or sectors, and we would greatly appreciate your support.</p> <p>If the respondent insists to be exempted: You may wish to email annualsurvey@mpa.gov.sg with your reasons for exemption so that we can assess your case.</p>
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<p>[SDS] Maritime Census > Others</p>	<p>3.18 <u>Why am I covered in so many surveys? They are collecting the same info (e.g., revenue asked in all surveys).</u></p> <p>Each survey collects different types of information for various statistical uses and purposes. MPA and other government agencies have made efforts to minimise duplication across surveys, although there may be a small number of similar data items that serve as essential control totals e.g. total company revenue. We understand that a lot of time and effort is required to submit all the returns, so we would be glad to provide assistance in your form filling. If you need more time to complete the survey, we are able to grant you an extension to the deadline.</p> <p>[For CSO] Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.</p> <p>[For SE]</p> <p><If ask by respondent on the survey overlaps specific to MPA's surveys and DOS' surveys> [Depending on which MPA's survey overlap with DOS]</p> <ol style="list-style-type: none"> 1) <i>DOS's Annual industry survey collects financial information to compile business and economic statistics of the services industries. The information is important for policy-making and business planning by the government and business community.</i> 2) <i>MPA's Maritime Census collects information on business activities, technology, decarbonisation and manpower as part of MPA's continuous efforts to support the development of the maritime community..</i> 3) <i>MPA's MSI-MRS substantial activity requirement survey collects financial and manpower information on core incentivised income generating activities undertaken under the Maritime Sector Incentive (MSI) scheme. The information is necessary for policy planning and for assessment of the MSI scheme.</i> <p><i>Please be assured that every effort has been made to minimise the collection of similar data items in our surveys. We appreciate your firm's efforts to complete both DOS's and MPA's surveys. If you have further queries on the data items for the <name of DOS/MPA's survey>, we would be most happy to assist.</i></p>
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<p>[SDS] Maritime Census > Survey Clarification</p>	<p>3.19 <u>Your survey is so complicated and many of the data items are not relevant to my business. I have to spend a lot of time to understand what is required.</u></p> <p>[For CSO] We understand that substantial time and effort is required to fill in our survey. We apologise if there are items that are not relevant to your firm. Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.</p> <p>[For SE] We understand that substantial time and effort is required to fill in our survey. The questionnaire is for firms engaged in <sub-sector of sea transport>, hence these data items are listed in the form. Please let us know the principal activity of your company, so that we can assess further. We apologise if there are items that are not relevant to your firm.</p> <p>Please refer to our explanatory notes (https://go.gov.sg/mpasurvey-notes) for clarifications on the survey questions. If you have further queries on other data items listed in our surveys, we would be most happy to assist.</p>
<p>[SDS] Maritime Census > Survey Clarification</p>	<p>3.20 <u>My company's financial period does not follow the calendar year 2022 (i.e. Jan – Dec 2022) but ends in March 2023 instead. Which financial period should I report for Maritime Census?</u></p> <p>You can report for Apr 2022 – Mar 2023 following your company's financial reporting period.</p> <p><u><i>Internal notes</i></u></p> <p><i>Respondent is requested to report for the financial period covering major part of 2022. If financial period is ending Jun, we can ask respondent to report for Jul 2022 – Jun 2023 if available. If not, to provide Jul 2021 – Jun 2022 first.</i></p>

<p>[SDS] Maritime Census > Submission – Group Data</p>	<p>3.21 <u>My group of companies has many related entities and subsidiaries. Can I fill up the Census survey based on the consolidated information instead of providing information for each entity (UEN)?</u></p> <p>[For CSO] Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.</p> <p>[For SE] We would like to request for entity-level returns from you (i.e., by UENs, where available). This is to enable us to attribute data accurately to different maritime sub-sectors. For example, selected entities for group reporting could differ by sub-sector (in/out of Maritime industry) and SSICs (Singapore Standard Industrial Classification). From a statistical standpoint, this makes the grouped company's data unreliable on a year-to-year basis as we do not know which entities contribute to the grouped data. This also makes it challenging when we need to aggregate SSICs to analyse data at different economic groupings.</p> <p>Entity-level returns also allow us to develop a reliable time series over time as it allows us to integrate data from other sources (often collected at entity-level) for deeper analysis. It allows us to improve the efficiency and effectiveness of our policies and develop programmes to benefit the maritime community.</p> <p>Please be assured that safeguards are in place to protect the security and confidentiality of your individual entity's returns in accordance with the Statistics Act 1973 and the scope of consent given.</p> <p>As your firm may have multiple entities with similar qualitative inputs, we would be happy to provide assistance in filling up the survey for separate entities.</p> <p>If the respondent insists on submitting consolidated returns: You may wish to email us so that we can assess your case.</p> <p><u>Internal notes</u></p> <p><i>Negative response to avoid: "I'm not sure why separate data are required. Why can't you just provide the data?"</i></p>
<p>[SDS] Maritime Census > Survey Clarification</p>	<p>3.22 <u>I have no employees for 2023. Do I still need to complete the survey?</u></p> <p>Yes, you can report the employment as 0, then continue to report other items such as your firm's revenue, expenses, net profit etc.</p>

<p>[SDS] Maritime Census > Survey Clarification</p>	<p>3.23 <u>Why am I reporting employees as of 30 June 2023, and other information for FY2022?</u></p> <p>We require a snapshot of your firm's employment as of Jun 2023. If you are unable to provide the employment as of Jun 2023, please provide your best estimates.</p>
<p>[SDS] Maritime Census > Account Access</p>	<p>3.24 <u>I have made several attempts, but I have trouble accessing Corppass. Is there an alternative way I can submit the survey?</u></p> <p>For [CSO] Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.</p> <p>[For SE] We will send you the Excel format of the survey for your convenience. Kindly complete the survey by < Survey deadline > and email the completed returns to us at annualsurvey@mpa.gov.sg</p> <p><u><i>Internal notes</i></u></p> <p><i>[For CSO] Escalate to COMPASS.</i></p> <p><i>[For SE] Please assist the respondent first by sending them the step-by-step manual guide to access Corppass. The second option would be to contact them and guide them through the process. If all options are to no avail, send them a copy of the Excel format of the survey. This is to reduce the number of companies requesting for Excel format and expediting the process of uploading survey returns onto the portal.</i></p>

<p>[SDS] Maritime Census > Others</p>	<p>3.25 <u>My company's business activity has changed since we last opened, we are now operating in a different activity. The survey is not relevant to my company.</u></p> <p>For [CSO] Please let me have your company's UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.</p> <p>[For SE] Thank you for updating us, please let us know the current business activity of your company and we will send you the survey form based on the correct business activity of your company,</p> <p>We strongly encourage you to update the correct SSIC of your company with ACRA, to better reflect the business activity of your company.</p> <p><u>Internal notes</u></p> <p><i>[For SE] Important to clarify with them their current business activity to provide the correct survey form. Additionally, please take note whether current business activity is within the scope of the survey (e.g. NVOCC, Freight forwarder etc.)</i></p>
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4. FAQs on the MSI-SRS Substantial Activity Requirement Survey (“MSI-SRS SAR Survey”)

4.1 For any questions regarding the SAR survey conducted by a separate department in MPA:

[For CSO] Please let me have your company’s UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance. To escalate to BCD’s department representative in COMPASS.

[For SE] Please let me have your company’s UEN, your name, email and contact number and our colleague in MPA will get in touch with you to provide further assistance.

Internal notes

[For SE] To email to Hermione_choong@mpa.gov.sg with the company’s UEN, respondent’s name, email and contact number

5. FAQs on Consent Clause in MPA' Surveys

<p>[SDS] Maritime Census > Survey Clarification</p>	<p>5.1 <u>We note that the survey form has a section seeking my firm's consent for MPA to access and disclose the information provided in the survey to MPA departments other than the MPA Statistics & Data Systems Department</u></p> <p>The information provided in your survey return allows for more targeted service delivery and analysis to support policy making by other departments. On service delivery, your firm's information will be used to assess and deliver services (such as business grants, subsidies, other relevant programmes or schemes) to your firm and its related or associated entities (such as owners, subsidiaries, trading partners and other stakeholders). Giving consent helps avoid multiple MPA departments asking for the same information from you.</p> <p>Your firm's information will also aid in analysing and improving the efficiency or effectiveness of policies and programme management. Please be assured that safeguards will be put in place to protect the security and confidentiality of your return in accordance with the Statistics Act 1973 and the scope of consent given.</p> <p>Your survey return will be shared with other MPA departments only with your consent. Any consent given by your firm can be withdrawn at any time at your firm's discretion by writing to Statistics and Data Systems Department of MPA at annualsurvey@mpa.gov.sg.</p> <p>If consent is not given, we would need to reach out to you again to obtain the information separately.</p>
<p>[SDS] Maritime Census > Others</p>	<p>5.2 <u>What information from my firm's survey return will other MPA department have access to if I provide consent?</u></p> <p>The consent will apply to information reported from your firm's survey return. The section of the survey return on the particulars of employees (e.g. name and contact details) who have filled up and approved the survey returns will not be shared.</p>

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[SDS] Maritime Census > Others	<p>5.3 <u>Which MPA departments will you be able to disclose my firm's information to?</u></p> <p>Your firm's information will only be disclosed to other MPA departments which request for the information based on the purposes set out in the consent clause (i.e. service delivery and policy planning).</p>
[SDS] Maritime Census > Others	<p>5.4 <u>My firm has been surveyed by MPA (e.g. industry pulse surveys, benefits and compensation study) previously. Will your department access and disclose my firm's returns to other MPA departments for all years?</u></p> <p>Your firm's consent is only applicable to the information reported in the current survey and current reference year and will not retrospectively apply to information reported previously.</p>
[SDS] Maritime Census > Others	<p>5.5 <u>Does my firm need to provide consent for each reference period?</u></p> <p>Your firm's consent is only applicable to the information reported in the current survey and reference period, separate consent is required for different reference period, in order to protect the confidentiality of your firm's returns for each reference period.</p>
[SDS] Maritime Census > Others	<p>5.6 <u>Can my firm withdraw consent even after giving prior consent?</u></p> <p>Yes. Your firm may withdraw its consent at any time by writing to the writing to Statistics and Data Systems Department of the MPA at annualsurvey@mpa.gov.sg.</p>
[SDS] Maritime Census > Others	<p>5.7 <u>My firm had previously given consent to allow other government agencies such as DOS to access my firm's responses from their surveys. Does providing or declining consent to MPA' surveys supersede my previous consents?</u></p> <p>No. Different agencies may seek your firm's consent for specific purposes. Depending on what the purpose is, agencies may require information which may not be available from MPA' surveys.</p> <p>If your firm has consented to share the survey returns with other public agencies, this could reduce administrative burden on your firm, as these agencies do not need to separately approach your firm for such information.</p>

[SDS] Maritime Census > Others	<p>5.8 <u>Why are multiple agencies (e.g. DOS, A*STAR, JTC, EDB) seeking my firm's consent to share my information?</u></p> <p>In general, agencies try not to duplicate data items collected by other agencies. This is to reduce respondent burden. Therefore, agencies may require information which is not available from their own surveys. In these scenarios, individual agencies would need to seek firms' consent to access different types of information they have, depending on the stated purpose in the consent clause / letter.</p> <p>This is a rigorous and transparent process which seeks to protect the confidentiality of firms' information and allows firms to make informed decisions whether to share their information with agencies based on the stated purposes in each agency's consent clause / letter.</p>
[SDS] Maritime Census > Others	<p>5.9 <u>My firm is not comfortable with sharing all the information in the survey return. Can I just provide consent to selected items from the survey?</u></p> <p>We are seeking consent for all the information provided in the survey. Please be assured that safeguards will be put in place to protect the security and confidentiality of this return in accordance with the Statistics Act 1973 and the scope of any consent given.</p> <p>Your survey return will not be shared with non-government entities. Any consent given by your firm can be withdrawn at any time at your firm's discretion by writing to the Statistics and Data systems of MPA at annualsurvey@mpa.gov.sg.</p>
[SDS] Maritime Census > Others	<p>5.10 <u>My firm is submitting returns for multiple surveys conducted by MPA. Can I just provide a blanket consent for all the surveys by MPA?</u></p> <p>As the information reported by your firm is different for each survey, we would need to seek your firm's separate consent to share the information from each individual survey.</p>

<p>[SDS] Maritime Census > Others</p>	<p>5.11 <u>Is it mandatory for my firm to provide consent to share and disclose my firm's data?</u></p> <p>While it is not compulsory to provide consent to share and disclose your firm's information to other MPA departments, we encourage your firm to provide consent for sharing your firm's information in MPA' surveys to help us better in analysing and improving the efficiency or effectiveness of our policies and programme management.</p> <p>It also helps reduce administrative burden on your end as different departments do not have to ask you for the same data.</p>
<p>[SDS] Maritime Census > Survey Clarification</p>	<p>5.12 <u>Who is the relevant person in the firm who can decide on whether to provide consent?</u></p> <p>The person should be authorised by your firm to provide consent on behalf of the firm. Such a person is usually a member of your firm's senior management e.g., managing director, director, general manager, chief financial officer etc.</p>