



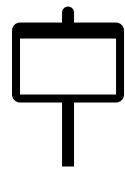
# Orientation Kit

your journey starts here.

KPMG Singapore



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# Introduction



## Welcome to the KPMG Family!

Congratulations on your appointment with us at KPMG.

You have made the clear choice by being part of a dynamic and purpose driven firm where we inspire confidence and empower change. Our people are extraordinary and this means that you will be taking on numerous key roles and responsibilities and continue to grow our business by building strong client relationships.

We aim to provide all the information you'll need to get started and to help you make a smooth transition into KPMG.

We wish you great success at KPMG!

## About this Orientation Kit

This document contains a checklist of activities for you to complete.

It includes key contacts, useful documents, websites and frequently asked questions that can help you during the onboarding process.

# New Joiner Checklist



Here are the key activities you will need to complete to get up to speed as quickly as possible in your new job. The timeframes are guidelines unless otherwise stated. They may need to be adapted to reflect your work commitments or individual circumstances.

Activities	Additional details	Contact/ Reference
<b>First day</b>		
<b>Orientation</b>	<ul style="list-style-type: none"> <li>Receive staff pass and other administration matters</li> <li>Key IT systems and tools (IBS, I-Book, Open PD)</li> </ul>	<b>PPC</b> Toh Liwen (ext. 1658)
<b>Settling in</b>	<ul style="list-style-type: none"> <li>Laptop &amp; phone set-up</li> <li><a href="#">Essential office supplies and equipment</a></li> <li>Information on policies, resources and key contacts within department</li> </ul>	<b>ITS</b> (ext. 2266) Department Secretary Buddy
<b>Mandatory and/or time sensitive</b>		
<b>Time sheet via Integrate Business System (IBS)</b>	<ul style="list-style-type: none"> <li>Access <a href="#">IBS page</a> to learn more about timesheet and expenses</li> <li>Timesheet should be completed weekly by last working day of the week</li> <li>Check with department secretary or your buddy on function's practice on timesheet submission</li> <li>Time charge and expenses can be classified into engagement or non-engagement related.</li> </ul> <p><a href="#">Charge code for time sheet</a></p> <p><i>Engagement</i> – refer to your teammates or engagement manager  <i>Non-engagement</i> – refer to this <a href="#">link</a> for the full list of internal codes</p>	<b>PPC</b> Toh Liwen (ext. 1658)
<b>Expense claims via myWorkflowwww (myWF app)</b>	<b>Expense claims</b> Claim your expenses on the go with <a href="#">myWF available via mobile and web</a> .	
<b>Quality &amp; Risk Management</b>		
<b>Quality &amp; Risk Management</b>	The Quality & Risk Management (Q&R) training programme for new joiners comprises of online training modules to provide you with an understanding of key KPMG risk management and independence policies.  These courses if assigned to you in your GLMS dashboard (based on your function and grade) are mandatory and must be completed within the following deadline.	<b>Quality &amp; Risk Management</b> (ext. 3391)
<b>Mandatory on 1st day of joining:</b> <ul style="list-style-type: none"> <li>Global Independence</li> </ul> <b>Mandatory within 3 months of joining (recommended to complete within 7 days of joining):</b> <ul style="list-style-type: none"> <li>Acting with Integrity</li> <li>Anti-Money Laundering and Terrorist Financing Training</li> <li>Data Privacy</li> <li>Information Security Awareness</li> <li>Client and Engagement Evaluation</li> </ul>		
More information on Quality & Risk Management are available in the Q&R site <a href="#">here</a> .		

Activities	Additional details	Contact/ Reference
Getting familiar		
<b>Jumpstart Page</b>	Featuring a host of <a href="#">information</a> for you to get started.	PPC Toh Liwen (ext. 1658)
<b>KPMG Guide</b>	Review all our <a href="#">policies and guide</a> (leave, expense claims, code of conduct).	
<b>Business Cards</b>	Order your business cards <a href="#">here</a> .	
<b>Photography Session</b>	Need your professional photo taken for business purposes? Schedule time <a href="#">here</a> .	Clients & Markets Rozana Misni (ext. 1548)
<b>Staff Welfare &amp; Benefits</b>	Find out <a href="#">more</a> on staff welfare and benefits at a glance.	PPC Wee Ying Wei (ext. 1684)
<b>My Wellbeing</b>	Information and guide on your medical insurance, physical and emotional wellbeing <a href="#">here</a> .	
<b>Charge Out Rates</b>	Singapore charge out rates <a href="#">here</a> .	
<b>Business Travel</b>	All staff are responsible to plan and submit individual business trip requests and travel expenses. Information can be found <a href="#">here</a> .	
<b>Meeting Room Booking</b>	<a href="#">Manage</a> your meeting room booking.	
Grow & develop		
<b>Performance Development</b>	Explore <a href="#">Open PD</a> – a tool to helps you with your performance development and career planning.	PPC Irene Tay (ext. 1647)
<b>KPMG Business School (KBS)</b>	<a href="#">Develop</a> your business, leadership and technical skills as well as various training courses designed to help enhance your professional career.	KBS Grace Seng (ext. 7358)
<b>Professional Memberships</b>	KPMG invests heavily in your professional development. Find out <a href="#">more</a> about how the firm supports you when it comes to professional memberships and professional qualifications.	PPC Wee Ying Wei (ext. 1684)
	You can update your professional memberships via the Employee Self-service portal <a href="#">here</a> .	
<b>Global Opportunities</b>	Looking for opportunities to develop international skills and transfer talent and knowledge across borders? Check <a href="#">out</a> the global mobility page.	PPC Jasmine Lim (ext. 1659)
Building your network		
<b>Staff Directory</b>	Find contact information for any KPMG staff in Singapore <a href="#">here</a> .	-
<b>MySite</b>	Allows you to find people with specific skills and knowledge for your client engagements and projects. Update your profile <a href="#">here</a> .	-
<b>Social Media</b>	Keep yourself updated on happenings at KPMG in Singapore. <a href="#">Facebook</a>   <a href="#">Instagram</a>   <a href="#">LinkedIn</a>	-

Activities	Additional details	Contact/ Reference
Clients and Markets		
Client Care	<p>Client Care team educates and supports the firm's people in providing quality service and a positive experience to clients.</p> <p>Visit the client care page for <a href="#">more information</a> and client care matters.</p>	<b>Client &amp; Markets</b> <a href="#">sg-</a> <a href="mailto:clientcare@kpmg.com.sg">clientcare@kpmg.com.sg</a>
Marketing Library	Find marketing brochures, publications and insight pieces produced for or adapted by KPMG in Singapore <a href="#">here</a> .	
Engagement finder	<a href="#">Link</a> for building credentials and learning about what work we've done for clients across the network.	
Frequently Used Terms	Frequently used terms for Clients, Pursuits & Delivery <a href="#">here</a> .	
Collaboration & Knowledge		
ASK	<a href="#">Submit</a> an online ASK request to get assistance from our experienced researchers.	<b>Collaboration &amp; Knowledge</b> Julian Hou (ext 1560)
Data @ work	A one-stop shop to <a href="#">access</a> the most frequently requested data points that are tailored for your needs.	
Research Tools	Check <a href="#">out</a> the range of market leading research tools that the firm subscribe to gain insights into your sectors and clients.	
KPMG Central	This <a href="#">platform</a> offers internal and external (client-facing) collaborative workspaces configured to meet specific business needs.	

# This is KPMG and this is our Story

When we unify behind our Story  
we perform at our best.

## This is why we're here

Inspire Confidence.  
Empower Change.

This is our Purpose.

## This is what we believe in

- **Integrity** | we do what is right
- **Excellence** | we never stop learning and improving
- **Courage** | we think and act boldly
- **Together** | we respect each other and draw strength from our differences
- **For Better** | we do what matters

These are our Values.

## This is what we want to be

- The Clear Choice:
- Our people are extraordinary
  - Our clients see a difference in us
  - The public trusts us

This is our Vision.

## This is how we'll get there

A bold **ambition** to be the most trusted and trustworthy professional services firm with revenues of US\$45 billion by 2022.

Driving **consistency** by investing together in the same priorities:

- **Quality & integrity** | upholding the highest standards
- **Motivated people** | building a firm of extraordinary talent
- **Digital platform** | embedding technology in everything we do
- **Capabilities** | creating market-leading capabilities
- **Coverage** | building teams and solutions around clients and markets of the future
- **Delivery & distribution** | optimizing how we go to market

Driving **accountability** by enhancing our governance and structure to deliver our Collective Strategy with confidence and conviction.

This is our Collective Strategy.

## This is how we want the world to see us

With passion and purpose, we work shoulder-to-shoulder with you, integrating innovative approaches and deep expertise to deliver real results.

This is our Promise.

Read more about the KPMG story [here](#).

# Staff Welfare and Benefits



## Caring for you

Staff welfare and benefits for you at KPMG.

Click on the images for more information.

### Caring for your well-being

#### Take a break!

- Annual leave
- TEAM fund
- KPMG Clubhouse
- Rec Club activities
- Inter-office games leave

#### Pocket needs a break?

- Corporate discounts with a wide variety of merchants from F&B, retail and more!
- Loans & advances



Please refer to the KPMG Guide/People page on the intranet

### Caring for your family

#### Spend time with your loved ones

- Marriage leave
- Maternity leave
- Paternity leave
- Childcare leave
- Shared parental leave
- Extended childcare leave
- Infant care leave
- Adoption leave
- Flexible Work arrangements
- Moms&Pops@KPMG
- Compassionate leave



Please refer to the KPMG Guide/People page on the intranet

### Taking time to help others

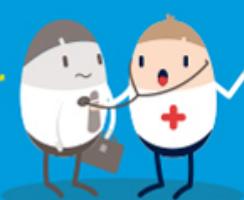
- Give Time
- Make A Difference Day
- Regional Outreach Programme

We support you in your contribution to a good cause



Please refer to the KPMG Guide/People page on the intranet

### Caring for your health



#### Let's keep healthy!

- Health screenings
- Flu vaccinations
- My Wellness Fund

#### Feeling under the weather?

- Medical leave
- Medical leave without certificate
- Hospitalisation leave
- Medical insurance
- Employee Assistance Programme (EAP)

Please refer to the KPMG Guide/People page on the intranet

### Caring for your career

#### Sitting for job related exams?

- Examination leave for job related qualifications
- Professional membership & courses
- Convocation leave for new graduates (G2)



Please refer to the KPMG Guide/People page on the intranet

# My Wellbeing

[Click here to find out more!](#)

Medical Insurance



Physical Wellbeing



Emotional Wellbeing



Corporate  
Discount Wellness

Exclusive  
Offer

FAQs



Contacts



# My Wellbeing - Insurance

[Click here to find out more!](#)

FAQ

## Step 1

**Register an account.**

How to register:

Simply click [here](#) to login your account.

The following information is required for registration:



Field	Guide
Username	Your NRIC or FIN as provided by your HR to RHI. This will be your Username.
Password	Your Date of Birth in DDMMYYYY format.

## Step 2

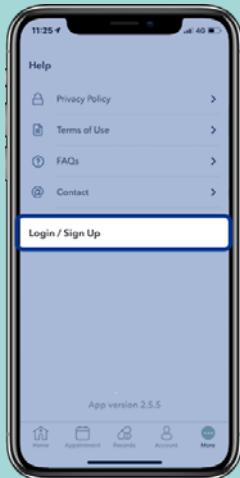
**Download Raffles Connect**



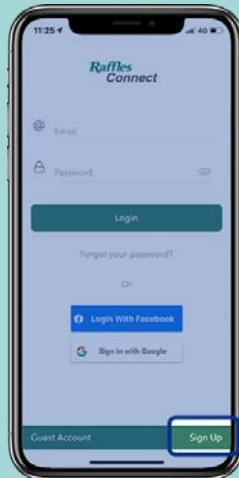
Raffles Connect is a healthcare platform that offers you a full continuum of health services. With the app, you can video consult a Raffles Medical doctor, get a GP eQueue number, make medical appointments and stay updated with your personal records.



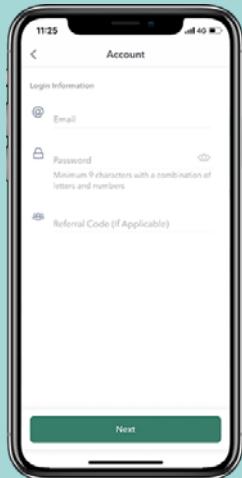
In the home screen, select "More" to start registration.



Select "Login/Sign Up".



Select "Sign Up".



Start to create your account by entering your KPMG email address.

# Take Charge

Click on individual take charge pillars to find out more!

## Flexi-work Framework

- Flex hours
- Flex location
- Flex dress

You can look forward to having more access to environments and timings that enable you to do your best work. By creating an outcome-based yet engaging work experience, we want to help you become more successful both in and outside of work.

Take Charge  
**of how you work**

## Performance

- Everyone a Leader framework
- OPEN Performance Development

You can co-create a more open and conducive performance-driven environment with the new Open Performance Development system, supported by technological changes and comprehensive performance development tools.

Take Charge  
**of your performance**

Take Charge  
**of your learning**

Take Charge  
**of your career**

## Learning

- MyLearning GLMS Platform
- LinkedIn Learning

You can experience learning in a more adaptive and 'democratized' approach with a multitude of new content offerings and platforms that will give you more options to choose the learning you need on the go.

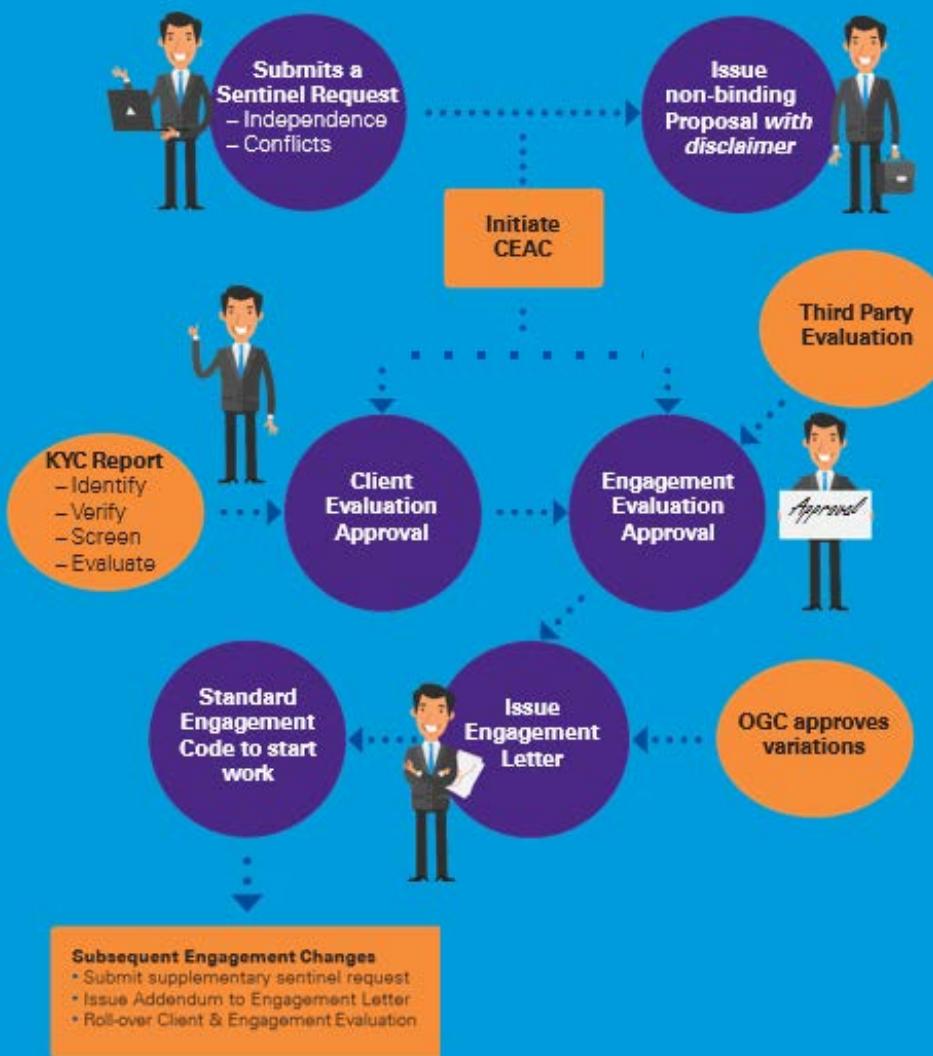
## Mobility

- Internal mobility framework
- Global mobility

You can begin to expand your horizon by exploring new roles with cross-functional expertise through internal mobility platform.

# 5 Steps to a green rating for QPR Engagement Set Up

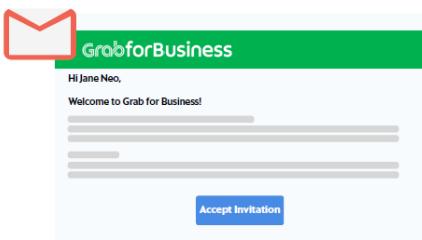
In KPMG, we carry out an annual Quality Performance Review (QPR) Program to review the quality of work and effectiveness of systems and processes to be in compliant with Risk Management policies and procedures. This poster provides a quick overview of the engagement set-up activities for personnel who will be involved in or managing any engagements.



# Grab for Business Account Activation

## Linking Account Process

1 Verification Email



Once your company's admin sends you an invite, an email with a verification link will be sent to your work email.

2 Input mobile number



You will be prompted to enter your phone number that is linked to your Grab App. An OTP will be sent to you via the Grab App.

3 Link your account



Launch the Grab App and click on 'Inbox' where you will find a message containing the OTP. You can now tag your rides under the Corporate tag!

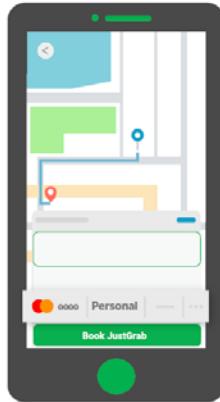
## Corporate Billing Booking Process



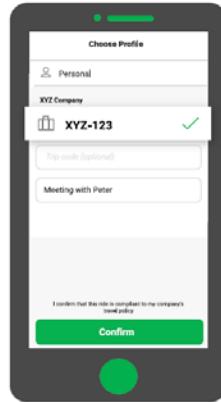
**Step 1**  
Launch the Grab app and select 'Transport'



**Step 2**  
Key in your pickup and dropoff location



**Step 3**  
Click on the 'Personal' tag



**Step 4**  
Select your work group tag and input the trip description



**Step 5**  
Book your ride!



# Key Contacts in PPC

	Contact Person	Ext. No	Mobile
HR Helpdesk	-	6213 3111	-
Clubhouse	Marvie Neat	6507 1649	9753 2413
Global Mobility	Jasmine Lim	6507 1659	9662 5738
G2 Onboarding	Tan Meng Jie	6507 1615	9754 8874
Experienced Hires Onboarding	Toh Liwen	6507 1658	9638 7436
Payroll Matters	Shirley Shum	6507 1633	8112 0078
Performance Development (Open PD)	Irene Tay	6507 1612	9637 8835
Medical & Insurance	Wee Ying Wei	6507 1684	9784 2397
Security & Access Card Matters	Anna Tan	6507 1630	9752 0785
<b>Letter of Employment, Updating of personal particular</b>			
Submit request to <a href="#">SG-FM HR Helpdesk</a>			
<b>Exit Clearance</b>			
Submit request to <a href="#">SG-DL HR Operations - Separation</a>			
<b>National Service, Leave Matters</b>			
Submit request to <a href="#">SG-FM HR Leave Admin</a>			
<b>PR Application &amp; Employment Pass Renewal</b>			
All Units	Karrie Wong	-	9758 5844
<b>Recruitment – Interns, Scholars, Graduated and Experienced Professionals</b>			
Graduate Hires, Internship and Scholarships	Tan Meng Jie	6507 1615	9754 8874
Experienced Professionals - Audit	Lee Yanyan	6507 1609	9834 2716
Experienced Professionals - Advisory	Quek Ying Jie	6213 3757	9621 5392
Experienced Professionals - Tax	Celine Ow	6507 1639	9626 3564
Experienced Professionals - Central Services	Grace Ong	6507 1608	9785 5267
<b>HR Business Partners</b>			
Audit	Glory Sim	6213 2834	9628 4233
	Peh Jiale	6507 1685	9625 9558
Advisory	Angela Law	6507 1695	9638 5246
	Kianna Goh	6507 1645	9636 0684
	Chong Zhen Rui	6507 1620	9620 3846
Tax	Sujatha Maniya	6213 3115	9757 8204
	Sharon Khoo	6507 1603	9675 0236
Central Services	Grace Lin	6507 1614	9633 3162

Refer to [this link](#) for more information.

# Frequently Asked Questions



## Can I claim for overtime meal and travelling allowances?

Yes, the OT Transport and Meal reimbursement is claimable if the criteria is met. Refer to this [link](#) for more details.

## What are my annual Sick Leave entitlements?

Permanent staff are entitled to the following paid Sick Leave per calendar year:

Where no hospitalisation is required:

- i.14 working days supported by medical certificate
- ii.5 working days (forming part of 14 days entitlement) - without medical certificate

Where hospitalisation is required: 60 working days less Sick Leave taken under (i) & (ii) (supported by medical certificate from hospital).

In case of absence due to illness or accident, staff are expected to inform their immediate supervisor or line partner of their absence, condition as well as the probable date of their return to active work as soon as practicable. Find out more via this [link](#).

## When do I receive my salary each month?

Permanent staff will receive your first pay within 7 days of the following month after you join. Thereafter, you will receive your subsequent pay on 20th of each month.

Temporary staff will receive your pay on 7th of each month.

In order for the firm to pay your monthly salaries on a timely basis, you are required to provide your bank account details accurately via IBS Employee Self Service (ESS). You may view your payslip [here](#).

## **What is the firm's policy on flexible work arrangements?**

With the privilege of flexi-work, staff are empowered to arrange their work-day according to what is best for the business or client, team, and themselves, in order to deliver the desired outcomes. Staff are encouraged to also seek agreements from their performance manager (PM), engagement manager (EM), and team members before embarking on any flexi arrangements.

Find out more about our flexi-work principles and some tips on how you can remain connected on the "Take Charge of how you work" [page](#).

## **What is my Annual Leave entitlement?**

Annual leave is credited and calculated on a calendar year basis, i.e. January to December.

New employees who join the firm during the year will be entitled to their contractual number of days of annual leave, prorated based on the date they joined the firm and the end of the leave year (31 Dec). The prorated leave for the calendar year will be credited on the first day of employment.

You may refer to this [link](#) for the annual leave policy.

## **When do I need to complete my timesheet?**

You are required to complete your timesheet weekly via the IBS webpage by last working day of the week. Please check with your department secretary on function's practice on timesheet submission.

## **When is the annual bonus salary increment date?**

Our [annual bonus and salary increment](#) effective date is on 1 July each year covering performance period from last July to June. Staff who joined after March will be reviewed the following year.

Annual increment and bonus payment is strictly discretionary. The amount allocated is dependent on the operating results of the firm and the performance of the individual concerned.

## **Where can I find the details of the firm's dress code?**

Staff are given the autonomy to dress responsibly for their day, whether in office or at client's. It is key that staff exercise professional judgment and dress responsibly to best deliver desired outcomes.

Refer to the [KPMG Dress Code guidelines](#) for more information.

## **Who can I speak to regarding parking arrangements in Hong Leong Building?**

You may email [Anna tan](#) for more information.

## **Is the KPMG Medical Insurance Plan extended to spouse and family?**

The KPMG Medical Insurance plan covers employees of KPMG Singapore only.

If you have any enquiries regarding our medical insurance, you may contact Wee Ying Wei 6507 1684 for more information. Visit my [MyWellbeing](#) page for more information.

# Contact Us

## Toh Liwen

Senior Executive  
People, Performance & Culture

**T:** +65 6507 1658  
+65 9638 7436  
**E:** [ltoh@kpmg.com.sg](mailto:ltoh@kpmg.com.sg)



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