



VERSION 4.0

# *Staff Handbook*

1 APRIL 2023

# Introduction

## Dear Colleagues,

As a caring employer, the Chamber believes in sharing its corporate objectives and strategies with its staff as well as looking after their welfare. The Chamber recognises the fact that well informed and happy employees make a progressive and productive workforce.

It is with this philosophy in mind that the Chamber has provided this handbook to keep staff informed of its objectives and organisational structure, human resource policies and practices, terms and conditions of employment as well as staff benefits.

All staff are expected to read and comply with the guidelines given in this handbook. The information given is current and correct at the time of publication. As and when necessary, the handbook shall be updated. You will be informed of any changes through internal correspondence.



### SINGAPORE CHINESE CHAMBER OF COMMERCE & INDUSTRY

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# About the Singapore Chinese Chamber of Commerce & Industry

## 1.1 Organisation

Established in 1906, the Singapore Chinese Chamber of Commerce & Industry (the “Chamber”) is an internationally renowned business organisation and the apex body of the Chinese business community in Singapore. It is the founder of the biennial World Chinese Entrepreneurs Convention, a global business convention. It plays a key and pro-active role in representing the interests of the local business community, promoting businesses overseas and collaboration across industries.

The Chamber has a membership network comprising some 5,000 corporate members and has more than 160 trade association members, representing over 40,000 companies including large financial and business organisations, multinational corporations, government-linked companies, and small and medium enterprises from a wide spectrum of trades and industries. Together, they provide the business community with vast resources and an influential global Chinese business network for business, culture and education.

## 1.2 Mission

The Chamber aims to promote the development of industry and commerce, the economic prosperity, cultural and educational activities as well as the community services of Singapore.

## 1.3 Vision

The Chamber aims to be the Choice Chamber for the business community, providing members with an influential Chinese network for business, culture and education.

## 1.4 Objectives

The Chamber’s objectives are:

- a) To improve, develop and promote industry and commerce of Singapore;
- b) To deal with matters in respect of industrial and commercial consultation, examination and certification;
- c) To brief and advise on matters concerning the trade and industry of Singapore;
- d) To arbitrate and settle industrial and commercial disputes among members (as distinct from employer and employee relations);
- e) To conduct surveys and research and produce reports and publications on such matters as may be required to give effect to any other object;
- f) To organise exhibitions, conduct industrial and commercial training courses and promote culture and education;
- g) To convene business conferences and organise overseas missions so as to promote trade, economic co-operation and goodwill, and strengthen business contacts; and
- h) To do such other things as may be necessary or conducive for the attainment of the above objects or any of them.

## 1.5 Council Committees and Subsidiaries

The Chamber is led by the Council and the Council is headed by the President and 55 Council Members. Each Council may have the following Committees to facilitate its work:

General Affairs Committee	Research and Publication Committee
Finance Committee	Technology Committee
Culture, Education and Community Services Committee	International Committee
TA & Membership Committee	Commerce and Industry Committee
External Relations Committee	Property Committee
	Youth Business and Sustainability Committee

## **1.5 Council Committees and Subsidiaries (Cont.)**

The Chamber's subsidiaries are:

- a) Chinese Chamber Realty Pte Ltd (CCR)
- b) Financial Board of the Singapore Chinese Chamber of Commerce (FB)
- c) Singapore Chinese Chamber of Commerce Foundation (SCCCF)
- d) SCCC Chinese Entrepreneurial Culture Foundation (SCECF)
- e) Singapore Chinese Chamber Institute of Business (IOB)
- f) Sun Yat Sen Nanyang Memorial Hall Company Ltd (SYSNMH)
- g) EDC@SCCCI Pte Ltd
  - SME Centre @ SCCC
  - Singapore Enterprise Centre (Shanghai, Chengdu and Chongqing Representative Office)

## **1.6 Secretariat**

The Chamber's day-to-day operations are handled by the Secretariat. The Secretariat is headed by a Secretary-General. The Secretariat comprises the following twelve departments:

- a) Corporate Services Department
- b) Commerce & Industry Department
- c) Research & Publications Department
- d) Membership Services Department
- e) China Affairs Department
- f) Culture, Education & Community Services Department
- g) Heritage and Culture Department
- h) Property Department
- i) Industry Clusters Department
- j) Shared Secretariat Department
- k) Finance Department
- l) Human Resource Department

Departments may be developed or transformed as necessary to meet with Chamber's requirements.

## Employment Terms

### 2.1 Scheme of Service

Staff are placed in distinct salary grades as follows:

Group	Title
1	Secretary General
	Deputy Secretary General
	Assistant Secretary General
2	Senior Director
	Director
	Deputy Director
	Assistant Director
3	Senior Manager
	Manager
	Assistant Manager
4	Senior Executive
	Executive
5	Assistant Executive
	Senior Admin. Assistant
	Admin. Assistant

There are 5 staff groups. Groups 1 to 4 are of executive level. Group 5 belongs to the non-executive group.

Corporate titles may be used for selected job roles in view of the staff's profession.

## 2.2 Probation and Confirmation

Newly appointed staff will have to serve an initial probationary period as indicated in the table below:

Group	Title	Probationary Period
1	Secretary General	6 months
	Deputy Secretary General	
	Assistant Secretary General	
2	Senior Director	6 months
	Director	
	Deputy Director	
	Assistant Director	
3	Senior Manager	3 months
	Manager	
	Assistant Manager	
4	Senior Executive	3 months
	Executive	
5	Assistant Executive	3 months
	Senior Admin. Assistant	
	Admin. Assistant	

If the Chamber requires longer period to assess a new staff or is not satisfied with his/her performance, it may, at its discretion, extend his/her probation to a further period not exceeding the current probation period.

Upon successful completion of the probation, the staff shall be given a Letter of Confirmation of his/her service with the Chamber. He/She shall then be regarded as a confirmed staff and shall be entitled to the benefits of employment as laid out in this handbook.



### 2.3 Cessation of Service

Either party may terminate the employment by giving notice in writing. For the employee, it would be resignation. For the employer, it would be termination.

Notice period must be given to the other party so that he is able to make the necessary adjustment to cope with the cessation of the employment relationship.

In the event where the employee requests for waiver of notice, approval must be obtained from the GAC Chairman.

The duration of notice required is indicated below:

Group	Title	Termination Notice	
		During Probation	After Confirmation
1	Secretary General	1 month	2 months
	Deputy Secretary General		
	Assistant Secretary General		
2	Senior Director	1 month	2 months
	Director		
	Deputy Director		
	Assistant Director		
3	Senior Manager	2 weeks	6 weeks
	Manager	1 week	1 month
	Assistant Manager		
4	Senior Executive	1 week	1 month
	Executive		
5	Assistant Executive	1 week	1 month
	Senior Admin. Assistant		
	Admin. Assistant		

In the event of termination without notice, the terminating party must pay to the other party an amount equivalent to the salary in-lieu-of notice.

All staff leaving the Chamber are required to process the Employment Exit Clearance which includes returning of all official properties issued to them by the Chamber, doing a proper handover of duties to their immediate supervisor and undergoing the respective exit interviews with their immediate supervisor, Department Director, followed by HR representative, and upon completion, return the duly completed Exit Clearance to HR department.

### 2.4 Staff Transfers

Depending on the exigencies of service as well as for career development purposes, staff may be subjected to inter-department transfer as decided by the General Affairs Committee from time to time.

### 2.5 Employee Referral Program

The Employee Referral program is an internal recruiting strategy in which an employer encourages existing employees to recommend candidates for open positions.

Job openings will be announced under "Career Opportunities" in Intranet. Concurrently, please refer to the Chamber Employee Referral program.

## 2.6 External Employment

Staff are expected to devote their time and effort to the service of the Chamber and not to engage in external employment without the prior written consent of the Chamber. Those who wish to engage themselves in external employment must obtain prior written consent from the Secretary General and General Affairs Committee.

## 2.7 Retirement and Re-employment

In accordance with the Retirement and Re-employment Act, eligible staff who are medically fit to continue working and whose performance is satisfactory or better, and wish to continue working beyond the retirement age of 63 will be offered a re-employment contract beyond age 63, up to age 68.

The Chamber will offer re-employment contracts (on a yearly renewal basis) to eligible staff at least 3 months before reaching 63 to give staff adequate time for the staff to consider the offer. Similarly, Chamber will inform staff who does not qualify for re-employment at least 3 months before his/her retirement, so that they can better prepare for retirement or seek other employment.

## 2.8 Official Working Hours

The official working hours are as follows:

### Main Office

Monday to Thursday:	9.00 am – 6.00 pm
Friday:	9.00 am – 5.30 pm
Saturday:	OFF
Lunch Hour:	either 12 noon – 1 pm or 1.00 pm – 2.00 pm

### CO Office

Monday to Friday:	8.30 am – 5.30 pm
Lunch Hour:	12.00 noon – 1.00 pm or 1.00 pm – 2.00 pm

Staggered work hours have been implemented for staff in the main office, to start at 8.00 am, 8.30 am, 9.30 am or 10 am, and end at 5.00 pm for those who start at 8.00 am, 5.30 pm for those who start at 8.30 am, 6.30 pm for those who start at 9.30 am and 7 pm for those who start at 10 am.

## 2.9 First day of every Lunar New Year is a Compulsory Working Day for Staff

The first day of Lunar New Year is a working day for Chamber office staff. The Chamber will compensate staff with a day off.

## 2.10 Overtime Claims and Time-off

Overtime Claim for work done in excess of normal work hours (excluding meal breaks) is only applicable to eligible staff. A staff who is required to perform official duties beyond his/her normal working hours and is not entitled to overtime claim, will claim time-off in lieu of overtime allowance. Time-off must be taken within the same calendar year. Any deviation of time-off must be approved by the Department Director in advance. Staff are not allowed to accumulate their time-off. Time-off are not allowed on the eves of major festivals (i.e. eve of Christmas, New Year and Lunar New Year). Staff must obtain the prior approval of the Department Director before proceeding to work overtime.

All claims must be submitted promptly by the 25<sup>th</sup> day of the month.

### **2.11 Personnel Records**

To ensure that their personal records with the Chamber are kept up to date, staff are required to update immediately via the online eHR portal if there are any changes in their personal particulars as mentioned below:

- a) Name
- b) Address
- c) Telephone number and email address (if any)
- d) Marital status and spouse's particulars
- e) Birth or death in your immediate family
- f) Acquisition of new educational or professional qualifications
- g) Citizenship status
- h) Child Details
- i) Emergency contact details

Staff are required to submit documentary supporting proof, where applicable, before the changes are accepted by the HR Department.

## Leave and Benefits

### 3.1 Leave Schemes

#### 3.1.1 Annual Leave

The leave entitlement of a staff within a calendar year is based on his/her grade and length of service with the Chamber as indicated below: (refer to Annual Leave Notice for details)

Group	Title	Join Date before 1 Dec 2005			Join Date on/after 1 Dec 2005		
		1 – 5 yrs	6 – 10 yrs	11 yrs & above			
1	Secretary General	21 days	24 days	28 days	21 days		
	Deputy Secretary General						
	Assistant Secretary General						
2	Senior Director						
	Director						
	Deputy Director						
	Assistant Director						
3	Senior Manager			24 days		21 days	
	Manager						
	Assistant Manager						
4	Senior Executive	21 days	21 days		18 days		
	Executive	18 days					
5	Assistant Executive	21 days					14 days
	Senior Admin. Assistant	14 days	17 days				
	Admin. Assistant						

A staff is entitled to and is allowed to take paid leave only after 3 months of service.

For new hires, the leave entitlement will be pro-rated according to the join date. The period of any no-pay leave taken by a staff is not to be regarded as part of the period of her/his service for the purpose of computing her/his leave entitlement. In computation of leave entitlement, any fraction of a day which is less than one-half of a day shall be regarded as a half day and where the fraction of the day is one-half or more it shall be regarded as a full day.

For half-day leave, staff must work 4 hours regardless of whether leave is in the morning or afternoon. Staff must indicate in the leave application whether the half-day leave is for the morning or afternoon period.

Half-day leave is not allowed on the eve of public holidays where official time-off has been granted. Leave taken in such instances will be treated as a full day's leave.

When a staff falls sick or feels unwell during his annual leave period, he is not able to replace his annual leave by sick leave.

However, if he falls sick before the commencement of his annual leave, he may request to cancel his annual leave. This request is subject to the approval of his supervisor, in consultation with the HR Director.

### 3.1 Leave Schemes (Cont.)

A staff is allowed to accumulate and carry forward only one year of his/her leave entitlement to the following year. Any accumulated leave in excess of one year's entitlement which is not consumed by the end of the year is to be forfeited.

Advance leave for staff with less than 3 months' service will be granted only under exceptional circumstances and shall be limited to the staff's leave entitlement for the current year.

All advance annual leave shall be treated as no pay leave when the staff resigns, or his/her service is terminated before 3 months of service is reached. The equivalent amount of pay for such advance leave granted shall be deducted from his/her salary.

#### 3.1.2 Sick Leave

Staff shall be entitled to full pay sick leave subject to the following limits:

- a) Without hospitalisation – 14 days per calendar year
- b) With hospitalisation – 60 days per calendar year (inclusive of 14 days non-hospitalisation leave)

To qualify for paid sick leave, the staff must be certified to be unfit for work by a medical practitioner under the Medical Registration Act or Dental Registration Act. If a staff is granted sick leave, he/she must inform his/her immediate supervisor immediately.

Only staff who have been in service for at least 3 months shall be entitled to paid sick leave.

Application for Sick Leave via the e-HR system should be made as soon as practicable or upon return to work. The medical certificate should also be submitted to HR Department as soon as practicable or upon return to work.

#### 3.1.3 Extended Hospitalisation Leave

If a staff is still certified unfit for duty after he/she has used up all the sick leave, he/she may have his/her sick leave extended on full-pay basis as set out below, inclusive of any extension given previously.

##### Limits of Extension of Full-Pay Sick Leave

Length of Service	Maximum extension allowed
Less than 1 year	0
1 year and above	10 days
5 years and above	20 days
10 years and above	1.5 months
15 years and above	2 months
20 years and above	3 months
25 years and above	4 months
31 years and above	5 months

#### 3.1.4 Prolonged Illness Leave

Confirmed staff suffering from occupational disease, chronic illness or injury in the course of employment are eligible for 6 months of paid hospitalisation leave. Examples of chronic illnesses are cancer, asthma, heart disease, stroke, kidney disease, respiratory disease, diabetes etc.

Application for such leave must be supported by a medical certificate issued by a Government Medical Officer or Panel Medical Practitioner.

### 3.1 Leave Schemes (Cont.)

#### 3.1.5 National Service Leave

Staff shall be granted leave of absence to enable them to fulfill their National Service obligation.

Staff who are required to undergo reservist training must inform their Department Director immediately on receipt of notice from the relevant Authority.

Staff shall submit all supporting documents to the HR Department as early as possible, so as to ensure that all returns are submitted to the relevant Authority on time.

#### 3.1.6 Marriage Leave

Confirmed staff are eligible for 4 working days of paid marriage leave for the first legal marriage whilst in the service of the Chamber.

Provided the staff has not served notice of resignation, the marriage leave can be taken within one year from the date of marriage registration and after the staff has been confirmed in service. This must be taken in one continuous stretch.

The staff will be granted an additional day off if any of the 4 days falls on a Sunday, public holiday or off day on a Saturday.

A valid Certificate of Marriage must be submitted upon return to work.

#### 3.1.7 Compassionate Leave

All staff shall be eligible to apply for a maximum of 4 working days of compassionate leave on any one of the following incidents:

- a) Death of legal parents, spouse or children
- b) Death of grandparents, parents-in-law
- c) Death of siblings

Staff shall be granted an additional day of leave if any of the 4 days of leave falls on a Saturday, Sunday or public holiday.

The compassionate leave granted must be taken on a continuous basis and will take precedence over annual leave.

#### 3.1.8 Time-Off on Eve of Major Festivals

Subject to exigencies of service, all staff are allowed to leave their offices or places of work on the eve of New Year, Lunar New Year and Christmas after performing 4 hours of duties.

If staff wishes to take leave on the eve of a major festival where time-off may be granted, it will be treated as full day leave.

#### 3.1.9 Maternity Leave

A female staff will qualify for up to 16 weeks of paid Maternity Leave subject to the following criteria being met:

- a) The child is a Singapore Citizen at the time of birth; or the child becomes a Singapore Citizen before attaining 12 months of age
- b) The staff is legally married to the child's father
- c) She has been in service for at least 3 continuous months immediately before the birth of the child

If she is eligible, the last 8 weeks of the leave may be taken flexibly over a period of 12 months from the date of child's birth, subject to mutual agreement with her Department Director.

The staff may commence her Maternity Leave either during the 4 weeks immediately before delivery, or immediately after delivery.

### 3.1 Leave Schemes (Cont.)

#### 3.1.9 Maternity Leave (Cont.)

A female staff may be granted a total of 12 weeks of paid maternity leave if the child is not a Singapore citizen at the time of birth. However, she may be granted 16 weeks of paid maternity leave if the child becomes a Singapore citizen before attaining 12 months of age.

The female staff shall not be entitled to paid sick leave if she falls sick during maternity leave. Leave on account of miscarriage or abortive measures shall not be considered as maternity leave but as paid sick leave.

Application for maternity leave shall as far as possible be made not less than 1 month prior to the anticipated commencement of maternity leave. This will help to facilitate planning for work arrangements. Such application shall be supported by a certificate from a registered practitioner.

#### 3.1.10 Adoption Leave

A female staff may be granted up to 12 weeks of paid Adoption Leave if the following criteria are met:

- a) The adopted child is below the age of 12 months at the point of formal intent to adopt. The “formal intent to adopt” happens:
  - For a local child: when staff files the court application to adopt
  - For a foreign child: when in-principle approval is granted for a Dependant’s Pass;
- b) The adopted child is a Singapore citizen;
- c) If the child is a foreigner:
  - One of the adoptive parents must be Singapore citizen
  - The child must become a Singapore citizen within 6 months of the adoption;
- d) She must be in service for a continuous period of at least 3 months immediately before the formal intent to adopt;
- e) The adoption order must be passed within 1 year from the formal intent to adopt; and
- f) The leave must be consumed before the child’s first birthday.

The leave can be taken as follows:

Arrangement	12 Weeks Adoption Leave
Default, without any mutual agreement	Take as a continuous stretch, from the date of formal intent to adopt
Flexibly, by mutual agreement	Take the first 8 weeks in one continuous stretch starting any time between the date of formal intent to adopt and the date when the Adoption Order is granted, including both dates  Last 4 weeks can be taken flexibly in days before the child’s first birthday

### 3.1 Leave Schemes (Cont.)

#### 3.1.11 Paternity Leave

A married male staff will be granted 2 weeks of Paternity Leave per child (including legally adopted and step-children), subject to the following conditions being met:

- The child is a Singapore Citizen
- Staff is or has been lawfully married to the child's mother
- Staff must be in service for a continuous period of at least 3 months before the birth of the child

Arrangement	2 Weeks Paternity Leave
Default, without any mutual agreement	Take 2 continuous weeks within 16 weeks after the birth of the child
Flexibly, by mutual agreement	Take 2 continuous any time within 12 months after the birth of the child Split the 2 weeks into working days and take them in any combination within 12 months after the birth of the child

#### 3.1.12 Shared Parental Leave

A male staff can apply to share up to 4 weeks of his wife's 16 weeks maternity leave if the following conditions are met:

- The child is a Singapore citizen
- The child's mother qualifies for Government-Paid Maternity Leave (GPML)
- Staff is lawfully married to the child's mother
- His wife is agreeable to the arrangement

The leave can be taken as follows:

Arrangement	Up to 4 weeks Shared Parental Leave
Default, without any mutual agreement	Take in a continuous stretch within 12 months after the birth of the child
Flexibly, by mutual agreement	Take in blocks of weeks or in working days, in any combination within 12 months after the birth of the child

#### 3.1.13 Childcare Leave

Staff who has served the Chamber for at least 3 continuous months and has any child under the age of 7 years shall be entitled to 6 days (if child is Singapore citizen) or 2 days (if child is not Singapore citizen) of paid Childcare Leave per year.

The staff and the spouse each get 6 days per year of childcare leave until the year the child turns 7 years old, regardless of the number of children the staff have.

Any unused Childcare Leave at the end of the yearly entitlement period will lapse.



### 3.1 Leave Schemes (Cont.)

#### 3.1.13 Childcare Leave (Cont.)

The tables below indicate the number of childcare leave days a staff is eligible for if he/she serves for less than 1 year of service: (refer to Annual Leave Notice policy for details)

(For newly joined staff) In the first year of employment		(For staff leaving service) In the last year of employment	
Number of completed months of service	Eligible Childcare Leave (days)	Number of completed months of service	Eligible Childcare Leave (days)
1	Not eligible	1	2 (if staff has served Chamber for at least 3 months)
2	Not eligible	2	
3	2	3	2
4	2	4	2
5	3	5	3
6	3	6	3
7	4	7	4
8	4	8	4
9	5	9	5
10	5	10	5
11	6	11	6
12	6	12	6

#### 3.1.14 Extended Childcare Leave

Staff is eligible for 2 days of extended childcare leave per year if the following requirements are met:

- a) Youngest child is between 7 and 12 years old (inclusive)
- b) Child is a Singapore citizen

Staff must be in service for at least 3 continuous months at the time of application.

#### 3.1.15 Unpaid Infant Care Leave

Staff is eligible for 6 days of infant care leave without pay, regardless of the number of children, if the following requirements are met:

- a) Child is below 2 years of age. This includes legally adopted children or step-children
- b) Child is a Singapore citizen
- c) Staff has been in service for a continuous period of at least 3 months

#### 3.1.16 Examination Leave

Confirmed staff are eligible to apply for paid examination leave to enable them to sit for examination of subjects that are related to their work and recognised by MOE and/or Skills Future Singapore. However, such leave shall be confined to the day of the examination only. The Chamber shall have the discretion to grant such leave if it is more than one (1) day and is subject to the approval of the General Affairs Committee.

#### 3.1.17 Community Care Leave

The purpose of Community Care Leave (ComCL) is to foster the spirit of care/for contribution to the society and volunteering work in the staff. Staff, who has served at least 3 months of service, is given 1 day per year for this purpose.

### 3.1 Leave Schemes (Cont.)

#### 3.1.17 Community Care Leave (Cont.)

Subject, but not limited, to the following conditions for application of ComCL:

1. Staff must obtain prior written approval from his/her Department Director by providing supporting documents Final approval from HR Director. For events organised by National Council of Social Service (NCSS) Members only.
2. ComCL is not encashable and also non-cumulative. That is, any unconsumed leave cannot be carried forward to the following year.
3. ComCL cannot be applied before or after public holiday or annual leave.

#### 3.1.18 Lifelong Learning Leave

The purpose of Lifelong Learning Leave (LLL) is to encourage constant skills upgrading and mental wellness amongst staff. Staff, who has served at least 3 months of service, is granted 2 days per year for personal learning.

This is not applicable for company-sponsored learning. You are encouraged to use your SkillsFuture in order to utilise the LLL. All training expenses are self-funded by staff.

Subject, but not limited, to the following conditions for application of LLL:

1. Staff must obtain prior written approval from his/her Department Director by providing supporting documents stating clearly the course title; course organiser; course details; date/time etc.
2. For each learning topic, staff can apply up to 2 days of LLL. The 2 days need not be continuous.
3. LLL cannot be applied before or after public holiday or annual leave.

LLL is not encashable and also non-cumulative. That is, any unconsumed leave cannot be carried forward to the following year.

#### 3.1.19 No Pay Leave

A staff who intends to take leave exceeding his/her annual leave entitlement may apply through his/her Department Director. The grant of such leave shall depend on exigencies of service and the Chamber reserves its right not to approve or grant such leave in part. The leave is subject to the approval of the General Affairs Committee.

### 3.2 Medical and Dental Benefits

#### 3.2.1 Medical Insurance

All eligible staff are covered under medical insurance.

The Group Hospital & Surgical (GHS) insurance reimburses expenses incurred as a result of hospitalisation or surgery, including day surgery, accidental miscarriage and ectopic pregnancy, and covers items such as:

- a) Daily Room and Board
- b) Intensive Care Unit
- c) High Dependency Ward
- d) Miscellaneous Hospital Services
- e) Surgical Fees
- f) In-Hospital Doctor Consultation
- g) Pre and Post Hospitalisation Treatment
- h) Rehabilitation Benefit

## 3.2 Medical and Dental Benefits (Cont.)

### 3.2.1 Medical Insurance (Cont.)

The Group Outpatient General Practitioner (GP) reimburses expenses incurred for visits to GPs and A&E department of Hospitals, and covers items such as:

- a) GP consultation and medication
- b) Government Polyclinics consultation and medication
- c) Registered Chinese Traditional Medicine visits
- d) Visits to Hospital A&E department
- e) Overseas Outpatient Treatment

Staff who have served the Chamber for at least 3 months will be covered under these group medical insurance policies. Details on the medical insurance policies can be found in the Intranet under Staff Handbook.

### 3.2.2 Outpatient Specialist Medical Treatment

The first treatment fee arising out of specialist's consultation with any government or restructured hospitals will be reimbursed in full to the staff when such consultation is referred to by the Chamber's panel doctors or government polyclinics. The referral letter must be produced when submitting the claim.

For any subsequent visits to the same specialist, staff can claim for the actual fee paid, up to a maximum of \$20.00 per visit.

The following shall not qualify for reimbursement:

- a) Medical, surgical, optical and other appliances including spectacles and eye-glasses.
- b) Any expenses for treatment in relation to mental cases which have been certified.
- c) Expenses incurred as a result of pregnancy, abortion or confinement and self-inflicted injury.
- d) Expenses arising from illness or disablement caused by attempted suicide, unlawful act, exposure to any unjustifiable hazards except when endeavoring to save human life, use of drugs other than those prescribed by the registered medical practitioner and any breach of peace or disorderly behaviour.
- e) Expenses arising from misconduct or negligence on staff's part or staff's refusal to undergo treatment as prescribed by the Chamber's doctor or other duly qualified and registered medical practitioner to whom a staff has been referred to.
- f) Expenses arising from preventive vaccinations/tests requested by the staff himself.

Staff who have served the Chamber for at least 3 months will be entitled to reimbursement for Outpatient Specialist medical treatment.

### 3.2.3 Dental and Optical Benefits

Staff are eligible to claim for dental and optical (as part of vision care) expenses capped at a total flexible lumpsum of \$120 per year. This is subject to (but not limited) the following conditions.

The approved categories of dental claims are:

- All preventive and restorative dental treatments which include prophylaxis (scaling and polishing), fillings, extraction, surgical (removal of wisdom tooth) and gum treatment.

The following expenses are non-reimbursable:

- Dentures, crowns and bridges, dental cosmetics, protective mouth guards, braces, and dental appliances.

The approved categories of optical care are:

- Corrective eyewear and contact lens.
- sunglasses

The following expenses are non-reimbursable:

- Lens solutions, eye drops, and vision care appliances.

## 3.2 Medical and Dental Benefits (Cont.)

## 3.3 Other Benefits

### 3.2.3 Dental and Optical Benefits (Cont.)

Staff who have served the Chamber for at least 3 months will be entitled to reimbursement for dental and optical benefits.

### 3.3.1 Work Injury Compensation Insurance

All staff are covered under the Work Injury Compensation Insurance in accordance with the Work Injury Compensation Act, which covers items such as medical expenses and/or compensation in the event of an accident which arises out of and in the course of employment.

### 3.3.2 Group Accidental Death & Dismemberment Insurance

The Group Accidental Death and Dismemberment insurance provides a lump sum payout (according to Schedule of Indemnities) for personal injury caused solely and directly by violent, unexpected and external means and is independent of all other causes. It covers the following items in the event of accident resulting in:

- a) Accidental death
- b) Permanent total or partial dismemberment

Staff who have served the Chamber for at least 3 months will be covered under this insurance. Details on the medical insurance policies can be found in the Shared Drive under Staff Handbook.

### 3.3.3 Retrenchment Benefit

Affected staff shall be informed at least 1 month in advance of the retrenchment exercise; and the reasons for it.

Staff who are in continuous service for 2 years or more shall be paid a retrenchment benefit if they are retrenched by the Chamber. The Chamber may impose a cap on the years of service to compute the retrenchment benefits.

Retrenchment benefit shall be paid at a rate equal to half of the staff's last drawn monthly basic salary for every completed year of service and pro-rated to the nearest month.

### 3.3.4 Staff Welfare Fund

Staff will receive benefits from the staff welfare fund for the following occasions:

- a) Birth of child of a confirmed staff  
A cash of \$80.00 will be given to the staff, as a gift from the Chamber.
- b) Condolences for loss of immediate family member of staff  
A floral tribute of no more than \$80.00 will be sent under the name of the Chamber on any one of the following incidents:
  - i) Death of legal parents;
  - ii) Death of parent-in-law;
  - iii) Death of spouse;
  - iv) Death of child
- c) Wedding of staff member  
A cash of \$100.00 will be given as a gift from the Chamber.
- d) Hospitalisation of staff  
A fruit basket/flowers with a "Get Well Soon" note of no more than \$80.00 will be sent under the name of the Chamber.
- e) Any other occasions  
The permission of the Secretary-General will have to be sought for gifts or tributes to be presented at any other occasion apart from the above.

The amounts will be subject to periodic review by the General Affairs Committee.

# Compensation and Performance Review

## 4.1 Compensation Policy

The Chamber aims to keep its compensation package competitive by taking into account market conditions especially the prevailing market wage rates.

Salary increments of staff shall be directly based on their performance and the yearly financial situation of the Chamber. If necessary, such increments may be adjusted to reward the better performers. The final decision shall be made by the President acting on the recommendation of the General Affairs Committee.

The overall compensation policy shall be based on the principles of merit, equity and consistency.

## 4.2 Compensation Structure

The Chamber's compensation structure comprises the following:

Component	Description	Quantum	Date of Payment	Eligibility
Basic Salary	Basic monthly salary	Based on monthly salary	20 <sup>th</sup> of each month	All staff
Mid-Year Bonus*	Bonus to reward staff for work done in first half of year	Varies	July	All permanent and confirmed staff who are still in service as at 30 June
Annual Wage Supplement (AWS)	13 <sup>th</sup> month payment	1 month	December	All permanent staff who are still in service as at 31 December
Year-End Performance Bonus*	Bonus for work done in the assessment period	Varies	January/February	All permanent and confirmed staff, still in service as at 31 December, and did not tender notice of resignation before 1 January.

*\* In view of the different operations and work nature, some categories of staff in SCCIOB and EDC will be remunerated differently for their work performance and contributions achieved.*

Confirmed staff with less than 1 year of service who have not taken no-pay leave in the year will be granted AWS and mid- and year-end bonus on a pro-rata basis.

## 4.3 Mode of Salary Payment

Staff's monthly salary, together with approved claims for reimbursement, shall be credited to the staff's personal bank account on the 20<sup>th</sup> of every month. Staff may retrieve their pay slip online via the e-HR portal on and after each pay day.

Statutory deductions like Chinese Development Assistance Council (CDAC), Mosque Building Mendaki Fund (MBMF), and Singapore Indian Development Association (SINDA) will be automatically deducted from the staff member's salary and staff must opt-out if they do not wish to contribute.

#### **4.4 Performance Review**

Every confirmed staff will be assessed on both his/her performance and potential once a year at an appraisal exercise to be initiated by the HR Department. The appraisal period will be on a calendar year basis from January to December of the year.

Staff will be informed of the conduct of the Annual Performance Appraisal exercise via an email communication from the respective Head of Department which will be sent prior to the commencement of the exercise.

In addition to this annual performance review, supervisors should conduct quarterly reviews with his/her staff members, to take stock of work performance for the quarter with a view to address performance gaps, if any.

Staff who are under- or non-performing will be placed on Performance Review Process for which clear expectations of required performance or behavioural improvements with a timeline for improvements to be made is provided.

#### **4.5 Annual Increment**

Salary increments are granted based on the results of the staff appraisal review in accordance with the performance for the work year. Normally, annual increments will be given on 1<sup>st</sup> July each year.

The rate of increment shall be decided by the General Affairs Committee in accordance with the annual recommended wage guidelines of the National Wages Council and shall be based on the staff's performance, merit and potential.

#### **4.6 Promotion**

Promotion refers to the advancement of a staff whose work performance will be assessed during the annual promotion exercise.

A promotion is based on an expectation of competent performance and contribution at a higher level and recognises past good work performance.

Promotion to the next level is based on the criteria below:

- a) Demonstrated competencies to hold job role at the next level
- b) Proven track record of consistent and sustained work performance

## *Local Transport Claims*

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### **5.1 Official Journeys by Private Motor Vehicle**

A staff who uses his personal vehicles for work purposes may claim mileage at the following approved kilometre rates:

- a) 85 cents per km for using of motor car
- b) 20 cents per km for using of motorcycle

This covers work trips by public transport, for example, bus, MRT, taxi and private car hire.

### **5.2 Official Journeys by Public Transport**

A staff who incurs public transport expense travelling from office to business location and vice versa may submit claim for reimbursement.

A staff who travels from residence to business location for official duties, or from business location back home, may submit transport expense for reimbursement. Should your boarding time commence on or before 4pm, HOD's endorsement is required.

We urge staff to exercise cost prudence in incurring public transport expense, especially when business location is near MRT station/bus stop. We recognise that at times, booking of taxi is cheaper than private car hire. As such, booking charge for taxi claim is claimable.

### **5.3 Eligibility for Home Trips Claims**

No transport claim is payable to a staff for journey travelled from his/her residence and the Chamber on his/her working days. However, if he/she is requested by standing orders or his/her Department Director to report for work at a time when he is off duty, he/she may be reimbursed for the travel expense from his residence to office and vice versa.

On any occasion on a working day, if a staff who is required to perform official duties before 7.00am or beyond 8.00pm, he/she may claim for the travel cost of the journey from residence to office or vice versa.

### **5.4 Submission of Claims**

Transport claim shall be submitted online via the eHR portal by the 25<sup>th</sup> day of the month. The claim should include a detailed statement of all journeys made on official duty with original receipts. Claims should be submitted not later than 1 month after the expenses have been incurred.

All financial claims must be supported by official receipts. Duplicate receipts are not acceptable.

Staff are reminded that falsifying information or making a double claim is a serious offence which may subject the staff to disciplinary action taken against him/her with a view to immediate dismissal.

## Overseas Travel

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### 6.1 Air Travel for Overseas Assignment

Staff on overseas assignment shall travel on economy class flight.

### 6.2 Overseas Per Diem Allowance

A daily per diem allowance to cover all living and incidental expenses incurred by staff overseas such as meals, refreshments, laundry, personal phone calls and other incidental items shall be paid to staff for the duration of his/her official overseas business or training.

The rates of per diem allowance are based on IRAS Annual Acceptable Rates for Per Diem Allowances published on its website at <https://www.iras.gov.sg/taxes/individual-income-tax/employers/understanding-the-tax-treatment/per-diem-allowance/acceptable-rates-for-per-diem-allowance>.

Per Diem application should be submitted to Finance after every overseas trip by the individual staff concerned. Staff should support the claims with copy of boarding pass indicating the departure and return dates.

### 6.3 Other Expenses

Additional expenses incurred whilst travelling overseas in the course of official duties, such as overseas accommodation, official travelling expenses between cities and/or meeting destinations, entertainment expenses incurred for official purposes and official telephone charges and purchases etc. shall be reimbursable. However, supportive documents must be produced and all such expenses must be approved by the General Affairs Committee or the respective committee/project Chairman.

For journey to Singapore airport on day of departure and journey from Singapore airport to residence on day of return, staff will be paid actual expenses incurred for public transport or mileage claim. Cost of public transport or mileage between residence and office need not be deducted from the claim.

### 6.4 Travel Insurance

Staff travelling outside Singapore on official duties will be provided with a corporate travel insurance coverage.

This coverage provides benefits against death, permanent and temporary disablement and medical expenses arising from accidental bodily injury sustained by a staff during the period of official travel.



# *Training and Development*

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## **7.1 Objectives of Training**

Training is provided by the Chamber to meet the following key objectives:

- a) To improve the job performance of staff in their present positions through remedial, retraining and upgrading programmes.
- b) To prepare staff to qualify for advancement as well as to maximise their long-term promotion potential.
- c) To equip staff with managerial and technical skills through the most effective and efficient training methods.
- d) To meet projected requirements for skilled and qualified managerial and technical expertise.

Training needs of a staff will be recommended by his/her immediate superior and supported by the Department Director for approval of Secretary-General.

The Chamber reserves the right to impose a bond of a specific period of service upon completion of the training course for a staff.

## **7.2 Competency Framework**

The Competency Framework for Trade Associations and Chambers will be used as the guiding framework for the development of staff in the Chamber. The Framework charts out 22 job roles across 7 functional tracks, with career pathways, technical skills and competencies and Critical Core Skills to perform critical work functions.

# Code of Conduct

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## 8.1 General Conduct

Staff of the Chamber are expected to conduct and carry themselves in a professional manner and be guided by the Spirit of Chinese Entrepreneurs (SCE) while at work and to observe Chambers rules and regulations so as to promote a harmonious working relationship and a conducive working environment.

SCE are the Values of our forefather Chinese Businessmen which have been passed on over the years. They are:

- a) Integrity as Foundation
- b) Loyalty to our Country
- c) Innovation as priority
- d) Giving Back to Society for all

## 8.2 IT Policy & Cybersecurity Awareness

Staff of the Chamber are expected to adhere to the IT Policy and be familiar with cybersecurity threats.

The respective documents are available in the Intranet as follows:

\\192.168.166.10\fileshare\EVERYONE\General\IT Policy\SCCCI IT Policy.pdf

\\192.168.166.10\fileshare\EVERYONE\General\IT Cyber Security\IT & Cybersecurity Awareness Briefing.pdf

Chamber owns the infrastructure used to communicate via email, telephone and/or other digital devices and platforms. When using this infrastructure, staff are representing the Chamber. Misrepresentation of the Chamber whether intentionally or not will have an impact on the Chamber, and the effects can range from legal liability to bad publicity and losses. Staff expressly waive any right of privacy in anything they create, store, send or receive on the Chamber's computer system. Chamber reserves the right to monitor and examine all individual connections and communications. Telephone calls may also be monitored and recorded.

If there is evidence that you are not adhering to the guidelines set out in this handbook and other policies, Chamber reserves the right to take disciplinary action, including termination and/or legal action.

## 8.3 Safeguarding Information

Staff of the Chamber are expected to regard all confidential and/or work-related information including but not limited to official documents, data and papers acquired during the course of employment as strictly confidential during and after employment. The information is not to be divulged in any way to external parties or any one not related to the project.

Staff are not allowed to post materials and/or comments about the Chamber, council members, staff and/or work related issues on social media including but not limited to personal blogs, Facebook, Instagram, other social network, online forums or websites.

Please also refer to the "Confidentiality Undertaking" which is supplemental to your employment contract.

#### 8.4 Work Hours and Attendance at Work

Staff are to observe the working hours of the Chamber and to report to work on time. If the staff is unable to report for work, he/she must notify his/her supervisor immediately.

A staff shall be deemed to have breached his/her contract of service with the Chamber if he/she has been continuously absent from work for more than two working days -

- a) without prior leave approval or reasonable excuse; or
- b) without informing or attempting to inform his/her supervisor of the excuse for such absence.

#### 8.5 Disciplinary Procedures

The objectives of disciplinary procedures are to enforce orderly conduct and discipline among all staff and encourage change in the staff's performance or behaviour.

Chamber adopts a progressive system of corrective actions such that the staff are given the opportunity to improve their performance behaviour in the correct way. Steps would be taken for the following types of disciplinary measures:

- Counselling – such counselling will be documented and filed into the personnel file.
- Verbal warning – conducted by HR Director and documented.
- Written warning – Follow-up procedure if the staff commits repetitive misconduct.
- Disciplinary action including dismissal in the event of misconduct or when the staff repeats the misconduct after a final warning.

#### 8.6 Misconduct

Misconduct includes:

- Theft of any kind/ unauthorized removal of Chamber's property
- Willfully abusing, deliberately damaging or destroying Chamber's property
- Falsifying Chamber's records
- Conviction for criminal offence
- Insubordination
- Persistent absenteeism without approval
- Assault or fighting
- Intoxication during working hours

The above list of misconduct is by no means exhaustive.

#### 8.7 Intellectual Property

All intellectual and industrial property rights arising out of or in connection with your employment with the Chamber shall immediately be assigned to and vest in the Chamber or any other persons or entity as appointed by the Chamber.

All materials, tangible or intangible, produced by you arising out of or in connection with your employment with the Chamber shall be the sole and exclusive property of the Chamber or any other persons or entity as appointed by the Chamber.

You are hereby obligated to execute all documents and do all such acts and such things as may be necessary or requested by the Chamber in order to ensure that all property rights vest exclusively in the Chamber or any other persons or entity as appointed by the Chamber. All intellectual and industrial property rights arising out of or in connection with your employment with the Chamber shall immediately be assigned to and vest in the Chamber or any other persons or entity as appointed by the Chamber.

## **8.8 Grievance Handling Procedures**

Staff problems are of concern to the Chamber and if left unresolved, may lead to unnecessary conflict and unhappiness. Below are the procedures in the event any grievance arises:

- Staff having a grievance may within three (3) working days of its arising lodge a complaint to his immediate supervisor.
- In the event the supervisor is unable to address the grievance, the supervisor concerned shall report to the HR department.
- The HR department will investigate and give its opinion/ decision on the matter within seven (7) working days from the date the complaint was referred to it.

## **8.9 Work Environment & Attire**

Chamber believes in building a friendly, communicative and progressive work environment for all staff. The Chamber adopts a zero-tolerance stance toward any form of harassment, be it bullying, harassment, verbal abuse, threat, assault or any violation of a colleague's dignity during the course of work. We embrace an inclusive and diverse work culture of mutual respect, dignity, hard work and recognition.

Staff should also refrain from loud and boisterous conversations as well as frivolous and rowdy behaviour.

Staff are expected to report for work in appropriate attire and present a smart and professional image at all times. Corporate tee-shirt should be worn when required.

Please refer to the "Chamber Workplace Bullying and Harassment Prevention Policy".

## **8.10 External Employment**

Staff should not engage in any external employment, consulting or business activity unless otherwise approved by the Chamber in writing.

## **8.11 Smoking & Gambling**

Smoking is strictly prohibited within office premises. Staff are not allowed to organise or take part in any form of gambling, including raffles and lotteries, on the Chamber's premises at all times.

## **8.12 Conflict of Interest**

Staff should not take an active part or have financial interest in any business undertaking which could be interpreted as being directly or indirectly competing with or is in conflict with the interests of the Chamber.

Staff should not use the Chamber's premises, personnel, facilities or services for any activity not directly concerned with the performance of their duties as staff.

Refer to page 24.1 for details on the Conflict of Interest Policy.

## **8.13 Gifts**

Staff shall not accept any gift, favour or concessionaire offer from any individual or organisation doing or seeking business with the Chamber. All gifts are to be notified to the supervising Director and the HR Department and the staff concerned should comply with the Chamber Gift/Award Declaration Policy.



## 8.12 Conflict of Interest Policy

### Introduction

A conflict of interest (COI) is a situation in which a person or organization has two or more competing interests. When a COI occurs, a person cannot perform his duties appropriately because it could mean betraying his interests to one of the parties within the situation.

It can also call to question his ability to remain unbiased in thoughts, ideas and decisions, thus causing his employer or colleagues to question his intentions.

It is therefore important for every one of us to be able to identify possible COI situations during the course of our works and know how to handle them appropriately; and maintain an open and transparent working environment in SCCCI to avoid potential COI from happening, thereby avoiding any legal problems, public scandals and reputational damages to SCCCI.

### Aim

The aim of this set of guidelines is to establish clear markers for staff of SCCCI to: (1) know what constitutes a COI situation; (2) the steps to take when one is in a potential COI situation and; (3) the procedure to report and investigate a COI situation when it happens.

### What constitutes a COI?

A COI is a situation in which an employee's personal interest may contradict the interest of the organization they work for. Specifically, in the context of SCCCI, this situation may arise anytime during our interaction with internal and/or external stakeholders in planning and executing our events and projects, where there are frequent business transactions involved that can potentially lead to giving favorable terms and conditions to one another in exchange for a mutual gain at the individual level in the expense of our organization. When an employee of SCCCI allows that to happen, he or she has conduct in a way that constitutes a COI.

### Steps to take in potential COI situation

1. Follow Guidelines. We should always conduct ourselves professionally and adhere to the procurement and management guidelines established by SCCCI.
2. Recuse. If you find yourself in a potential COI situation, e.g. you personally know of a vendor who is tendering the project you are managing, you should disclose your relationship with the vendor to your supervisor and recuse yourself from the tender evaluation and decision-making process to avoid the potential COI situation.
3. Decline. You should decline any forms of offer by any stakeholders who have an intention of getting an unfair advantage over the others with the help and information you can provide them.

### Reporting a COI case

If you know of a COI case that has happened in SCCCI, involving directly or indirectly our colleagues, it is your duty to report it. You can report the case to your immediate superior, Director Human Resources or Secretary General directly.

The Secretary General shall look into the case and decide if an investigation is needed in consultation with Chairman General Affairs Committee. Depending on the extent and complexity of the case, he may appoint an independent colleague/panel to conduct a thorough investigation.

The findings of investigation and recommendations would be submitted to Chairman General Affairs Committee for approval and further guidance.

If the nature of COI is not criminal in nature, internal disciplinary actions would be meted out. Otherwise, Chairman General Affairs Committee may recommend to President SCCCI for the case to be reported to Police for further investigation.

## *Personal Data Protection Policy*

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The HR Department is committed to protecting the privacy and confidentiality of the personal data of staff and job applicants of the Chamber.

Personal data refers to data, whether true or not, about an individual who can be identified: (a) from that data; or (b) from that data and other information to which the Chamber is likely to have access.

Please refer to the Chamber's Data Protection Notice for Employees which forms **Appendix B** of Letter of Offer.

# *Data Protection Notice for Employees*

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This Data Protection Notice (“Notice”) sets out the basis upon which Singapore Chinese Chamber of Commerce and Industry (“SCCCI”, “we”, “us”, or “our”) may collect, use, disclose or otherwise process personal data of employees in accordance with the Personal Data Protection Act (“PDPA”). This Notice applies to personal data in our possession or under our control, including personal data in the possession of organisations which we have engaged to collect, use, disclose or process personal data for our purposes.

## **APPLICATION OF THIS NOTICE**

1. This Notice applies to all persons engaged in a contract of service with us (whether on a part-time, temporary or full-time basis), and interns and trainees working at or attached to us (collectively referred to as “employees”), and all references to “employment” shall apply equally to internships and traineeships (as may be applicable).
2. For the purposes of this Data Protection Notice, “Personal Data” shall mean data (in manual, electronic or other form), whether true or not, about an individual who can be identified (a) from that data; or (b) from that data and other information to which an organisation has or is likely to have access.
3. Personal data which we may collect in the context of your employment with us includes, without limitation, your:
  - a. name or alias, gender, NRIC/FIN or passport number, date of birth, nationality, and country and city of birth;
  - b. mailing address, telephone numbers, email address and other contact details;
  - c. employment and training history;
  - d. salary information and bank account details;
  - e. details of your next-of-kin, spouse and other family members;
  - f. work-related health issues and disabilities;
  - g. records on leave of absence from work;
  - h. photographs and other audio-visual information;
  - i. performance assessments and disciplinary records; and
  - j. any additional information provided to us by you as a job applicant (that is, prior to being engaged as an employee).
4. Other terms used in this Notice shall have the meanings given to them in the PDPA (where the context so permits).

## **COLLECTION, USE AND DISCLOSURE OF PERSONAL DATA**

5. We generally collect personal data that (a) you knowingly and voluntarily provide in the course of or in connection with your employment or job application with us, or via a third party who has been duly authorised by you to disclose your personal data to us (your “authorised representative”, which may include your job placement agent), after (i) you (or your authorised representative) have been notified of the purposes for which the data is collected, and (ii) you (or your authorised representative) have provided written consent to the collection and usage of your personal data for those purposes, or (b) collection and use of personal data without consent is permitted or required by the PDPA or other laws. We shall seek your consent before collecting any additional personal data and before using your personal data for a purpose which has not been notified to you (except where permitted or authorised by law).
6. Your personal data will be collected and used by us for the following purposes and we may disclose your personal data to third parties where necessary for the following purposes:
  - a. performing obligations under or in connection with your contract of employment with us, including payment of remuneration and tax;
  - b. all administrative and human resources related matters within our organisation, including administering payroll, granting access to our premises and computer systems, processing leave applications, administering your insurance and other benefits, processing your claims and expenses, investigating any acts or defaults (or suspected acts or defaults) and developing human resource policies;

- c. managing and terminating our employment relationship with you, including monitoring your internet access and your use of our intranet email to investigate potential contraventions of our internal or external compliance regulations, and resolving any employment related grievances;
  - d. assessing and evaluating your suitability for employment/appointment or continued employment/appointment in any position within our organisation;
  - e. ensuring business continuity for our organisation in the event that your employment with us is or will be terminated;
  - f. performing obligations under or in connection with the provision of our goods or services to our clients;
  - g. facilitating any proposed or confirmed merger, acquisition or business asset transaction involving any part of our organisation, or corporate restructuring process; and
  - h. facilitating our compliance with any laws, customs and regulations which may be applicable to us.
7. The purposes listed in the above clauses may continue to apply even in situations where your relationship with us (for example, pursuant to a contract) has been terminated or altered in any way, for a reasonable period thereafter (including, where applicable, a period to enable us to enforce our rights under any contract with you).
8. You have the right of choice regarding the collection, usage and disclosure of your personal data. If you choose not to provide us with any of your personal data requested, you may do so by informing the Manager, HR at [audrey@sccci.org.sg](mailto:audrey@sccci.org.sg). Whilst we respect your decision, please note that depending on the nature and extent of your request, we may not be in a position to continue your employment with us. We shall, in such circumstances, notify you before continuing to process your request. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to carry out your request, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).

## **WITHDRAWING CONSENT**

9. The consent that you provide for the collection, use and disclosure of your personal data will remain valid until such time it is being withdrawn by you in writing. If you wish to withdraw your consent and request us to stop collecting, using and/or disclosing your personal data for any or all of the purposes listed in paragraph 6 above, you may do so by contacting the Manager, HR at [audrey@sccci.org.sg](mailto:audrey@sccci.org.sg).
10. Upon receipt of your written request to withdraw your consent, we may require reasonable time (depending on the complexity of the request and its impact to our relationship with you) for your request to be processed and for us to notify you of the consequences of us acceding to the same, including any legal consequences which may affect your rights and liabilities to us. In general, we shall seek to process and effect your request within 10 business days of receiving it.
11. Whilst we respect your decision to withdraw your consent, please note that depending on the nature and extent of your request, we may not be in a position to continue your employment with us. We shall, in such circumstances, notify you before completing the processing of your request. Should you decide to cancel your withdrawal of consent, please inform us in writing in the manner described in paragraph 9 above.
12. Please note that withdrawing consent does not affect our right to continue to collect, use and disclose personal data where such collection, use and disclosure without consent is permitted or required under applicable laws.

## **ACCESS TO AND CORRECTION OF PERSONAL DATA**

13. You may access your personal data via Frontier.
14. If you wish to make (a) an access request for access to a copy of the personal data not stored on Frontier which we hold about you or information about the ways in which we use or disclose your personal data, or (b) a correction request to correct or update any of your personal data which we hold, you may submit your request in writing or via email to the Manager, HR at [audrey@sccci.org.sg](mailto:audrey@sccci.org.sg) or by any other means made known to you during your employment.
15. Please note that a reasonable fee may be charged for an access request. If so, we will inform you of the fee before processing your request.



16. We will respond to all personal data requests relating to withdrawal of consent, access and correction as soon as reasonably possible. Should we not be able to respond to your request within thirty (30) days after receiving your request, we will inform you in writing within thirty (30) days of the time by which we will be able to respond to your request. If we are unable to carry out your request, we shall generally inform you of the reasons why we are unable to do so (except where we are not required to do so under the PDPA).
17. Please note that depending on the request that is being made, we will only need to provide you with access to the personal data contained in the documents requested, and not to the entire documents themselves. In those cases, it may be appropriate for us to simply provide you with confirmation of the personal data that our organisation has on record, if the record of your personal data forms a negligible part of the document.

### **PROTECTION OF PERSONAL DATA**

18. To safeguard your personal data from unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks, we have introduced appropriate administrative, physical and technical measures such as up-to-date antivirus protection, encryption and the use of privacy filters to secure all storage and transmission of personal data by us, and disclosing personal data both internally and to our authorised third party service providers and agents only on a need-to-know basis.
19. You should be aware, however, that no method of transmission over the Internet or method of electronic storage is completely secure. While security cannot be guaranteed, we strive to protect the security of your information and are constantly reviewing and enhancing our information security measures.

### **ACCURACY OF PERSONAL DATA**

20. We generally rely on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data by informing our Manager, HR in writing or via email at the contact details provided below.

### **RETENTION OF PERSONAL DATA**

21. We may retain your personal data for as long as it is necessary to fulfil the purposes for which they were collected, or as required or permitted by applicable laws.
22. We will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purposes for which the personal data were collected, and are no longer necessary for legal or business purposes.

### **CROSS-BORDER TRANSFERS OF PERSONAL DATA**

23. Unless for business-related needs, we generally do not transfer your personal data to other jurisdictions. However, if we do so, we will obtain your consent for the transfer to be made and we will take steps to ensure that your personal data continues to receive a standard of protection that is at least comparable to that provided under the applicable personal data protection laws and regulations.

### **HUMAN RESOURCES DIRECTOR AND DATA PROTECTION OFFICER CONTACT INFORMATION**

24. You may contact our Manager, HR at [audrey@sccci.org.sg](mailto:audrey@sccci.org.sg), our Data Protection Officer at [jean@sccci.org.sg](mailto:jean@sccci.org.sg) or call us at +65 64308369 if you have any enquiry, feedback or complaint regarding our personal data protection policies and procedures.

### **EFFECT OF NOTICE AND CHANGES TO NOTICE**

25. This Notice applies in conjunction with any other policies, notices, contractual clauses and consent clauses that apply in relation to the collection, use and disclosure of your personal data by us.
26. We may revise this Notice from time to time without any prior notice. You may determine if any such revision has taken place by referring to the date on which this Notice was last updated. Your continued employment with us constitutes your acknowledgement and acceptance of such changes.

Effective date: 1 December 2022  
Last updated: 16 November 2022

### **DECLARATION**

1. I declare and warrant that all information submitted or to be submitted is accurate and complete to the best of my knowledge and I will inform SCCCI immediately of any change to the information previously submitted.
2. I declare and warrant that I have obtained consent from relevant third parties to provide their data to SCCCI in relation to my employment with SCCCI.
3. I understand and agree that if it is subsequently discovered that I have wilfully given incorrect information or withheld any relevant information, SCCCI reserves the right to not employ me or terminate my employment without any notice or compensation.
4. I acknowledge that I have read, understood and agreed to the above Notice, and hereby consent to the collection, usage and disclosure of my personal data by SCCCI for the purposes stated in the Data Protection Notice above.
5. I acknowledge that during my employment, I will have access to and process, or authorise the processing of Personal Data relating to employees, customers and other individuals held and controlled by SCCCI. I agree to comply with the PDPA in relation to such data and to abide by SCCCI's Personal Data Protection Policy issued from time to time.

Name : \_\_\_\_\_

Signature & Date : \_\_\_\_\_

