



Inclusive Culture @ VITAL



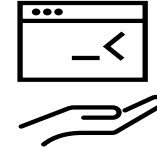
WE ARE A GOVERNMENT DEPARTMENT FORMED ON 5 JULY 2006 UNDER THE MINISTRY OF FINANCE, AS PART OF THE SINGAPORE PUBLIC SECTOR'S EFFORT TO AGGREGATE COMMON ADMINISTRATIVE SERVICES AND REAP ECONOMIES OF SCALE TO BRING ABOUT GREATER BUSINESS VALUE FOR THE WHOLE OF GOVERNMENT.

AT A GLANCE



~500
EMPLOYEES

SERVING MORE THAN
100,000 PUBLIC
SERVANTS ACROSS MORE
THAN 100 GOVERNMENT
AGENCIES



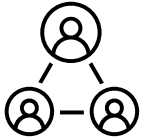
1,500,000 ANNUAL
TRANSACTIONS

OVERALL SERVICE
ACCURACY AND
TIMELINESS OF
99.9%



OVERALL
SERVICE
SATISFACTION
OF 94%

OUR KEY SERVICES



HUMAN
RESOURCE



PAYROLL &
CLAIMS



LEARNING
SERVICES



PROCUREMENT

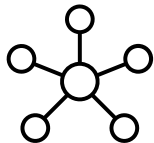


TRAVEL
MANAGEMENT

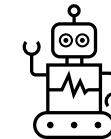


FINANCE
SERVICES

OUR ROLES



CENTRAL AGENCY FOR
CORPORATE SHARED SERVICES



ROBOTICS AND AUTOMATION LEAD FOR
CORPORATE & ADMIN SERVICES

OUR ACHIEVEMENTS

**Enabling Mark
(Gold)**

- 2.5% (15) of VITAL's staff are PwDs
- Including vendors, PwDs account for 6% of our workforce



**Recognition at
various platforms as
an inclusive employer**



**Strong partnership
with inclusive
organisations**



HOW IT STARTED AT VITAL...

Started as a Corporate Social Responsibility (CSR) effort.

Partnered Autism Resource Centre (ARC) & hired 5 persons with autism in 2016 for our paperless initiative



Took on digitisation of Pfiles for WOG from 2017 & hired 3 more persons with autism



Expanded scope and recruited successfully for Payroll & Claims, Finance Services & Ops Tech roles.



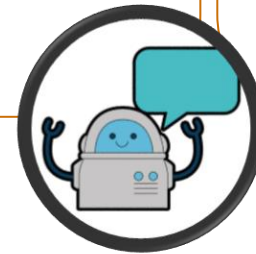
SUCCESS STORIES

- Seen higher productivity levels among colleagues with autism
- Their ability to focus and diligence have made a positive impact to co-workers.

2 autistic colleagues belong to the top 15% of scanners (amongst other able-bodied scanners), **consistently producing a scanning output of at least 105% more than the others**, contributing to VITAL's KPIs.



1 autistic colleague was involved in a RPA project to automate tracking of files in the department's inventory. The project team created a virtual bot which freed up officers' time performing the repetitive and tedious manual tracking, **saving about 600 man-hours per year.**



2 autistic colleagues have volunteered and successfully completed a VITAL-sponsored **Certificate in Data Analytics** programme. Their passion and enthusiasm when sharing their learning experiences during a post-course hackathon inspired more peers with autism to register for the same programme.



CRITICAL SUCCESS FACTORS

1

Strong leadership support

2

Desire to make a difference and create win-win outcomes

3

Focus on competencies & skills

4

Equal opportunities for all

1) STRONG LEADERSHIP SUPPORT

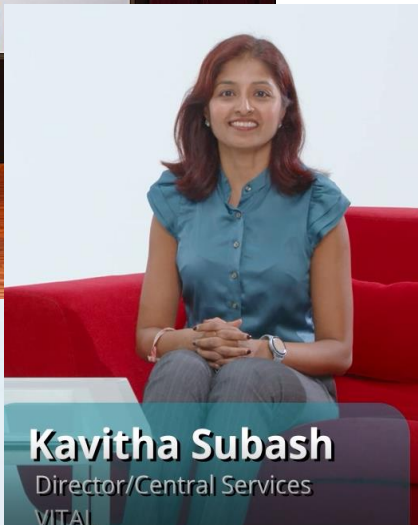
CE VITAL during panel discussion with Mr Tan Chuan-Jin, Speaker of The Parliament, on “Pivoting Evidence-Based Outcomes - Integrate. Involve. Innovate” at the Human Capital Singapore - SG Enable Masterclass event at Istana.



CE VITAL featured in music video to commemorate graduands from the HCS CHRA Programme.



Myron recognized at VITAL's Town Hall for receiving the Exemplary SkillsFuture @ Public Service Award



VITAL Directors sharing our journey in the video showcasing VITAL's inclusive hiring and employment

2) DESIRE TO MAKE A DIFFERENCE & CREATE WIN-WIN OUTCOMES



With good job-skills match, PwDs augment our workforce. Encouraged by the initial positive experience working with the PwDs, we expanded our collaborations:

- Partnered various organisations, e.g. SG Enable, SPD, HR Powerbank, etc. to curate job opportunities for PwDs
- Collaborated with Polytechnics to provide internships for PwD students
- Partnered SPD to engage a young and talented artist with special needs to design VITAL's corporate new year greeting cards.
- Shared with various government agencies VITAL's journey in hiring persons with autism and encouraging public service agencies to hire PwDs

3) FOCUS ON COMPETENCIES & SKILLS

Our Belief:

Talents come in all shapes and sizes.
Focus on their competencies and abilities, not disabilities



Do you know?

- 3 of our PwDs were promoted in recent years.
- 1 of them promoted twice in a span of 7 years

4) EQUAL OPPORTUNITIES FOR ALL

Upskilling & Uplifting
our officers!



Data
Analytics



Robotic
Process
Automation



Design
Thinking

WIN-WIN OUTCOMES

VITAL

- PwDs are an alternate source of manpower pool to tap on amidst a shrinking workforce situation in Singapore.
- PwDs contribute to the growth of VITAL as they upskill and acquire new skills.
- Embracing inclusive practices has further strengthened VITAL's employee value proposition

PwD Colleagues

- Achieved financial independence
- Uplifted their self regard
- Enhanced their employability

Having win-win outcomes for both VITAL and the PwDs has created an inclusive workplace that is sustainable and provides equal developmental opportunities for all, aligning to ForwardSG.



Recognition for our efforts in creating an inclusive culture at VITAL

- Received the Enabling Mark (Gold) in Aug 2021 from SG Enable
- Received Recognition Award as an Early Adopter of the Human Capital Singapore (HCS) HR Powerbank from President Mdm Halimah Yacob on 3 Nov 2022.
- Mentioned in President Halimah Yacob's and DPM Lawrence Wong's speeches in 2022 on VITAL's inclusive hiring efforts.



“The public service is also doing its part to become disability-inclusive too. One of the agencies under my ministry, the Ministry of Finance, is VITAL. It provides corporate shared services for the entire public service. VITAL has been working with SG Enable to hire autistic individuals to assist with digitising hardcopy documents. Since then, VITAL has continued to curate suitable job opportunities for persons with disabilities. Today, VITAL employs them in various functions, not just digitalising hardcopy payments, but also payroll and claims.”
Deputy Prime Minister Lawrence Wong



“For example, VITAL, the centralised shared service provider of HR and administrative services in the public sector, has tapped on CHRAs to meet the requirements from the scaling up of its shared services. Besides VITAL, there are 21 other early adopters who will be recognised today.”

President of Singapore, Madam Halimah Yacob