Conditions of Employment 2020

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Singapore

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CONDITIONS OF EMPLOYMENT 2020

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Notations:

-: Nil or negligible
No.: Number
s: Data suppressed due to small number of observations

List of Abbreviations:

M&Es: Management & Executives
RAF: Rank-And-File
Sat: Saturday
FWAs: Flexible Work Arrangements
MC: Medical Certificate

Highlights

- As employers adopted flexible work practices for business operations to continue safely during COVID-19, the proportion of firms which offered at least one formal flexible work arrangement (FWA) rose to 78% in 2020, up from 53% in 2019. Including firms which also offered informal FWAs such as unplanned time-off and/or ad hoc tele-working, around nine in ten (93%) firms provided some form of FWA in 2020, covering the vast majority of employees (97%).

- Flexi-time/staggered hours (59%) and formal tele-working (46%) overtook part-time work (44%) as more common FWAs in 2020. The majority of employers (56%) also offered ad-hoc tele-working in 2020, a 36%-point increase from 2019. The increase in tele-working was testament to the acceleration of digital technologies at work as employers evolve to a new paradigm of work amid COVID-19.

- Most full-time employees (52% on 5-day work-week, and another 18% on 5 ½ -day work-week) continued to work a regular work-week, as the widespread adoption of FWAs enabled employees to continue working safely amid COVID-19.

- The proportion of full-time employees with annual leave entitlement of 15 days or more dipped slightly to 47.6% in 2020 from 48.1% in 2018. The marginal decline in 2020 suggest that most employers did not cut back on their employees' annual leave entitlement to reduce manpower cost pressures.

- Paid compassionate leave (85%), marriage leave (66%) and short-term voluntary unpaid leave (of 1 month or less) (57%) were the most common types of non-statutory leave offered by firms. However, the proportion of firms which provided paid compassionate leave, marriage leave, and study leave in 2020 was lower than in 2018, possibly due to less demand (in particular for marriage leave and study leave) during COVID-19. The proportion of firms which gave paid family care leave held steady while the proportion providing paid child sick leave (MC required) and longer term voluntary unpaid leave (of more than 1 month) rose. Overall, the proportion of firms which offered leave benefits beyond statutory requirements in 2020 (94%) was broadly similar to pre COVID-19 (2018: 96%).

- In the first half of 2020, 40% of employees took outpatient sick leave, and around 5% took hospitalisation leave. Both percentages were about two-thirds of the full-year percentages pre COVID-19 (2019: 62% took outpatient sick leave; 8% took hospitalisation leave). The incidence of employees on sick leave, was disproportionately higher for a half-year period. This could be due to doctors being more generous when granting medical leave to patients who seek medical treatment for flu-like symptoms. Also, it could have included healthy employees who were unable to work from home and

have taken outpatient sick leave or hospitalisation leave to serve their Leave of Absence/ Stay-Home Notice/ Home Quarantine Order.

1. Introduction

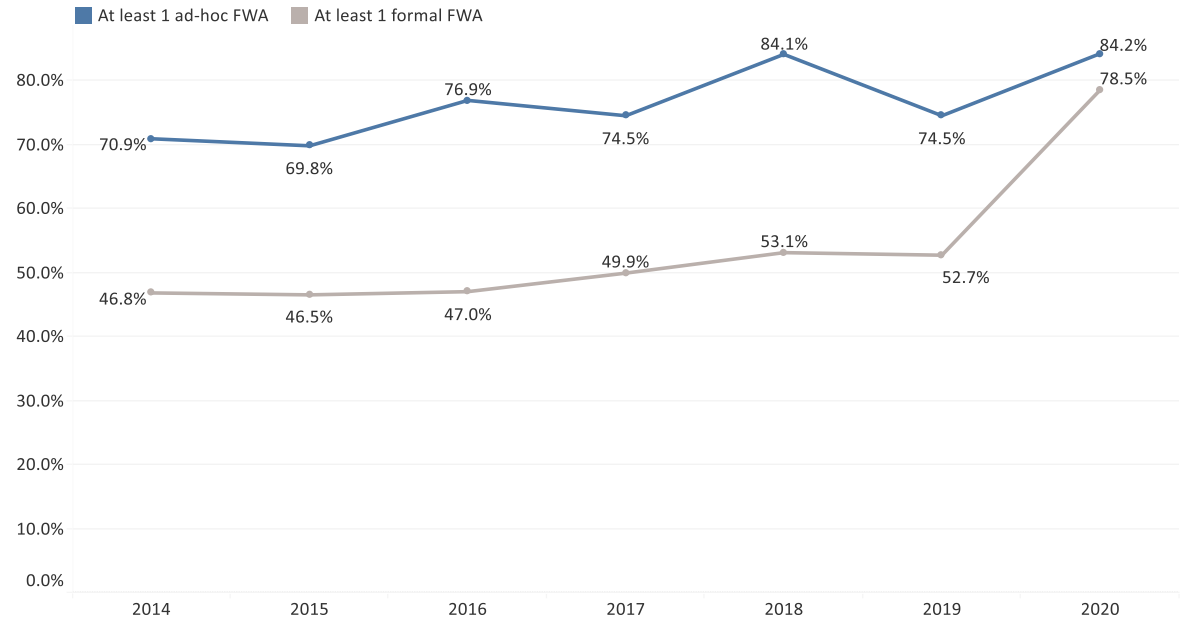
1.1 The Conditions of Employment report analyses employment conditions and workplace practices against the backdrop of the COVID-19 situation. The 2020 data in this report are from the Conditions of Employment Survey 2020 conducted by the Manpower Research and Statistics Department in the middle of the year. As the conduct of the survey coincided with the Circuit Breaker period, the data will be largely influenced by this situation and trend comparisons should be viewed in light of this.

1.2 The survey covered establishments from both the private sector (each with at least 25 employees) and the public sector. A total of 3,800 establishments employing 1,289,300 employees responded, yielding a response rate of 85.4%. Details of the survey coverage and methodology are in Annex A.

2. Flexible Work Arrangements

2.1 As employers adopted flexible work practices for business operations to continue safely during COVID-19, the proportion of firms which offered at least one formal flexible work arrangement (FWA) rose to 78% in 2020, up from 53% pre COVID-19.[1] Close to 6 in 10 firms (59%) also offered more than one formal FWA in 2020, up from 2 in 10 in 2019, as employers looked to a combination of FWAs to cater to the different work nature of their workforce. Including firms which also offered unplanned time-off and/or ad hoc tele-working, around nine in ten (93%) firms provided some form of FWA in 2020, covering more than 9 in 10 employees (97%).

Proportion of Establishments Offering Flexible Work Arrangements



Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

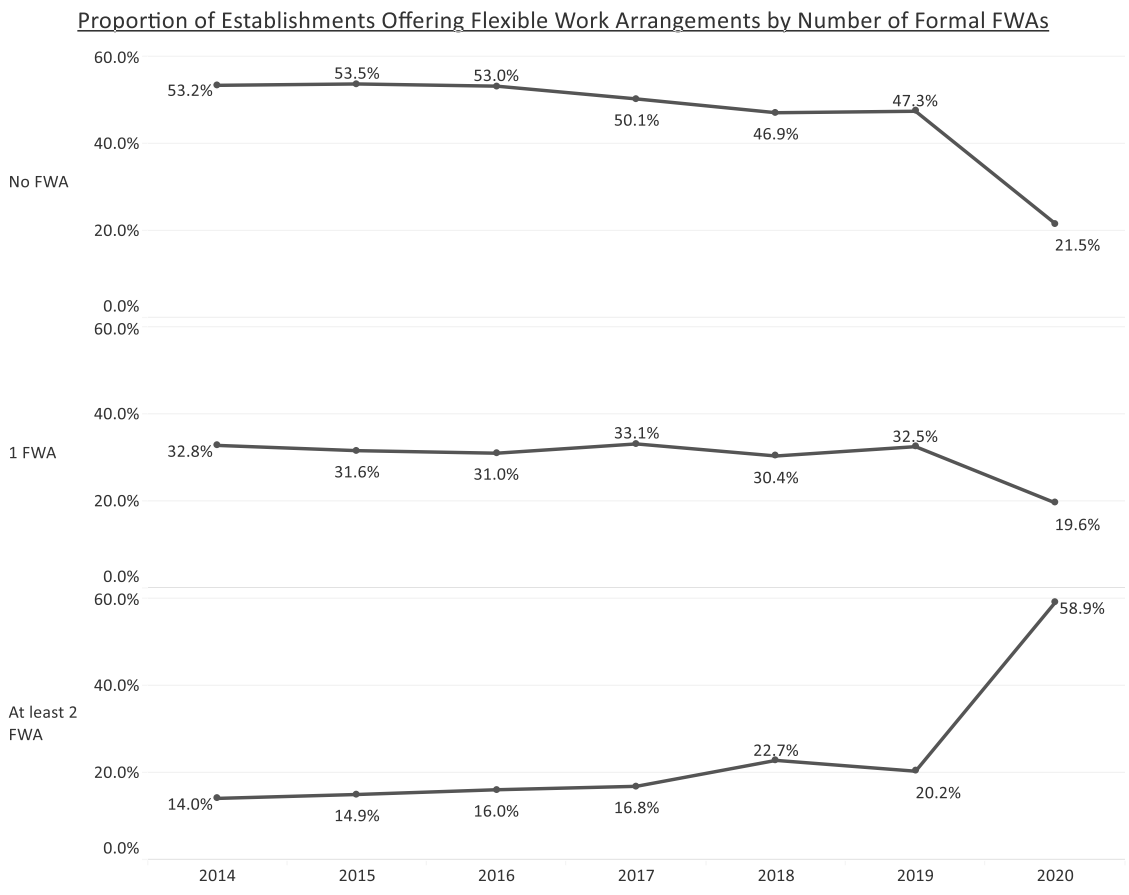
Notes:

(1) For years in which the Conditions of Employment Survey (i.e. 2015, 2017 and 2019) is not conducted, data on flexible work arrangements are obtained from a MOM Supplementary Survey.

(2) Formal FWA include part-time work, flexi-time/staggered hours, formal tele-working, homeworking, job sharing, and compressed work-week.

(3) Ad-hoc FWA include unplanned time-off, and ad-hoc tele-working.

[1] Among establishments which provided at least 1 formal FWA in 2020, about 13% provided it in the written work contracts and 33% verbally communicated it during recruitment. The remaining offered FWA only after employees were hired. This is not unexpected given that a sizeable proportion of establishments which offered FWA in 2020 was likely due to the need for adaptive work arrangement amid COVID-19. However, this also indicated that the need to communicate the availability of FWAs for more sustainable adoption of FWA in the workplace.



Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

Notes:

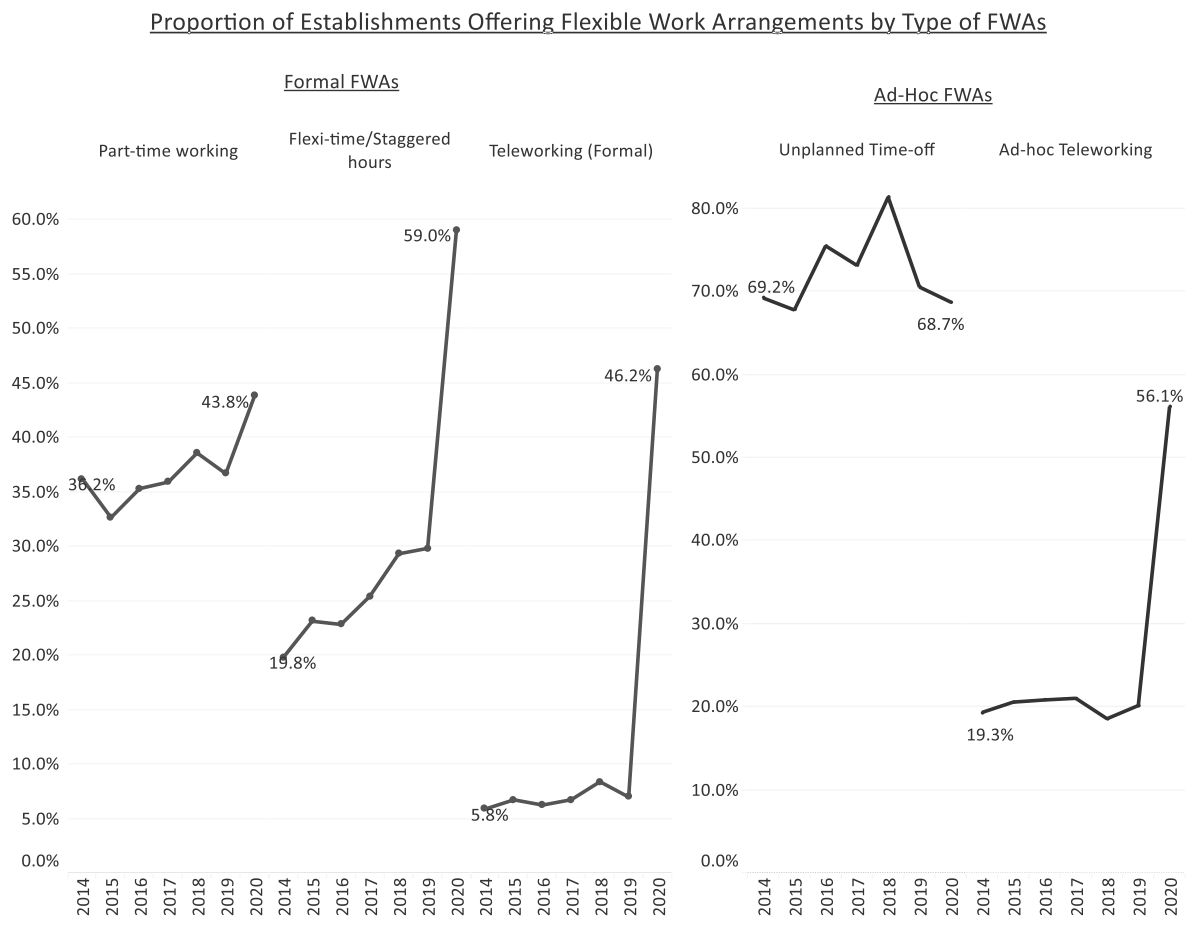
(1) For years in which the Conditions of Employment Survey (i.e. 2015, 2017 and 2019) is not conducted, data on flexible work arrangements are obtained from a MOM Supplementary Survey.

(2) Figures refer to establishments that offered the respective number of formal FWA as a proportion of all establishments.

2.2 In general, firms in Services (83%) were more likely than those in Manufacturing (76%) and Construction (65%) to offer formal FWAs, as movement restrictions for safe distancing coupled with the need for on-site operations make formal FWAs less likely in goods producing industries during the outbreak. Services industries which were more impacted by movement restrictions (*Transportation & Storage*, 74%; *Arts, Entertainment & Recreation*, 68%) were also less likely to offer formal FWAs. In comparison, provision was higher in *Retail Trade* (92%), *Accommodation* (92%), *Food & Beverage Services* (90%), where work schedules could be more flexible, as well as in *Public Administration & Education* (89%), *Information & Communications* (87%) and *Professional Services* (87%), where tele-working was common.

2.3 Flexi-time/staggered hours and formal tele-working overtook part-time work as the more common FWAs in 2020, as the increase in the proportion of firms offering flexi-time/staggered hours (from 30% in 2019 to 59% in 2020) and formal tele-working (from 7% to 46%) was more than that for part-time work (from 37% to 44%).

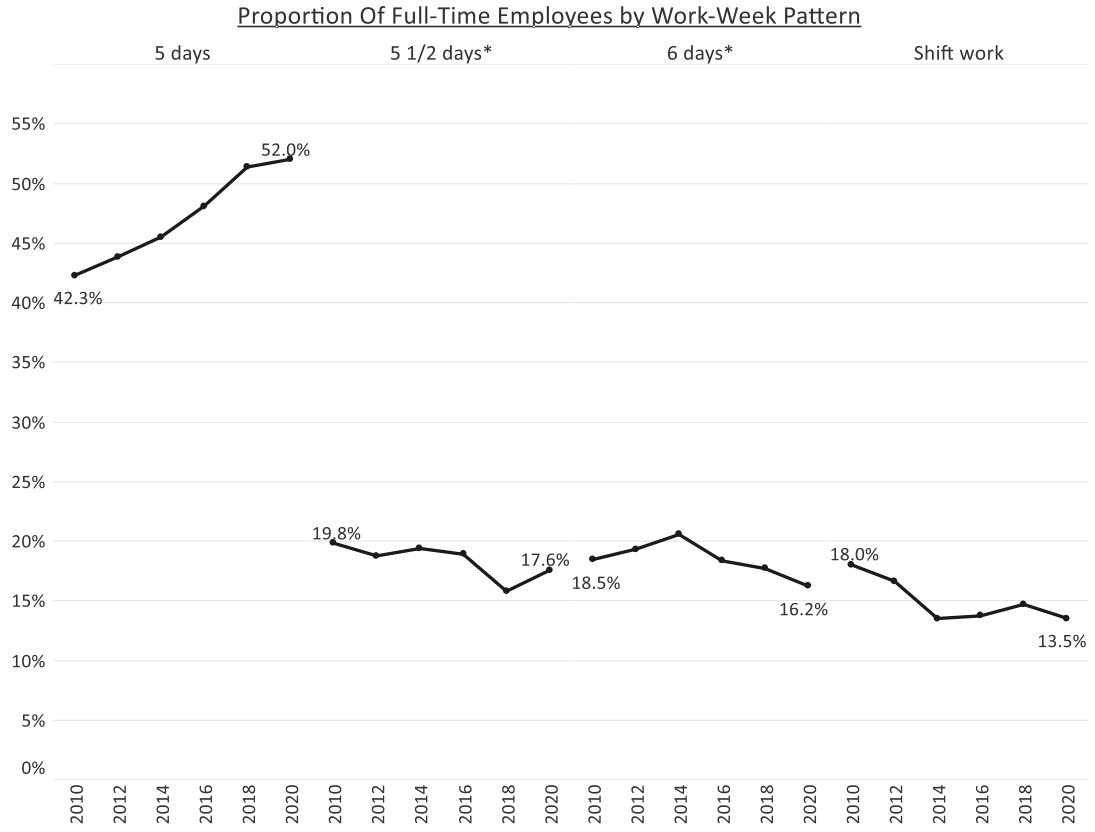
2.4 The majority of employers (56%) also offered ad-hoc tele-working in 2020, a 36%-point increase from 2019. The increase in both formal and ad-hoc tele-working was testament to the acceleration of digital technologies at work as employers evolve to a new paradigm of work amid COVID-19. The proportion of firms which offered unplanned time-off, however, declined in 2020, the second consecutive year of decline. This could be a result of greater formalisation of FWAs, thereby reducing the need to offer unplanned time-off for personal exigencies.



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

3. Work-Week Pattern

3.1 Most full-time employees continued to work a regular work-week in 2020, as the widespread adoption of FWAs enabled employees to continue working safely amid COVID-19. 52% of full-time employees were on 5-day work-week, and another 18% on 5 ½ -day work-week.



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

Notes:
(1) * Includes those with periodic Sat off – e.g. off on a Sat on alternate week/ once in three weeks/ once a month.
(2) Data do not add up to 100% as employees on irregular work-week patterns including work-week of less than 5 days are not shown.

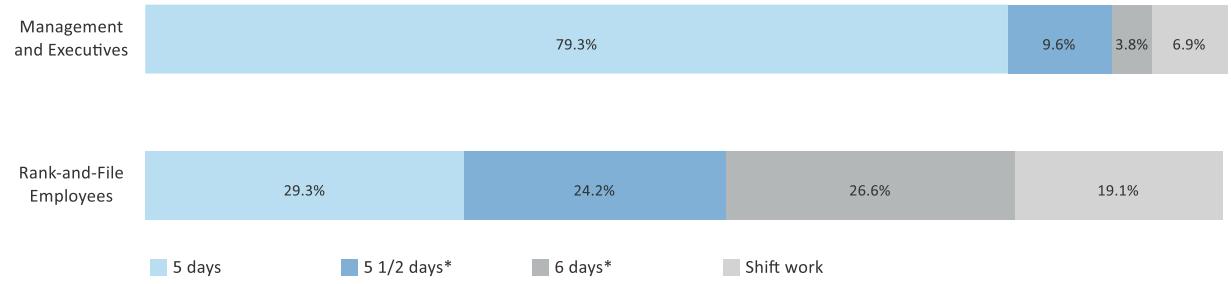
3.2 There was also a continued shift toward a 5-day work-week for full-time employees in 2020, extending the uptrend observed over the decade. Across sectors, trends were mixed. The shift toward a 5-day work-week was more prominent in *Construction*, *Real Estate Services*, *Accommodation*, as building and tourism activities were muted. On the other hand, *Wholesale Trade* and *Retail Trade* saw an increased share of full-timers on longer work-weeks of 5 ½ or 6 days, likely as existing workers put in more workdays after a sharp cutback on manpower.

3.3 A smaller proportion of employees was on shift work in 2020. This was observed in *Accommodation and Food services*, *Community, Social and Personal Services (mainly Health & Social Services)*, *Electronics Manufacturing and Administrative and Support Services*, which together

accounted for close to 50% of all employees on shift work. The decline was likely a result of the need to minimise the number of employees performing shift work on-site during the Circuit Breaker period.

3.4 The sectoral trends contribute to changes in work-week pattern observed for management & executives (M&Es) and rank-and-file (RAF) employees. Overall, the work-week arrangement for full-time M&E employees in 2020 was similar to that pre COVID-19, though some sectors saw differing patterns. For instance, the increased proportion of M&Es on 5-day work-week in *Construction*, *Accommodation*, *F&B Services*, and *Real Estate Services* contrasted with the lengthening of work-weeks largely observed in *Wholesale Trade*, *Retail Trade*. Among full-time RAF employees, the proportion on 5-day work-week fell with a corresponding uptick of RAF employees on 5 ½ -day work-week in 2020, reflecting trends in *Wholesale Trade* and *Retail Trade* where there was a larger share of RAF employees.

Proportion of Full-Time Employees by Work-Week Pattern and Employee Type

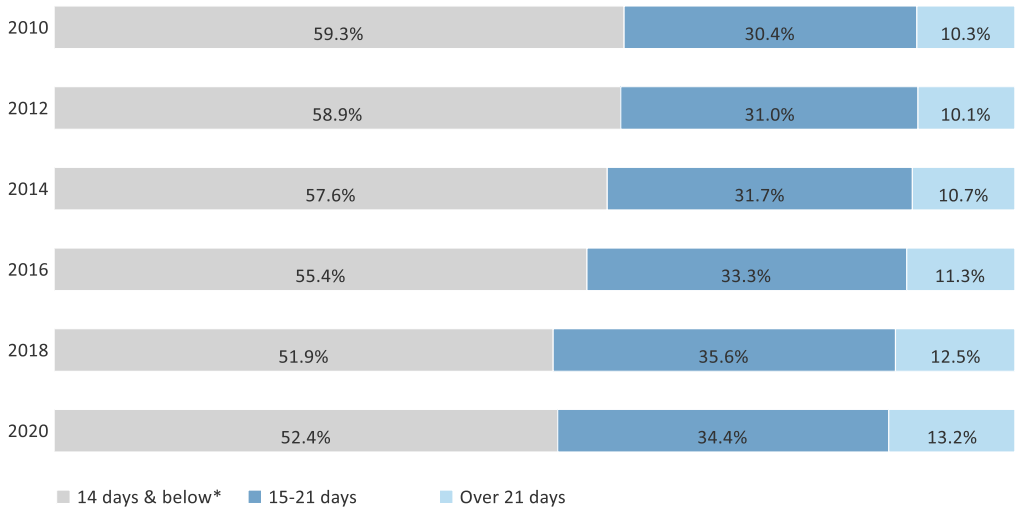


Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

4. Annual Leave Entitlement

4.1 The proportion of full-time employees with annual leave entitlement of 15 days or more dipped slightly to 47.6% in 2020 from 48.1% in 2018, as a smaller share was accorded with 2 to 3 weeks of annual leave. While this bucked the general trend of more generous leave provision over the last decade, the marginal decline in 2020 suggest that most employers did not cut back on their employees' annual leave entitlement to reduce manpower cost pressures.

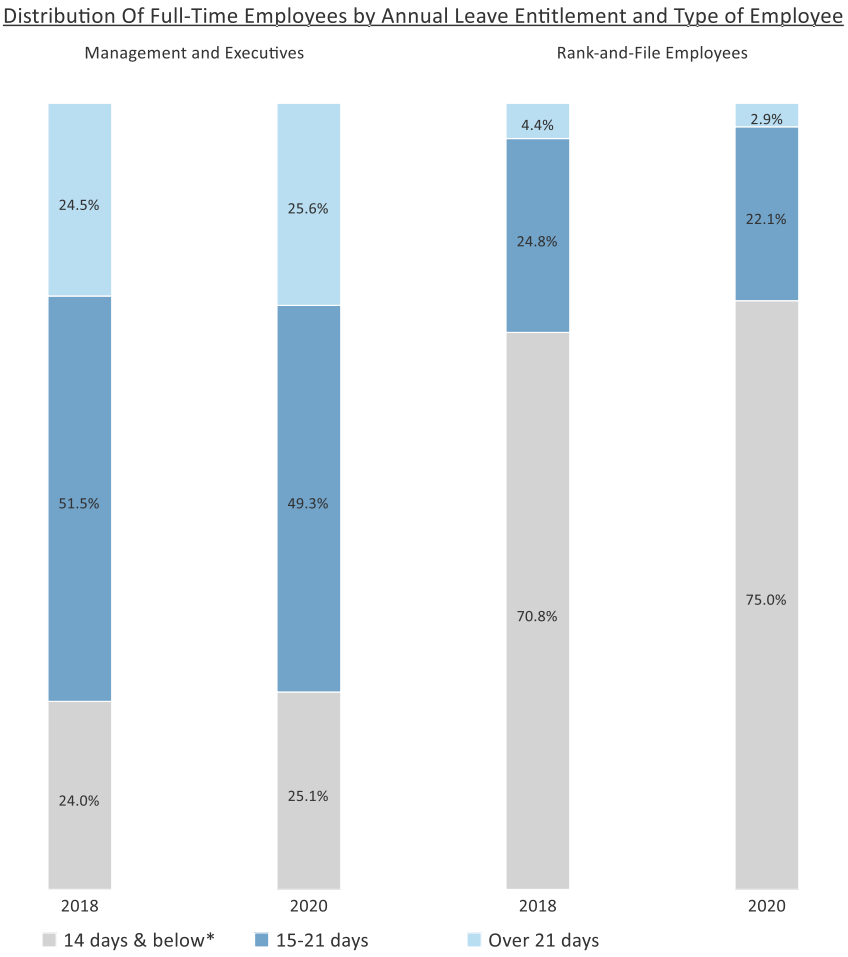
Distribution Of Full-Time Employees By Annual Leave Entitlement



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

Notes:
(1) Employees who have leave entitlement of "14 Days and below" include those who were not entitled to a fixed number of paid annual leave days.
(2) Data may not add up to 100% due to rounding.

4.2 M&Es generally receive more days of annual leave entitlement than RAF employees. About 3 in 4 M&Es were accorded with more than 15 days of annual leave as compared to 1 in 4 among RAF employees. In 2020, both M&Es and RAFs saw a slight increase in the proportion of employees with less than 15 days of annual leave. This was the case across sectors where there was a reduction in annual leave entitlement. The exceptions were *Retail Trade* and *Security and Investigation* where M&Es took the lead in the downward adjustment of annual leave entitlement as there was an increased proportion of M&Es with less than 15 days of annual leave but not for RAF employees.



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

5. Non-Statutory Leave

5.1 Non-statutory leave benefits are additional provisions by the employer to cater to the welfare of employees. They serve as good indicators of how much an employer values and wants to retain and attract talent. Paid compassionate leave (85%), marriage leave (66%), and short-term voluntary unpaid leave (of 1 month or less)[2] (57%) were the most common types of non-statutory leave offered by firms. However, the proportion of firms which provided paid compassionate leave, marriage leave, and study leave in 2020 was lower than in 2018, possibly due to less demand (in particular for marriage leave and study leave) during COVID-19. The proportion of firms which gave paid family care leave held steady while the proportion providing paid child sick leave (MC required) and longer term voluntary unpaid leave (of more than 1 month) rose. Overall, the proportion of firms which offered leave benefits beyond statutory requirements in 2020 (94%) was broadly similar to pre COVID-19 (2018: 96%).

Proportion Of Establishments That Provided Types Of Non-Statutory Leave by Type



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

5.2 The rise in the proportion of establishments providing paid child sick leave (+13.5%-point compared to 2018) was likely due to employees' need to care for their children who were unwell

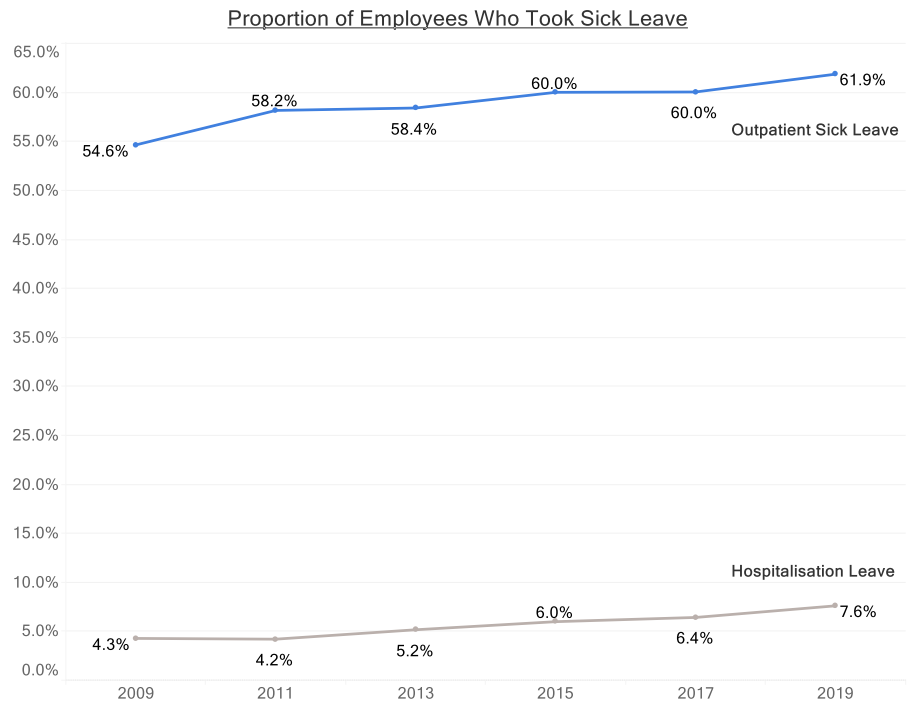
[2] Data first collected in 2020.

and/or required to stay-in on medical advice during the outbreak. The slight increase in the provision of longer term voluntary unpaid leave (of more than 1 month) was mainly driven by firms in the manufacturing of *Petroleum, Chemical & Pharmaceutical Products* and *Accommodation*, likely on the back of business lull due to the COVID-19 situation. It is also worth noting that the provision of this leave benefit is linearly related to firm size likely due to better financial position of larger firms.

6. Sickness Absenteeism

6.1 In a public health crisis like the COVID-19 outbreak, the provision and take-up of sick leave at work is essential as it helps to contain the outbreak and safeguard employees' health. During normal times, it is also important to track employees' sickness absenteeism as it enables the firm to monitor overall employees' well-being and act against intentional and habitual absences which could affect productivity, morale and business goals.

6.2 In the first half of 2020, 40% of employees took outpatient sick leave, and 5% took hospitalisation leave. Both percentages were about two-thirds of the full-year percentages pre COVID-19 (2019: 62% took outpatient sick leave; 8% took hospitalisation leave). The incidence of employees on sick leave, was disproportionately higher for a half-year period. This could be due to doctors being more generous when granting medical leave to patients who seek medical treatment for flu-like symptoms. Also, it could have included healthy employees who were unable to work from home and have taken outpatient sick leave or hospitalisation leave to serve their Leave of Absence/ Stay-Home Notice/ Home Quarantine Order. [3]



Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

[3] Among establishments with employees placed on Leave of Absence (LOA) or Stay Home Notice (SHN) and were unable to work from home during the LOA/SHN period, about half indicated that they had asked these employees to take paid hospitalisation or paid outpatient sick leave.

6.3 The number of sick leave taken per absentee in the first half of 2020 was 3.6 days for outpatient sick leave and 13.0 days for hospitalisation leave. The average number of hospitalisation leave taken by mid-year was close to 2019's full-year average (14.5 days), a consequence of employees utilising their hospitalisation leave for their 14-day LOA/SHN/HQO. On the whole, the average number of sick leave taken per absentee in the first half of 2020 remained within the statutory minimum (of 14 days outpatient sick leave, and 60 days hospitalisation leave), suggesting that most employees would have sufficient sick leave for the year. The total number of days not worked among all absentees translated to about 29 working days lost due to sickness for every 1,000 available working days from the entire workforce in the first half of 2020. This was higher than the 21 per 1,000 available working days in 2019.

6.4 Industries with above-average incidence of employees who took outpatient sick leave or hospitalisation leave in the first half of 2020 were broadly similar to that in 2019. Employees in *Health and Social Services* were most likely to take outpatient sick leave (55%) and hospitalisation leave (14%) in the first half of 2020. The increase could also be consequence of fatigue due to longer working hours by healthcare workers to assist in Singapore's effort in combating COVID-19.

6.5 Employees in *Food & Beverage Services*, *Cleaning & Landscaping* and *Construction* were least likely to take sick leave. The reasons are multi-fold. First, there is usually a high concentration of casual employees in these industries who tend not to have access to paid sick leave and also possibly a reluctance to take it so as not to forgo earnings and/or allowances (e.g. for shift work). Second, these industries tend to see a higher concentration of firms with smaller workforce sizes where unwell employees may feel obligated to continue working as their absence may inconvenience others.

7. Concluding Remarks

7.1 As employers sought to maintain business continuity safely during the COVID-19 outbreak, they have widely adopted flexible work arrangements, particularly in teleworking and flexible hours. As a result, most full-time employees were able to work on regular work-week arrangements. The pandemic has also sped up the adoption of digital technologies at work, likely impacting the provision of flexible work arrangements in the years to come as firms have managed to maintain productivity and output through remote working.

Annex A: Survey Coverage and Methodology

Introduction

The *Conditions of Employment Survey, 2020* was conducted by the Manpower Research and Statistics Department of the Ministry of Manpower under the Statistics Act (Chapter 317). The survey was conducted from 25 June 2020 to 11 September 2020.

Objective

The survey was conducted to study the general employment conditions and workplace practices covering flexible work arrangements, non-statutory family-friendly leave, annual leave entitlement, work-week pattern and sickness absenteeism.

Coverage

The survey covered private sector establishments each with at least 25 employees and the public sector comprising government ministries, organs of state and statutory boards. A total of 3,800 establishments employing 1,289,300 employees responded, yielding a response rate of 85.4%.

The results were weighted to reflect the population of private sector establishments with at least 25 employees by using expansion factors based on sampling fraction.

Mode of submission

Respondents were notified of the survey by mail. They could submit their returns online, by post or by email, with clarifications made either over the phone or via email.

Reference Period

Most of the information provided in the survey returns was based on the establishments' practices as at 30 June 2020, except for information on sickness absenteeism which was also based on data for calendar year 2019.

Data Collected

Establishments were asked to provide information pertaining to the following topics:

- Flexible work arrangements
- Non-statutory family-friendly leave
- Annual leave entitlement
- Work-week pattern
- Sickness absenteeism

Classification

The industries of the surveyed establishments were classified according to the Singapore Standard Industrial Classification (SSIC) 2015.

Concepts And Definitions

Management and executives	:	These refer to employees who hold managerial and supervisory responsibilities. They may or may not have substantial influence over the hiring, firing, promotion, transfer, reward or discipline of employees. Also, they may or may not have access to confidential information.
Rank-and-file employees	:	These refer to employees who are in the technical, clerical, sales, service, craftsmen, production, transport, cleaning and related positions. They are not employees in managerial or executive positions.
Full-time employees	:	These refer to employment where the normal hours of work is at least 35 hours a week.
Annual leave entitlement	:	This refers to the leave entitlement of full-time employees for a year of service. For employees on probation, their annual leave is reported based on the entitlement after their probation period.
Sickness absenteeism	:	This refers to the actual sick leave taken, regardless of whether it is paid or unpaid.
Paid family care leave	:	This refers to paid leave granted to employees for taking care of their family members (e.g. parents, step parents, parents-in-law, children, spouse) or to accompany them for medical

		appointment when they are sick or when the main caregiver is not available.
Part-time work	:	This refers to total working hours of less than 35 hours in a week. This work arrangement includes those who work half-days or only some days per week but excludes workers who work 'on and off' and temporary employees who work the normal hours.
Flexi-time	:	This is an arrangement where employees can vary their daily working hours to suit their work and personal commitments so long as they work the total hours agreed for an accounting period, usually a week or month in office.
Staggered hours	:	This is an arrangement characterised by different starting and finishing hours (e.g. start time can vary from 7am to 10am with finish time adjusted accordingly) around compulsory core hours (e.g. 10am to 4pm).
Tele-working	:	This is an arrangement for extended period of time where employees perform work in places other than the office and the job is performed using information and communication technologies. Employees under this work arrangement may be required to spend certain "core" times or days in the office. This differs from an ad-hoc tele-working arrangement where employees tele-work on a case-by-case basis, for personal reasons (e.g. to cope with family emergencies).
Homeworking	:	This is an arrangement where employees undertake work mainly in their homes without using information and communication technologies. Such jobs usually involved production of goods or services (e.g. sewing parts of a product, hand-packing of products from home). It excludes those who are tele-working.
Job sharing	:	This is an arrangement where the workload of a full-time job is split between two or more people in the office. The jobsharers work at different times, although there may be a time overlap to maintain continuity. They may each work part of the day or week, or alternate weeks (depending on

their and their employers' circumstances) on an ongoing, regular basis.

Compressed work-week : This is an arrangement where a standard work-week is condensed into fewer than five days (i.e. employees complete their expected workload over a shorter time period). It is an option taken up by employees, rather than a mandatory requirement made by the employer.

RELIABILITY OF DATA

In a sample survey, inferences about the target population are drawn from the data collected from the sample. Errors due to extension of the conclusions based on one sample to the entire population are known as sampling errors. The sampling error of an estimate is the extent of variation between the estimated value obtained from a sample and the true value from the population. Factors influencing the sampling error include the sample size, the sample design, method of estimation, the variability of the population and the characteristics studied.

A common measure of the sampling error of an estimate is its standard error, which is a measure of the variation among the estimates derived from all possible samples. An alternative measure is the relative standard error of an estimate which indicates the standard error relative to the magnitude of the estimate. A sample estimate and an estimate of its standard error can be used to construct an interval that will, at specified levels of confidence, include the true estimate. By statistical convention, the confidence level has been set at 95 per cent.

Estimates of the sampling variability of selected indicators are as follows:

		Estimate (%)	Standard Error (%-points)	Relative Standard Error (%)	95% Confidence Interval (%)	
					Lower	Upper
Distribution of Establishments by [1], [2]						
Flexible Work Arrangements (FWA)	Offered at least one formal FWA	78.5	0.8	1.0	76.9	80.1
	Offered at least one ad-hoc FWA	84.2	0.7	0.8	82.9	85.6
Distribution of Employees by [1]						
Flexible Work Arrangements (FWA)[2]	Working in establishment offering at least one formal FWA	86.2	0.1	0.1	86.1	86.3
	Working in establishment offering at least one ad-hoc FWA	90.8	0.0	0.0	90.7	90.9
Annual Leave Entitlement[3]	Over 21 Days	13.2	0.1	0.9	13.0	13.4
	15 to 21 Days	34.4	0.2	0.7	33.9	34.9
	14 Days & Below	52.4	0.3	0.5	51.8	52.9
Work-Week Pattern[3]	5 Days	52.0	0.3	0.6	51.4	52.6
	5½ Days[4]	17.6	0.3	1.9	16.9	18.2
	6 Days[4]	16.2	0.3	1.9	15.6	16.8
	Shift Work	13.5	0.2	1.2	13.2	13.9
Sickness Absenteeism	Outpatient Sick Leave	61.9	0.3	0.4	61.3	62.4
	Hospitalisation Leave	7.6	0.1	1.0	7.5	7.8

Notes:
(1) Data pertain to private sector establishments with at least 25 employees and the public sector.
(2) Data pertain to permanent employees and employees on term contract of at least one year.
(3) Data pertain to full-time employees.
(4) Includes those with periodic Sat off – e.g. off on a Sat on alternate week/ once in three weeks/ once a month

Annex B: Statistical Tables

Table B1: Proportion Of Establishments Offering Formal Flexible Work Arrangements, June 2020

Per Cent

SSIC 2015	Total	Part-time Work	Flexi-time/ Staggered hours	Formal Tele-working	Compressed Work-Week	Job Sharing	Homeworking
OVERALL (PUBLIC & PRIVATE SECTORS)	**78.5**	**43.8**	**59.0**	**46.2**	**10.2**	**15.0**	**9.7**
BY INDUSTRY (PRIVATE SECTOR)							
MANUFACTURING	**76.4**	**31.0**	**56.6**	**45.6**	**10.8**	**14.4**	**12.0**
Food, Beverages & Tobacco	86.7	40.9	69.1	53.2	14.6	18.6	11.6
Paper/ Rubber/ Plastic Products & Printing	75.1	27.6	56.8	47.0	8.1	15.1	8.6
Petroleum, Chemical & Pharmaceutical Products	74.7	25.9	53.1	50.6	18.5	11.7	3.7
Fabricated Metal Products, Machinery & Equipment	72.9	28.2	51.2	44.1	8.8	15.5	14.5
Electronic, Computer & Optical Products	81.7	26.8	70.6	51.6	4.6	11.8	10.5
Transport Equipment	73.6	33.4	49.5	41.0	13.7	15.5	13.1
Other Manufacturing Industries	77.7	30.9	63.8	42.3	7.5	7.5	12.5
CONSTRUCTION	**65.2**	**23.7**	**48.2**	**43.3**	**10.7**	**18.6**	**13.1**
SERVICES	**82.9**	**53.0**	**62.6**	**46.9**	**9.9**	**13.9**	**8.1**
Wholesale and Retail Trade	**80.5**	**50.5**	**60.9**	**39.3**	**7.3**	**14.2**	**7.3**
Wholesale Trade	77.6	44.7	58.8	39.4	5.7	13.3	6.5
Retail Trade	92.2	73.7	69.2	38.9	13.7	17.8	10.4
Transportation and Storage	**74.5**	**32.3**	**59.7**	**46.5**	**9.2**	**11.4**	**5.0**
Land Transport & Supporting Services	59.2	36.1	46.3	38.1	7.5	8.8	6.8
Water Transport & Supporting Services	87.6	38.4	64.9	54.1	9.7	9.2	5.4
Air Transport & Supporting Services	s	s	s	s	s	s	s
Other Transport & Storage Services	72.5	25.8	61.7	45.3	8.6	13.6	3.3
Accommodation and Food Services	**90.3**	**70.7**	**68.7**	**40.1**	**14.0**	**18.1**	**10.6**
Accommodation	91.9	57.3	78.2	53.2	10.5	13.7	-
Food & Beverage Services	90.1	72.2	67.6	38.6	14.4	18.6	11.7
Information and Communications	**86.6**	**38.9**	**64.4**	**76.0**	**7.3**	**8.6**	**0.9**
Telecommunications, Broadcasting & Publishing	89.9	43.2	75.5	74.8	5.8	7.2	2.2
IT & Other Information Services	85.1	37.0	59.5	76.6	7.9	9.2	0.3
Financial and Insurance Services	**77.9**	**40.8**	**61.8**	**59.0**	**8.1**	**6.6**	**1.1**
Financial Services	73.5	36.9	56.9	56.1	7.3	6.0	1.3
Insurance Services	97.7	58.1	83.7	72.1	11.6	9.3	-
Real Estate Services	**83.2**	**52.0**	**72.8**	**49.0**	**5.9**	**14.9**	**10.9**
Professional Services	**87.5**	**43.2**	**71.6**	**67.2**	**12.2**	**14.3**	**9.4**
Legal, Accounting & Management Services	91.2	49.3	79.8	72.2	15.1	10.5	7.1
Architectural & Engineering Services	84.3	41.5	66.4	62.7	10.0	18.4	11.5
Other Professional Services	85.1	29.9	61.2	64.9	9.7	14.2	10.4
Administrative and Support Services	**84.2**	**58.6**	**51.4**	**40.6**	**9.9**	**14.0**	**8.3**
Security & Investigation	85.9	73.0	47.9	38.0	10.4	19.0	12.3
Cleaning & Landscaping	85.0	70.8	42.3	28.3	13.3	11.8	7.3
Other Administrative & Support Services	82.7	41.2	61.7	53.5	6.5	14.2	7.7
Community, Social and Personal Services	**80.9**	**63.9**	**61.2**	**41.5**	**11.3**	**14.9**	**12.2**
Education	86.0	71.5	51.7	44.6	7.0	6.6	13.2
Health & Social Services	86.9	71.0	67.5	38.9	9.9	17.5	4.5
Other Community, Social & Personal Services	76.8	58.4	61.6	41.6	13.3	16.5	15.1
***OTHERS**	**84.7**	**34.1**	**60.0**	**42.4**	**14.1**	**30.6**	**20.0**

Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Notes:

(1) Data pertain to permanent employees and employees on term contract of at least one year.
(2) 'Total' refers to establishments offering at least one type of formal FWA.
(3) Figures refer to establishments that offered the respective formal FWA as a proportion of all establishments.
(4) Data do not add up to 'total' as establishments can offer more than one formal FWA.
(5) '-': Nil or negligible.
(6) 's': Data suppressed due to small number of observations.

Table B2: Proportion of Establishments Offering Ad-hoc Flexible Work Arrangements, June 2020

Per Cent

SSIC 2015	Total	Unplanned Time-off	Ad-hoc Tele-working
OVERALL (PUBLIC & PRIVATE SECTORS)	**84.2**	**68.7**	**56.1**
BY INDUSTRY (PRIVATE SECTOR)			
MANUFACTURING	**82.2**	**64.7**	**53.1**
Food, Beverages & Tobacco	84.1	66.4	47.2
Paper/ Rubber/ Plastic Products & Printing	72.4	63.8	45.4
Petroleum, Chemical & Pharmaceutical Products	79.6	54.3	56.2
Fabricated Metal Products, Machinery & Equipment	82.6	60.0	56.2
Electronic, Computer & Optical Products	95.4	81.0	77.8
Transport Equipment	80.9	66.0	45.5
Other Manufacturing Industries	82.3	70.6	55.1
CONSTRUCTION	**84.6**	**63.3**	**60.5**
SERVICES	**84.5**	**71.1**	**55.1**
Wholesale and Retail Trade	**82.9**	**72.8**	**49.2**
Wholesale Trade	83.9	73.3	50.3
Retail Trade	79.1	70.6	44.8
Transportation and Storage	**86.5**	**72.1**	**57.8**
Land Transport & Supporting Services	95.9	78.2	49.7
Water Transport & Supporting Services	82.2	72.4	54.1
Air Transport & Supporting Services	s	s	s
Other Transport & Storage Services	84.4	68.6	62.2
Accommodation and Food Services	**78.6**	**67.4**	**41.3**
Accommodation	96.0	79.0	57.3
Food & Beverage Services	76.7	66.1	39.5
Information and Communications	**98.2**	**77.4**	**88.4**
Telecommunications, Broadcasting & Publishing	97.8	81.3	91.4
IT & Other Information Services	98.4	75.6	87.0
Financial and Insurance Services	**86.6**	**64.5**	**72.6**
Financial Services	84.4	62.3	70.4
Insurance Services	96.5	74.4	82.6
Real Estate Services	**78.7**	**67.8**	**53.5**
Professional Services	**89.0**	**65.4**	**77.5**
Legal, Accounting & Management Services	92.4	67.1	86.8
Architectural & Engineering Services	84.3	63.8	68.8
Other Professional Services	91.8	64.9	73.9
Administrative and Support Services	**82.4**	**73.7**	**46.6**
Security & Investigation	88.3	77.3	47.2
Cleaning & Landscaping	77.8	72.0	31.0
Other Administrative & Support Services	84.6	74.0	61.4
Community, Social and Personal Services	**85.4**	**73.9**	**49.4**
Education	88.8	81.4	53.3
Health & Social Services	86.3	76.1	48.7
Other Community, Social & Personal Services	83.9	70.7	48.5
***OTHERS**	**83.5**	**71.8**	**58.8**

Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Notes:

(1) Data pertain to permanent employees and employees on term contract of at least one year.
(2) 'Total' refers to establishments offering at least one type of ad-hoc FWA.
(3) Figures refer to establishments that offered the respective ad-hoc FWA as a proportion of all establishments.
(4) Data do not add up to 'total' as establishments can offer more than one ad-hoc FWA.
(5) 's': Data suppressed due to small number of observations.

Table B3: Distribution of Full-Time Employees By Annual Leave Entitlement, June 2020

Per Cent

SSIC 2015	Total	Over 21 Days	15 to 21 Days	14 Days & Below
OVERALL (PUBLIC & PRIVATE SECTORS)	**100.0**	**13.2**	**34.4**	**52.4**
BY TYPE OF EMPLOYEES				
Management & Executives	100.0	25.6	49.3	25.1
Rank & File	100.0	2.9	22.1	75.0
BY INDUSTRY (PRIVATE SECTOR)				
MANUFACTURING	**100.0**	**4.9**	**38.8**	**56.3**
Food, Beverages & Tobacco	100.0	1.9	18.1	80.0
Paper/ Rubber/ Plastic Products & Printing	100.0	0.7	38.1	61.2
Petroleum, Chemical & Pharmaceutical Products	100.0	17.1	58.5	24.4
Fabricated Metal Products, Machinery & Equipment	100.0	3.9	31.9	64.1
Electronic, Computer & Optical Products	100.0	5.3	54.5	40.2
Transport Equipment	100.0	4.8	32.0	63.1
Other Manufacturing Industries	100.0	1.4	39.2	59.4
CONSTRUCTION	**100.0**	**0.9**	**7.8**	**91.2**
SERVICES	**100.0**	**16.1**	**37.1**	**46.8**
Wholesale and Retail Trade	**100.0**	**5.7**	**34.9**	**59.3**
Wholesale Trade	100.0	5.4	37.2	57.4
Retail Trade	100.0	6.7	28.4	64.9
Transportation and Storage	**100.0**	**8.6**	**39.4**	**52.0**
Land Transport & Supporting Services	100.0	0.9	36.8	62.3
Water Transport & Supporting Services	100.0	11.1	46.0	43.0
Air Transport & Supporting Services	s	s	s	s
Other Transport & Storage Services	100.0	4.8	38.5	56.7
Accommodation and Food Services	**100.0**	**1.7**	**14.8**	**83.6**
Accommodation	100.0	7.2	38.5	54.2
Food & Beverage Services	100.0	0.5	9.6	90.0
Information and Communications	**100.0**	**11.8**	**65.3**	**22.9**
Telecommunications, Broadcasting & Publishing	100.0	15.8	71.2	13.1
IT & Other Information Services	100.0	10.1	62.8	27.1
Financial and Insurance Services	**100.0**	**59.4**	**34.2**	**6.5**
Financial Services	100.0	62.7	31.3	6.0
Insurance Services	100.0	26.3	62.7	11.1
Real Estate Services	**100.0**	**5.7**	**37.6**	**56.7**
Professional Services	**100.0**	**16.5**	**59.6**	**23.9**
Legal, Accounting & Management Services	100.0	24.1	63.8	12.1
Architectural & Engineering Services	100.0	6.4	46.1	47.5
Other Professional Services	100.0	9.0	78.4	12.6
Administrative and Support Services	**100.0**	**1.7**	**11.4**	**86.8**
Security & Investigation	100.0	0.7	3.1	96.2
Cleaning & Landscaping	100.0	0.3	2.8	97.0
Other Administrative & Support Services	100.0	4.5	29.7	65.8
Community, Social and Personal Services	**100.0**	**20.0**	**42.9**	**37.1**
Education	100.0	27.9	45.5	26.6
Health & Social Services	100.0	26.3	47.9	25.8
Other Community, Social & Personal Services	100.0	3.6	33.4	62.9
***OTHERS**	**100.0**	**14.2**	**39.0**	**46.8**

Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Notes:

(1) "14 Days and Below" includes employees who were not entitled to a fixed number of paid annual leave days.
(2) Data may not add up to 100% due to rounding.
(3) 's': Data suppressed due to small number of observations.

Table B4: Proportion of Establishments That Provided Types of Non-Statutory Family-Friendly Leave, June 2020

Per Cent

SSIC 2015	Compassionate Leave	Marriage Leave	Unpaid Leave Of More Than 1 Month	Study/ Examination Leave	Childcare Sick Leave (MC Required)	Family Care Leave
OVERALL (PUBLIC & PRIVATE SECTORS)	**85.1**	**66.3**	**53.2**	**36.5**	**27.3**	**19.5**
BY INDUSTRY (PRIVATE SECTOR)						
MANUFACTURING	**85.5**	**70.5**	**61.9**	**37.3**	**23.7**	**14.8**
Food, Beverages & Tobacco	87.7	71.8	60.1	26.9	22.6	20.3
Paper/ Rubber/ Plastic Products & Printing	89.2	75.7	48.1	24.9	23.8	15.1
Petroleum, Chemical & Pharmaceutical Products	93.8	89.5	67.9	63.6	22.2	22.2
Fabricated Metal Products, Machinery & Equipment	84.3	66.5	65.2	33.8	27.1	11.1
Electronic, Computer & Optical Products	93.5	90.2	69.3	51.0	11.1	24.8
Transport Equipment	74.8	54.5	65.0	33.6	28.8	13.7
Other Manufacturing Industries	94.3	83.4	51.3	50.6	14.7	9.8
CONSTRUCTION	**68.0**	**52.5**	**51.9**	**27.0**	**26.0**	**17.7**
SERVICES	**90.3**	**69.2**	**50.8**	**38.8**	**28.2**	**20.7**
Wholesale and Retail Trade	**89.4**	**68.5**	**46.5**	**34.6**	**30.2**	**18.1**
Wholesale Trade	89.7	70.8	45.8	37.9	29.1	17.7
Retail Trade	88.2	59.0	49.3	21.3	34.6	19.9
Transportation and Storage	**91.4**	**75.0**	**52.4**	**38.5**	**24.8**	**16.7**
Land Transport & Supporting Services	96.6	55.8	52.4	36.1	32.0	20.4
Water Transport & Supporting Services	90.3	86.5	56.2	45.9	20.0	18.4
Air Transport & Supporting Services	s	s	s	s	s	s
Other Transport & Storage Services	90.3	76.4	50.3	36.9	25.6	15.0
Accommodation and Food Services	**85.0**	**59.7**	**49.0**	**21.5**	**30.3**	**11.6**
Accommodation	96.0	83.9	81.5	63.7	18.5	20.2
Food & Beverage Services	83.8	57.1	45.4	16.9	31.6	10.7
Information and Communications	**98.0**	**84.0**	**53.6**	**47.9**	**23.1**	**29.9**
Telecommunications, Broadcasting & Publishing	100.0	86.3	59.0	57.6	24.5	42.4
IT & Other Information Services	97.2	82.9	51.3	43.7	22.5	24.4
Financial and Insurance Services	**99.6**	**92.6**	**63.7**	**74.7**	**15.3**	**36.1**
Financial Services	99.5	92.5	65.2	72.2	17.7	37.4
Insurance Services	100.0	93.0	57.0	86.0	4.7	30.2
Real Estate Services	**92.6**	**80.2**	**44.1**	**52.5**	**14.4**	**26.7**
Professional Services	**94.8**	**69.7**	**55.8**	**54.4**	**19.2**	**19.5**
Legal, Accounting & Management Services	97.3	74.4	58.0	66.8	16.8	23.4
Architectural & Engineering Services	94.5	59.6	54.6	43.8	20.7	12.6
Other Professional Services	88.1	84.3	52.2	46.3	22.4	26.9
Administrative and Support Services	**86.3**	**58.1**	**51.4**	**30.1**	**31.4**	**20.0**
Security & Investigation	84.7	47.9	46.6	25.8	37.4	22.1
Cleaning & Landscaping	84.0	47.0	48.8	23.5	34.5	20.0
Other Administrative & Support Services	89.2	72.8	55.9	38.1	26.0	19.3
Community, Social and Personal Services	**89.7**	**69.0**	**50.0**	**39.8**	**37.2**	**27.5**
Education	97.9	82.6	58.7	48.8	51.2	36.4
Health & Social Services	98.4	83.4	55.1	63.7	31.8	31.8
Other Community, Social & Personal Services	83.4	58.6	45.2	27.0	34.9	22.8
***OTHERS**	**89.4**	**70.6**	**75.3**	**35.3**	**21.2**	**35.3**

Source: Conditions of Employment Survey, Manpower Research & Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Notes:

(1) Data pertain to permanent employees and employees on term contract of at least one year.

(2) 's': Data suppressed due to small number of observations.

Table B5: Distribution of Full-Time Employees by Work-Week Pattern, June 2020

Per Cent

SSIC 2015	Total	5 Days	5½ Days^	6 Days^	Shift Work	Others
OVERALL (PUBLIC & PRIVATE SECTORS)	**100.0**	**52.0**	**17.6**	**16.2**	**13.5**	**0.6**
BY TYPE OF EMPLOYEES						
Management & Executives	100.0	79.3	9.6	3.8	6.9	0.4
Rank & File	100.0	29.3	24.2	26.6	19.1	0.8
BY INDUSTRY (PRIVATE SECTOR)						
MANUFACTURING	**100.0**	**52.0**	**18.6**	**7.8**	**21.2**	**0.4**
Food, Beverages & Tobacco	100.0	22.7	24.2	37.4	12.8	2.9
Paper/ Rubber/ Plastic Products & Printing	100.0	58.8	19.4	6.3	15.0	0.4
Petroleum, Chemical & Pharmaceutical Products	100.0	65.7	5.0	1.1	28.0	0.2
Fabricated Metal Products, Machinery & Equipment	100.0	55.8	28.9	9.6	5.7	0.1
Electronic, Computer & Optical Products	100.0	54.5	0.9	1.5	42.9	0.2
Transport Equipment	100.0	50.5	31.3	1.6	16.5	0.1
Other Manufacturing Industries	100.0	52.7	10.2	10.5	26.6	0.1
CONSTRUCTION	**100.0**	**16.0**	**39.9**	**42.2**	**1.0**	**0.9**
SERVICES	**100.0**	**55.3**	**14.7**	**15.1**	**14.1**	**0.7**
Wholesale and Retail Trade	**100.0**	**48.5**	**19.1**	**22.5**	**8.7**	**1.2**
Wholesale Trade	100.0	54.7	20.8	15.3	8.1	1.1
Retail Trade	100.0	31.1	14.2	42.7	10.4	1.5
Transportation and Storage	**100.0**	**38.5**	**20.8**	**10.3**	**29.9**	**0.4**
Land Transport & Supporting Services	100.0	19.7	27.0	41.6	11.4	0.4
Water Transport & Supporting Services	100.0	48.5	7.7	1.7	41.9	0.1
Air Transport & Supporting Services	s	s	s	s	s	s
Other Transport & Storage Services	100.0	49.6	36.3	3.9	9.2	0.9
Accommodation and Food Services	**100.0**	**26.0**	**10.0**	**38.3**	**24.4**	**1.3**
Accommodation	100.0	47.8	4.6	13.3	33.5	0.8
Food & Beverage Services	100.0	21.2	11.2	43.7	22.4	1.5
Information and Communications	**100.0**	**94.3**	**1.0**	**0.4**	**3.5**	**0.8**
Telecommunications, Broadcasting & Publishing	100.0	87.4	1.7	0.8	9.2	0.9
IT & Other Information Services	100.0	97.3	0.8	0.2	1.1	0.7
Financial and Insurance Services	**100.0**	**87.0**	**5.9**	**0.7**	**6.3**	**0.1**
Financial Services	100.0	86.1	6.1	0.8	6.9	0.1
Insurance Services	100.0	96.1	3.4	-	0.5	0.1
Real Estate Services	**100.0**	**47.4**	**21.3**	**19.9**	**9.8**	**1.6**
Professional Services	**100.0**	**79.9**	**10.8**	**2.9**	**5.9**	**0.5**
Legal, Accounting & Management Services	100.0	83.6	4.6	1.1	10.3	0.4
Architectural & Engineering Services	100.0	70.7	22.3	6.2	0.6	0.3
Other Professional Services	100.0	88.5	7.7	1.7	0.3	1.7
Administrative and Support Services	**100.0**	**33.0**	**21.4**	**31.2**	**13.6**	**0.8**
Security & Investigation	100.0	12.8	8.5	33.0	44.8	0.9
Cleaning & Landscaping	100.0	19.0	32.9	45.9	2.0	0.2
Other Administrative & Support Services	100.0	66.6	13.6	8.8	9.7	1.4
Community, Social and Personal Services	**100.0**	**49.3**	**18.9**	**10.8**	**20.5**	**0.6**
Education	100.0	81.9	15.3	0.8	1.5	0.5
Health & Social Services	100.0	39.2	26.7	8.2	25.7	0.3
Other Community, Social & Personal Services	100.0	33.6	11.5	23.2	30.5	1.1
***OTHERS**	**100.0**	**53.2**	**12.3**	**25.7**	**8.8**	-

Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Notes:

(1) "Others" refer to irregular work-week patterns which include work-week of less than 5 days.
(2) ^ Includes those with periodic Sat off – e.g. off on a Sat on alternate week/ once in three weeks/ once a month.
(3) Data may not add up to 100% due to rounding.
(4) '-': Nil or negligible.
(5) 's': Data suppressed due to small number of observations.

Table B6: Proportion of Employees That Took Sick Leave and The Average Days of Sick Leave Taken, 2019

Per Cent

SSIC 2015	Outpatient Sick Leave			Hospitalisation Leave		
	Proportion of employees who took outpatient sick leave (%)	Average no. of outpatient sick leave taken per outpatient sick absentee (Days)	Average no. of outpatient sick leave taken per employee (Days)	Proportion of employees who took hospitalisation leave (%)	Average no. of hospitalisation leave taken per hospitalisation sick absentee (Days)	Average no. of hospitalisation leave taken per employee (Days)
OVERALL (PUBLIC & PRIVATE SECTORS)	**61.9**	**5.3**	**3.3**	**7.6**	**14.5**	**1.1**
BY TYPE OF EMPLOYEES						
Management & Executives	64.2	5.0	3.2	7.9	12.6	1.0
Rank & File	59.8	5.6	3.3	7.3	16.3	1.2
BY INDUSTRY (PRIVATE SECTOR)						
MANUFACTURING	**70.4**	**5.3**	**3.7**	**8.1**	**13.9**	**1.1**
Food, Beverages & Tobacco	48.8	5.1	2.5	4.4	18.0	0.8
Paper/ Rubber/ Plastic Products & Printing	68.8	5.1	3.5	7.3	15.0	1.1
Petroleum, Chemical & Pharmaceutical Products	70.0	5.4	3.8	10.3	11.9	1.2
Fabricated Metal Products, Machinery & Equipment	68.4	5.1	3.5	6.3	14.2	0.9
Electronic, Computer & Optical Products	85.2	5.6	4.8	7.7	12.3	0.9
Transport Equipment	66.7	4.8	3.2	9.9	14.4	1.4
Other Manufacturing Industries	70.8	6.1	4.3	10.3	14.6	1.5
CONSTRUCTION	**41.8**	**3.5**	**1.5**	**2.7**	**18.1**	**0.5**
SERVICES	**61.3**	**5.3**	**3.3**	**7.8**	**14.6**	**1.1**
Wholesale and Retail Trade	**54.7**	**5.0**	**2.7**	**6.7**	**12.9**	**0.9**
Wholesale Trade	53.1	4.6	2.4	6.7	12.1	0.8
Retail Trade	58.6	5.8	3.4	6.9	15.0	1.0
Transportation and Storage	**73.9**	**6.1**	**4.5**	**9.8**	**19.6**	**1.9**
Land Transport & Supporting Services	81.3	7.0	5.7	11.2	21.4	2.4
Water Transport & Supporting Services	66.8	5.3	3.5	6.5	22.8	1.5
Air Transport & Supporting Services	s	s	s	s	s	s
Other Transport & Storage Services	76.1	5.8	4.4	9.9	13.6	1.3
Accommodation and Food Services	**43.6**	**4.2**	**1.8**	**5.2**	**13.7**	**0.7**
Accommodation	81.6	4.9	4.0	15.9	11.8	1.9
Food & Beverage Services	36.1	3.8	1.4	3.2	15.6	0.5
Information and Communications	**61.1**	**5.2**	**3.2**	**6.6**	**9.9**	**0.7**
Telecommunications, Broadcasting & Publishing	61.4	5.1	3.2	6.6	15.0	1.0
IT & Other Information Services	61.0	5.2	3.2	6.7	7.7	0.5
Financial and Insurance Services	**65.9**	**5.2**	**3.4**	**7.6**	**14.6**	**1.1**
Financial Services	65.9	5.2	3.4	7.7	14.9	1.1
Insurance Services	65.6	4.9	3.2	6.7	11.2	0.7
Real Estate Services	**61.4**	**5.6**	**3.4**	**7.9**	**15.7**	**1.2**
Professional Services	**70.9**	**5.1**	**3.6**	**8.5**	**11.6**	**1.0**
Legal, Accounting & Management Services	69.9	5.6	3.9	8.6	13.6	1.2
Architectural & Engineering Services	70.3	4.4	3.1	8.1	9.1	0.7
Other Professional Services	77.9	4.5	3.5	9.1	8.7	0.8
Administrative and Support Services	**45.8**	**4.9**	**2.2**	**5.9**	**15.6**	**0.9**
Security & Investigation	44.4	4.6	2.0	6.8	17.9	1.2
Cleaning & Landscaping	40.3	4.7	1.9	6.2	15.1	0.9
Other Administrative & Support Services	54.8	5.3	2.9	5.0	14.1	0.7
Community, Social and Personal Services	**68.9**	**6.0**	**4.1**	**10.0**	**14.6**	**1.5**
Education	59.7	5.5	3.3	8.4	11.9	1.0
Health & Social Services	76.5	6.3	4.8	11.6	15.4	1.8
Other Community, Social & Personal Services	66.9	5.7	3.8	9.2	15.4	1.4
***OTHERS**	**74.9**	**6.0**	**4.5**	**8.0**	**18.4**	**1.5**

Source: Conditions of Employment Survey, Manpower Research and Statistics Department, MOM

* Includes Agriculture, Fishing, Quarrying, Utilities and Sewerage & Waste Management

Note:

's': Data suppressed due to small number of observations.

FEEDBACK FORM

Report Title: Conditions of Employment 2020

1. How would you rate this report in terms of :

	Excellent	Good	Average	Poor
a) Relevance to your work	☐	☐	☐	☐
b) Providing useful insights on prevailing labour market trends/development	☐	☐	☐	☐
c) Ease of understanding	☐	☐	☐	☐

2. Which area(s) of the report do you find most useful? Please provide reasons.

_____

_____

3. How do you find the length of the report?

☐ Too detailed ☐ Just right ☐ Too brief

4. Overall, how would you rate this report?	Excellent	Good	Average	Poor
	☐	☐	☐	☐

5. What additional information (if any) would you like us to include in our future issues?

_____

_____

6. Any other comments or suggestions you wish to bring to our attention?

_____

_____

Thank you for your valuable feedback

Name : _____ Email/Contact No: _____

Company/Designation : _____

Please return the above to:

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