

EMPLOYEE BENEFITS SURVEY 2020



| Singapore Edition |

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ABOUT THE SURVEY

Welcome to BIPO's Employee Benefits Survey (Singapore Edition).

Conducted in March 2020, our survey is based on the analysis of companies with offices located in Singapore (MNCs, SMEs and start-ups) across various industry segments.

GET IN TOUCH

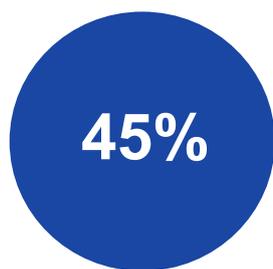
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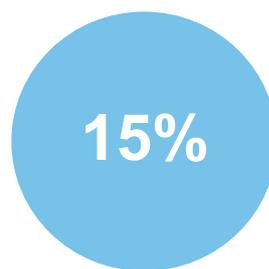
SURVEY PARTICIPANTS



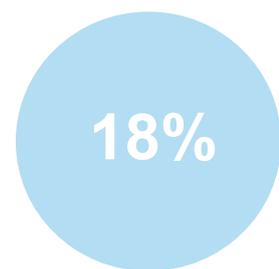
Headcount
Less than 50



Headcount
50 – 100

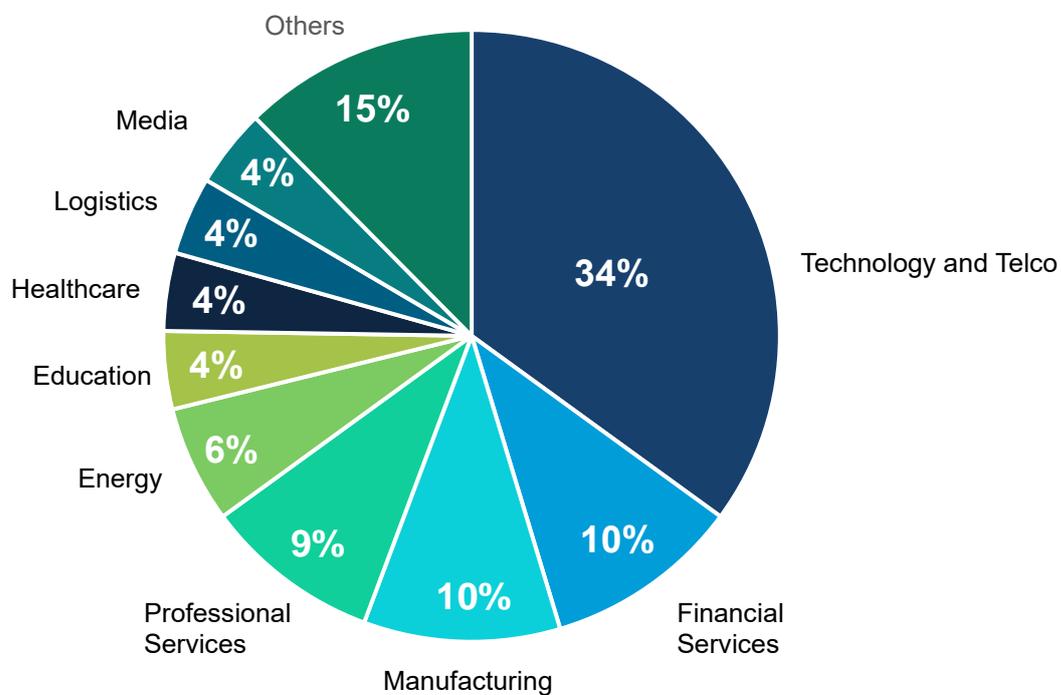


Headcount
101 – 1,000



Headcount
More than 1,000

Industries surveyed



Companies surveyed – employment types



Annual Leave Entitlement

In accordance with Singapore’s Employment Act, employees are entitled to paid annual leave if they have worked with the current employer for at least three (3) months.

Annual leave entitlement depends on the number of years of service an employee has worked with the employer. The year of service begins from the day that employees start work with the employer. As a general guide:

Year of Service	1st	2 nd	3rd	4th	5th	6th	7th	8 th and thereafter
No. of days	7	8	9	10	11	12	13	14

Given Singapore’s competitive employment landscape and tight labour market, the number of days of annual leave that employers provide are generally higher than the guidelines.

Based on BIPO’s survey results

- **Average** : 15.3 days
- **Minimum** : 7 days *
- **Maximum** : 17.8 days

*in accordance with labour regulations

FRONTLINE STAFF
(New Hire)

- **Average** : 15.4 days
- **Minimum** : 7 days *
- **Maximum** : 18 days

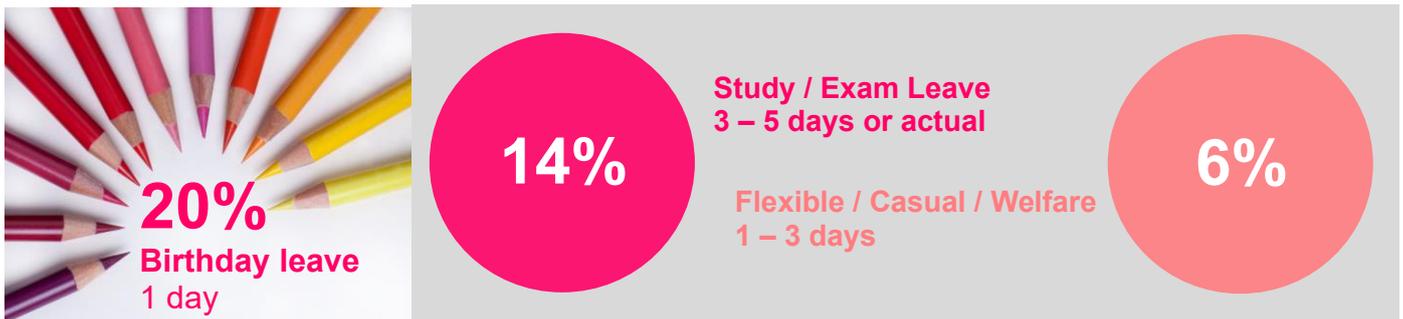
*in accordance with labour regulations

OFFICE STAFF
(New Hire)

Major Leave Entitlements

Description	Avg	Min	Max	Mode	Labour regulations
Sick leave (outpatient)	14	7	30	14	14 days <u>Criteria</u> Full entitlement if employees have worked for 6 months or more
Hospitalization	54	38	60	60	60 days, includes the 14 days of paid outpatient sick leave entitlement <u>Criteria</u> Full entitlement if employees have worked for 6 months or more
Marriage	3	0	15	3	
Maternity	93	16	120	112	<ul style="list-style-type: none"> 16 weeks for Singaporean child 12 weeks for non-Singaporean child <u>Criteria</u> <ul style="list-style-type: none"> Legally married to the child's father. Employees have worked with current employer for continuous 3 months before the birth of child
Paternity	14			14	2 weeks for Singaporean child
Compassionate	4	0	20	3	
Childcare				Labour regulations	<ul style="list-style-type: none"> 6 days for Singaporean child 2 days for non-Singaporean child <u>Criteria</u> <ul style="list-style-type: none"> Youngest child is below 7 years. Employees have worked with current employer for continuous 3 months
Extended childcare				Labour regulations	2 days per year <u>Criteria</u> <ul style="list-style-type: none"> Youngest child is between 7 – 12 years Child is a Singaporean Employees have worked with current employer for continuous 3 months Paid by Government, capped at S\$500 per day including CPF contributions Leave cannot be pro-rated

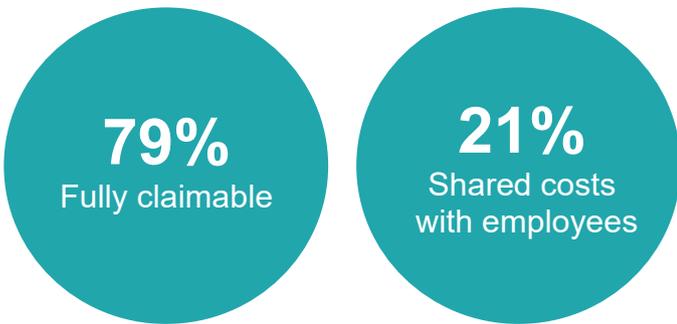
Other Leave Entitlements



Among the more interesting provisions include **“heart-broken” leave** to help employees get over failed relationships. While rare, they reflect the changing needs of a multi-generational workforce in a highly competitive employment landscape.

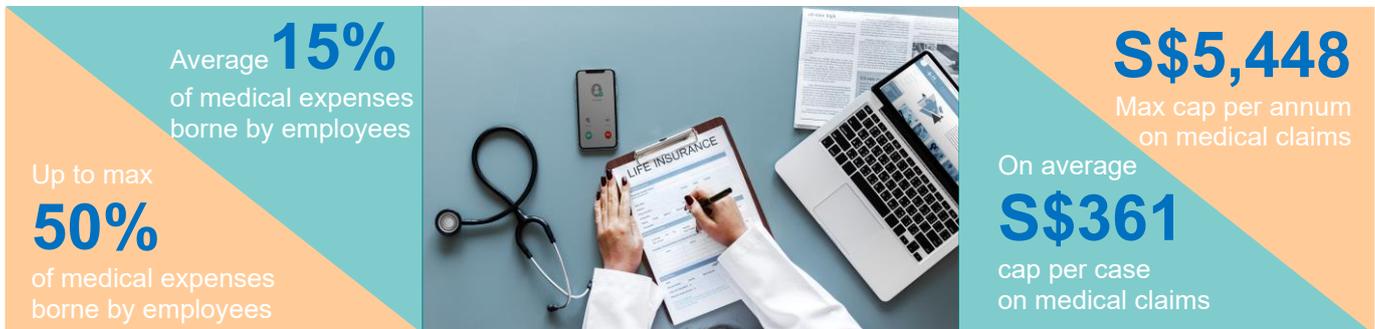
Medical Insurance Coverage

Outpatient Insurance Plan for Employees



Cap on Medical Claims

	Cap per case	Cap per annum
Average	S\$361	S\$5,448
Minimum	S\$20	S\$20
Maximum	S\$2,000	S\$100,000



On an additional note, one of the staples of any Compensation & Benefits scheme is a good health and wellness protection plan for employees. Ensuring that employees are well-protected gives them the confidence that their interests are taken care of. Some examples of medical insurance coverage include:

Group Term Life

Covers death and total & permanent disability due to illness or accidents

Group Hospital & Surgical

Covers medical expenses incurred as a result of hospitalisation or surgery due to illness or accident

Group Personal Accident

Covers Death, TPD and Dismemberment resulting from accidental injuries only

Most companies take on additional riders that provide a more comprehensive solution for the organization and in meeting employees' needs.

Benefits & Allowances

Fixed meal allowances are taxable. However, the provision of food and drinks (free or subsidized) eg: food and drinks provided in the pantry and during meetings, festive occasions like “lo-hei” during Chinese New Year, Christmas parties and company celebrations are NOT taxable if most staff in the company enjoy the benefit.

Item	Provision* % of companies	Average S\$	Min S\$	Max S\$	Remarks
Meal allowance	18%	S\$206	S\$100	S\$400	
Meal voucher	3%	S\$50			
Canteen	10%				
Company mobile phone	37%				Management team, sales or client-facing roles
Mobile phone allowance	40%	S\$150	S\$100	S\$200	
Mobile phone expense claim	15%	S\$94	S\$50	S\$200	
Company car	16%				Top management and C-suite
Car allowance	40%	S\$550	S\$100	S\$1,750	
Transport allowance	15%	S\$150	\$50	S\$300	
Annual health screening	54%	S\$450 S\$260	S\$100 S\$75	S\$1,500 S\$720	
<ul style="list-style-type: none"> • Top Management • General employees 					
Dental (reimbursement, insurance coverage)	70%	S\$800 S\$500	S\$100 S\$100	S\$7,000 S\$2,000	
<ul style="list-style-type: none"> • Top Management • General employees 					
Overtime allowance / benefits	34%				<u>Typical conditions</u> <ul style="list-style-type: none"> • After 8pm or 2 hours after office hours • Taxi / Meal claims provision • Manufacturing sector @ 1.5x of salary
Children education / allowance	6%				Only for Directors After 3 years of service

Item	Provision* % of companies	Average S\$	Min S\$	Max S\$	Remarks
Housing loan repayment	3%				
Employee tuition assistance / Student loan repayment	18%				
Employee Savings Plan	1%				
Flexible working environment (flexi-work arrangement)	61%				<ul style="list-style-type: none"> • Work from Home = 25% • Flexi-hours = 15% • Combination of both = 15%
Travel allowance / Per Diem allowance	57%	S\$100	S\$25	S\$150	
Travel expenses reimbursement	69%	S\$135	S\$25	S\$250	
Travel insurance	78%				
Cold climate or warm clothing allowance	4%	S\$200			Typically, S\$200
Long-service award	51%		S\$500	S\$2,000	<u>Typical conditions</u> <ul style="list-style-type: none"> • Every 5 years • Gift/Cash equivalent from S\$500 to S\$2,000
Company product discount	21%				<ul style="list-style-type: none"> • 30% discount for retail
Other provisions eg: Country club membership, family trip	27%	S\$575	S\$200	S\$1,500	

*refers to percentage (%) of companies surveyed that provide such benefits.

Beyond the usual annual health screenings, dental benefits and mobile phone allowances, flexi-work arrangements are increasingly gaining popularity.

BIPO's survey was conducted before Singapore's "circuit breaker" (and work from home) measures were implemented. Interestingly, 61% of companies surveyed had already implemented flexi-work arrangements. One of the benefits of such arrangements is that it enables manpower and resources to be deployed quickly and more nimbly.

Other interesting highlights:



Overseas business trips

Meal allowances / reimbursement on overseas trips are part of the "per diem" allowance reimbursement, and not taxable. Some examples include :

- Per diem reimbursements for actual amount incurred on meals, laundry, telephone calls
- Overseas accommodation
- Overseas airport transfer
- Travelling expenses between cities for business purpose
- Entertainment expenses for business purpose
- Travel insurance premium if it is for the period which an employee is overseas for business

What is deemed taxable are :

- Payment to buy warm clothing for business trips
- Payment to buy luggage for business trips

These do not form part of the "per diem" allowance and therefore, taxable.

Future Trends

In trying to predict some of the trends affecting employee benefits, we designed a series of questions that touched on upcoming plans that companies would embark on in the next 12 months.

TREND #1

Has your company reviewed and taken actions regarding any of the following in the last three years, and do you expect to do so in the next 12 months?

61%

Provide employees with online (mobile app) access to benefits

57%

Review medical claim amount or change vendors

40%

Use preferred panel of medical/network services

39%

Integrate benefits info with HRIS – single sign-on (eg: claims, GP / GP listing)

19%

Add/increase extent employee pays share of premium for any insurance coverage

9%

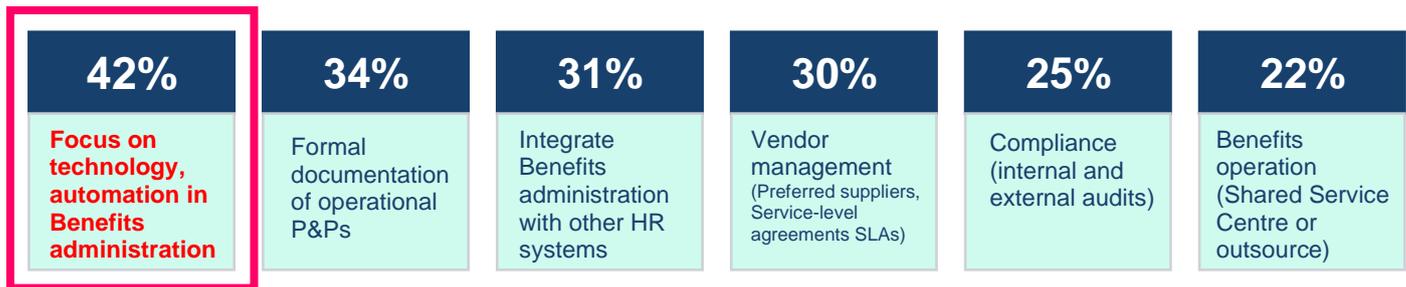
Transfer risk to employees (eg: max. coverage or cap)

9%

Add/increase point of care cost-sharing (i.e. co-pay, deductibles, co-insurance)

TREND #2

To what extent are the following a top priority for your company's benefits administration and operations?



TREND #3

To what extent are the following a top priority for your company's benefits strategy?



Key Highlights

<p>Make COMPLIANCE your #1 priority </p> <p>Follow all statutory requirements</p> <p>Useful resources</p> <ul style="list-style-type: none"> • Ministry of Manpower • Tripartite Alliance for Fair and Progressive Employment Practices • Inland Revenue Authority of Singapore • Central Provident Fund Board 	<p>Meet the typical market practices </p> <p>Consider comparing a “basket of benefits” with current industry practices. This gives you an understanding of where you stand and a basis on which to start or modify your benefits plan</p>	<p>Do what is needed for your employees </p> <ul style="list-style-type: none"> • Regularly review the needs of your employees • Consider the enrolment / take-up rate, especially new benefits that have been put in place
<p>When “one size does not fit all” </p> <p>Different types of employees have different needs (eg: full-time staff may prefer enhanced lifestyle benefits vs. contract staff who value paid annual / sick leave if they meet the criteria).</p> <p>Within a multi-generational workforce and today’s constantly evolving global economy, a “one-size fits all” approach may not sufficiently address employees’ needs.</p>	<p>Customized benefits platform </p> <ul style="list-style-type: none"> • Stand out by differentiating yourself • To provide every benefit is wasteful and unnecessary • Do what your employees want and value the most 	<p>Comp & Ben 4.0 Integration + Digitization </p> <ul style="list-style-type: none"> • Integrate your benefits platform • Think digitization, gamification and ESS • Effectively manage and constantly review your benefits plan.



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About Us

BIPO, your leading one-stop, global Human Resource service provider.

Since 2004, we have been helping companies transform their HR operations through our award-winning cloud and mobile-based Human Resource Management System (HRMS) and comprehensive suite of integrated outsourced services.

Our APAC Headquarters in Singapore with four R&D Centres located in Singapore, Shanghai, Indonesia and Malaysia serve as our hub for the region. An extensive network along with BIPO's global offices across key cities in Australia, mainland China, Hong Kong SAR, Taiwan, India, Indonesia, Japan, Malaysia, Philippines, Thailand and Vietnam means we are better connected to support your growth.

Mission & Values

We provide innovative and effective ways of managing HR processes through cost-effective technology and solutions that serve the needs of all stakeholders to achieve productivity enhancements.

A sense of **Belonging, Integrity, Professionalism** and **Openness** in striving to improve are the guiding principles that run through the heart of our business. Providing equal opportunities in each of the 12 markets we operate, our team of consultants combine local expertise with global best practices and compliance measures that support businesses at every stage of the HR transformation process.

OUR SOLUTIONS

HR Management System

- Personnel
- Payroll
- Leave Management
- Attendance
- Claims
- Training
- Business Intelligence (BI)

OUR SERVICES

Payroll Outsourcing

An integrated platform that simplifies payroll calculations. Our strength lies in our in-depth knowledge of the relevant labour and tax laws in each country – providing a holistic one-stop, integrated payroll solution for our clients.

Attendance Automation

Easily integrated with various clocking devices, managed online and linked to the payroll system, complex shift patterns and rosters can be flexibly arranged, improving productivity.

HR Consultancy

Our HR consulting practice encompasses a broad spectrum of HR disciplines to support the success of any organization, including compliance, compensation and workplace practices.

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