



Inaugural Enabling Mark Award (GOLD)



VITAL is committed to creating an enabling and inclusive workplace for the PwDs. We are pleased to announce that we have been conferred the Enabling Mark Award (GOLD) this year, and Dy Chief Executive Mr. Yuen Sai Kuan represented VITAL at the virtual Award Ceremony on 27 August, where President Halimah Yacob acknowledged our efforts.

The Enabling Mark is a national-level accreditation by SG Enable, which benchmarks and recognises organisations for their best practices and outcomes in disability and inclusive hiring. We are honoured, and will continue to strive towards creating an inclusive and great workplace for all VITALites.

VITAL'S COMMITMENT TOWARDS DISABILITY INCLUSION



1. We are committed to hiring PwDs and have them contribute meaningfully and productively to serving our agency partners and public service officers.



2. We partner SG Enable, Autistic Resource Centre (ARC) and Society for Physically Disabled (SPD) to curate suitable job opportunities. Currently we employ 13 PwDs.



3. VITAL's HR and selected supervisors are trained at the Disability Management Workshop by SG Enable to better interact and manage their team members with disability. They are also trained to conduct interviews for PwDs.



4. Our PwD colleagues enjoy similar career and training opportunities and undergo the same compensation and performance management practices as the rest of VITALites.



5. To build an inclusive office, accessible toilets and strobe emergency alarms for deaf colleagues are installed. Duration of doors are lengthened for ease of entrance and exit. Moving ahead, we have purposefully engaged our PwD colleagues to incorporate their needs in our on-going workplace redesign.

Let's hear from some of our PwDs colleagues on their work experiences in VITAL

Justin Chua, Deborah Mui, Jenny Chua and Angela Neo



Digitalisation Services (DGS) is the biggest Function in VITAL that employs PwDs for their work. The officers perform a range of tasks including sorting, scanning, verifying and re-assembling to digitalise personal files.

When Justin first joined us in 2017, he faced a steep learning curve to scan documents, which is one of the tasks in the digitalisation process. Four years into his role, Justin is now able to demonstrate consistent good performance. With the strong support from his team-mates, together they are able to swiftly and accurately manage the different components of our digitalising efforts.

In addition to Justin's positive mindset and

endurance, strong collaborative team support, close guidance and on-the-job training have enabled him to emerge as one of the top performing scanners within his team.



SPD supports VITAL as our vendor to supplement our digitalisation services, and Deborah is hired by SPD. VITAL provides the same conducive work environment and embraces the SPD colleagues as part of our VITAL family.

Deborah described her time at VITAL as being 'lucky'. Lucky to be able to find a place that welcomes her and lucky to belong to a community, where people are genuine and sincere in helping one another. "Here, it is not about competing to

be better than the other but to accomplish our goals together" said Deborah.

The most impressionable statement made by Deborah was, "Disability or not, it is the effort that you put in which counts." In order to adapt to her new job role, Deborah shared how she utilised her weekends to get familiar to the different document categories. A resounding applause to Deborah for her diligence, determination, and persevering spirit.

Employers are encouraged to focus on PwDs' abilities and not disabilities

Relying heavily on lip reading, sometimes Jenny had to put in extra effort to collaborate with her colleagues and service partners.

She recalled how she had to request officers to communicate via Instant Messaging (IM) instead of speaking verbally over the phone due to her hearing condition. In situations that

did not allow for that, she had to ask her team mates to speak on behalf for her and follow up after.



Jenny with her son, Jacob.

Jenny is in PACA, HPA. Her daily duties are verifying claims in Pac@Gov, working on Service Requests from agencies and replying queries on claims. She is hard of hearing being deaf in her right ear and wears a hearing aid in her left ear.

The close-knit bond within the team has enabled Jenny to integrate well into VITAL and enjoy both work and play. Jenny recalls fondly of her teambuilding trip with her colleagues to Resort World Sentosa and is thankful for her colleagues' support and patience.

Angela, who is a colleague of Jenny, attributes her success in VITAL to her supervisors and team-mates. She is appreciative that her supervisor is always there to guide her and during financial year-ends,

there will be other team-mates to support and help share the surged workload.



Angela is in PACA, HPA. Her daily duties are the verification of claims in PaC@Gov and ABACUS (MFA overseas claims) and processing of vendor record creations for all agencies. She is deaf.

Jenny and Angela exemplify a persevering and "can-do" spirit as well as a positive mindset. Their resilience has been rewarded as both have been repeated recipients of the VITAL Star Awards. They have shown that their disabilities do not stop them from excelling in their job role.

Angela's inspiring advice to her fellow PwD colleagues, "Persevere on no matter the difficulties, and do not give up. Don't be shy to approach your colleagues for help." while Jenny

encourages everyone, "Have a positive mindset, be willing to learn new things and do your best in your work."

VITAL will continue to integrate our PwD colleagues into the family and support them in their development and well-being. We are heartened that Justin, Deborah, Jenny and Angela have positive work experiences and have performed well with the support of their supervisor and team-mates. Their positive, persevering and "can-do" spirit have been instrumental and strong energisers for their good performance.

Thank you and well done Justin, Deborah, Jenny and Angela! Also to other PwDs, VITAL will walk alongside you in this journey.

 **Diversity and Inclusion is not just doing good in business but it is good for business.**