

OneWorkplace.sg

# STARTER KIT



NATIONAL  
INTEGRATION  
WORKING  
GROUP  
FOR  
WORKPLACES

**creating**

**inclusive and**

**harmonious**

**workplaces**





# CONTENT

Introduction	04
How do you create an inclusive and harmonious workplace?	05
1. Help your new foreign employees adapt to local workplaces and local culture	06
2. Encourage your foreign employees to communicate more effectively with locals	08
3. Create opportunities for your employees to interact and forge bonds	10
4. Monitor the demographic make-up and inclusivity of your workplace	12
Appoint your company's OneWorkplace.sg representative	14
Useful Contacts	15

# Why are inclusive and harmonious workplaces important for workplace integration?



Singapore has always been an open economy. Rooted in its Asian cultures and located at the crossroads of global trade, Singapore has fostered a multiracial and multi-cultural society by drawing from different cultures and ideas. This has been a competitive advantage for us.

Likewise, businesses stand to gain when their employees from different backgrounds work and interact well at the workplace. Inclusive and harmonious workplaces tend to have more engaged employees, with more innovative teams that are better at solving problems and creating value. They can better attract and retain talent, and are likely to be more productive.

# How do you create an inclusive and harmonious workplace?

## 4 Key Practices

- 1** Help your new foreign employees adapt to local workplaces and local culture
- 2** Encourage your foreign employees to communicate more effectively with locals
- 3** Create opportunities for your employees to interact and forge bonds
- 4** Monitor the demographic make-up and inclusivity of your workplace

# 1 Help your new foreign employees adapt to local workplaces and local culture



## Have you done these?

- A well-structured on-boarding programme is a good start to a strong relationship between employer and employee, and a useful introduction to the norms, values and culture of an organisation. These company norms, values and culture can also be captured in an easy-to-access way (e.g. in a simple handbook).
- Specifically for new foreign employees, share about Singapore's socio-culture norms, so that they can learn about, respect and adapt to Singapore's values, cultures and norms. Employers can also assign local employees to buddy new foreign employees to help them settle in more quickly.



## ➔ Useful Resources

### National Integration Council (NIC)'s Settling-In Guide

This is provided to all new Employment Pass and Special Pass holders at the point of work permit collection. It can also be a useful reference for on-boarding programmes involving foreign employees.

[www.nationalintegrationcouncil.org.sg/resources/handbooks-and-publications](http://www.nationalintegrationcouncil.org.sg/resources/handbooks-and-publications)

## 2 Encourage your foreign employees to communicate more effectively with locals



### Have you done these?

- Highlight to your foreign employees that English is the common working language in Singapore. Foreign employees who are able to use English will be able to communicate better with colleagues, customers, and other business counterparts from different ethnic groups and races, and enhance their career prospects.

Provide support to your employees to use English by:

- Providing training for your employees who are less proficient in English, and pairing them up with buddies to help them practise the language.
- Encouraging your employees to remind one another to use English in settings where different ethnic groups are present.



## 3 Create opportunities for your employees to interact and forge bonds



### Have you done these?

- Organise bonding activities for your employees. This can include Corporate Social Responsibility (CSR) initiatives that allow your employees to contribute to a common good together.
- Organise activities to develop cross-cultural understanding and competencies amongst your employees. These can be part of staff development programmes.
- Encourage new foreign employees to join external interest groups and to participate in activities with locals, such as networking sessions in professional associations.



## ➔ Useful Resources

### NIC's Community Integration Fund Workplace Integration Resource (CIF WIRe)

Funding support and programme design templates are available to kick start your workplace integration activities.

[www.nationalintegrationcouncil.org.sg/cifwire](http://www.nationalintegrationcouncil.org.sg/cifwire)

## 4 Monitor the demographic make-up and inclusivity of your workplace



### Have you done these?

- Monitor the profile of your workforce for inclusivity in terms of age, race, gender, religion, marital status and disability, in line with the principles of the Tripartite Guidelines on Fair Employment Practices.
- Gather and act on employee feedback on the effectiveness of workplace integration initiatives. Feedback can be gathered through employee surveys, exit interviews, etc.



## ➔ Useful Resources

### Tripartite Guidelines on Fair Employment Practices

This sets out fair employment practices that should be adopted by employers to help prevent discrimination in the workplace.

[www.tal.sg/tafep/getting-started/fair/tripartite-guidelines.html](http://www.tal.sg/tafep/getting-started/fair/tripartite-guidelines.html)

Appoint your company's  
OneWorkplace.sg  
representative today!

[www.mom.gov.sg/register-oneworkplacesg](http://www.mom.gov.sg/register-oneworkplacesg)



# Useful Contacts

You can contact the organisations below for support on your workplace integration efforts.

ORGANISATION & WHAT THEY OFFER	RESOURCE & CONTACT
<p><b>Tripartite Alliance for Fair &amp; Progressive Employment Practices (TAFEP)</b></p> <p>Find out how you can adopt fair, responsible and progressive employment practices.</p>	<p><a href="http://www.tafep.sg">www.tafep.sg</a></p>
<p><b>National Integration Council (NIC)</b></p> <p>Find out how you can tap on funding to help colleagues from different cultures and nationalities work better together.</p>	<p><a href="http://www.nationalintegrationcouncil.org.sg/cifwire">www.nationalintegrationcouncil.org.sg/cifwire</a></p>

For all other OneWorkplace.sg enquiries, please contact the Ministry of Manpower (MOM) at 6438 5122, or visit [www.mom.gov.sg/oneworkplacesg](http://www.mom.gov.sg/oneworkplacesg)



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