



CORPORATE SERVICES GROUP

REDEFINING EXCELLENCE

We build a workplace that is powered
for efficiency, productivity and sustainability.



PEOPLE AND VALUES

HSAians are dedicated to fostering a culture of care for one another and the community. Throughout the year, we actively participated in initiatives that enabled us to create positive impact to the community.

MOH-HPB-HSA HAIR FOR HOPE 2023



Started by the Children's Cancer Foundation, "Hair for Hope" seeks to raise funds and awareness for childhood cancer. 2023 marked the third time that HSA has partnered with the Ministry of Health (MOH) and the Health Promotion Board (HPB) to hold a joint Hair for Hope satellite event.



In May 2023, **21 staff volunteers** from the **3 agencies** shaved their heads to show their unwavering support for the fight against cancer.



More than of **\$57,000** was raised.

BRINGING JOY TO THE SENIOR COMMUNITY

In October and November 2023, HSAians came together to support the Lions Befrienders by raising funds, as well as interacting with the seniors.



27 volunteers from HSA brought the seniors out for an excursion to Singapore's only crocodile farm, followed by a tea reception.



Over **\$5,500** was raised for Lions Befrienders at Meiling Street.



READING TOGETHER FOR CHARITY

"Read for Books" is an annual book donation charity drive organised as part of the National Reading Movement to share the joy of reading with the less privileged. The donated books supported the beneficiaries under "The WondeRead initiative", "kidsREAD", and "Ready to READ @ NLB, Starter kit & Programmes for Babies and Toddlers".



For every **10 persons** who read for **15 minutes**, **1 book** was donated.



In July 2023, **106 HSAians** came together to read over 3 sessions.



CLEANING UP SINGAPORE'S WATERWAYS

In December 2023, we joined the Waterways Watch Society and embarked on a clean-up of the Marina Reservoir area. We also learnt more about the impact of trash on waters and wildlife, as well as reaffirmed our commitment to social responsibility and environmental sustainability.



Within just **1 hour**, **25 HSA volunteers** gathered around **20kg** of trash.

DEVELOPING OUR PEOPLE

HSA places great emphasis on creating delightful employee experiences for our staff.



MOMENTS@HSA

Moments@HSA is part of HSA's digital transformation journey and represents our efforts to improve employee experience at every stage of their career with us.

Launched in January 2024, Moments@HSA is a one-stop HR portal that was co-created with our employees through a series of engagements and focus groups. From Pay & Benefits to Career Development opportunities, employees now have easy access to a wide range of HR resources and tools to guide them on their professional development journey and help them excel in their roles.

HSA'S DIGITAL TRANSFORMATION EFFORTS

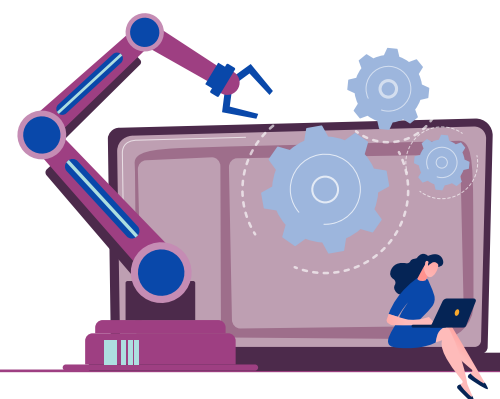
We continue to build digital capabilities within HSA and adopt digital solutions to raise work productivity and efficiency.

STRENGTHENING HSA'S CORE BUSINESS OPERATIONS THROUGH DATA ANALYTICS

We operationalised the data analytics platform, Tableau, to equip staff across the organisation with self-service data visualisation capabilities. This initiative helped empower users to extract valuable insights from data and enabled better and more proactive decision making on critical issues and challenges related to our core business operations.

BUILDING DIGITAL CAPABILITIES TO STREAMLINE PROCESSES

We came up with various initiatives to equip staff with the knowledge for automating work processes. These included an RPA Citizen Developer Workshop on performing task automation with zero to minimal use of code, as well as starting an RPA community on SG teams to encourage cross sharing and learning of RPA use cases.



ENHANCING LITERACY ON DATA AND ANALYTICS

To encourage staff to deepen their data analytics skills and embrace data-driven decision making, we collaborated with GovTech to organise an internal Data Arcade Tournament and participated in a whole-of-government Data Arcade Tournament.

The top three winning teams developed dashboards that offered valuable insights in three key areas:



The Forensic Chemistry and Physics Laboratory highlighted significant trends in Singapore's **crime statistics**.



The Vigilance and Compliance Branch presented data on **Severe Cutaneous Adverse Reactions (SCARs)**.



The combined team from the Health Products Regulation Group and Applied Sciences Group provided insights into **drug abuse trends** in Singapore.

We also received **GovTech's Platinum Tier Award** for our active participation in the tournament.

MEDIA ENGAGEMENT AND BRANDING

We leverage various media platforms to highlight the latest news and developments, as well as showcase HSA's capabilities.

MEDIA OUTREACH

We worked with the media to reach out to blood donors to address a shortage in group O blood stocks through targeted media appeals. As a result, we were able to restore the blood stock levels to a healthy state within three days following the appeal. Additionally, we garnered good publicity for the opening of the new Bloodbank@One Punggol which was graced by Minister for Health, Mr Ong Ye Kung.

In safeguarding public health, we issued alerts regarding adulterated products and profiled our vigilance and enforcement efforts in relation to illegal medicines and e-vaporisers. Additionally, we showcased our work in the administration of justice on social media and on screen, taking part in Season 2 of Inside Crime Scene.



We published **4 HSA updates** and **32 press releases**, as well as managed **239 media queries**, contributing to **1,716 media articles**.



We created a total of **281 marketing collaterals** and **203 event collaterals** to support our outreach efforts.

BRANDING HSA AS AN EMPLOYER OF CHOICE

We enhanced our branding efforts on LinkedIn to elevate HSA's presence and interaction with prospective employees and industry partners. We increased the frequency and diversified the content of our posts, incorporating staff profiling and notable achievements.



Our online community experienced significant growth, with a **60% increase in the number of followers**.



TECHNOLOGY AND INFRASTRUCTURE

We create a world-class infrastructure that leverages the latest technology to better serve our stakeholders.

ENHANCING NETWORK CONNECTIVITY FOR GREATER EFFICIENCY

Through upgrades to our network infrastructure, we managed to enhance network coverage and reliability to improve the productivity of our staff operating from HSA premises as well as at remote sites.



Our network coverage and reliability have been enhanced by up to **10X**.



SUCCESSFUL IMPLEMENTATION OF SHARE TO ENSURE THE SAFETY OF HEALTH PRODUCTS

In December 2023, we launched the Singapore Health Product Access and Regulatory E-System (SHARE) Minimum Viable Product (MVP). SHARE serves as a unified platform, fostering collaboration among HSA staff, industry partners, and the public to ensure the safe delivery of health products in Singapore.

This MVP release encompasses a modernised architecture in Cloud and uses improved UX/UI design to enhance the way businesses and partners interact with HSA.

EMBRACING TECHNOLOGY TO ACTIVELY ENGAGE AND ATTRACT BLOOD DONORS

We successfully implemented Queue Management System Software-As-A-Service (SaaS) and completed infrastructure setup for our new Bloodbank@One Punggol. This implementation supports the Blood Services Group's overall efforts to make blood donation more convenient for donors.

AWARDS AND RECOGNITION

INTERNATIONAL AWARDS

WHO LISTED AUTHORITY DESIGNATION



In October 2023, HSA was one of the first three regulatory authorities designated by WHO as a WHO Listed Authority (WLA). This accolade is a global recognition that HSA meets internationally recognised regulatory standards and practices, and is operating at the highest level of regulatory performance.

HSA'S FIRST TECHNICAL AWARD FROM THE REGIONAL METROLOGY ORGANISATION, THE ASIA PACIFIC METROLOGY PROGRAMME (APMP)

Dr Teo Tang Lin received this award for her contributions as an APMP Executive Committee Member from 2019 to 2023. It was the first APMP Technical Award to be presented to an HSA Officer.

NATIONAL AWARDS

MINISTER FOR HOME AFFAIRS, NATIONAL DAY AWARD (TEAM)

This award was presented to these teams who contributed to the safety and security of Singapore:

- Illicit Drugs Laboratory
- Enforcement Branch

NATIONAL AWARDS (COVID-19)

The President's Certificate of Commendation (COVID-19) was awarded to the:

- Forensic Medicine & HistoLab Team
- Medical Devices Team
- Therapeutic Products Team

HSA staff received awards for their significant contributions to Singapore's fight against the COVID-19 pandemic.

1

The Public Service Star (COVID-19)

11

The Public Administration Medal (Bronze) (COVID-19)

6

The Public Administration Medal (Silver) (COVID-19)

31

The Commendation Medal (COVID-19)

167

COVID-19 Resilience Medal

PUBLIC SECTOR AWARDS

MINISTRY OF HEALTH PS (HEALTH) TEAM AWARD 2023 FOR WHO GLOBAL BENCHMARKING OF MEDICINES REGULATORY SYSTEM

HSA demonstrated OLE! Desired behaviours (Openness, Learning, Empowerment and Innovation) as the first National Regulatory Authority in the world to achieve WHO's highest Maturity Level (ML4) for its regulatory system which placed it among one of the most trusted and advanced medicine regulators based on operational efficiency.

PUBLIC SECTOR TRANSFORMATION (PST) AWARDS 2023

Mr Louis Koh was presented with the Exemplary SkillsFuture @ Public Service Award 2023. He is a senior forensic scientist who expanded his expertise to include video forensics, document metadata and computer forensics, and developed RPA workflows to automate manual checks for instruments for his laboratory.

MINISTER FOR HOME AFFAIRS (MHA) OPERATIONAL EXCELLENCE AWARD

This award was presented to the Tobacco Regulation Branch for the efficient handling of checkpoint cases involving large quantities of prohibited tobacco products.

IMMIGRATION & CHECKPOINTS AUTHORITY (ICA) COMMISSIONER'S COMMENDATION BRONZE

This award recognised the Tobacco Regulation Branch for their teamwork and operational efficiency that led to the detection of large numbers of prohibited tobacco products at the checkpoints.

SINGAPORE HEALTH QUALITY SERVICE AWARDS (SHQSA) 2024

41 outstanding individuals from various departments in HSA were presented with the Silver, Gold, and Star awards at the SHQSA Ceremony for their exceptional service in the healthcare sector.



Star



Gold



Silver

HSA OUTSTANDING SERVICE TO CUSTOMERS AWARD (OSCA) 2023

HSA staff who demonstrated outstanding service standards were recognised for their efforts.



Star



Gold



Silver



Bronze



Team