

## EMPACT PTE LTD – SUMMARY OF PORTFOLIOS AND PAST PROJECTS

S/No	Client Name	Year	Summary of Project	Relevant Transformation Pillars
1	MCCY, National Youth Council	2021 (ongoing)	<p><b>Youth Tech Initiative</b></p> <p>Empact is the programme partner to train and place 1,000 youths to support digital transformation for charities, NPOs and social enterprises in Singapore, including arts organisations. Empact provided needs assessment support to NPOs in identifying their digital transformation priorities and project scope.</p>	People Systems Products
2	Agency of Integrated Care	2021 (ongoing)	<p>Empact together with Mercer is conducting Sectoral Job Redesign through:</p> <p>(1) Creation of new, higher value-adding “Para-Care” roles to attract, develop and retain local care support talents in the Singapore Community Care sector</p> <p>(2) Enablement of infrastructure, such as introduction and deployment of technology, non-tech solutions, enhanced Work Processes to support job holders</p> <p>(3) Pilot implementation, followed by development of Sectoral Job Redesign Toolkit, Sectoral Outreach Strategy, and compilation of case studies</p>	People Process
3	Samaritans of Singapore (SOS)	2020	<p>Empact together with Mercer design Performance Management Toolkit, career path, job grades, and salary level for staff across SOS. Management, Supervisors and Staff also gained important technical and soft skills such as conducting Performance Management, giving and receiving feedback, to</p>	People

			improve internal communications and ensure sustainable implementation	
4	Tote Board	2019	Empact was commissioned by the Tote Board to develop a case study to rethink the approach for Arts Non-Profits to attract, retain and develop talents. A workshop on Employee Value Proposition (EVP) was conducted to test and apply the EVP framework and crystalise the unique HR practices of the organisation. 20+ arts organisations participated.	People
5	National Council of Social Services (NCSS)	2019	Empact was appointed as the consultant to guide Social Service Agencies (SSAs) in using new ways to adopt innovative solutions to improve productivity. 75 SSAs were supported with cost saving of \$1m.	Systems
6	National Council of Social Services (NCSS)	2019	Empact was appointed to assist more than 60 SSAs to review their financial, donation and other related processes to drive for efficiency. Each SSA went through a customised consultation and implementation support which achieved 51% productivity gain and a collective \$2m manpower savings	Processes
7	iShineCloud by Singapore Pools / NCSS	2018	Empact helped Singapore Pools conceptualise and design transformative IT services for the social sector through: (1) Co-creating tech solutions and approaches that meet the sectors' needs (2) Co-creating business models (3) Building of financial models  This led to the creation of iShineCloud, which received an investment of \$15m.	Systems

<b>Availability for Phase 3 of OTG – Project Implementation Phase</b>	YES
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