



28 September 2020

COVID-19 MEASURES AT SIAC (COMMENCING 5 OCTOBER 2020)

The Singapore government has recently released guidelines stating that while telecommuting remains the default mode of working, COVID-19 measures have been eased to facilitate business operations, which will enable more employees to return to the workplace.

In compliance with these guidelines, and to better serve the needs of its users, SIAC is pleased to announce that with effect from Monday, 5 October 2020 and until further notice, SIAC's physical offices will be open three times a week, from 10am to 4pm on Mondays, Wednesdays and Fridays, to facilitate the delivery, where necessary, of physical copies of documents or facsimiles. Should it be necessary for physical copies to be sent to us, please make arrangements for delivery to be made during SIAC's office hours as stated above.

In the event of any urgent deliveries on a day that SIAC's physical offices are not open, please call us at [+65 6713 9777](tel:+6567139777) and we will arrange for an SIAC staff to be available to take delivery at an appointed time.

Until SIAC's physical offices fully reopen and while the majority of SIAC staff continue to telecommute, we respectfully request that all communications with SIAC continue to be conducted on email or other means, where possible, in the following manner:

- Please direct all queries relating to case administration to casemanagement@siac.org.sg. Any queries relating to an existing case should be directed to the relevant SIAC Case Counsel. Please refer to the list of Frequently Asked Questions concerning SIAC case administration during COVID-19, which is available on our website at this [link](#).
- All other queries should be directed to corpcomms@siac.org.sg.
- In the event that you have a time-sensitive query which requires an urgent response, please call [+65 6713 9777](tel:+6567139777), email casemanagement@siac.org.sg or use the Live Help Desk feature on the SIAC website.

It remains our top priority to ensure that your case management needs are promptly and efficiently attended to at all times.

If you have any questions, please feel free to reach out to us at casemanagement@siac.org.sg or corpcomms@siac.org.sg.

The SIAC Team

For more information, please contact:

Singapore International Arbitration Centre

T: +65 6713 9777

E: corpcomms@siac.org.sg

W: www.siac.org.sg



2020 年 9 月 28 日

SIAC 新冠肺炎疫情防控措施（2020 年 10 月 5 日起实施）

新加坡政府近期发布指引，指出尽管远程办公仍是默认的工作模式，但新冠肺炎疫情防控措施已被放宽，以促进商业运营，这可让更多的员工重返办公场所。

为了遵守该指引，并更好地满足用户的需求，SIAC 欣然宣布，自 2020 年 10 月 5 日周一开始，直至另行通知，SIAC 的办公场所将每周开放三次，开放时间为每周一、周三、周五的上午 10 点至下午 4 点，以使用户在必要时交付文件或传真的纸质副本。如果确有必要向我们寄送纸质文件，请安排在上述 SIAC 工作时间进行交付。

如需在 SIAC 办公场所关闭之日紧急交付文件，请致电 [+65 6713 9777](tel:+6567139777)，我们将安排 SIAC 的工作人员在指定的时间接收文件。

直至 SIAC 办公场所完全重新开放之时，以及在 SIAC 大部分员工继续远程办公期间，我们恳请各位尽可能继续使用电子邮件或其他方式，并根据以下方法与 SIAC 联系：

- 所有关于案件管理的问询请发邮件至 casemanagement@siac.org.sg。任何关于现有案件的问询可发邮件至管理案件的法律顾问。请参阅新冠肺炎疫情期间有关 SIAC 案件管理的常见问题清单，该清单可通过该[链接](#)在我们的网站上获取。
- 所有其他的问询可发邮件至 corpcomms@siac.org.sg。
- 如果您有紧急的问询需要尽快回复的，请致电 [+65 6713 9777](tel:+6567139777) 或发送邮件至 casemanagement@siac.org.sg 或使用 SIAC 网站上的实时服务台（Live Help Desk）功能。

我们的首要任务仍然是在任何时候都确保及时高效地满足您的案件管理需求。

如果您有任何问题，请随时联系我们，我们的邮箱是 casemanagement@siac.org.sg 或 corpcomms@siac.org.sg。

SIAC 团队

联系我们:

新加坡国际仲裁中心

电话: +65 6713 9777

邮箱: corpcomms@siac.org.sg

网站: www.siac.org.sg