



**23 June 2020**

## **UPDATED COVID-19 MEASURES AT SIAC**

Singapore has entered a new recovery phase in the post - “circuit breaker” period, with more businesses allowed to physically reopen in this phase.

In line with the Singapore government’s guidelines for telecommuting to remain the default for all businesses where feasible, arrangements have been put in place as stated below, to facilitate the efficient conduct of normal business operations while the majority of SIAC’s staff continue to telecommute.

To facilitate the delivery, where necessary, of physical copies of documents or facsimiles, SIAC’s physical offices will continue to be open twice a week from 10am to 4pm on Mondays and Thursdays in each week until further notice. 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 [+65 6713 9777](tel:+6567139777) so that we may arrange for an SIAC staff to be available to take delivery at an appointed time.

Until SIAC’s physical offices fully reopen, we kindly 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](mailto: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](mailto: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](mailto: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](mailto:casemanagement@siac.org.sg) or [corpcomms@siac.org.sg](mailto: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](mailto:corpcomms@siac.org.sg)

W: [www.siac.org.sg](http://www.siac.org.sg)



2020年6月23日

## SIAC 新冠肺炎疫情防控措施（更新）

在代号为“断路器”（circuit breaker）防疫阻断措施之后，新加坡已进入一个新的恢复阶段，更多公司被允许重新开放实体营业场所。

根据新加坡政府的指导意见，各单位应尽可能继续保留远程办公作为默认的办公方式，我们已做出如下安排，确保在 SIAC 大多数员工继续进行远程办公的情况下，高效地进行正常业务活动。

为了便于交付必要的纸质文件或传真，SIAC 的办公场所将继续每周开放两次，开放时间为每周一和周四上午 10 点至下午 4 点，直至另行通知。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)，以便我们安排 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，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](mailto: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](mailto: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](mailto: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](mailto:casemanagement@siac.org.sg) 或 [corpcomms@siac.org.sg](mailto: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](mailto:corpcomms@siac.org.sg)

网站: [www.siac.org.sg](http://www.siac.org.sg)