

@SINGAPORE

COUNTRY REPORT

48th Executive Council Meeting

**Federation of Asia Pacific Air-cargo Associations
(FAPAA)**

**Shangri-La Golden Sands, Penang
15th July 2022**



@ Singapore

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Industry Overview of Singapore

Background of Singapore:

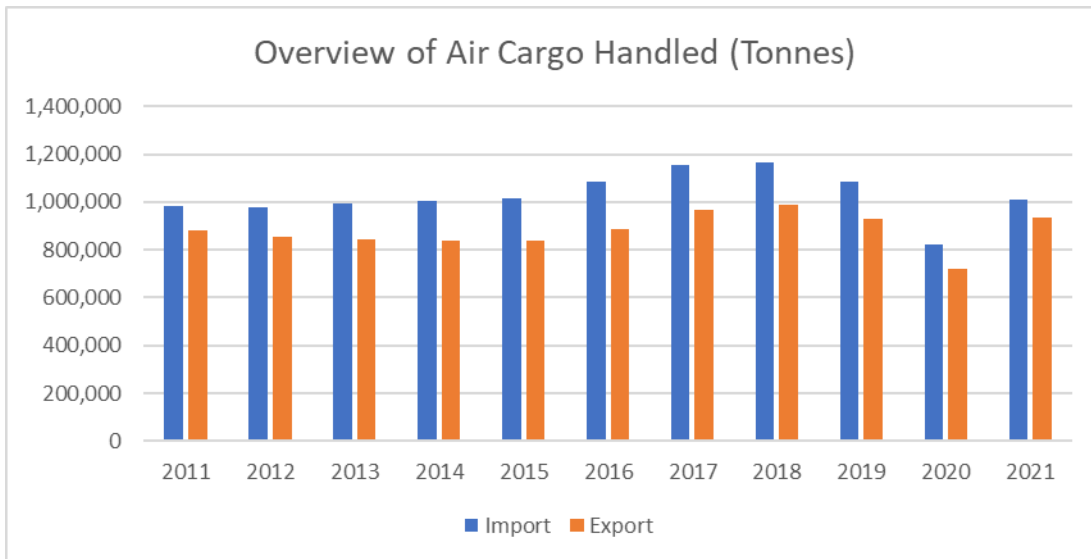
Singapore has built on its advantageous geographical location to become one of the world's top transportation hubs for sea and air cargo. Singapore's container ports are the busiest in the world. They offer a choice of 200 shipping lines with links to some 600 ports in 123 countries.

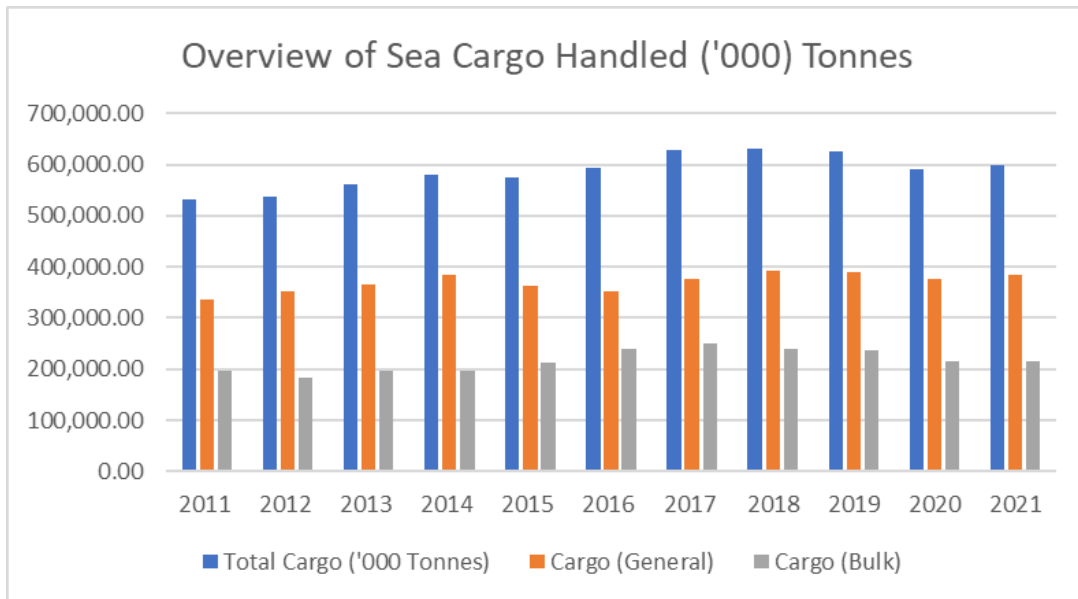
Changi International Airport is linked to some 280 cities in 60 countries, with about 6,900 weekly flights, providing convenience and effective connectivity for passengers and cargo. The Changi Airfreight Centre is a 24-hour, one-stop hub for the storing, moving and repackaging of goods without the need for documentation and custom duties. This has drawn some 6,000 logistics providers to Singapore, including 20 of the world's top 25 third-party logistics providers.

i) Singapore Statistics in Brief

Item Description	2020	2021
Gross Domestic Product	S\$469.1b	S\$533.4b
Share of Gross Domestic Product (%)		
Transportation & Storage	5.4%	6.1%
Air Cargo Handled ('000 Tonnes)	1.54	1.94
Sea Cargo Handled ('000 Tonnes)	590, 738.3	599,642.7

ii) Past Trends of Cargo Handled by the various modes of transport





iii) Industry Challenges

On the cargo movements, industry conditions were fraught with challenges, in particular with the COVID-19 situation. Growth in major economies around the world continued to be weak.

Five broad Challenges experienced:

- 1) Inventory Management
- 2) Fluctuating demand
- 3) Supply Chain disruptions and operation constraints
- 4) Continued restructuring of local economy
- 5) Manpower constraints

Profile of SAAA@Singapore

i) Vision, Mission, Values

Vision: To lead and transform the Airfreight Industry

Mission Statement : SAAA@Singapore was founded in 1971 with six pioneer members. As a representative of freight forwarders in the industry, SAAA@Singapore was formed with the aim of advocating the following objectives:

- To promote, protect and develop the business of carriage of goods by air transportation in general and the aircargo forwarding business in particular.
- To advance and promote education and technical training in the aircargo forwarding industry and for such purposes to support training schemes.
- To act as arbitrators and to assist in the settlement of disputes between members.
- To act as negotiating body for the member of the Association or with the approval of the Association, for any person, body or company for the transaction of any business connected with aircargo and to make recommendations to Government Departments or Agencies, IATA or other bodies in relation to any measure which may be taken involving members and/or the aircargo industry in Singapore.
- To set and regulate high standards and practices to be maintained by members.

Core Values:

PACT : **P**assion for continuous self-improvement, **A**ce in Innovation and delivering consistent excellence, **C**ommitment to pull great service and strive for change, **T**rust in our Partners and engaging in future collaborations.



ii) Members Profile

As of 22 June 2022, SAAA@Singapore has a total of 154 Members of which, 113 are Ordinary Members and 41 are Associate Members.

i) Executive Board Profile

No.	Name	Position	Organization / Company Name	Role at SAAA
1	Mr Steven Lee	Vice President Air Product – Singapore & Malaysia	Ceva Logistics Singapore Pte Ltd	Chairman
2	Mr Paul Teo	VP, South Asia Centre	Speedmark Air Transportation Pte Ltd	First Deputy Chairman
3	Mr Benjamin Ong	President	Alliance 21 Pte Ltd	Second Deputy Chairman
4	Mr Ken Chua	Sales & Marketing Manager	UT-WAYS Freight Services Pte Ltd	Honorary Secretary
5	Mr Jimmy Ler	Country Director	Logwin Air + Ocean Singapore Pte Ltd	Honorary Treasurer
6	Mr Michael Yew	Honorary Executive	SAAA@Singapore	Honorary Executive
7	Mr Richard Chua	Honorary Executive	SAAA@Singapore	Honorary Executive
8	Mr Marc Ong	Director	Aspac Aircargo Services Pte Ltd	Council Member
9	Mr Tan Liang Jian	General Manager	Union Air Freight (Singapore) Pte Ltd	Council Member
10	Mr Ramadas Naidu	Director	Raffles Fulfillment Pte Ltd	Council Member
11	Mr Daniel Chng	Director	Airtropolis Express (S) Pte Ltd	Council Member
12	Mr Gabriel Lam	CEO	Shalom International Movers Pte Ltd	Council Member
13	Mr Gary Ong	Director	Cargotec Pte Ltd	Council Member
14	Mr Roger Chew	Regional Sales Director	SFS Global Logistics Pte Ltd	Council Member

Local Regulatory and Industry Developments

i) Launch of Digital Platform: Singapore Trade Data Exchange (SGTraDex) **- To ease supply chain data flows**

Singapore has officially launched a centralised data platform to streamline information flows across a fragmented global supply chain. The data exchange already has garnered at least 70 participants that include logistics operators, banks, and energy companies.

The project is led by Alliance for Action (AFA) on Supply Chain Digitalisation, one of seven industry groups the government had established to identify and prototype new ideas to drive the local economy. SGTraDex is described as a "common data highway" to facilitate information exchange between proponents across the supply chain ecosystem, providing "trusted, secure, and inclusive" access. The platform uses proprietary technology to plug gaps in supply chains, which traditionally had relied heavily on a paper-based system that lacked efficiency, transparency, and sustainability.

Digitising data flows would boost supply chain resilience and productivity, enabling new opportunities as partners in the ecosystem would have common visibility of the entire supply chain, SGTraDex.

ii) Launch of Guidelines of Online Safety **- To encourage good cyber hygiene habits and guarding against false news**

Singapore Police Force had introduced new Guidelines on Online Safety to counter cybercrime. The guidelines were co-developed by SPF and the Asia Internet Coalition (AIC), an association that promotes the understanding and resolution of Internet policy matters in the Asia-Pacific region.

The Guidelines on Online Safety provide a broad overview on the types of crimes and online harms, ranging from scams to terrorism, which members of the public may encounter on the Internet. There are also advisories on things that Internet users should look out for, as well as measures that they can take to protect themselves.

Singaporeans are encouraged to be alert, secure and responsible online and that includes practicing of good cybersecurity habits and guarding against fake news and disinformation.

iii) Singapore's Changi Airport reopening of Terminals **- To meet demand**

Singapore's Changi Airport will reopen two of its terminals that were shuttered due to Covid-19 as travel springs back faster than expected.

Terminal 4 will reopen in September and departure operations in the southern wing of Terminal 2 will restart from October. The added capacity will allow the airport to better cope with an influx of passengers in the northern hemisphere winter.

Singapore is welcoming travelers again after it removed all quarantine and testing rules for fully-vaccinated people in early April. Singapore Airlines Ltd. aims to be operating at 67% of its pre-Covid capacity by September.

iv) Changi Airport Group Collaboration Agreement

- To spur digital innovation in Singapore's aviation sector

On 15 February 2022, Changi Airport Group (CAG) had signed a collaboration agreement with Airbus, the Civil Aviation Authority of Singapore (CAAS), and Linde to jointly develop a feasibility study for an airport hydrogen hub in Singapore Changi Airport (SIN). The agreement was signed by Yam Kum Weng, CAG Executive Vice President for Airport Development, Dr. Sabine Klauke, Airbus Chief Technical Officer, Han Kok Juan, CAAS Director-General and John Panikar, Linde Executive Vice President APAC, at the Singapore Airshow 2022.

The two-year study will examine the infrastructure requirements and supply solutions to support hydrogen-powered aircraft and airport operations at Changi Airport. These requirements include the production, storage and distribution of hydrogen in aircraft ground services, operational equipment and refueling systems. In particular, CAG will be involved in assessing the feasibility of hydrogen fuel cells in supporting airport operations, as well as establishing regulations and standards for the safe adoption of hydrogen technologies.

v) New SIA-NUS Corporate Laboratory

- To spur digital innovation in Singapore's aviation sector

Singapore Airlines (SIA) and the National University of Singapore (NUS) launched the new digital aviation corporate laboratory, which will co-create innovative technologies and solutions that would accelerate the digital transformation of Singapore's aviation sector, and help redefine the air travel experience for passengers.

The SIA-NUS Digital Aviation Corporate Laboratory was officially launched by Mr Heng Swee Keat, Deputy Prime Minister, Coordinating Minister for Economic Policies and Chairman of the National Research Foundation Singapore (NRF) on 10 January 2022. Situated at the Innovation 4.0 Building at NUS Kent Ridge campus, the S\$45 million research facility is jointly set up by SIA and NUS and supported by the NRF. This is the seventh corporate laboratory to be established at the University, which is also the 19th in Singapore.

The SIA-NUS Digital Aviation Corporate Laboratory is helmed by Professor Teo Chung Piaw, Executive Director of the Institute of Operations Research and Analytics of NUS, and Mr Chan Mun Chung, Senior Manager at SIA's Digital Innovation Lab, who will be the co-Directors of the Corporate Laboratory. The objectives of the Corporate Laboratory are to drive traveller-centric digital services, ensure security and safety in air travel, and enhance organisational effectiveness and workplace productivity for SIA and Singapore's aviation sector.

Featuring state-of-the-art equipment and facilities, such as a cabin simulator and a cockpit simulator with Augmented Reality (AR) and Virtual Reality (VR) technologies, the Corporate Laboratory will leverage NUS' wide and deep research expertise across its faculties and research institutes to embark on research activities in the following areas: Revenue Management and Dynamic Pricing, Transforming Competency and Skill Development, Employee Wellness and Passenger Comfort, Sleep and Cabin Service.

A) 2021 Past Events

i) **TP SFIP 2021**

SAAA@Singapore had signed a Memorandum of Understanding (MOU) with Temasek Polytechnic on 26 February 2018. The Structured Freight Internship Programme is currently one of the collaboration efforts between both parties.

On 12 August 2021, another term of internship had ended and the students, from Temasek Polytechnic Diploma in Logistics & Operations Management, shared on their different experiences in their internship attachments with SAAA member companies.

It was a lively session as the students spoke on what they had learnt, as well as the means of improvement to the Structured Freight Internship Programme in general. A joint TP-SAAA SFIP e-certificate had been issued for this year's participating interns.

ii) **Scams Awareness Webinar**

On 19 August 2021, SAAA hosted the Scams Awareness Webinar, together with Airport Police Division. It was an interactive and informative session to educate the members community on the various types of scams, as well as the means to handle scams.

Top Scam of 2020: E-commerce Scams

Among the many scam types reported, E-commerce scams topped the list with the highest number of reported cases in 2020 with 3,354 cases which is a 19.1% increase from 2,816 cases in 2019. In 2020 alone, over S\$6.9 million dollars were lost due to E-commerce scams and the largest sum cheated in a single case was S\$1.9 million! This increase is likely due to the COVID-19 situation, where online scams saw a significant increase as more Singaporeans made more online transactions in the period.

Learning to spot the various signs of scams and taking precautions are crucial in fighting scams. The very first line of defense is to protect ourselves and our loved ones from becoming a victim of crime. Thus, it is important to remain vigilant and aware of the many different types of scams and swiftly report them to the Police.

iii) **Industry 4.0 Human Capital Initiative Webinar**

The Industry 4.0 Human Capital Initiative (IHCI) Webinar, on 2 September 2021, saw the gathering of industry players, who were interested to hear on the business, organization and technology transformation.

McKinsey & Company shared with the audience on the evolution of capabilities, recommended training for skills gaps and further presented on the success stories of the companies, which have advanced since they have embarked on their journey of digitalization. All in all, the webinar ended on a good note.

For interested parties who would like to have a complimentary consultation with McKinsey & Company on IHCI, please email to SAAA at saaasin@saaa.org.sg.

iv) SATS-SQ-SAAA Paperless Tradelane Webinar

SAAA hosted the paperless tradelane SIN-HKG webinar on 2 September 2021. The webinar was well attended by over 90 participants.

The webinar focused on the developed plan on how to digitalize the commercial documents typically accompanying airfreight today, in or outside of 'Cargo Pouch' on the first designed trade lane, SIN-HKG.

To date, the SIN-HKG Paperless initiative for HKG shipments had commenced on 20 September 2021, 0001HRS. Freight Forwarders are reminded by SQ that for DG Section II for ELI and ELM, the information must be keyed in the OSI section, not typed on the printed AWB. Please do not submit pouch for consol general cargo.

v) Return to Work Safely with Regular Testing Webinar

In collaboration with Abbott Singapore, SAAA@Singapore hosted the Return to Work Safely with Regular Testing Webinar on 20 October 2021.

The webinar featured a detailed sharing of the challenges in the COVID-19 world, the application of tests and a live demonstration of the test kits. For members who are interested to order the ART kits, please email your interest to SAAA.

vi) Air Cargo Day 2021

2021 saw the welcome of the 3rd Air Cargo Day held in hybrid edition - co-organized by the International Air Transport Association (IATA) and SAAA@Singapore at Grand Mercure Singapore Roxy on 12 November 2021. The key theme of Air Cargo Day 2021 was 'Reconnect; Reflect; Revitalize.' The event was graced by Guest of Honour Mr Chee Hong Tat, Senior Minister of State, Ministry of Transport.

Air Cargo Day 2021 officially commenced with the welcome and introduction by Ms Pauline Tok, Executive Director, SAAA@Singapore and Mr David Wee, Regional Manager Airport, Passenger, Cargo and Security Asia-Pacific, IATA, and the welcome address by Mr Steven Lee, Chairman, SAAA@Singapore and Mr Philip Goh, Regional Vice President Asia-Pacific, IATA.

In his welcome address, Mr Steven Lee spoke of the need to reconnect with one another in motivation to socialize in a physical event amidst the challenge COVID-19 had delivered to everyone, at every turn. This was finally achieved during the hybrid event. Likewise, for companies, he emphasized on the importance for companies to reflect and constantly look for opportunities to stay ahead of competition and to grow stronger in the face of difficulties. He concluded with a statement that 2021 is coming to a close and hence, there will be the need to revitalize the industry to welcome 2022 with a good note.

Mr Philip Goh spoke of the importance of connectivity for Aviation to enable trade links for movement of goods. He shared on the global statistical figures of industry losses during these COVID-19 period. International passenger traffic recovery is still in the early stages as international borders remain tight in the regions. Nonetheless, there's expectations for further recovery and look forward to improvements.

Guest of Honour Mr Chee Hong Tat, Senior Minister of State, Ministry of Transport gave the keynote address and spoke on the heavy impacts of the pandemic. Amidst these challenges, he highlighted that growth was critical to lift oneself from recession and present opportunities to businesses. It was essential for collaboration to achieve growth and sustainability.

The main highlight of the hybrid event constituted of the Certification Ceremony to recognize SAAA@Singapore for being the first globally in achievement of the IATA CBTA Excellence accreditation for Dangerous Goods Training. This was followed by presentation sharing by Changi Airport Group, Enterprise Singapore, IATA and Workforce Singapore. The topics ranged from IATA DG Autocheck to Air Cargo trends and capacity updates. The hybrid event came to a successful closure with the closing remarks from Mr Vinoop Goel, Regional Director, Airport, Passenger, Cargo and Security Asia-Pacific, IATA.

SAAA@Singapore organized the 2nd virtual edition of the SAAA AGM 2021 on 17 November 2021. The event was well attended with 25 Ordinary Members and 3 Associate Members.

Mr Ken Chua, Honorary Secretary, welcomed members to the association's virtual AGM. He introduced the respective council board office bearers and welcomed Mr Shaun Tang, from certified public accounting firm, Thong & Lim. He proceeded to share on the exciting news of the Association's achievements such as the Association being the first globally to clinch the IATA CBTA Excellence accreditation for Dangerous Goods Training. The members can also look forward to the new Members portal login – which will provide statistics information, COVID-19 news and rewards.

The SAAA 47th e-AGM had unanimously approved upon the six resolutions of the Ordinary Business. The Honorary Secretary declared the six resolutions carried. The resolutions consisted of the adoption of the minutes of 46th AGM 2020 held on 15th September 2020, the Business arising out of the minutes of the last Annual General Meeting, the receipt and adoption of the Council's Report and Audited Accounts for the year ended 31st December 2020, the annual subscription and entrance fees for ensuing financial year, the appointment of Thong & Lim as the external auditor for the Financial Year 2021 and lastly, the approval of the Budget for the ensuing year 2021. The e-AGM concluded as Mr Ken Chua, Honorary Secretary expressed thanks for the members' strong support.

vii) SATS-SIA-SAAA Dangerous Goods Awareness Workshop

SAAA hosted the SATS-SIA-SAAA Dangerous Goods (DG) Awareness Workshop on 8 December 2021. The webinar was well attended by over 200 participants.

The SATS-SIA-SAAA Dangerous Goods Awareness Workshop was a tripartite collaboration between SATS, SIA and SAAA. The theme was "Vigilance & Teamwork are Key to Safe DG Handling".

The opening address was delivered by the esteemed partners: Mr Steven Lee, Chairman, SAAA, Mr Daniel Boy, Vice President, Hub Operations, SATS and Ms Sharon Ng, Vice President, Cargo Operations Services, Singapore Airlines.

The attendees had the opportunity to hear from the experts on the various types of DG incidents, SIA Cargo DG compliance and new initiatives, CCN new capabilities on XML DGD, as well as the DG Rejection cases and what is new in 2022 on DG handling. The workshop concluded with a Q&A session and ended on a good note.

B) 2022 Events

i) SAAA-CPS Protective Security Awareness 2022

In collaboration with Singapore Police Force (SPF) and Immigration and Checkpoints Authority (ICA), SAAA hosted the virtual SAAA-CPS Protective Security Awareness 2022 on 4 March 2022. The online session was well attended by over 60 attendees.

The opening address was delivered by Mr Jimmy Ler, SAAA Honorary Treasurer, and Mr Andy Tan, Director, Centre for Protective Security (CPS), SPF. The key messages are the critical importance to ensure Singapore safety and security through prepared alertness for terrorism, and continued collaboration among agencies and logistics industry players to safeguard borders and enable seamless clearance.

The webinar focused on the different topics such as the terrorism trends, the reporting and handling procedures of prohibited and controlled items, as well as the means of working together as a connected Air Cargo Community to keep Singapore safe.

Over all, the session ended on a good note with an informative and interactive Q & A session.

ii) Temasek Polytechnic (TP) Virtual Orientation Day 2022

On 1 April 2022, Mr Jimmy Ler, SAAA Honorary Treasurer, and Mr Roger Chew, SAAA Council Member, had an interactive and engaging session with the Temasek Polytechnic students virtually for the Orientation Day. They shared on their life journeys and passion for the Logistics Industry to inspire the youth of today to consider our Logistics Industry as a pathway of their future career and success.

The session ended on a good note.

iii) CAAS One Aviation Careers

Civil Aviation Authority of Singapore (CAAS), in partnership with the National Trades Union Congress (NTUC), NTUC's e2i (Employment and Employability Institute) and Workforce Singapore (WSG), organized the well-attended two-day job fair titled the "One Aviation Careers" at the Suntec Singapore Convention and Exhibition Centre on 27 and 28 May 2022.

Senior Minister of State (Transport) and Dy Sec Gen of NTUC, Chee Hong Tat, delivered the keynote address and spoke of the aviation sector soaring once again, with attractive and quality jobs available for job seekers.

SAAA@Singapore had been actively involved and strongly supportive in the three aspects of the job fair: career talks, recruitment fair and exhibition booths. Mr Steven Lee, SAAA Chairman, attended the launch ceremony in his show of support while Mr Jimmy Ler, SAAA Honorary Treasurer, was a panellist for the career talk on Operations. In addition, the Association conducted on-site interviews and had been in constant engagement with the visitors to inform them about the Logistics Industry and job prospects. The following participating member companies accompanied SAAA@Singapore, alongside with the association's subsidiary, SAAA Cargo Services Pte Ltd: Alliance 21 Pte Ltd, Skylift Consolidator (Pte) Ltd, TVS SCS Singapore Pte Ltd and Yusen Logistics (Singapore) Pte Ltd.

The successful event ended on a good note and we hope that our member companies found potential candidates for the available vacancies.

iv) Digitalise Your Trade Processes with Networked Trade Platform (NTP)

In collaboration with Singapore Customs, SAAA hosted the virtual webinar titled, 'Digitalise Your Trade Processes with NTP' on 24 June 2022.

The webinar introduced the services on the Network Trade Platform (NTP) and its key focus areas: Facilitating trade through government-to-government digital connectivity; streamlining business-to-government processes to facilitate and enhance traders' compliance with regulatory requirements; and enabling re-use of Government trade data for better decision making or regulatory compliance.

The session concluded with a sharing on how exporters can transmit Preferential Certificates of Origin electronically to China through the NTP, and how the Permit Return service on NTP facilitates data re-use for trade and compliance purposes. For more information on NTP's services, please email to NTP_Operations@customs.gov.sg.

Prepared by: Ms Pammie Loh

Vetted by: Ms Pauline Tok

Approved by: Mr Steven Lee and Mr Jimmy Ler