

PERSPECTIVES



PAY NOW

Be Cheque-Free!



Digital Payment The Way Forward

Let's learn to embrace
e-Payment Digitalisation



@ Singapore

Message to our SAAA Members

In line with the government's push towards a "Digital" society and the target for Singapore to be cheque-free by 2025, let's move forward together to embark on the journey to digitalize your corporate payment modes.

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NOTE



Dear SAAA Members, Readers and all,

Welcome to the second issue of SAAA "Perspectives" 2020 –

a newsletter aimed at providing you with the on-goings in our Aviation Industry.

It had been a time of telecommuting for some of us during this recent quarter amidst the COVID-19 pandemic. There were many challenges faced and adjustments of which we had to make for social distancing measures in terms of the mandatory SafeEntry, the staggered working hours, alternative work weeks, virtual trainings and events. We know that it has been hard on all and we hope that our esteemed member companies maintain vigilance and strive on to keeping your staff safe. Should you require masks, we do have available stocks and you can email to us on your orders at saaasin@saaa.org.sg.

In line with the government's push towards a "Digital" society and the target for Singapore to be cheque-free by 2025, we would like to encourage members to embark on the journey to digitalize your corporate payment modes. We have organized a recent webinar with HSBC to educate the community on the available options such as PayNow and QR codes and in the future, let's move forward together to advance in these aspects.

Lastly, we have our Place and Train (PnT) Programme for Air Freight Forwarders to assist in offering salary funding support for up to six months. This programme is currently on-going until the last intake at March 2021. For more information, kindly refer to Page 15 of this Perspectives edition.

Warmest Regards,
"Perspectives" Editorial Team

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Printed By

KHL Printing Co Pte Ltd

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Government Events / News – WSH Council & LTA



WSH Reminder on Safe Distancing Measures for Ferrying Workers

With the gradual resumption of business activities, companies must put in place Safe Management Measures (SMM) to ensure the safe execution of work, as set out by the Ministry of Manpower. The safety, health and wellbeing of our workforce remain paramount and companies must do their part to protect workers from work injuries and ill-health.

Many workers are ferried daily to and from their workplaces on employer-provided transportation. Employers, transport providers and drivers are reminded to ensure the following SMM at all times:

1. All workers should wear a mask while seated in the motor vehicle.
2. Workers should not talk or interact while on the motor vehicle.
3. When using a lorry or van, the floor space of the deck available for each seated passenger should be clearly marked out.
4. Employers must also arrange private transportation for workers staying in dormitories to commute to and from their workplaces, and with no other passengers.

Together, we can protect the health and safety of our workers and keep Singapore safe.

Enforcement Against Car-Pooling Services During Circuit Breaker Period



Land Transport Authority (LTA) had carried out enforcement operations at several locations against drivers who continue to provide car-pooling services during the circuit breaker period. Two drivers were booked and their vehicles have been seized in April while investigations are being carried out.

In LTA's advisory on its website, car-pooling services such as those provided through GrabHitch, Rydepool, or those arranged privately are not designated as essential services and prohibited during circuit breaker period. Drivers who do not comply can be prosecuted under the Road Traffic Act, Motor Vehicles (Third-Party Risks and Compensation Act) for the use of an unlicensed vehicle to provide transport services and using a vehicle that is not properly insured to ferry passengers, and the COVID-19 (Temporary Measures) (Control Order) Regulations 2020. Members of the public who come across individuals providing illegal car-pooling services should notify LTA through the OneMotoring portal using the e-service, "Report Vehicle-Related Offences".

Government Events / News – CAAS

Transporting Small Lithium Cells or Batteries Packed with or Contained in Equipment

In 2019, more than 50% of dangerous goods consignments transported by air from Singapore consist of lithium batteries. Due to the common use of lithium batteries in portable electronic devices such as mobile phones, laptops and cameras, a significant volume of such consignments are made up of small lithium cells and batteries contained in or packed with equipment and that are identified in Section II of the packing instructions applicable to UN3481 or UN3091 of the list of dangerous goods in the IATA Dangerous Goods Regulations Manual.

Of all the dangerous goods incidents reported to CAAS in 2019, about 25% involved consignments containing small lithium cells or batteries contained in or packed with equipment that had failed to comply with all the applicable requirements and that were identified by SATS or dnata during consignment acceptance processes prior to transport by air. The common non-compliances include:

- Lithium battery marks found on consignments of not more than two packages and containing not more than four cells or two batteries installed in equipment when such marks are not required;
- Lithium battery marks found on packages containing only lithium button cells installed in equipment or in printed circuit boards when such marks are not required; and
- Air waybill did not reflect the required information that the consignment contained lithium batteries when its packages are marked with the lithium battery mark.

Non-compliance with the regulations when preparing dangerous goods consignments can affect the safety of aircraft and its occupants when such goods are transported by air.

In addition, when non-compliance with the regulations or when undeclared dangerous goods are identified during consignment acceptance and screening processes, these consignments may be rejected or withheld for further inspection thus causing delays to their transportation. Common non-compliances involving consignments containing small lithium batteries packed with or contained in equipment can be avoided by doing the following:

- Shippers should accurately review the specifications of its products to identify equipment packed with or containing lithium batteries and gather information such as the quantity and energy capacity (watt-hour (Wh) rating for lithium ion batteries or lithium content for lithium metal batteries) of its batteries;
- Shippers should clearly communicate lithium battery information as part of its shipping instructions to freight forwarders when offering equipment packed with or containing lithium batteries for transport by air;
- Freight forwarders should inspect all packages offered by shippers to identify markings or labels that may suggest that its contents contain undeclared lithium batteries or other hidden dangerous goods;
- Shippers and freight forwarders should establish procedures in the handling of dangerous goods to ensure consistency in complying with the regulations;
- Shippers and freight forwarders must provide dangerous goods information (including up-to-date regulations and requirements) and training to its staff responsible for preparing and offering dangerous goods for transport by air.

Government Events / News – CAAS

The following table summarises the requirements applicable to the transport of small lithium cells or batteries packed with or contained in equipment.

Proper Shipping Name	Lithium Ion Batteries Packed With Equipment	Lithium Ion Batteries Contained In Equipment	Lithium Metal Batteries Packed With Equipment	Lithium Metal Batteries Contained In Equipment
UN Number	UN3481		UN3091	
Packing Instructions	966	967	969	970
Applicable requirements within Packing Instructions	Section II			
Capacity of Lithium Batteries	Watt-Hour Rating: Cells: ≤ 20Wh Batteries: ≤ 100Wh		Lithium Metal Content: Cell: ≤ 1g Battery: ≤ 2g	
Max Net Qty Per Package (Passenger A/C)	5 kg (Net weight of batteries excluding the weight of the equipment)			
Max Net Qty per Package (Cargo A/C Only)				
Marking Requirement				
Documentation Requirement	"Lithium ion batteries in compliance with Sect. II of PI 966" must be included in the <i>Nature and Quantity of Goods</i> box on the air waybill.	"Lithium ion batteries in compliance with Sect. II of PI 967" must be included in the <i>Nature and Quantity of Goods</i> box on the air waybill.	"Lithium metal batteries in compliance with Sect. II of PI 969" must be included in the <i>Nature and Quantity of Goods</i> box on the air waybill.	"Lithium metal batteries in compliance with Sect. II of PI 970" must be included in the <i>Nature and Quantity of Goods</i> box on the air waybill.
Exceptions	Nil	Marking and documentation requirements are not required for i. consignments of not more than two packages containing not more than four cells or two batteries installed in equipment; and ii. consignments containing only equipment installed with lithium button cells.	Nil	Marking and documentation requirements are not required for i. consignments of not more than two packages containing not more than four cells or two batteries installed in equipment; and ii. consignments containing only equipment installed with lithium button cells.



For more information, shippers and freight forwarders may refer to CAAS Advisory Circular AC DGR-2 - Guidance for Carriage of Lithium Batteries by Air by scanning this QR Code.

Government Events / News – CAAS & CSA

Email Scammers asking for quotation of goods



In May, the Civil Aviation Authority of Singapore (CAAS) has warned of an e-mail scam in which the crooks pose to be representatives of the authority to hoodwink unsuspecting companies to give up information. CAAS has since reported the case to the police for investigation.

The scammers would send e-mails to vendors to ask for direct quotations of specific goods or services, and issue fake confirmation letters and purchase orders to them. E-mail addresses with names or domains similar to authentic CAAS e-mails were used to trick recipients, such as tenders@caasgov-sg.com and tenders.caas.gov@gmail.com. The authority has informed affected vendors to disregard and blacklist the fraudulent e-mails.

The advisory comes amid a rise in cases of scammers posing as business partners or supervisors to trick employees into replying to seemingly legitimate work e-mails and cheat them of money as many companies have staff working from home and may require them to process payments remotely. In the first quarter this year, more than 100 reports of such scams were reported, with more than \$9.2 million lost. In such scams, scammers use hacked or spoofed e-mail accounts to pretend to be business partners, suppliers or employees when asking their victims to transfer funds to a new bank account.

Impersonation of CSA Officers



In April, there had been reports of scam calls impersonating officers from the Cyber Security Agency of Singapore (CSA). The scammers will say they are officers from CSA, the “Cyber Police of Singapore”, “Cyber Crime Department of Singapore” or some other variation. They will claim they are investigating suspicious activities in the victims’ computer or network. The victims will be asked to install remote desktop access software applications on their computers. The scammers may also use the CSA logo when they carry out the remote installation. The scammer may request for a transfer of payment to resolve the issue.

Members of the public should stay vigilant and not respond to such calls. Scammers will use topics of high interest to lure victims (eg: COVID-19, low-interest loans, free gifts/vouchers etc). Watch out for calls that come from an unknown number and prefixed with a plus (+) sign, indicating that it is likely an overseas call.

If you are unsure of any calls claiming to be from CSA, you may contact the SingCERT hotline at 6323 5052 to verify. If you wish to provide any information related to such scams, or if you have followed through to make payment, please call the Police hotline at 1800-2550-000 or submit it online at www.police.gov.sg/iwitness.

Government Events / News – WSG & MINDEF



Here's How You Can *Invest* in Your Career

In today's market economy, being career-resilient is of paramount importance. Which is why upskilling and investing in yourself can help take your career forward.

Take care of your body and mind

As many of us continue to work from home during the pandemic, there are businesses that have gone online to become easily accessible from home. For the physically active, myActiveSG has a variety of free virtual workouts from yoga to boxing. The mentally active are also able to exercise their minds through free online courses and learning portals. Stanford University, for example, offers an introductory programming course online.

Get your creative juices flowing

Creativity helps relieve stress and anxiety, which allows us to grow personally and professionally. In fact, a study by Scientific American shows that creativity could result in a longer life. What's more, getting your artistic juices flowing could encourage you to look at things differently, which comes in handy to problem-solving at work. So why not take the opportunity to pick up

up a new hobby, such as playing an instrument, painting or sketching?

Diversify your skillset

Observe where your industry is headed and consider the complementary know-how that will enhance your productivity at work. Understanding market trends and equipping yourself with the relevant skills will help you close the gap between what you know and what's good for you to know. Picking up a new career skill goes a long way and you'll be surprised what opportunities will open up.



Find out how Workforce Singapore's Career Matching Services can help you in your career journey.

Visit go.gov.sg/saaa0620 or scan the QR code to register your interest.

MOU on New Work-Learn Programme for Cyber Specialists

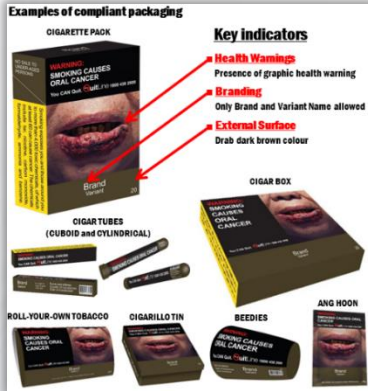
On 29 May 2020, Defence Cyber Chief, Brigadier-General (BG) Mark Tan, and Dean of the National University of Singapore (NUS) School of Computing & Provost's Chair Professor of Computer Science, Professor Mohan Kankanhalli, signed a Memorandum of Understanding (MOU) on a new Work-Learn Programme (WLP) for Cyber Specialists. The MOU signing was conducted via video conference in light of the COVID-19 situation.



Cyber NSFs (Full-time National Servicemen), who are recipients of the Cyber Specialist Award, now have the opportunity to participate in a WLP at NUS where they can take up modules from the School of Computing's Information Security programme and earn academic credits that can be counted towards a cybersecurity degree from NUS. These investments in people and training are part of MINDEF/SAF's continual efforts to harness NS talents and strengthen cyber defence capabilities.

Government Events / News – HSA & ICA

Standardised Packaging for Tobacco Products



With effect from 1 July 2020, all tobacco products imported into Singapore (including by courier, post or personal use) must be in standardised packaging with enlarged graphic health warnings.

Please refer to the Standardised Packaging Guidance Booklet, available via (<https://www.hpb.gov.sg/healthy-living/substance-abuse/standardised-packaging-guidance-booklet>) for more information on the different types of tobacco products and packaging formats. You may also access the Booklet through scanning the below QR code.



Importing non-compliant tobacco products is an offence punishable with a fine not exceeding \$10,000, imprisonment for a term of up to 6 months or both for first-time offenders. Those with a prior qualifying conviction will face heavier penalties.

As some Cargo agents may be unaware of this legislation, please take this opportunity to circulate this information to your declaring agents and for their subsequent sharing to their customers.

If you have any queries on standardised packaging, you may write to hsa_trb@hsa.gov.sg. Should you require any clarifications, please contact the Tobacco Regulation Branch at 6684 2036 or 6684 2037.

Largest Haul of Duty-Unpaid Cigarettes seized in 2020

On 27 May 2020, at about 12pm, Immigration and Checkpoints Authority (ICA) officers had spotted something suspicious in the scanned images of a consignment in a container attached to a prime mover. They then uncovered duty-unpaid cigarettes concealed inside metal cabinets in the container.



The case was handed over to Singapore Customs who conducted an operation at an industrial building in Yishun Street 23, where three men were arrested. During the operation, officers observed a man using a forklift to remove metal cabinets from a container. Meanwhile, two other men were removing carton boxes containing duty-unpaid cigarettes from 16 metal cabinets before loading them back into the container. The operation led to a seizure of 17,250 cartons of duty-unpaid cigarettes. The total duty and Goods and Services Tax (GST) amounted to about \$1,473,150 and \$119,270 respectively. Another 35-year-old man was subsequently arrested on the same day for his involvement in the case. All four men were charged in court on 29 May 2020 and court proceedings are ongoing.

Members of public with information on smuggling activities or evasion of Customs duty or GST can call the Singapore Customs hotline on 1800-2330000, use Customs@SG Mobile app or email customs_intelligence@customs.gov.sg.

Statistics

Current Pulse of the Air Freight Industry

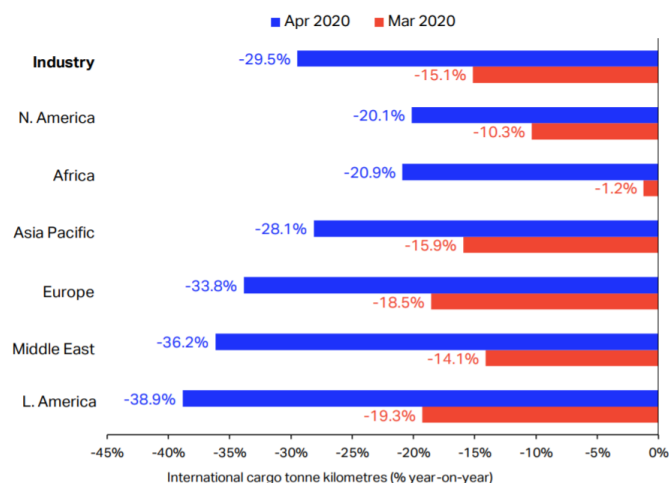
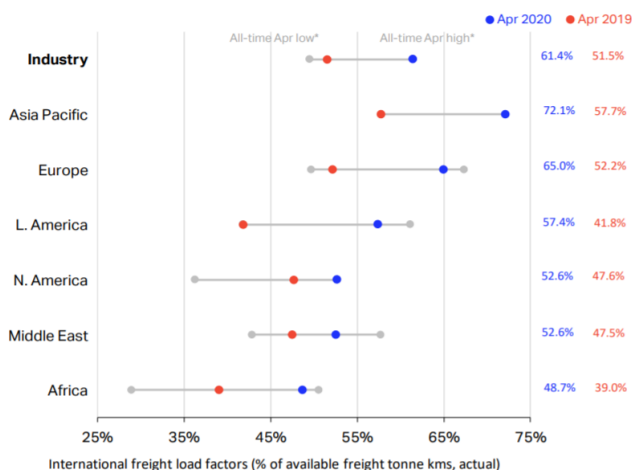
Item Description	2019 (Jan - Mar) Total	2020 (Jan - Mar) Total	YTD Variance Amount	YTD Variance %	2019 Monthly Average (Jan-Mar)	2020 Monthly Average (Jan-Mar)	2019 (Apr-Dec)	2019 Monthly Average (Apr-Dec)	2019 Total
Outbound Air Volumes	225,215	206,402	(18,813)	-0.0835	75,072	68,801	705,141	78,349	930,357
Inbound Air Volumes	267,357	246,736	(20,621)	-0.0771	89,119	82,245	816,384	90,710	1,083,741

Current Pulse of the Ocean Freight Industry

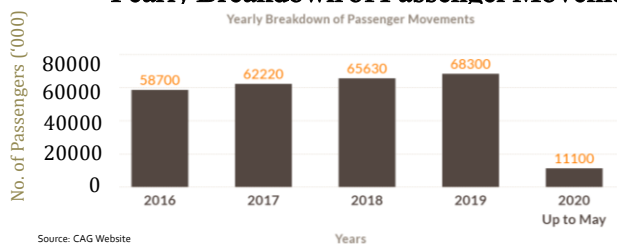
Item Description	Jan-Mar 2019	Jan-Mar 2020	YTD Variance	YTD Variance (%)	Monthly Average 2019 (Jan - Mar)	Monthly Average 2020 (Jan - Mar)	Monthly Average 2019 (Apr-Dec)	2019
Total Cargo ('000 Tonnes) (Thousand Tonnes)	151,912.00	152,150.30	238.30	0.02	50,637.33	50,716.77	52,734.36	626,521.00
Cargo (General) (Thousand Tonnes)	94,138.30	96,577.80	2,439.50	0.03	31,379.43	32,192.60	32,810.80	389,435.50
Cargo (Bulk) (Thousand Tonnes)	57,773.40	55,572.50	(2,200.90)	-0.04	19,257.80	18,524.17	19,923.58	237,085.60
Cargo (Oil-In-Bulk) (Thousand Tonnes)	53,436.00	50,636.40	(2,799.60)	-0.05	17,812.00	16,878.80	18,445.41	219,444.70
Cargo (General & Non-Oil In Bulk) (Thousand Tonnes)	98,475.80	101,513.90	3,038.10	0.03	32,825.27	33,837.97	34,289.00	407,076.50
Total Container Throughput ('000 TEUs) (Thousand Twenty-foot Equivalent Units)	8,903.50	9,279.20	375.70	0.04	2,967.83	3,093.07	3,143.58	37,195.70
Bunker Sales ('000 Tonnes) (Thousand Tonnes)	12,070.60	12,716.70	646.10	0.05	4,023.53	4,238.90	3,932.56	47,463.60

Total international CTKs contracted by 29.5% year-on-year in April, an acceleration from the 15.1% fall registered in March.

International cargo load factors by region



Yearly Breakdown of Passenger Movements

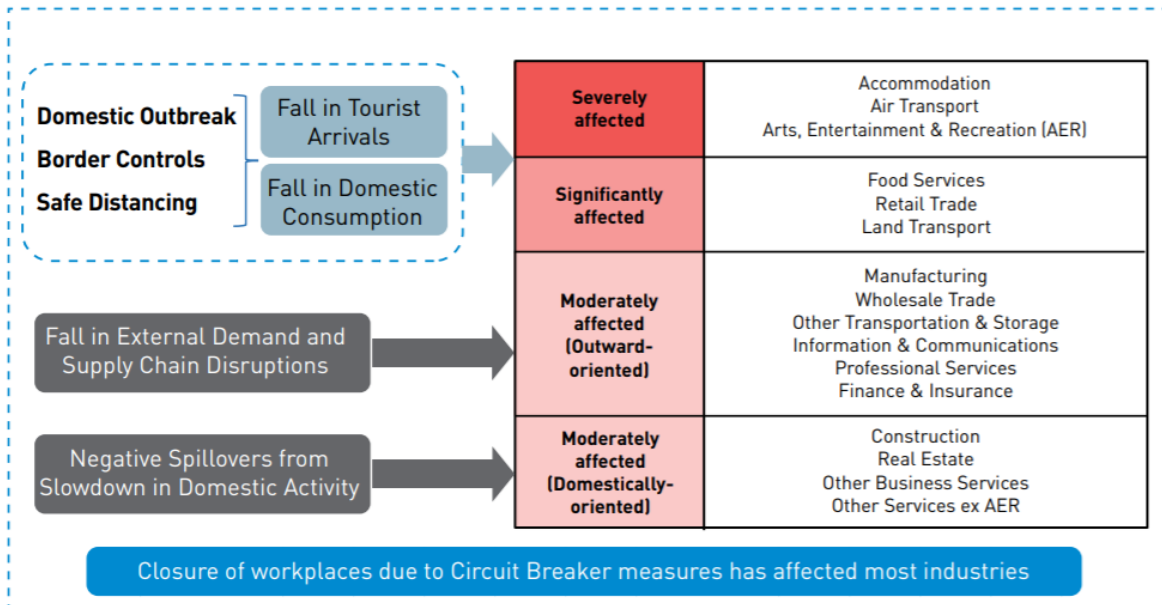


Yearly Breakdown of Air Freight Movements



Local Impact of COVID-19

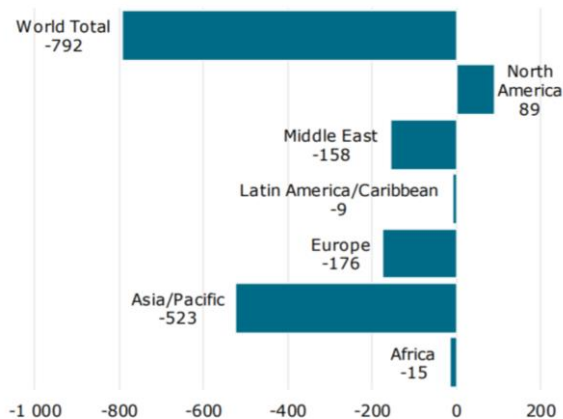
Impact of COVID-19 on Different Sectors of the Singapore Economy



Source: MTI Economic Survey of Singapore First Quarter 2020

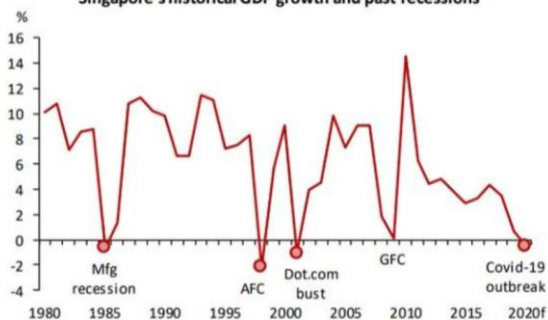
Singapore GDP growth forecast for 2020 is **further downgraded** to “-4.0 to -1.0 per cent (as at 26 March 2020)

Decline in air cargo volume - March 2020 (thousand tonnes)



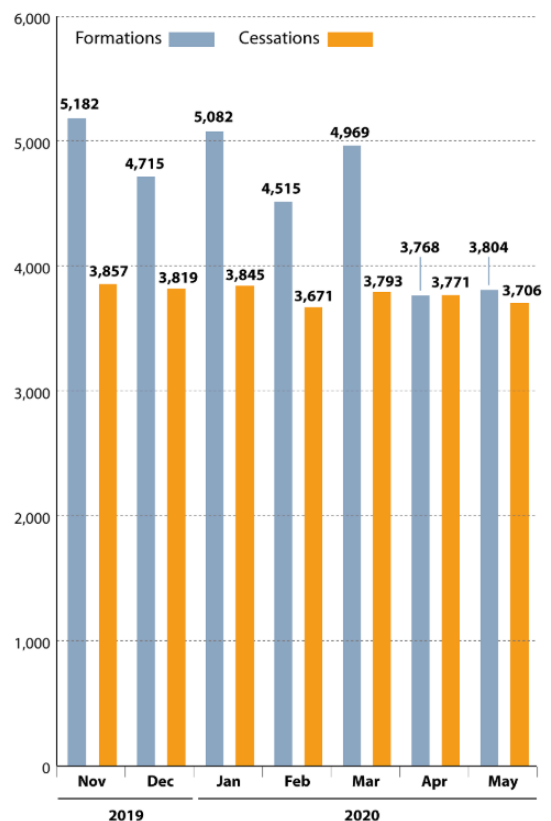
Sources:
• ICAO Air Transport Statistics, ADS-B, FlightAware
• ICAO Economic Impact Analysis of COVID-19 on Aviation

Singapore's historical GDP growth and past recessions



Source: CEIC, DOS, DBS

FORMATION AND CESSATION OF BUSINESS ENTITIES IN SINGAPORE

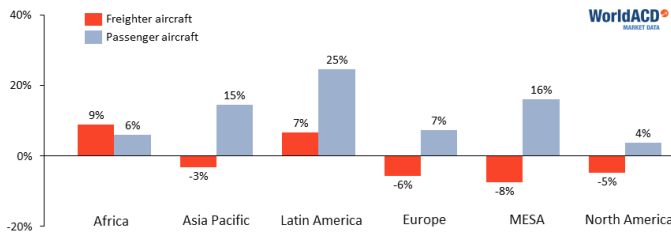


Source: Accounting and Corporate Regulatory Authority
Infographics by Rafa Estrada

Global Airfreight Impact of COVID-19

Number of flights with passenger aircraft ('Pax a/c') dropped by a massive 75%, their **combined cargo load factor** ('Lf') increased by 12 percentage points.

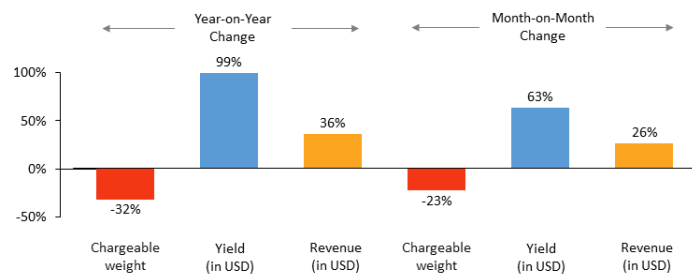
Change of load factor in percentage points from March to April 2020
Per origin region & per aircraft type



Source: WorldACD - Air Cargo Market Data - May 2020

Worldwide, **chargeable weight** carried by air, decreased with 31.7% compared with April 2019 (year-over-year, YoY), and by 22.8% compared with March 2020 (month-over-month (MoM)).

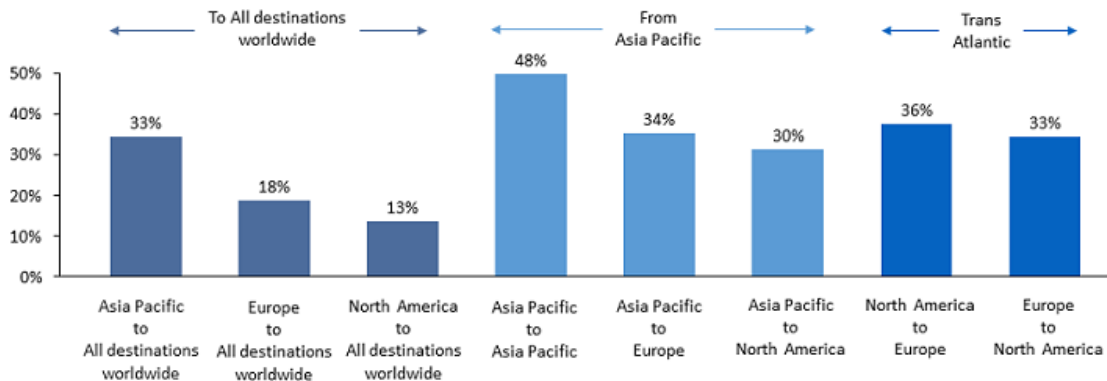
April 2020: Change in volume, yield and revenue



Source: WorldACD - Air Cargo Market Data - May 2020

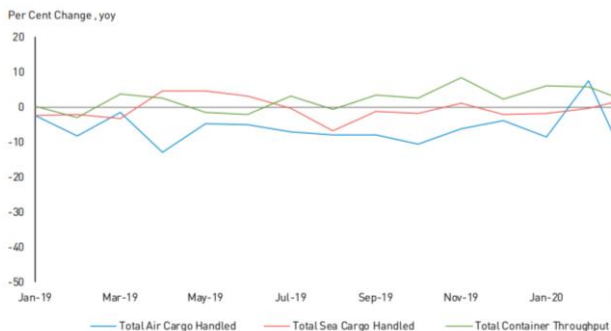
Year-over-year (YoY) March 2020 showed a 19% drop in cargo carried worldwide, and the sudden capacity shortage in the second half of the month indeed made for **sharp price increases**.

Price per kg in USD: Year-on-Year Change March 2020



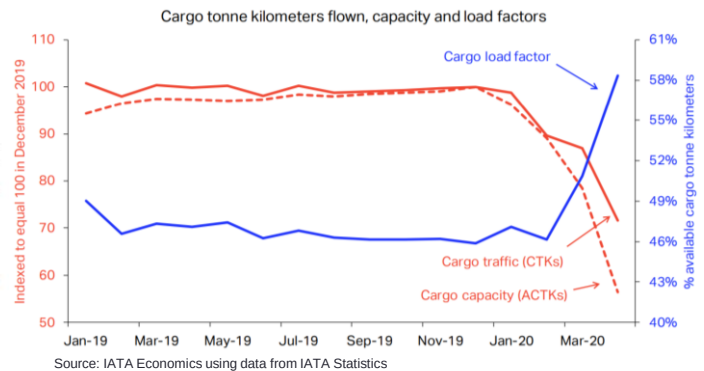
Source: WorldACD - Air Cargo Market Data - April 2020

International trade had been affected by **weak global demand** and **supply chain disruptions**, and this has in turn contributed to a fall in air and sea cargo handled at air and sea ports.



Source: Civil Aviation Authority of Singapore, Changi Airport Group, Maritime and Port Authority of Singapore

Air cargo services in strong demand relative to capacity. Disappearance of passenger belly capacity created **significant shortage**.

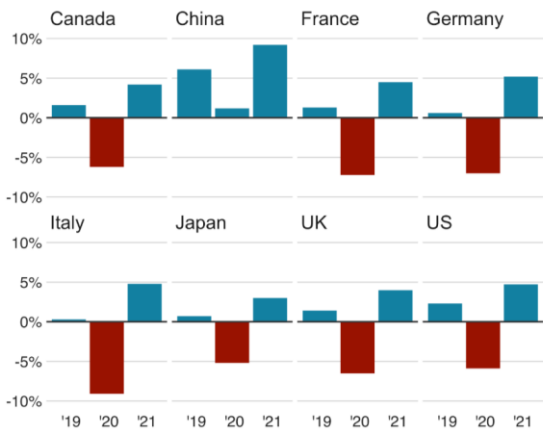


Source: IATA Economics using data from IATA Statistics

Global Economic Impact of COVID-19

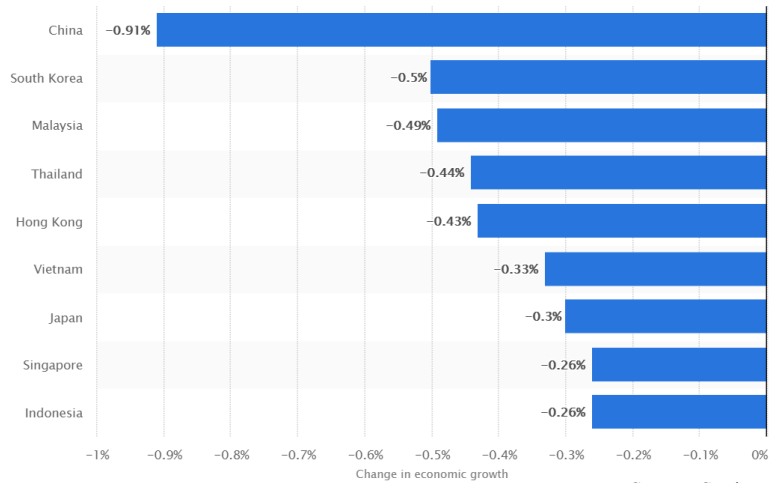
Many advanced economies are expected to enter recessions

National annual GDP



Source: International Monetary Fund

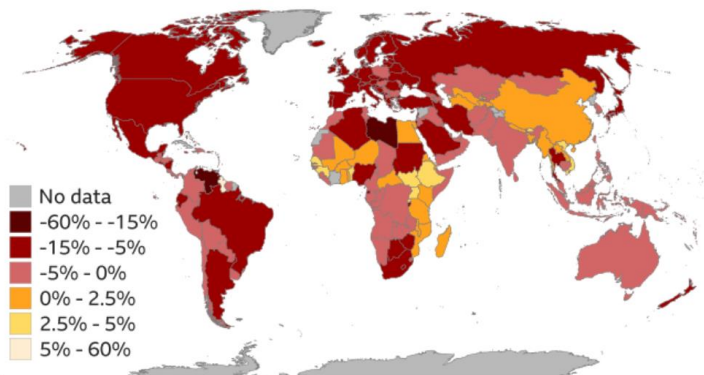
Impact of coronavirus (COVID-19) on economic growth in the Asia Pacific region in 2020, by country or region



Source: Statista

Majority of countries on the brink of recession

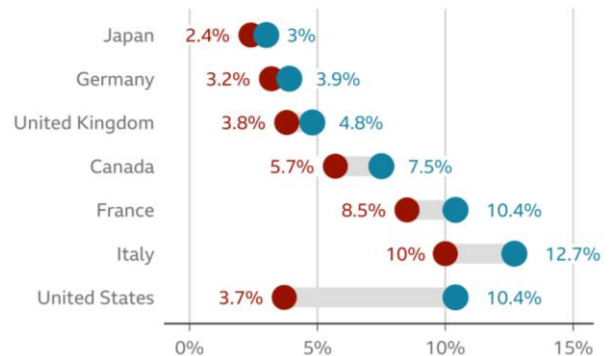
Real GDP growth, Q1 2020



Source: International Monetary Fund

World economies struggling with rising unemployment

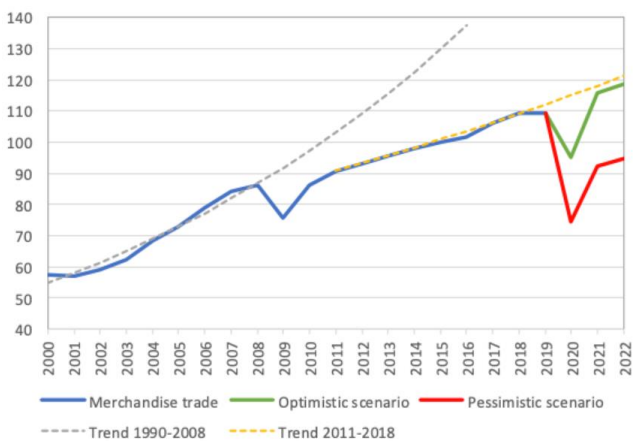
Yearly unemployment rate change, 2019-2020



Source: IMF, 29 June 2020, 12:00 BST

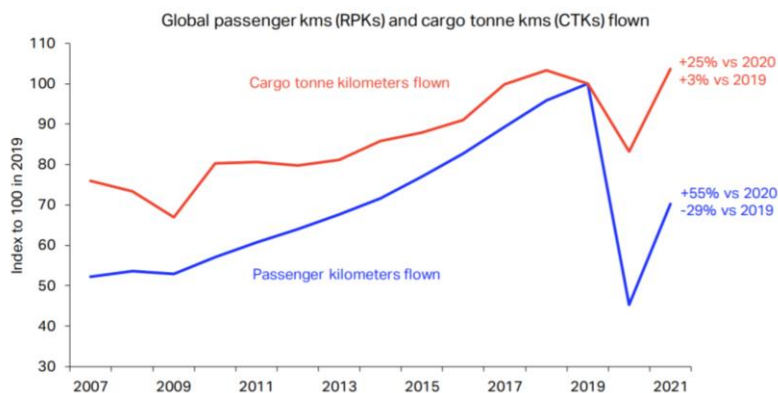
Projected Impact of COVID-19

World merchandise trade volume, 2000-2022



Source: WTO Secretariat

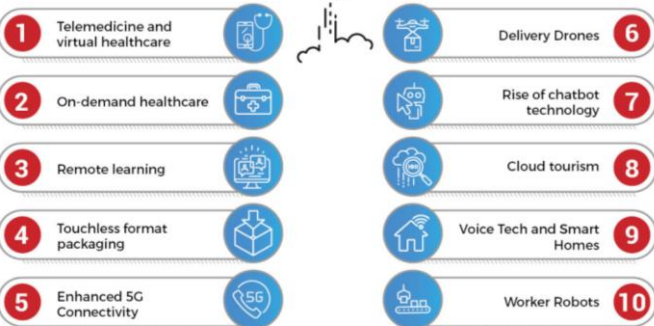
Demand for air cargo and travel will **rise sharply** in 2021. Stronger volumes next year but demand remains well below 2019 levels.



Source: IATA Economics using data from IATA Statistics

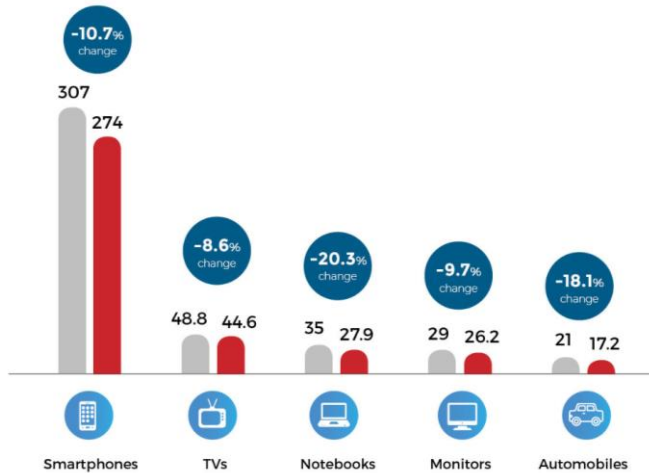
Projected Impact of COVID-19

10 emerging trends due to the COVID-19 crisis¹



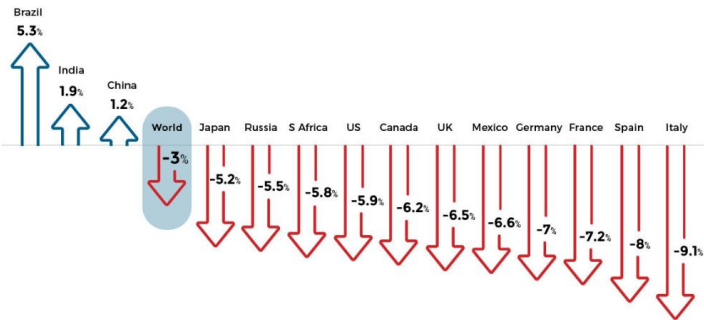
Projected product shipment forecast for 1Q20² | Million units

● Previous forecast ● Revised forecast

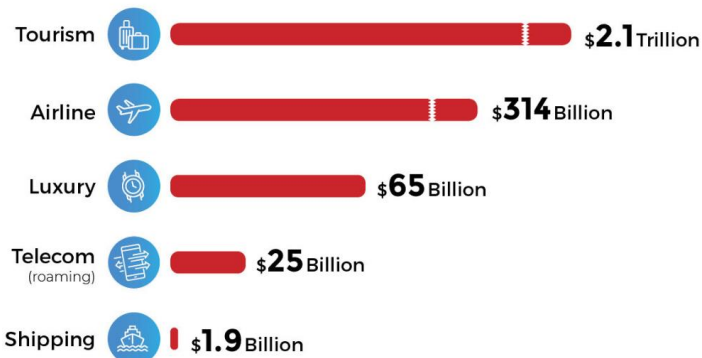


Cumulative output loss over 2020 and 2021³ **\$9 trillion**

World economic outlook growth projections⁴ | Region 2020



Projected revenue losses across global industries in 2020⁵



Worldwide IT spending growth forecast by category, as of April 2020⁶ | % Y-O-Y Growth



Sectors expected to see growth amid COVID-19⁶



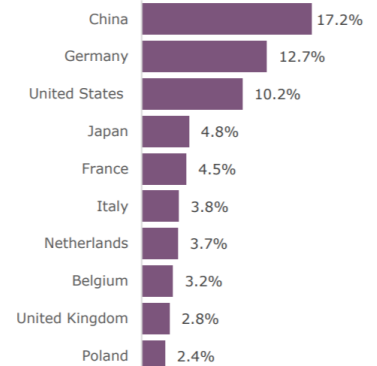
Other Impacts of COVID-19

Imports and exports of medical products totalled about \$2 trillion, including intra-EU trade, which represented approximately 5% of total world merchandise trade in 2019

Country	Total imports		Medical imports		Share of total medical imports		
	Value (US\$ billion)	Share of imports of all products (%)	Share of world imports (%)	Medical equipment (%)	Medical supplies (%)	Medicines (%)	Personal protective products (%)
World	1 011.3	6	100	14	17	56	13
1. United States	193.1	8	19	16	16	59	10
2. Germany	86.7	7	9	12	18	57	13
3. China	65.0	3	6	23	15	46	16
4. Belgium	56.6	13	6	8	12	75	5
5. Netherlands	52.7	8	5	16	20	55	8
6. Japan	44.8	6	4	16	16	56	13
7. United Kingdom	41.1	6	4	11	15	62	12
8. France	40.5	6	4	12	20	53	15
9. Italy	37.1	8	4	9	15	66	9
10. Switzerland	36.9	13	4	6	9	80	5

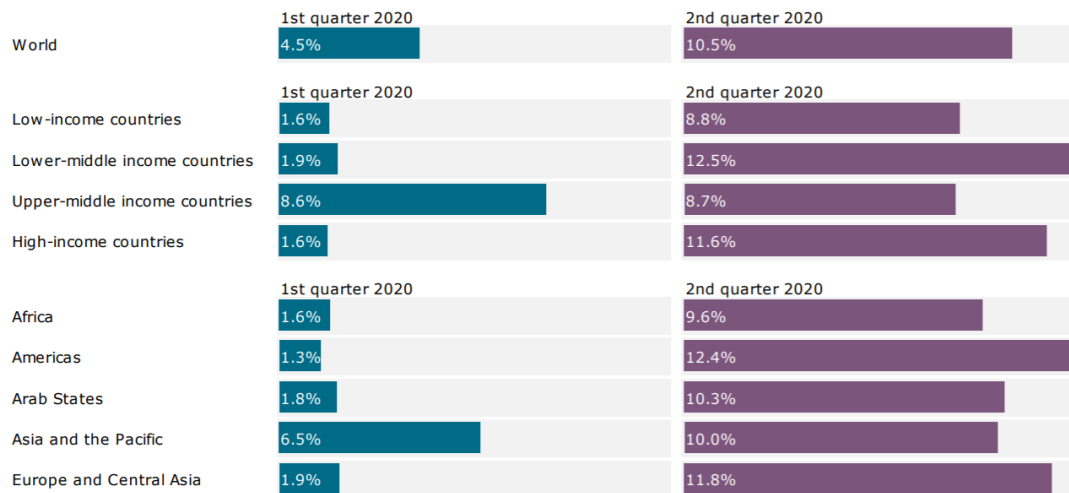
Source: CCSA COVID-19 Report

Share of top 10 exporters of personal protective products



Source: CCSA COVID-19 Report

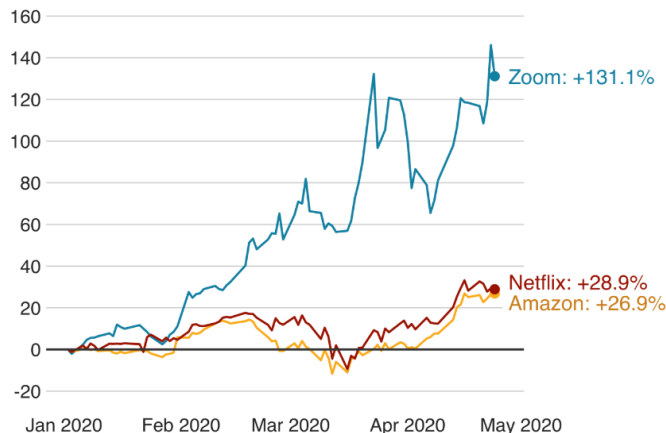
Estimated drop in aggregate working hours



Source: ILO now casting model.

Zoom video calls more popular

Change in share price of popular technology companies

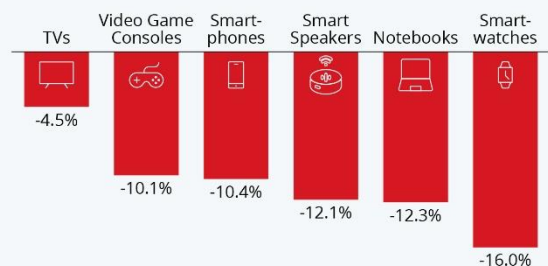


Source: Bloomberg, 27 April 2020, 07:00 GMT

The demand for online shopping and entertainment has also soared as people stay indoors.

Coronavirus Expected to Impact Tech Industry Shipments

Estimated impact of the COVID-19 outbreak on global tech shipments in Q1 2020*



* smartphone forecast refers to production volume instead of shipments

Source: TrendForce

COVID-19
Impact

statista

Place & Train (PnT) Programme for Air Freight Forwarders Webinar

Place & Train (PnT) Programme for Air Freight Forwarders Webinar

SAAA had organized the first webinar outreach session for the PnT Programme for Air Freight Forwarders on 22 April 2020. The programme will be available from April 2020 to April 2021.

Standard Rate (SC/PR)	Enhanced Rate for SC ≥ 40 y/o
Up to 35% of monthly salary, capped at \$1,000/mth, with overall cap of \$6,000	Up to 45% of monthly salary, capped at \$1,500/mth, with overall cap of \$9,000

Salary support duration remains at **up to 6 months**.

Air Freight Forwarder Scenario Relevancy

Scenario	Example	Possible Reasons
1. Functional Job Switch (Lateral Shift)	Before: Freight Officer After: Account Management / Customer Service / Business Development Officer	- Amidst challenges of the COVID-19 pandemic and climate change, it becomes critical for companies to adjust business strategies to maintain a competitive edge and prepare for economic rebound. - The need arises for lateral movement and professional development of staff to cultivate efficiency and increased productivity.
2. Task Diversification (Multi-tasking)	Before: Employee only deals with A (e.g. picking) After: Employee is trained to handle A, B and C. (e.g. pick and pack)	- Companies to offer employees job-specific training to enhance their current skills and expand their job scope. - Staff is upskilled and reskilled in additional roles and will be capable to handle increased responsibilities.
3. Digital job role (Vertical Shift)	Before: Logistics Assistant After: Logistics Supervisor	- Technology has revolutionized the way companies conduct business and this results in the workforce transformations. - There is a need for staff to learn relevant digital skillsets for technology adoption and automation and to expand work scope to take on higher value-added roles.

Due to COVID-19 and in support of Budget 2020, Workforce Singapore (WSG) has enhanced a six months' Place-and-Train programme for air freight forwarders, targeted at existing rank and file employees.

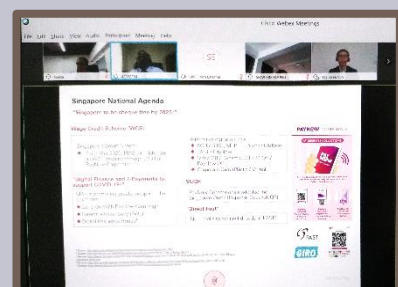
The programme had commenced in April 2020 and will be accepting intakes of participants from every 20th of the following months as the deadline for registration and documents submission. The last programme intake will be in March 2021. For more information, member companies can email to saaasin@saaa.org.sg.



In line with the government's push towards a "Digital" society and the target for Singapore to be cheque-free by 2025, SAAA hosted the "SAAA Digital Payment The Way Forward" Webinar on the Cisco Webex platform on 19 June 2020. This was held in partnership with HSBC.

The purpose of the event is to strongly encourage members to embark on the journey towards digitalized payment.

The session had been well attended by over 60 participants and the attendees had the opportunity to listen to presentations on the payment landscape, the available corporate payment modes such as PayNow and in general, how companies could pave the way forward to adopt digitalized payment. The event ended on a good note.



SAAA@Singapore Industry Updates (Past Events)



*Congratulations,
Singapore Changi Airport*

In achievement of:
2020 World Airport Awards
–
World's Best Airport
World's Best Airport
Leisure Amenities
Best Airport in Asia

Changi Airport Group (CAG) had organized the Let's Talk Cargo 2020 Webinar on 28 May 2020. Let's Talk Cargo is an annual conference-style forum organised by CAG since 2011. The event has served as an excellent platform for the air cargo and industry partners to gain insights on the air cargo market, understand the supply chain needs of shippers and identify business expansion opportunities through networking and discussions.

This year's webinar brought attention to various topics such as the air cargo market dynamics, past cargo performances, the future of e-commerce logistics and air cargo market trends. The session ended with a panel discussion involving the growth opportunities in multimodal connectivity. Overall, the webinar had been well attended.

Let's Talk
CARGO



“Grow Digital, Go International” Webinar

On 22 June 2020, SGTech, together with Enterprise Singapore (ESG) and Infocomm Media Development Authority (IMDA), co-organized the “Grow Digital, Go International” Webinar.

The event highlighted the importance of firms to remain adaptable amidst the ever-changing global economic climate. COVID-19 had accelerated and brought about a new wave of digitalisation across many industries. As such, firms which strive to meet the evolving needs of existing consumers and grow their overall customer base, digitalisation is the main key to improve productivity, business resilience and sustainability and capture new growth opportunities internationally. Overall, the session was well attended with the attendees having gained insights to the panel discussion of how businesses can kick-start their digitalisation journey to capture new opportunities as well as selling channel tips.



SAAA@Singapore Industry Updates (Past Events)



Graduation
2020



It is another significant milestone for Temasek Polytechnic (TP) as the latest 2020 graduates celebrate the occasion in their own creative ways amidst COVID-19. It is with great pleasure that SAAA@Singapore would like to take this opportunity to congratulate Mr Soon Zhi Wei for his great achievements in attaining his Diploma and becoming SAAA@Singapore Course Silver Medalist of Temasek Polytechnic's Diploma of Logistics and Operations Management (LOM).

1) First off – can we have a little background information on you, Zhi Wei – How old are you? What motivates you? How would others describe you?

I am 20 this year. Success is what motivates me to work hard to achieve my goals and the sense of accomplishment upon achieving them drives me to continue moving forward. To many, I am a quiet and reserved person. However, my closer friends would say that I am jovial and humorous.

2) We understand that you have been awarded Silver in Temasek Polytechnic's Diploma of Logistics and Operations Management (LOM). Why did you choose to study Logistics and would you recommend this course to others, and if yes, to whom?

I chose to study Logistics because I saw how it play the major role in our country's trade industry and it have great potential for future developments. Therefore, I study Logistics so that I could be part of the country's developments.

I would definitely recommend this course to anyone who likes to challenge themselves because it involves a lot of critical thinking. In addition, the lecturers and tutors are all very experienced and caring.

3) Moving forward, what are your plans for the future? Do you foresee yourself continuing in the journey of a Logistics career?

I have decided to further study Logistics in the course Maritime studies with Business major in Nanyang Technology University. After that, I would like to join the Navy to make full use of the knowledge I acquired while studying Logistics to serve the nation.

4) Lastly, if you had one piece of advice to the recent new entrants into LOM, what would it be?

My advice would be to be disciplined and follow the deadlines set by the lecturers because procrastination would build up extra workload that one may struggle to handle.

Interview with SOON ZHI WEI

Soon Zhi Wei
SAAA@Singapore
Course Silver Medalist



Members Update



Launching of Innovative One-stop Customer Portal for Digital Logistics

DHL Global Forwarding, Deutsche Post DHL Group's air and ocean freight specialist, has launched myDHLi, the only fully integrated online platform for freight forwarding customers.

myDHLi enables transparent management of freight rates, offers, transport modes, carbon emissions, and all other relevant shipment data to be readily available with just a few clicks and displayed in detailed analyses and reports. One of the most unique aspects is the benefit of full visibility and control over all shipping and transport modes, 24 hours a day, 7 days a week.

The platform merges existing online services like myDHLi Quote + Book and myDHLi Analytics with new services and features, and incorporates them into one innovative platform. Services like a very efficient search capability enhance the user experience. On top, developed completely in-house, the new tracking service uses end-to-end information to make shipments across air and ocean visible nearly in real-time. This gives users complete control — from pick-up to final delivery. The service also offers raw data Excel extracts. Another new feature is myDHLi Documents, which offers quick and easy access to downloadable shipment documents. All documents — quotes, commercial invoice, packing list, house bill, invoice, proof of delivery, etc. — are stored in one place. myDHLi is free of charge for all DHL Global Forwarding customers.

The launch begins with a pilot phase including selected customers from five continents (North America, Europe, Asia, Australia, Africa). myDHLi is being rolled out in waves to ensure a smooth region-by-region transition. Interested customers can register for onboarding to myDHLi. Regular updates based on customer feedback will be shared. The previous customer portal, DHLi, will be available until the myDHLi roll-out is complete.

Streamlined Solutions for e-commerce business



DSV had launched a new e-Commerce Solutions service that will provide off-the-shelf automation, IT integration and multi-user warehousing as a streamlined service for its medium-sized business clients. The e-Commerce Solutions, which are based upon the services that DSV already provides, will be of benefit to shippers serving end customers. It will offer customers visibility and control over their operations, stock levels and last-mile delivery to their end customers.



The service includes a templated process, off-the-shelf automation modules, operational optimisation algorithms that bolt onto the central warehouse management system and a pre-configured distribution management platform for last-mile delivery.

Members Update

dnata Singapore initiatives during COVID-19

The aviation sector has been significantly impacted by COVID-19, which brings challenging times not just for our airport community, but the entire nation as well. dnata remains committed to doing our part to support Singapore, whether to keep the supply chain of essential goods going via our cargo/freighter services and facility, handling repatriation flights or partnering various government bodies to assist during this time.

dnata Singapore has placed over 450 staff as part of temporary redeployment initiatives that help fill a manpower gap across essential services nationwide. Thanks to the successful collaboration with local authorities, these staff from dnata's pax, ramp and catering teams, help to support the community in light of the pandemic crisis. In addition, we are privileged for the opportunity to contribute to SGUnited by providing over 30,000 high-nutrition meals daily to service workers in the community via our catering facility.

dnata Singapore will continue to be adaptable and agile to weather the storm so that when it clears, both the company and its workforce will be in a better position to continue delivering top class aviation services to the customers and community.



@ Singapore

The Incoterms 2020 provides comprehensive working knowledge of International Chamber of Commerce (ICC)'s globally recognised commercial trade terms, which offer specific guidance for those participating in the import and export of global trade.

INCOTERMS



2020

COURSE OUTLINES:

- History of International Chamber of Commerce
- What is Incoterms
- Evolution from 1923 to 2010
- Understanding Incoterms
 - Purpose
 - Implications
- Incoterms Rules & Types
 - Segregation
 - Types
 - Focus
 - Risks
 - Responsibilities (Buyer & Seller)
 - GAPS in Insurance
- Changes in Incoterms 2020
- Analyzing the intertwined relationship on Costs in association with each term
- Usage of Incoterms
- Practical Application
- Case study

About the Instructor

Mr. Lawrence Lim has 30 years of experience in the freight and logistics and supply chain sectors. He had witnessed the industry transform and thus acutely understand the needs and the challenges that lies ahead. Throughout the course of his career, he had the privilege to work with a wide spectrum of brands and have worked across European and Asian markets, developing an acute sense of what works in these industries.

Who Should Attend?

- Staff involve in effecting
- Procurement
 - Logistical arrangement
 - Coordinating of goods inbound and outbound

Benefiting from insight, to be able to advise and comprehend costs and obligation implication

Members Update

AI-enabled road logistics platform eTrucknow

Kuehne+Nagel has launched its AI-enabled digital road logistics platform sg.eTrucknow.com in Singapore. eTrucknow bridges the supply and demand of road logistics via a digital marketplace, bringing a faster way for customers to book trucks and an easier way for carriers to unlock business opportunities.



Piloted in Thailand, eTrucknow is further enhanced and expanded to Singapore. With eTrucknow, shippers get access to a simplified quotation and comparison process for domestic road logistics shipments; Singapore-Malaysia cross-border road logistics shipments will also be made available in the second half of 2020. Once the shipper provides the shipment details, its AI-enabled engine streamlines and automates the quotation comparison process by validating multiple data points and presents the customer with the most competitive quotation and route.

Real-time visibility, an important concern to customers and carriers, is another key feature of eTrucknow: shippers and carriers will always know where their shipments or drivers are through the platform's real-time track and trace capabilities. One-time shippers will receive standard visibility with pro-active service alerts on delivery milestones.

eTrucknow offers approved carriers the opportunity to convert their empty space or trips into potential revenue via the marketplace platform which provides them with access to a network of shippers requiring road freight services. Interested truck vendors can register for an account on eTrucknow.com and are subject to a vetting and onboarding process.

Hari Raya Haji Greetings



@ Singapore

SAAA@Singapore
Wishes All

HARI RAYA HAJI

Upcoming Industry Events & Training Schedule



UPCOMING INDUSTRY

Events

2020



Date	Industry Event
July 07 – 10	Aerodrome Safeguarding Summit
July 14 – 17	Customer Experience Management for Airports Summit
July 15 – 16	Maritime HR & Crew Management Summit
July 17 – 19	Asia-Pacific Conference on Intelligent Robot Systems (ACIRS)
Aug 04 – 05	Emtech Asia 2020
Aug 27 – 28	Asia Investment Conference Singapore Summit 2020
Sep 09 – 10	Move Asia 2020
Sep 22 – 23	Marine Money Week Asia (MM Week Asia)
Sep 22 – 24	Commercial Aviation Services (MRO Asia-Pacific)
Sep 29 – 30	HR Tech Festival Asia
Sep 30 – Oct 01	Connectech Asia 2020

*Information are deemed accurate at time of print and may still subject to changes.
Due to COVID-19 situation, kindly note on the high possibility of events delay/cancellation.

SAAA Training Programs Schedule for 2020

Training	July	August	September
Airfreight Forwarders Basic Course		18 th – 20 th	
DG Regulations Initial Course	6 th – 10 th	3 rd – 7 th	31 st Aug – 4 th Sep
DG Refresher Course	14 th – 15 th	11 th – 12 th	7 th – 8 th
Incoterms (Virtual classroom)	27 th		
Supply Chain Overview (Virtual classroom)	28 th		



FOR MORE INFORMATION ON TRAINING MATTERS

Please contact Ms Peggy Lim at 6545 5006 or admin@saaa.org.sg



SAAA CARGO SERVICES PTE LTD

7 Airline Road, #04-05, Cargo Agents Building E,
Changi Airfreight Centre, Singapore 819834.

Tel: 65 6545 4620

Fax: 65 6542 6820

Announcements



SAAA AGM NOTIFICATION

In lieu of the COVID-19 situation, the 46th SAAA AGM has been postponed to the expected date of 15 September 2020. A notification of AGM postponement had been disseminated to members on 18 May 2020. Until then, the existing council board shall remain as the interim council to execute any necessary action.

3-PLY MASKS PURCHASES



During this period of COVID-19, we understand the scarcity and importance of disposable masks. To the best of our abilities, SAAA@Singapore

managed to secure some 3-ply surgical disposable face masks, medical grade, Bacterial Filtration Efficiency (BFE), higher than 95%, with relevant certifications. For interested SAAA member companies, you can purchase additional boxes of the 3-ply surgical masks from us at S\$35nett/box. Kindly email your interest to SAAA at saaasin@saaa.org.sg.

Congratulations to
Pauline Soh – TIC Traffic International Consortium (S) Pte Ltd
Jennie Lim – YS Logistics (S) Pte. Ltd.
our winners of the previous
“Spot the Difference” game!

We encourage YOU to participate in the
current
“Spot the Difference” game on the next page!



ANSWERS
Did you get them right?



SAAA e-Learning Courses Coming Soon!



SAAA E-LEARNING COURSES ARE COMING SOON!

SAAA@Singapore is pleased to announce that our SAAA e-Learning Courses are coming soon!

Do look out for these 3 courses and sign up for them!

INTRODUCTION TO THE AIR CARGO BUSINESS



Gain an understanding of airport and airline operations. Learn on the Aviation regulations and associations and be equipped with basic knowledge of aviation security, safety and training.



IATA has developed ULD Regulations (ULDR) for standards and procedures concerning the specifications, handling, restraint and maintenance of ULDs for operational personnel. Learn how to comply with international ULD training standards and help your company gain compliance with the existing requirements.

CARGO HANDLING

Become familiar with general provisions and regulations (including Dangerous Goods), operational hazards and required security measures.



Three e-certificates will be issued for the completion of these e-Learning Courses.
For more information, please contact Ms Peggy Lim at 65455006 or email to admin@saaa.org.sg.

SAAA@Singapore 'Spot the Difference' Game

WIN a \$20 CapitaVoucher
by participating in
Our
Spot the Difference'
Game!



Simply spot and circle in **red** the 10 Differences, scan this page and email it to saaasin@saaa.org.sg by 21st August 2020. Please state your name, organization, office mailing address, contact and email address in your submission.

*The first 5 scans received (with the correct differences circled) will be entitled to a \$20 CapitaVoucher.



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Email: of@silkexp.co.jp - Nozomi Mitani/Ms
op@silkexp.co.jp - Ling Yang/Ms



Singapore Contact - Cleo Tan & Oliver Khew
Tel: 6542 8081 - ae@silk.com.sg



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