

## **Annex A: Related Quotes**

### **Quote 1: Audrey Cheong, Regional Vice President, Southeast Asia Operations, FedEx Express**

“E-commerce and online shopping have reshaped consumer demand in Singapore, a transformation accelerated further by COVID-19. This calls for logistics services to respond with resilience and agility to meet consumer demands in a safe and timely manner. As a leading logistics provider, FedEx supports the nationwide locker network roll-out. This has empowered us to enhance services for our consumers, making last-mile delivery more efficient, convenient and affordable.

This initiative is also in line with FedEx commitment towards reducing carbon footprint and promoting environmental sustainability. We look forward to the wider nationwide roll-out of parcel lockers and contributing to this transformation through our network and resources.”

### **Quote 2: Andrew Sim, CEO, J&T Express Singapore**

“J&T Express fully supports IMDA’s efforts to transform Singapore’s last-mile delivery infrastructure, which includes initiating such legislative amendments that will better support Singapore’s thriving e-commerce logistics landscape. We are confident that the Bill will support the successful implementation and adoption of Singapore’s new nationwide network of parcel lockers, and we are proud to be one of its key partners. We look forward to working closely with IMDA and its subsidiary Pick Network to bring greater convenience and a seamless e-commerce experience for Singaporean consumers.”

### **Quote 3: Ray Chou, Country Head, Ninja Van Singapore**

“Ninja Van is supportive of the amendments to the Bill aimed at developing a nationwide locker network. This initiative will enable the further development of Singapore’s last-mile delivery ecosystem. We believe this will also support the growing demand for ecommerce deliveries, offering consumers greater convenience and flexibility with a wider range of parcel pick-up options.”

### **Quote 4: Jim Huang, Chief Executive Officer, Parcel Santa**

“In line with Singapore’s Smart Nation vision, the Bill puts into motion the modernising of the last-mile delivery industry through innovative and fundamental changes in technology and infrastructure.”

### **Quote 5: Qoo10 spokesperson, Qoo10**

“As the new nationwide network of parcel lockers kicks in, we are happy to provide an additional option for our online shoppers. While we are cautiously optimistic, we believe that online shoppers will eventually warm up to the additional convenience of having them. Qoo10 hopes that the amendments will support the transformation and growth of the e-commerce industry.”

### **Quote 6: Robin Goh, spokesperson, Singapore Post Limited**

“Amendments to the Postal Services Act are very timely, given the steady uptrend in e-commerce volumes in recent years, culminating in the surge experienced last year due to COVID-19. This is also in line with SingPost’s Future of Post project, where we are retooling our processes and assets for an e-commerce-fuelled future. As Singapore’s national postal service provider, SingPost looks forward to working with IMDA and the industry to bring an unprecedented level of convenience and accessibility to residents, and further Singapore’s Smart Nation cause.”