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MEDIA FACTSHEET

NATIONWIDE PARCEL LOCKER NETWORK

1. From late 2020, IMDA will progressively roll out a nationwide network of 1,000 parcel lockers stations located in key public locations, including HDB estates, MRT stations and Community Clubs. Residents can look forward to having at least one parcel locker station¹ located about five minutes' walk or 250 metres of their HDB blocks, by end-2022. With the close proximity of the parcel locker stations to residential areas, consumers can enjoy greater convenience and more choices in their preferred parcel pick-up locations.
2. The parcel locker network will be available for use by all e-commerce and logistics service providers. It complements delivery points in commercial areas and private neighbourhoods that are served by existing locker operators. This open and fair access to the network will help reduce the number of missed deliveries and improve the efficiency of Singapore's logistics sector.

From Pilot to Nationwide Rollout

3. Against the backdrop of a fast-growing e-commerce sector in Singapore's highly urbanised environment, IMDA led an inter-agency Locker Alliance pilot, to assess the demand for an open-access, shared parcel delivery infrastructure for e-commerce and logistics service providers, as well as for consumers and businesses. The pilot was launched in Bukit Panjang and Punggol's HDB towns in December 2018. E-commerce marketplaces, including Qoo10 and Zalora, have participated actively in the pilot. Results from the pilot have been encouraging, with a four-fold increase² in delivery efficiency among logistics service providers, and service satisfaction among three-quarters of surveyed users³.
4. Building on the pilot's achievements, IMDA will scale up the network of parcel lockers and deploy them nationwide to better serve the needs of Singapore residents. IMDA will also work in strategic partnership with SingPost to leverage their extensive postal service experience, and with key industry partners such as Shopee to co-develop innovative solutions that meet the growing demands of e-commerce.

Related resources:

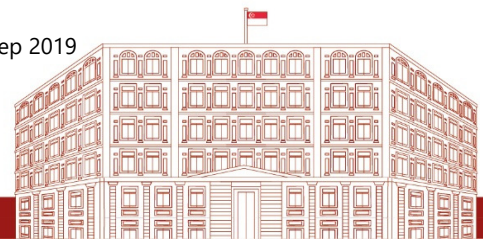
Annex: Quotes from industry stakeholders and consumers

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¹ Each locker station contains between 30 and 50 compartments.

² A driver was able to deliver up to 250 parcels in a day to the parcel lockers, four times more deliveries compared to doorstep deliveries

³ NUS Study Of Federated Lockers and Collection Points Programme Pilot, Sep 2019



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Annex: Quotes from industry stakeholders and consumers

1. "Parcel lockers are a more efficient and environmentally sustainable option for last mile delivery and the Locker Alliance network will certainly support Singapore's evolution into a Smart City. blu is proud to have pioneered this project with IMDA through our deployment of the bluPort parcel lockers in the Bukit Panjang township. We will continue to support the goal of enabling productive and innovative logistics services and solutions in Singapore," said **Prashant Dadlani, Founder & CEO, blu**
2. "FedEx connects people and possibilities around the world through our global network, and we're delighted to offer customers convenient and secure self-collection options nationwide. As online shopping grows, our customers continue to search for flexible delivery options. The enhancement of self-collection capabilities underscores our effort to address their evolving shipping and last-mile delivery needs," said **Audrey Cheong, Managing Director of FedEx Express Singapore**
3. "As one of the fastest growing e-commerce logistics companies in the region, J&T Express is committed to providing the best delivery experience to consumers. We are very excited about the nationwide parcel locker network as we believe this will give people greater control over their deliveries with increased convenience. At the same time, as an industry, we can reduce our overall carbon footprint and increase our productivity," said **Andrew Sim, CEO, J&T Express**
4. "We are wholly supportive of IMDA's initiative to pioneer innovative ways for customers to collect their e-commerce purchases. The nationwide locker project is a great way to provide flexible arrangements for them to receive their goods and is in-line with Lazada's objective to make online shopping more convenient for customers. As e-commerce continues to boom in Singapore, last mile delivery innovations such as the nationwide locker project are not only scalable but necessary," said **Jamil Khan, EVP Logistics, Lazada Singapore**
5. "The national locker network together with Parcel Santa's condominium lockers will create an automated collection network of almost 1,500 locations that can serve every resident in Singapore within a 250m distance of their home! This network also unifies and simplifies workflows for last mile players and e-commerce platforms to ensure ultimate ease of use and accessibility. The convenience that brings is extraordinary and furthers IMDA's and the Government's vision of Smart Nation with a literal quantum leap!" said **Jim Huang, Founder & CEO, Parcel Santa**
6. "Qoo10 has engaged the Locker Alliance service for almost a year and it has boosted our logistic capacities. Many of our customers are working during the delivery hours. With Locker Alliance, our customers have a higher satisfaction and

assurance of receiving their parcels even if they are not at home. We believe that the expansion of Locker Alliance's capacity to cover island wide locations will bring exponential growth to the entire e-commerce marketplace," said **John Kim, Group Leader of Affiliate Business, Qoo10 Singapore**

7. "As the Singapore e-commerce landscape evolves, consumers expect greater convenience when shopping online. Parcel lockers address this demand by providing an additional avenue for order fulfilment. This is a progressive step in logistics and will encourage even more people to transact online. We are excited to see this initiative rolled out nationwide and are confident it will bring benefits to the e-commerce ecosystem," said **Zhou Junjie, Chief Commercial Officer, Shopee**

8. "SingPost is honoured to continue working with IMDA in bringing the Nationwide Parcel Locker Network to HDB flats in Singapore. As one of IMDA's locker pilot operators in 2019, we have seen the convenience and efficiency the lockers provide for residents. SingPost stands ready to embark on this exciting next phase which will, together with our Smart Letterbox infrastructure and Future of Post vision, herald a new era for last mile delivery in Singapore," said **Vincent Phang, CEO (Postal Services and Singapore), Singapore Post**

Locker Alliance Pilot Quotes

"We conducted a survey and found that consumer attitudes toward lockers has changed positively since the launch of the Locker Alliance pilot back in Dec 2018. Today, there are significantly more consumers who find the lockers to be a fast, convenient and affordable delivery option," said **Li Xiuping, Associate Professor & Associate Academic Director, EMBA-Chinese, Department of Marketing, Business School, National University of Singapore**

"Beyond consumer behaviour, we also studied the productivity gains from the locker pilot. We found that lockers have significantly increased the efficiency of the last-mile delivery, by reducing the delivery time and the distance travelled by the couriers. The lockers have also helped to optimise the delivery routes followed by the couriers, which previously relied solely on doorstep delivery," said **He Long, Assistant Professor, Department of Analytics and Operations, Business School, National University of Singapore**

"The Locker Alliance is very convenient. It is very user friendly and it has an attractive layout," said **Lim Chee Keong, Cabin Crew**

"The Locker Alliance is user friendly and it's easy to use. The best part is that it's near to my home," said **Anna Kwek, Digital Media Executive**