

Annex A: 2020 PEP-SBF Awards Winners

I. PEP Best Suggestion Award

The PEP Best Suggestion Award recognises private sector individuals and businesses which had contributed useful suggestions to the PEP, that enabled the public agencies to remove red tape, facilitate innovation or reduce compliance costs leading to significant improvements in the business operating environment. This award also recognises the supporting public agencies who had played an important role in turning these ideas into reality.

This year, three private sector businesses have won the award for their constructive suggestions. The four public regulatory agencies which have reviewed, accepted and implemented these suggestions were also recognised and awarded the PEP Best Suggestion (Supporting Agency) Award.

Details of the winning suggestions are as follows:

Suggestion: Review of Food Export Permit Processes and Procedures	
<u>Suggestor:</u> Golden Bridge Foods Manufacturing Pte Ltd	<u>Supporting Agency:</u> Singapore Food Agency (SFA)
Golden Bridge Foods Manufacturing provided detailed feedback to the SFA and MTI that highlighted specific concerns on the process of obtaining food export permits. This allowed SFA to adopt standards of importing countries, review and enhance import processes, and align procedures with their overseas counterparts. SFA also helped exporters implement quality systems, which reduced major bottlenecks. As a result, these efforts have helped cut the processing time for export permits by 40%.	

**Suggestion:
Review of Approach to Services Diversion**

Suggestor:
Soilbuild Construction Group Ltd

Supporting Agency:
Infocomm Media Development Authority (IMDA) and the Energy Market Authority (EMA)

IMDA and EMA reviewed the feedback from Soilbuild Construction Group Ltd on the approach to services diversion works and were successful in implementing a refinement to the existing rules. Developers were allowed the option to engage their own qualified contractors to perform the diversion of underground telecommunication and electrical power cables. This initiative allowed developers better coordination of the different aspects of their projects and demonstrated an outcome-based approach to regulations that would ultimately offer significant time and cost savings.

**Suggestion:
Regulatory Sandbox for Private Car Rental Scheme (PCRS)**

Suggestor:
Drive lah

Supporting Agency:
Land Transport Authority (LTA)

Drive lah had an innovative idea to optimise the unutilised periods of private car ownership through a peer-to-peer sharing programme. LTA designed a regulatory sandbox to facilitate the development plans of this business initiative, while balancing against the regulatory concerns. This collaborative approach led to a successful launch of Drive lah, a new business model, which added diversity to our affordable alternative transportation network.

II. Public Sector Pro-Enterprise Initiative Award

The Public Sector Pro-Enterprise Initiative Award recognises public sector officers/ teams who have been proactive in initiating pro-enterprise changes that have improved service delivery, reduced business compliance costs, and/or enabled more businesses to participate and compete on a level playing field to constantly innovate.

There are three categories for this award (Gold, Silver and Bronze).

Award	Agency & Initiative
Gold	<p data-bbox="379 703 959 741"><u>Housing & Development Board (HDB)</u></p> <p data-bbox="379 842 1390 920"><u>“Food and Groceries on Wheels” in HDB Car Parks to Help Residents through COVID-19 Circuit Breaker and Beyond</u></p> <p data-bbox="379 1021 1390 1518">During the Circuit Breaker period and Phase 1 reopening, in a very short and pressing timeframe, HDB, together with SFA, ESG, SLA and URA developed a regulatory sandbox and issued special licences to allow two businesses (NTUC FairPrice and BreadTalk) to operate Food and Grocery Trucks at 19 designated car parks. This allowed daily essentials to reach closer to residents’ homes, especially for seniors, so that they did not have to travel out to crowded spaces. In addition, these activities focused on giving back to the community – NTUC FairPrice sold affordable essentials and befriended the elderly, going as far as to carry their purchases home for less able seniors, whilst BreadTalk worked with local grassroots to donate and distribute free bread items to vulnerable households in the community.</p> <p data-bbox="379 1626 1390 1827">This initiative demonstrated the cross-cutting agencies’ nimbleness in responding promptly and judiciously in balancing various risks, use of common space and necessity of facilitating new business models intended to cater to unique needs. The initiative was welcomed by the residents with positive feedback.</p> <p data-bbox="379 1928 1390 2002">The initiative is recognised for developing a regulatory sandbox that involved challenging the status quo and adopting risk-based</p>

	<p>considerations across multiple agencies to review and relax the standing rules, to issue temporary licences and eased restrictions on space usage without compromising general and estate safety. The regulatory sandbox has also moved on to its second phase, where NTUC FairPrice has started piloting its new, larger air-conditioned shopping truck which can serve up to five customers on-board with safe distancing measures in place, whilst carrying a wider selection of about 200 products (including chilled/frozen groceries). For a start, this is being tested at three HDB car parks.</p>
<p>Gold</p>	<p><u>Urban Redevelopment Agency (URA)</u></p> <p><u>New guidelines and streamlined planning application process for agriculture developments</u></p> <p>Farming in land-scarce Singapore is making a transformation from traditional low-intensity land-based farms to new and innovative high-rise and high-intensity farms potentially also using unique and unexplored methodologies. Novel, responsive and flexible guidelines and processes are therefore necessary to support its growth and nurture it toward the agriculture industry that could enhance food resilience and Singapore’s 30x30 ambition. The regulatory processes should also be pragmatic and streamlined to encourage entrepreneurs/urban farmers and support early adopters for an expeditious and seamless set-up.</p> <p>In supporting this nascent industry, URA stepped up to the challenge to co-create new flexible guidelines and streamline processes with innovative farmers to explore creative ways of locating farms in different parts of the city, promoting agriculture developments by a differentiated and risk-based approach to regulations. This resulted in measures facilitating farming initiatives, such as reducing boundary setbacks, adopting novel approaches like 3D modelling tools and on-ground site visits to study new developments for intensified farming.</p>

	<p>On planning applications, URA also introduced more seamless routes, such as for specific structures/plans, approvals were no longer required or may qualify for instant approvals. URA also worked with other agencies (SLA and SFA) to simplify related regulatory and administrative burdens for farmers. Overall, the estimated cost and time savings would be around \$5,000 and up to three months for each application, respectively; and a total cost and time savings for the industry of about \$100,000 and 1,620 working days annually.</p> <p>This was a transformative initiative in reinventing unique agriculture developments, allowing flexible and forward-looking rules to support and nurture this nascent agriculture industry.</p>
<p>Silver</p>	<p><u>Building Construction Authority (BCA)</u></p> <p><u>Observation Method for design and construction of ERSS, and ground water control in deep shaft excavation</u></p> <p>BCA ventured into optimising the approaches for Deep Excavation via the Design and Construction of Earth Retaining or Stabilising Structures (ERSS) work and Ground Water Control System for Deep Excavation. This initiative demonstrated the pro-enterprise approach of modernising requirements that refined the engineering requirements, applying risk management methodologies using the Observation Method (OM) approach as well as embracing new standards to strike a balance between potential cost and regulations. Through the adoption of these guidelines, it promoted construction efficiency and productivity with an expected annual cost savings of up to \$1.5 million and six months for such projects.</p>
<p>Silver</p>	<p><u>Urban Redevelopment Agency (URA)</u></p> <p><u>Refinement of Development Control Guidelines Through Proactive Industry Engagement</u></p>

URA's Development Control (DC) guidelines help to regulate and facilitate developments on the ground. These guidelines are reviewed periodically to meet changing needs and adapt to changing circumstances. In the latest round of refinements, URA took a proactive approach in garnering feedback from the industry on the guidelines so that it could learn about the challenges that practitioners face and seek suggestions to refine the guidelines.

The refinement approach, while maintaining safety and quality considerations, also embraced pro-enterprise qualities and introduced savings and innovation space for the developers as well as URA. Some of the key refinements accorded architects greater flexibility for the design of spaces within the building envelope, permitted the exclusion of the earth berm in specific situations and encouraged the consolidation of M&E uses in the basement areas which allowed the freeing up spaces elsewhere. These improvements and simplification of the guidelines helped to facilitate automation for site computation, reduce overall business compliance costs as well as agency's processing timings.

Bronze

Singapore Customs

Multibank Trade Finance Application Portal (TFAP)

The Singapore Customs and Monetary Authority of Singapore (MAS) facilitated the development of the single-portal CamelONE Trade Finance Portal on Customs' Networked Trade Platform (NTP) that eliminated the need for traders to make separate applications to different banks and allowed the use of trade documents and data via the NTP. This collaborative initiative with the banks also paved the ways for the harmonisation and simplification of secured data and processes that significantly reduced multiple touch points through digitalisation with savings of potentially 108,000-man hours annually. This enhancement and value-add to trading and transaction platforms would streamline compliance costs and improve Singapore's competitiveness as a trade hub.

Bronze

Maritime and Port Authority of Singapore (MPA)

digitalPORT@SG™ (Portal for One-stop Regulatory Transactions)

Prior to 30 October 2019, multiple regulatory forms were required to be submitted separately to the Maritime and Port Authority of Singapore (MPA), the Immigration and Checkpoints Agency (ICA) and the National Environment Agency (NEA) via their respective portals, when a ship called at the Port of Singapore.

The digitalPORT@SG™, developed MPA, together with ICA and NEA, is the first one-stop port related clearance system in the world. It

streamlined and reduced 16 touch points to just one and consolidated port-related clearance requirements into a single submission. The improvement and enhanced efficiency could save both ships and public sector agencies about 350,000 manhours annually. By leveraging productivity ideas and embracing digitalisation with a pro-enterprise approach, this combination has helped to maintain Singapore's competitiveness and its status as one of the busiest ports in the world.

III. Pro-Enterprise Partner Award 2020

The Pro-Enterprise Partner Award recognises private sector partners who had worked closely with the PEP Secretariat in promoting a pro-enterprise business regulatory environment in Singapore.

Award Winner and Description	
1	<p>Action Community for Entrepreneurship (ACE)</p> <p>ACE collaborated with the PEP Secretariat on regulatory clinics including one facebook live session during the circuit breaker period as part of MTI's pro-active outreach and engagement to review regulatory issues that hinder businesses.</p>
2	<p>Association of Small Medium Enterprises (ASME)</p> <p>ASME provided useful feedback and inputs on the E-Adviser prototype and worked closely with the MTI GoBusiness team to roll out this important initiative that guides companies to relevant government assistance schemes based on their needs.</p>
3	<p>Singapore Chinese Chamber of Commerce & Industry (SCCCI)</p>

	<p>SCCCI actively engaged various industries and collaborated with the PEP Secretariat to host several dialogue sessions with trade associations to resolve businesses' regulatory challenges. These sessions allowed the associations and regulatory agencies to uncover regulatory roadblocks and enable innovative business models across multiple industries.</p>
4	<p>Singapore Indian Chamber of Commerce & Industry (SICCI)</p> <p>SICCI, along with its SME Centres, helped in supporting and identifying businesses pain-points throughout the development of the government assistance e-Adviser to help businesses find relevant grant schemes. This allowed the MTI GoBusiness team to understand the gaps in the government-business interactions.</p>
5	<p>Singapore Malay Chamber of Commerce & Industry (SMCCI)</p> <p>SMCCI, including its SME Centres, assisted and facilitated discussion in the development of the government assistance e-Adviser to better help businesses find relevant assistance. They participated in the mapping of the service journey by providing useful feedback and sharing their experience from engaging businesses.</p>
6	<p>Singapore Manufacturing Federation (SMF)</p> <p>SMF provided useful feedback and inputs on the e-Adviser prototype and worked closely with the MTI GoBusiness team to improve the user flow so that the experience could be better carried from online to face-to-face interactions at the SME Centre.</p>