



Annex A: Quotes from Industry Partners

E-commerce Marketplaces

“Qoo10 is the first e-commerce website that has integrated the locations of the Pick parcel lockers for shoppers, providing them with another option to receive their purchases. From April 30 onwards, buyers can now choose to pick up their Qoo10 parcel from their neighbourhood locker stations. Most buyers who choose to pick up their parcels are mainly office workers and young people - who are not always at home and those who prefer to not deliver their parcels to their houses for privacy reasons. As the nationwide network of parcel lockers kicks in and starts to expand, we are hopeful that the demand would hit an adequate scale as more lockers roll out by the end of the year. We are all poised and ready to be part of this exciting future ahead.”

- **Sam Too, Director, Qoo10 (涂家林, Qoo10 董事)**

“We look forward to being part of the Pick Network and are wholly supportive of initiatives that improve last mile delivery, which is one of the biggest challenges in eCommerce order fulfilment. We expect greater efficiencies from the islandwide rollout and this offers more delivery options suited to customers’ varying needs, leading to a more fuss-free online shopping experience.”

- **Gerald Glauert, Chief Logistics Officer, Lazada Singapore**

“Shopee is excited to partner with Pick to offer self-collection options for our community. We look forward to the facilitated convenience it will bring to our users, and the enhanced levels of productivity for our on-ground colleagues, when multiple doorstep deliveries can now be consolidated into a single drop-off point, thus streamlining and improving the entire online shopping experience.”

- **Zhou Junjie, Chief Commercial Officer, Shopee (周俊杰, Shopee 首席商务官)**



Logistics Delivery Providers (LSPs)

“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 the 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.”

- **Audrey Cheong, Regional Vice President, Southeast Asia (SEA) Operations, FedEx Express (钟育娥, 联邦快递 (东南亚) 区域副总裁)**

“Huper is excited to join Pick Network as it opens a new opportunity for Huper to become an omni-channel logistics service provider and providing our consumers the flexibility to receive their package 24/7. The nationwide locker network would definitely improve the industry partners’ scalability and productivity.”

- **Lin Mingquan, Vice President, Huper (林明全, 副总裁)**

“We are proud to be a partner of Pick Network as the partnership serves a strategic role towards our commitment on digital transformation in the delivery landscape in Singapore. We believe the foundation will set pace towards new opportunities for the eco-system that we are servicing in, and bringing in explicit values to our customers and the industry for the future to come.”

- **Tony Kuik, Country General Manager of S.F. International Singapore (郭新荣, 顺丰国际, 新加坡区总经理)**

“Across our global network, UPS is constantly looking at ways to give both shippers and consumers added convenience and flexibility in the delivery process. We are excited to partner with Pick Network in Singapore, to meet the growing demands of e-commerce and give our customers the added option to tap onto an islandwide locker network to receive their packages.”

- **Sahil Jaggi, Managing Director, UPS Singapore and Malaysia**

“WMG is proud to support Pick’s nationwide parcel locker network and our national commitment to the digitalization of the last mile industry with transformational smart



solutions. The network is a last-mile game-changer that will streamline delivery processes and greatly increase delivery capacity to meet the explosive eCommerce growth for delivery providers like us. The global pandemic has pushed technology to the forefront of last-mile delivery, forever transforming the way we deliver; parcel lockers are a proven and safe method of delivery in a post-COVID19 world.”

- **Jim Huang, Group President, WMG (黄健铭, WMG 集团总裁)**

“The launch of IMDA’s nationwide locker-parcel network is both timely and good news for local delivery service providers like XDel, because it opens up new possibilities and opportunities for the last mile delivery, which were previously not accessible. XDel is delighted to be one of Pick’s selected partners. As a technology-driven logistics player, XDel believes this collaboration will bring about more and greater synergies in the last mile delivery sector, to offer a better delivery experience to consumers.”

- **Eddie Lee, Director (Sales and Marketing), XDel (李双全, 销售和市場總監)**

“ZTO is excited to partner Pick for the locker services in Singapore as it enables our customers to receive their parcels based on their own preferred time/date and most convenient location. This allows ZTO to be more efficient in our delivery as well as bringing more convenience to our customers by providing them with a greater choice of delivery methods.”

- **Max Ng, Managing Director, ZTO Asia (黄健年, 總裁)**

“We are excited to be a partner of the Pick Network to bring greater convenience and a better e-commerce experience for Singaporean consumers. Not only can consumers now enjoy contactless deliveries and have the option of picking up parcels at their own convenience, the lockers will also help to increase our efficiency and reduce road utilisation. We look forward to working closely with IMDA and Pick Network to support and grow Singapore’s thriving e-commerce sector.”

- **Andrew Sim, CEO of J&T Express Singapore (沈来福, J&T Express 极兔速递新加坡, 首席执行官)**

“The Pick lockers’ implementation is a step in the right direction, with its ultimate aim to provide islandwide coverage. Not only will consumers get to enjoy increased convenience and accessibility, logistics players like Ninja Van will also stand to benefit from the increase in efficiency as parcel lockers address issues like wasted trips when consumers are not home.”

- **Ray Chou, Country Head, Ninja Van Singapore (周卫, 能者快递, 新加坡负责人)**