

Annex B

URBAN LOGISTICS TECHNOLOGY ROADMAP

Since the beginning of the Urban Logistics implementation, users of the IMD service (e.g. retailer, supplier, delivery company) have witnessed significant time savings and increased efficiency in deliveries. The average turnaround time for delivery trucks in the unloading bay of Tampines Mall has reduced significantly from 24 to 7 minutes.

Technology has been a vital enabler for new business model and process streamlining in the Urban Logistics programme.

A roadmap has been developed to address key issues that can be answered using technology. These technologies will be investigated and tested to further improve operation processes and optimise resources. The roadmap is expected to run till the end of 2020. These include:

- An automated replenishment system from unloading bay to retail outlets to overcome manpower shortage issue in the sector.
- A cargo surveillance system using video analytics to ensure cargo safety without incurring additional manual workforce.
- A nationwide track and trace platform to level the playing field for SME logistics companies.
- A centralised resource optimisation platform that facilitate dynamic routing of deliveries across multiple malls and vehicle fleets belonging to different logistics companies.

IMDA will continue to work closely with businesses to harness the potential of technology to drive economic growth. For example, IMDA will study how the technology solutions applied in urban logistics may be applied to other sectors such as healthcare, hospitality and F&B

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