

**Digital Participation Pledge Award Recipients & Companies' Quotes**

<b>LARGE ORGANISATION CATEGORY</b>	
<b>Organisation</b>	<b>Project Description &amp; Companies Quotes</b>
<p><b>DBS Bank Ltd</b></p> <p>DBS is a leading financial services group with a presence in 18 markets. Headquartered and listed in Singapore, the bank's "AA-" and "Aa1" credit ratings are among the highest in the world. Recognised for its global leadership, DBS has been thrice named the world's best bank by Euromoney, The Banker and Global Finance, and accorded the "Safest Bank in Asia" award by Global Finance for 11 consecutive years.</p> 	<p><b>DBS Digital Inclusion</b></p> <p>DBS' digital inclusion programme, #BSHARP, helps equip its employees and customers with digital skills that enable them to embrace a secured digital lifestyle and bank safely online. In creating awareness of the program, DBS ran a series of roadshows and workshops, engaging more than 925,000 members of the public through its online content campaign. DBS' AI-powered e-learning platform also offers its employees a digital curriculum that is available 24/7, where employees can learn new digital skills at their own time and pace.</p> <p><i>"Signing the Digital Participation Pledge underlines our commitment to continue advancing the digital agenda. The sense of purpose from our heritage as the Development Bank of Singapore is still deeply embedded in DBS as we progress together as a Smart Nation. Our approach includes coming up with innovative banking solutions to serve our customers meaningfully, as well as educational initiatives to equip communities and DBS staff with digital skills."</i></p> <p align="right">- <b>Jeremy Soo, Managing Director and Head of Consumer Banking Group (Singapore), DBS Bank</b></p>
<p><b>GrabTaxi Pte Ltd</b></p> <p>Grab is a leading app in Southeast Asia, providing everyday services that matter most to consumers. Grab has the region's largest land transportation fleet and has completed over 4 billion rides since its establishment in 2012. Grab offers a wide range of on-demand transport services in the region, including food, package delivery, digital payments and financial services, across 339 cities in eight Southeast Asian countries.</p> 	<p><b>#TechForGood</b></p> <p>Tech for Good is Grab's on-going social impact programme that aims to empower people in Southeast Asia to gain critical access to technology, upskilling and digital services. This will allow them to be part of the fast-growing digital economy and have more choices and opportunities to improve their livelihoods, by leveraging Grab's technology, platform, and partnerships. As part of developing an inclusive platform for everyone, Grab is constantly innovating to offer more services (e.g. GrabAssist and Grab Concierge) that can better meet diverse needs, including re-designing its digital services to support over 50 deaf and wheelchair-bound driver/delivery-partners.</p> <p><i>"As a technology company, Grab is committed to drive positive social and economic impact to the communities we serve using technology. In Singapore, we believe we can contribute to a digitally inclusive society by enhancing the digital readiness of our employees, partners and customers. We are excited to be one of the early supporters of the Digital Participation Pledge, as a lot of the work we do already embody the actions outlined in the pledge. These range from offering products such as GrabAssist that ensures a safe and inclusive everyday app, empowering SMEs to grow with access to a growing digital consumer base and enabling our employees to develop digital skills that help them keep up with the digital economy."</i></p> <p align="right">- <b>Yee Wee Tang, Country Head of Grab Singapore</b></p>

**Microsoft Operations Pte Ltd**

Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge. With a mission to empower every person and every organisation on the planet to achieve more, the company has always been about enabling potential. It believes technology is a powerful force for social and economic inclusion and is working to ensure the opportunities of the rapidly evolving digital economy is accessible to everyone.


**Digital Inclusion & Tech Intensity for Singapore**

At Microsoft, ensuring that everyone can benefit from the economic opportunities in the new digital economy is a key priority. Correspondingly, the two focus areas are helping organisations and individuals embrace tech intensity by skill building; and making sure that there is digital inclusion with those most at risk not being left behind.

Through various collaborations with the ecosystem that spans across all walks of life in Singapore, including AI Singapore, SkillsFuture Singapore, non-profits and educators, their target is to help over 15,000 individuals, 100 Singapore SMEs, 350 school leaders and educators, and 6,000 intellectually disabled athletes across Asia build digital capabilities.

*“As a company that is all about enabling possibilities, Microsoft remains committed in our mission to empower every person and organisation to achieve more. Our desire is to make enterprises to be more competitive, Government services to be more efficient, SMEs to be more productive. Two key areas we are prioritising are helping individuals and organisations embrace tech intensity by enabling future skills and to help those most at risk of being left behind to participate more actively in the new digital economy. Through various collaboration and partnership with the Government agencies like IMDA, AI Singapore and Skills Future, non-profits, academia and industry partners, we hope to see over 15,000 individuals, 100 Singapore SMEs, 350 school leaders and educators, to build digital capabilities that will allow them to benefit from the opportunities arising from the digital economy.”*

**- Kevin Wo, Managing Director, Microsoft Singapore**

**SMALL & MEDIUM ORGANISATION CATEGORY**
**Organisation**
**APSN Delta Senior School**

APSN Delta Senior School (DSS) is a vocational school serving students aged 17-21 years old with mild intellectual disability (MID). To equip students with relevant skills for future workplace and daily living, DSS has a practice-oriented curriculum that integrates both academic and vocational subjects (F&B, Retail, Horticulture and Hotel & Accommodation) blended with authentic learning experiences and augmented with On-Site Training and Work Experience Programme.


**Project Description**
**I'M Digital Plus - I'M Digitally Ready For Our Future Economy & Society**

The project uses a multi-prong approach to weave digital skills required to achieve the living, learning and working outcomes into their school curriculum. Students learn to navigate, communicate and access information online safely in a fun and interactive way in class and through the weekly Monday lunch hour activity. Students who went through the programme learnt to create their own resumes digitally and send them as attachments using emails. They now use search engines, QR codes and apps like MyTransport.sg with greater ease. They learnt e-shopping through an online shopping platform designed to provide customised learning for special needs students, as well as making digital payments using the POSB smart-buddy watch. Workshops conducted for parents also helped to get them to reinforce digital skills at home.

*“Basic Digital Skills (BDS) is an integral part of the students’ holistic development at Delta Senior School. We strongly believe that equipping all our students with BDS will hold them in good stead for the future, as they enter Adulthood and the Employment World. As such, making the pledge was the school’s way of deepening our commitment to BDS and to explicitly show that as a school, we are altogether in this journey. By having more digitally tech-savy students, we will definitely be developing a more tech-savy skilled workforce that will contribute to the economy and society at large.”*

**- Mr Subash Lazar, Principal of APSN Delta Senior School**

**Centre for Healthy and Sustainable Cities (CHESS)/ Wee Kim Wee School of Communication and Information (WKWSCI)/ Nanyang Technological University (NTU)**

The Wee Kim Wee School of Communication and Information (WKWSCI) is Asia's top-ranked school featuring communication and information studies. Established in 1992, WKWSCI is a full-fledged communication and information school in Singapore and is a world-class centre of excellence with an international faculty, state-of-the-art research laboratories, and global institutional affiliations. WKWSCI stewards an in-depth focus in research, generating empirical and humanistic analyses of communication and information topics and policy issues important not just to Singapore, but to the region and the world.



Wee Kim Wee School of Communication and Information  
College of Humanities, Arts, and Social Sciences

**International - Singapore Intergenerational National Games (I-SING)**

The International Singapore Intergenerational Games (I-SING) is the first-of-its-kind exergaming competition for older adults that promotes digital inclusion and exercise through intergenerational exergames and bonding. Initially an A\*Star-funded exergaming research, Prof Theng Yin Leng and WKWSCI researchers in NTU continued its implementation leading to the inaugural SING2016, which was later renamed as I-SING2018 to recognise 117 participants from Finland, France, Japan, and Taiwan. Since 2016, close to 1,000 older adults from about 30 local and international Senior Activity Centres (SACs) had attended the event.

*"We aspire that research done at the university could be translated to into real life solutions to help realize Singapore's initiative of being a 'City for All Ages' and a Smart Nation. Through our pilot research findings showing positive impact of exergames on health and fitness of the elderly, I-SING programme was initiated in 2016 and for the last 3 years to bring the elderly and youth together over exergames. This intergenerational bonding bridges the digital divide as well as benefits the psychosocial well-being of the elderly. In time, we hope that the I-SING programme would continue to provide an avenue to support digital inclusion for all ages across communities in Singapore."*

**- Prof Theng Yin Leng, Director, Centre for Healthy and Sustainable cites, Wee Kim Wee School of Communication and Information, NTU**

**RSVP Singapore The Organisation of Senior Volunteers**

RSVP Singapore The Organisation of Senior Volunteers is an Institution of Public Character and the National Centre of Excellence for Senior Volunteerism under the patronage of President Halimah Yacob. Since its inception in 1998, RSVP has been actively engaging seniors in purpose-driven volunteerism. With over 2,500 volunteers, RSVP serves more than 200,000 beneficiaries each year including the mentally disadvantaged, at-risk children from low-income families, and socially isolated seniors through its community service programmes.



**Enhanced Cyberguide Programme to Promote Digital Literacy among Seniors in the Community**

In collaboration with the Infocomm Media Development Authority, National Library Board, NTUC Learning Hub, Apple and Council for Third Age, RSVP Singapore brought IT learning into community spaces such as the public libraries and Senior Activity Centres. This initiative, known as the Enhanced Cyberguide Programme, continues RSVP's work in promoting digital literacy among seniors since the programme started in 1998. Each year, RSVP trains over 4,000 seniors. To aid their learning, courses were conducted in English, Mandarin and a mix of dialects where needed. Learning from their peers (Senior Volunteer Trainers) have made learning more enjoyable for the seniors and many of them have returned to attend more classes. Close to 450 seniors have benefitted since the initiative started in September 2018.

*"We participated in the pledge as we want to embrace the shared vision to increase the digital readiness of seniors and empower them towards a Smart Nation. With this in mind, we extended our training programmes into community spaces including libraries and senior activity centres to bring ease and convenience to the seniors. Close to 450 seniors have benefitted from this. It has also been a rewarding and fulfilling experience for our senior volunteer trainers who have met many enthusiastic learners. These seniors shared that they have always wanted to learn new IT skills, but never had the opportunity due to time constraints or not knowing where to start. We are glad that our trainers are there to bridge the digital divide and we will continue our outreach efforts to the community."*

**- Mr Sunny Chan, RSVP Singapore Board Member and Chairman, Cyberguide Programme**