

## Quotes From Co-leads Helming The Three Workstreams

### Workstream 1: Supporting Our Hawkers to Adopt Online Ordering Services

“As a hawker, I understand the hesitation faced by fellow hawkers when it comes to tapping on digital platforms. Not all hawkers are digitally-savvy and have the necessary skills to manage online orders and deliveries, as well as market their business online. However, it is important for hawkers to stay relevant so that we can continue to contribute to our rich food heritage. Through this workstream, I hope to be able to bring hawkers together to exchange ideas and tips on how to better provide the hawker community with confidence and assistance to go digital, if they wish to.”

- Mr Anthony Low, Chairman of the Hawker Division at The Federation of Merchants' Associations, Singapore (FMAS)

### Workstream 2: Developing a Sustainable Business Model

“We hope to contribute ideas from our past year working with hawkers to bring them online through our Hawker Centre 2.0 programme. We also look forward to good exchanges and ideas from AfA members on how we can work with hawkers to build their confidence in coming online, and how we can help them reach more consumers.”

- Ms Chay Pui San, Director of Public Affairs and Policy, Grab Singapore

“We hope to make food delivery more sustainable for hawkers, customers and our industry partners. We also hope to have a unified approach where all stakeholders come together to help hawkers sell and grow their business physically and online. Singaporeans will be able to benefit from the convenience of ordering affordable hawker food at the comfort of their homes.”

- Mr Varun Saraf, Chief Executive Officer & Co-Founder of WhyQ

### Workstream 3: Activating Demand Amongst Consumers

“Having been in the hawker trade for more than 60 years, I have witnessed many ups and downs. The COVID-19 pandemic has certainly created a new set of challenges for hawkers, especially for those who depend solely on walk-in business and are based in the Central Business district. During the recent no dine-in period, some hawkers have pivoted and adjusted their operation and it was almost business-as-usual for them. There are clearly benefits in going digital and I hope to be able to work with various members in the workstream to drive greater demand such that hawkers will be further incentivised to take advantage of online ordering and food delivery options.”

- Mr Lim Gek Meng, Chairman of the Chinatown Complex Hawkers' Association

“Singaporeans are proud of our Hawker Culture and have shown their love and support for hawkers through a variety of initiatives. Through this workstream, my co-lead and I hope to build on existing initiatives to help bolster the local hawkers' businesses as well as explore ways to tap on community networks to rally Singaporeans to come together to support and patronise hawker stalls.”

- Mr Joe Sng, Associate Director of Fei Siong Group