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MISSION

To help Singapore enterprises grow and to build trust in Singapore products and services

VISION

Global Singapore Enterprises
KEY ACHIEVEMENTS IN 2017

GROWING SINGAPORE ENTERPRISES

Supported close to 40,000 SMEs to build new capabilities

S$7.3 billion in committed value-added and 12,000 skilled jobs created from capability development projects.

ENABLING SMES’ ACCESS TO ASSISTANCE

Assisted more than 26,000 SMEs through business advisory sessions and capability workshops by SME Centres

SME Centres also initiated 17 group-based upgrading projects, benefiting more than 550 SMEs

Supported 13 projects led by Trade Associations & Chambers that would benefit about 1,800 SMEs

About 6,600 new SME Working Capital loans (close to S$940 million) extended in partnership with financial institutions

Launched Tech Depot with over 50 ready-to-go technology solutions and supported >1,000 SMEs in adoption

BUILDING A VIBRANT STARTUP ECOSYSTEM

Ranked 12th among the top startup ecosystems in the world.

Vibrant startup community comprising about 4,000 tech startups, 130 incubators, accelerators, corporate ventures and 150 investors.

Appointed 17 accredited Mentor Partners to provide mentorship support and access to funding and markets

26 Startup SG Equity partners appointed to catalyse >S$200mil in investments for deep tech startups

300 startups supported

STRENGTHENING THE QUALITY & EXCELLENCE ECOSYSTEM

Developed 85 new standards and reviewed 58 standards

Issued 57 new accreditation certifications to conformity assessment bodies

122 organisations certified to Business Excellence framework

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1 These projects will generate S$7.3 billion in value-added and 12,000 skilled jobs when completed.
2 Startup Genome Global Startup Report 2017
3 Source: Department of Statistics Singapore, 2017
4 Source: PitchBook
DRIVING INDUSTRY TRANSFORMATION

In line with the government’s focus on transforming industries, SPRING Singapore worked with various partners to introduce industry-wide initiatives across different sectors to help local enterprises innovate, transform and grow.

In particular, SPRING led the implementation of various productivity and innovation initiatives under the Retail, Food Services and Food Manufacturing Industry Transformation Maps (ITMs), in close partnership with the industry and enterprises.

Improving productivity through new business formats

In 2017, we worked with retailers and food enterprises to roll out various manpower-lean business formats. Key initiatives in this area include the launch of the **first two productive coffee shops**, and the **first three vending machine cafes** at Sengkang, as well as Ang Mo Kio and Lakeside MRT stations. We also introduced the first lifestyle vending cluster concept with retail vending machines at JCube and the first unmanned, cashless convenience stores by Cheers.

There was also a push to encourage retailers to adopt omni-channel retailing. Together with the Workforce Singapore (WSG) and Singapore Productivity Centre (SGPC), SPRING launched the e-Commerce Accelerator Programme to help SMEs develop competencies in operational effectiveness, e-marketplace platforms, and digital marketing.
Establishing shared platforms to spur innovation

Innovation is key in the increasingly competitive food manufacturing industry. To stay ahead of the curve, businesses need to go beyond building a strong brand and look at developing their own proprietary products. The Food Innovation Cluster was one initiative that was established to enable food manufacturers to co-innovate and venture into emerging areas like food-tech and agri-tech.

We also launched the Supply Chain & Logistics Innovation Playground (SCLIP), to incubate startups as well as pilot and deploy new and innovative solutions for the logistics industry.

- **13 startups** incubated at SCLIP
- **25 innovative solutions** exhibited

Driving technology adoption to improve productivity and capture new opportunities

To help precision engineering enterprises build digital capabilities and stay competitive, we drove technology adoption in the areas of robotics and automation, business model innovation and digital manufacturing. SPRING supported several enterprises, like JEP Precision Engineering and Feinmetall, in setting up their digital manufacturing facilities. We also assisted 240 SMEs in adopting robotics solutions under National Robotics Programme.

Working with the Singapore Institute of Manufacturing Technology (SIMTech), we supported the enhanced Operational and Technology Roadmapping (OTR). Since its launch in August 2017, some 23 enterprises have tapped SIMTech’s expertise to acquire new technologies or develop and validate their R&D plans before implementation.
Developing new standards to support industry transformation

Quality and standards are a key component of the industry transformation efforts as they help to establish trust and confidence in Singapore products and services. In 2017, SPRING developed and encouraged the adoption of new standards for 14 sectors, from Logistics, Precision Engineering to Energy & Chemicals etc.

Of particular significance was the introduction of Singapore’s first standard for Liquefied Natural Gas (LNG) Bunkering as well as the launch of the world’s first national standard for Bunker Mass Flow Metering. Both standards were crucial in supporting the growth of Singapore’s bunkering industry and strengthening our position as a top LNG bunkering hub globally.

To support emerging areas like urban solutions, SPRING also launched a standard for electric vehicle charging systems to support the deployment of Singapore’s first electric car-sharing service. By 2020, this standard is expected to benefit some 1,000 electric vehicles through a network of 2,000 charging points.

In the area of food services, we launched the food safety guidelines for the vending industry to provide operators with a set of industry practices to meet local licensing requirements and ensure food safety for consumers.
SCALING UP PROMISING SMES

Enhancing support for innovation and automation

We launched Gov-PACT to leverage Government demand to spur innovation and enterprise growth. We have partnered five government agencies to scope innovation projects with SMEs, including supporting JTC’s innovation call for robotics, automation and autonomous solutions to improve the building, operation and management of buildings and estates.

SPRING also fostered collaboration among various enterprises to co-innovate and capture new growth opportunities. For example, we supported the collaboration of five local precision engineering enterprises in setting up the Singapore Medtech Consortium (SMC), to capture opportunities in wearables and in-vitro diagnostics for the medtech industry.

We also extended the support under SPRING’s Capability Development Grant (CDG) to better support local enterprises in the area of product development.

• Facilitated more than 1,500 internships with close to 400 enterprises under the SME Talent Programme
• 95 SMEs supported under SkillsFuture SME Mentors
• 40 promising SMEs engaged for leadership discussions
• 35 business leaders attended leadership workshops

Building a strong talent pipeline

To encourage enterprises in their efforts to build a strong talent pipeline, we facilitated internship arrangements with Institutes of Higher Learning and helped SMEs develop their human capital capabilities through the SkillsFuture Mentors Programme.

• 194 product development projects supported
Facilitate market access through Quality & Standards

SPRING drove the adoption of industry and market-specific standards for high value-added precision engineering products such as deep sea drilling equipment and medical technology devices. In 2017, we supported 131 enterprises to adopt sector-specific standards to ease their entry into new markets.

We also enabled greater market access through the establishment of mutual recognition arrangements (MRAs) and memorandum of understanding (MoUs) with partners in key markets. For example, the Pacific Accreditation Cooperation MRA was expanded to include recognition for Energy and Environmental Management System. As a result of the MRA, the 78 enterprises that are certified to ISO 14001 on Environmental management will have their Singapore Accreditation Council (SAC)-accredited certificates recognised in around 80 countries including China, Malaysia, Indonesia and Japan.
STRENGTHENING SINGAPORE’S POSITION AS A STARTUP HUB

Building a vibrant startup ecosystem

Startup Genome’s 2017 Global Startup Report ranks Singapore as a leading startup hub in Asia. It also highlighted Singapore as the top place for startup talent. With global connectivity, and access to quality talent, research organisations, infrastructure and stakeholders, Singapore is becoming an ideal place for startups to grow.

Apart from a pro-business environment, we offer various programmes and initiatives targeted at enabling startups to scale. In 2017, we launched the Startup SG initiative as the umbrella branding for our startup programmes. From mentorship, grants to talent attraction and development, entrepreneurs and their partners are now able to gain easier access to the right form of support.

- **Startup SG Founder:** First batch of 17 accredited mentor partners to provide first-time entrepreneurs with mentorship support and access to networks and markets.
- **Startup SG Talent:** With the inclusion of two new partner agencies: the Infocomm Media Development Authority (IMDA) and the National Research Foundation (NRF), supported by SG Innovate, the EntrePass scheme was enhanced to facilitate entry of global startup talent into Singapore.
- **Startup SG Equity:** 26 co-investment partners appointed to catalyse over S$200 million of investments for deep tech startups
Fostering partnerships to support startups in scaling up

To help global startups leverage local networks in sourcing for investment, we supported the set-up of Action Community for Entrepreneurship International Centre (ACEIC). The centre provides local and foreign startups with access to startup resources, programmes and networks. Since its launch, ACEIC has supported more than 120 startups through its market access programmes, and hosted 45 foreign startups in its co-working space.

SPRING also organised the inaugural startup competition - Slingshot under the ambit of Startup SG, in partnership with Singapore Week of Innovation & TeCHnology (SWITCH). Slingshot@SWITCH attracted some 1,000 teams from over 30 countries.

To attract more global startups to Singapore, we partnered foreign multipliers to establish their presence and startup programmes in Singapore. For example, Israeli accelerator Start-up East partnered local product development firm Momentum Works to set up SEAMO Ventures in Singapore to support Israeli startups in establishing their presence in Singapore and foster collaboration between Singapore startups and Israeli technology enterprises.

We also partnered General Electric Digital to establish a corporate incubator for technology startups in areas such as industrial IoT and cybersecurity.
ENHANCING THE ENTERPRISE ECOSYSTEM

Empowering partners to drive SME transformation

SPRING supported nine Trade Associations & Chambers (TACs) since 2016 in developing their internal capabilities and equipping them to lead projects to build capabilities for SMEs. In 2017, we also supported 13 TAC-led industry projects that will benefit some 1,800 SMEs.

To foster a stronger TAC community and culture of collaboration, we supported the launch of the Trade Association Transformation Map and the Trade Association Hub (TA Hub). With the launch of TA Hub in Jurong Town Hall, more than 30 trade associations are set to collaborate more closely, beyond shared facilities, to help local enterprises address common industry challenges and venture overseas.

In addition, we facilitated the formation of the Logistics Alliance made up of four logistics TACs and the Centre of Innovation for Supply Chain Management. On top of driving various robotics-related projects, the alliance also rolled out the Transport Integration Platform (TRIP) which facilitates seamless exchange of information across different players in the logistics supply chain to achieve greater efficiency.

Enhancing SMEs’ access to assistance

We supported the enhancement of the Business Grant Portal (BGP) to allow the application of SPRING’s Capability Development Grant. With five grants from four government agencies on BGP, SMEs can now access and apply for the relevant grant programmes with greater ease.

We also launched the new Tech Depot, offering SMEs ready-to-go technology solutions developed or pre-qualified by the Agency for Science, Technology and Research (A*STAR) and Infocomm Media Development Authority (IMDA), with funding support by SPRING.

- Over 50 ready-to-go technology solutions available
- Supported more than 1,000 SMEs in adoption
Strengthening the Quality and Excellence ecosystem

In collaboration with the Singapore Accreditation Council and the Singapore Standards Council, SPRING developed five-year strategic plans which laid out the roadmap to support innovation in Singapore and enable greater market access for our enterprises through standards and conformance programmes.

We revised the Business Excellence framework and it supported 85 promising local enterprises in strengthening their corporate capabilities and processes.

We also reviewed and amended two consumer protection safety regulations to take into consideration new products and technologies that had been introduced into the market:

- the Consumer Protection (Safety Requirements) Regulations (CPSR)
- the Standards, Productivity and Innovation Board (Conformity Assessment) Regulations (SPIBR)

To ensure trust in Singapore businesses and products, SPRING also administered the Consumer Protection and Fair Trade Act (CPFTA) to foster a fair trading environment for consumers and businesses.
SPRING Singapore and International Enterprise Singapore merged on 1 April 2018 to form Enterprise Singapore, a new agency championing enterprise development. Enterprise Singapore works with committed companies to build capabilities, innovate and internationalise.

It also supports the growth of Singapore as a hub for global trading and startups. As the national standards and accreditation body, Enterprise Singapore continues to build trust in Singapore’s products and services through quality and standards.