INDUSTRY 4.0 & SERVICES 4.0
CONFERENCE

WEDNESDAY, 13 MARCH 2019
GRAND COPTHORNE WATERFRONT
(GRAND BALLROOM LEVEL 4)

INDUSTRY 4.0
Guest-of-Honour:
Mr Ng Chee Meng
Secretary-General of National Trades Union Congress
Minister, Prime Minister's Office

SERVICES 4.0
Guest-of-Honour:
Dr Koh Poh Koon
Deputy Secretary-General of National Trades Union Congress
Senior Minister of State, Ministry of Trade & Industry
e2i (Employment and Employability Institute) is the empowering network for individuals and companies seeking skills and solutions for growth. Since 2008, e2i has assisted more than 600,000 individuals through our career guidance, professional development, and job matching services. With an extensive network of partners, e2i offers hiring, training and productivity solutions to businesses. We are an initiative of the National Trades Union Congress (NTUC) to support nation-wide manpower and skills upgrading initiatives.

Human Capital (Singapore) HCS is the national Continuing Education & Training (CET) Centre for Human Resource, under the Workforce Skills Qualification (WSQ) framework, (now known as the Skills Framework for Human Resource). HCS has established itself as a HR thought leader and works closely with world-renowned Georgetown University and Harvard University to develop programmes on global business leadership, international relations and big data.

In partnership with Workforce Singapore (WSG), HCS provides career and skills workshops for PMETs in transition as well as to support Singapore’s goal in building a future-ready workforce.

HCS’ consulting arm, HCS Productivity & Consultancy (HCSPC), is the pre-qualified provider for Enterprise Singapore’s Enterprise Development Grant (EDG), offering HR advisory and HR operations outsourcing. Additionally, HCSPC has been appointed by the Ministry of Manpower (MOM) as the Employment Standards (ES) Compliance auditor.

HCS is a strong advocate and supporter for evolving HR strategies, practices and solutions for people management and organisations in the future economy. HCS is fast embracing digitalisation to underpin work in capability development.
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CHAIRMAN, HCS MANAGEMENT BOARD

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Mr Richard Magnus
Chairman,
HCS Management Board

Change is an inevitable part of today's world. Change creates new perspectives for the future and calls us to reflect on existing practices. Digitalisation is one such change that is having an unparalleled impact on daily business operations. It serves as a catalyst for achieving significant progress toward higher levels of competitiveness.

Through today’s conference we hope to discuss the impact that digitalisation, particularly the shift towards Industry and Services 4.0, is having on the Singaporean economy and our local businesses. For example, Artificial Intelligence (AI) and automation have already streamlined accounting, e-commerce, and business intelligence and now, 3D Printing is transforming production across a wide range of industries. These are the new normal. The new normal is not an option for us in Singapore but a must, an imperative.

We are fortunate to have Minister and Secretary General of NTUC Mr Ng Chee Meng and Senior Minister of State Dr Koh Poh Koon to be part of our conversation. Their presence shows that the Government is committed to helping and enabling our enterprises, especially our SMEs, to harness digital technology in their day to day operations. Today's event also marks HCS' 10-Year Anniversary. Since its inception in 2009, HCS has sought to deliver the in best human capital management practices, training and thought leadership.

I applaud HCS for taking the initiative to organise this conference. The drive towards digitalisation cannot occur if not for an investment in training and education to upgrade the digital skills of individuals and organisations. This event also reflects HCS’ commitment to prepare human capital for a digital driven economy in the coming decade. Together with the industry support, HCS will continue to strengthen the capabilities of our Singapore enterprises and workers and seize the opportunities which abound in the digital economy.
Dr Koh Poh Koon  
Deputy Secretary-General of National Trades Union Congress  
Senior Minister of State, Ministry of Trade & Industry

Singapore envisioned a Smart Nation with a dynamic economy, world-class and innovative enterprises, a conducive environment for entrepreneurs and enterprises to tap its diverse opportunities and good jobs for all Singaporeans.

The mindset of employers is key. While small and medium-sized enterprises agree that there is a need for digitalisation, not many fully understand its significance or relevance to their businesses. To be prepared for the future economy, companies would need to boost the capabilities of their workers.

NTUC and NTUC’s e2i launched ULeap Enterprise on 1 May 2018 with the aim to boost workforce capabilities through bite-sized mobile learning, tailored to each company, according to the needs for its workers. ULeap Enterprise will benefit more than 15,000 workers, and growing. With intelligence gathered from crowdsourced learning, exchange of ideas and sharing best practices, companies can gear up to speed quickly to face the challenges ahead.

Today we honour the 22 corporate and individual recipients who have demonstrated evidence of continuous learning and asserted positive influence on other learners at the HCS Lifelong Learning 2019 Awards. Human Capital Singapore’s spirit in lifelong learning has certainly rubbed off on the award recipients.

Thank you.
REMARKS

Madam Ho Geok Choo
CEO,
Human Capital (Singapore)

HCS’ 10-Year Anniversary Partnership, Recognition and Thought Leadership conference “Industry & Services 4.0” marks a notable shift in HCS’ journey as we take the next leap in embracing digitalisation.

This conference brings together close to 400 business executives from MNCs, SMEs, Startups, GLCs, and Public Sector agencies from Singapore and overseas to discuss relevant topics pertaining to digitalisation and internationalisation for local business and SMEs. The fact that HCS has put together this line-up of high calibre speakers is testament to our unique capability to assemble the best in the industry.

This high-level conference is happening at an inflection point, where Singapore is cruising into the Smart Nation. The conference will capture a historical moment, given the slate of Singapore’s own experts on AI (AI Singapore; BasisAI; GovTech) and Digitalisation, as well as overseas experts from China (Alibaba Cloud International) and Brazil (DOT).

This event is a confluence of minds meeting to spearhead a new smart era in Singapore, the region and globally. As you participate in today’s event, you will acquire the most up-to-date and innovative insights in this space to apply to your own businesses, and be part of this historic digital transformation journey as we launch key digital initiatives with NTUC’s e2i and our technology partners.

For Singapore, grooming digital talent is a priority, as Singapore pushes towards a Smart Nation. HCS is determined to be the leading high-tech and high-touch digital HR Hub, forging strong partnerships with industry and education experts, in order to remain plugged in and relevant amidst the fast changes of today’s world.

I urge you to make the most of today’s conference. In time to come, I am confident that you will continue to partner HCS in this evolving digital journey to make a difference to Singapore and the global business landscape in the future economy.
Mr Gilbert Tan  
CEO, Employment & Employability Institute (e2i)

We are happy to support and co-organise this conference with Human Capital Singapore (HCS), a long-time and valued partner, whom we have worked alongside to uplift workers in their competency and employability for the past 10 years. From HR skills, internationalisation, service excellence to digitalisation of the economy, HCS has been our partner in the lifelong learning journey.

As we look to the future of learning, I am delighted to announce we are on our way to power up communities via ULeap, starting with the first - SME Bosses Community. With a strong niche in the SME fraternity, HCS is launching the first series of bite-sized modules titled ‘HR-Leap’. The modules cover topics such as emerging HR roles and practices and finding talents in the digital economy. Moving forward, there will be opportunities to deepen skill sets of workers through credits which can lead on to recognised certification for SME bosses and HR practitioners – both who are key to drive digital transformation for businesses.

ULeap started out with the need to address continuous, relevant and convenient learning. This new mode of acquiring knowledge allows everyone to quickly assimilate information and level up skill sets to participate in industry transformation. Currently, we have more than 10,000 active learners who have taken a course or/and are engaged in discussions on the app. Last year, this bandwagon of learning has expanded to serve companies via ULeap Enterprise and ULeap Community will become the third pillar to support continuous learning.
ORGANISED BY:

e2i
Better Jobs For Life
Employment and Employability Institute

HCS
Human Capital (Singapore)
PEOPLE FIRST

SUPPORTING ORGANISATIONS AND STRATEGIC PARTNERS:

jtc

Resort World
Singapore a Genting Resort

SiT
SINGAPORE INSTITUTE OF
TECHNOLOGY

Temasek
POLYTECHNIC

MEDIA PARTNERS:

Channel NewsAsia

sph
ABOUT INDUSTRY 4.0 & SERVICES 4.0 CONFERENCE

Digitalisation and disruptive technology are changing the way businesses operate. Singapore’s businesses and the workforce need to constantly adapt to deal with rapid changes and equip themselves with new, relevant digital and technical skillsets–to respond to the demands of Industry 4.0 and Services 4.0, such as automation, AI, hyper-connectivity and XaaS (Anything-as-a-Service). The question is: are we ready?

Industry 4.0, AI, Digitalisation and Technology

Data analytics, Blockchain, AI, Robotics - these are some of the examples of new technologies that will dominate businesses and the work in the future. The key to success is how well companies and workers adapt to these new technologies and use them to their benefit. Industry 4.0 requires companies to continually reinvent themselves and adopt new technology, business models and strategies in order to stay ahead of the competition. Industry 4.0 also requires the workforce to be “Worker 4.0”, having the necessary technical skills, technology skills and adaptive skills, so as to stay relevant in the future workplace.

Services 4.0 & “Get Ready for Smart Nation: SME Digitalisation”

As SMEs contribute significantly to Singapore’s economy, it is important for them to remain relevant and competitive in the digital economy by harnessing technology to capture opportunities in the global digital marketplace. Although there are many government initiatives and schemes to help SMEs with their digital transformation, some SMEs still face the issue of not knowing how to kick-start their digital transformation journey. How can businesses apply these technologies and begin this journey of digital transformation?
## PROGRAMME

### Industry 4.0, AI, Digitalisation, and Technology

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<td>• Moderated by: Mr Tan Kiat How (CEO, IMDA)</td>
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Services 4.0 & “Get Ready for Smart Nation: SME Digitalisation”

2.00pm  
**Session 5: Panel Discussion: Staying Relevant in the Digital Age**
- Dr Andrew Seit (VP APAC (Singapore), Robobai)
- Mr Daren Tang (CE, IPOS)
- Mr Ong Chee Ping (Director, TPO and Technology Advisory, Singapore)
- Ms Tham Loke Kheng (CEO, Mediacorp)
- Moderated by Dr Woo Kang Wei (Executive Director, QuantumCIEL) and Mdm Ho Geok Choo (CEO, HCS)

2.50pm  
**Session 6: Keynote IV by Alibaba Cloud International**
Dr Derek Wang (Chief Cloud Architect, Alibaba Cloud International)

3.15pm  
**Tea Break and Networking**

3.45pm  
**Session 7: Keynote V by GovTech**
Mr Li Hongyi (Deputy Director, Data Science & Artificial Intelligence Division, GovTech)

4.15pm  
**Session 8: Conversation with Dr Koh Poh Koon:**
“Get Ready for Smart Nation Singapore: SME Digitalisation”
- Dr Koh Poh Koon (Deputy Sec-Gen, NTUC and SMS, MTI)
- Mr Alex Hungate (President and CEO, SATS Ltd)
- Mr Derek Wang (Chief Cloud Architect, Alibaba Cloud International)
- Dr Robert Yap (Executive Chairman, YCH Group)
- Moderated by Ms Jane Lim (ACE Sectoral Transformation, IMDA)

5.15pm to 6.15pm  
**The Last Lap - Matching.Skills.Business**
(For registered guests only)
Conversation with Mr Ng Chee Meng: (SEC-GEN, NTUC & MINISTER, PMO)

“Industry 4.0: Are Our Companies and Workforce Ready for the Global Digital Marketplace?”

Time: 11.30am

The digital revolution has undoubtedly created a powerful shift in the way businesses operate both locally and internationally. With the rise of the tech-savvy customer, the challenge that lies ahead for our local companies, especially SMEs, is how to leverage on technology to gain a competitive edge and build loyalty from internal and external stakeholders.

Digital technologies provide a tremendous opportunity for employee-centric and service-oriented companies to engage in a new relationship with their employees and customers. To embrace these opportunities, our workforce will need to cultivate adaptive and technical competencies to meet the demands of Industry 4.0 - characterised by a globalised, digital economy. But before that, the Singaporean workforce will first require a major mind-set change - one that is willing to embrace the novelty of the digital era, to compete and succeed globally.

The question is, are we ready for this shift to Industry 4.0?
Channel NewsAsia’s Documentary: “Surviving the Algorithm Age”

Time: 12.20pm

We look at how humans are trying to wrestle back control. And use algorithms to change the world in good ways rather than bad. How are humans trying to survive in the age of algorithms? There are quiet codes weaved into the fabric of modern life, silently crunching mountains of big data, and helping us solve problems based on the results they derive. They are known as Algorithms - complex webs of code that can determine anything. From whether you should watch this show, to telling police departments if you’re going to commit a crime, and where. But can math, and the computers that calculate it, be wrong?
Panel Discussion:
Staying Relevant in the Digital Age

Time: 2.00pm

Singapore has, over the years, built its capabilities and become one of the most successful economies in the world. Recent research shows that Singapore is: one of the easiest places to do business; Asia’s most competitive economy; Asia’s most innovative country; and World’s no. 1 in Human Capital Index. Global volatility, tight labour market, and ageing population – these are some of the challenges that Singapore has been facing in the recent years. Against this backdrop: Are Singapore companies able to stay relevant and competitive in the digital age? How can we better harness technology and skills-upgrading programmes to stay relevant in the digital age? How can large and small enterprises collaborate in the digital age? Are we lagging behind from our neighbours in terms of innovation and entrepreneurial spirit?
Conversation with Dr Koh Poh Koon:
(DEPUTY SEC-GEN, NTUC & SMS, MTI)

“Get Ready for Smart Nation Singapore: SME Digitalisation”

Time: 4.15pm

The task of digital transformation can be daunting for an SME that has not given it much thought. In Singapore's ever-changing digital economy, what core technologies will enable the growth of Smart Businesses and a Smart Nation? In this session, we will address some of the issues and concerns such as: What does it take for SME businesses to automate and streamline operations? How can they gain deep insights into consumer's behaviour and improve sales? How do SMEs venture into new markets with the help of technology? What are the fastest changing areas for SME digitalisation in their respective sectors? What are the challenges faced by their SME partners in digitalisation and what support can be provided by large companies, government agencies and TACs? How can SMEs tap on digital support or platforms when expanding into the region?
Mr Ng Chee Meng was elected as the Secretary-General of NTUC on 22 May 2018. He was first appointed as the NTUC Deputy Secretary-General on 23 April 2018. Mr Ng is also the Minister in Prime Minister’s Office.

Mr Ng was first appointed to the Cabinet of Singapore as the Acting Minister for Education (Schools) and Senior Minister of State for Transport on 1 October 2015. He was subsequently appointed the Minister for Education (Schools) on 1 November 2016 and held the concurrent appointment of Second Minister for Transport. He relinquished both positions on 30 April 2018 to join the Labour Movement full time.

When Mr Ng was the Minister for Education (Schools), he strengthened efforts to develop well-rounded individuals anchored on strong values. A focus on applied learning was central in his efforts to prepare our students for the future. He also championed the joy of learning and encouraged students to dare to take risks to pursue their interests. When Mr Ng was with the Ministry of Transport, he pushed for transformation of the aviation sector and implementation of technological innovations to benefit workers and travellers at the Changi Airport. He also led efforts to help both the taxi and private hire car industries cope with technological disruption and worked closely with the Labour Movement to professionalise the industries.

Prior to his Cabinet appointment, Mr Ng served as the Singapore’s Chief of Defence Force (CDF). During his tenure as CDF, he ensured that the Singapore Armed Forces (SAF) maintained its high level of operational effectiveness in safeguarding the nation’s security. Under his leadership, the SAF’s restructuring plans were put in place. Mr Ng joined the SAF in December 1986 and held various key command and staff appointments during his 29 years of service. These included Commanding Officer, 144 Squadron; Head Air Plans Department; Commander, Changi Air Base; Director, Joint Operations and Chief of Air Force.

He also held several directorship appointments in public and private organisations, including the Boards of Singapore Technologies Engineering, Defence Science and Technology Agency, and Jurong Town Corporation.

Mr Ng is also an elected Member of Parliament for the Pasir Ris-Punggol Group Representation Constituency.

Graduated with a Bachelor of Science in Electrical Engineering in 1991, Mr Ng obtained a Master of Arts (International Relations) from the Fletcher School of Law and Diplomacy at Tufts University, USA in 2003.
Dr Koh Poh Koon is the Deputy Secretary-General of NTUC, appointed on 23 April 2018. He works with union leaders and the Labour Movement network to operationalise the Industry Transformation Maps and better prepare workers for jobs in key growth sectors. Dr Koh Poh Koon leads the NTUC Training Council’s Training Executive Committee, which comprises unionists and senior government agency representatives to coordinate and better synergise the implementation of training efforts. Dr Koh Poh Koon is also the Executive Secretary of the Metal Industries Workers’ Union.

Dr Koh Poh Koon is currently Senior Minister of State at the Ministry of Trade and Industry, focusing on research and development and entrepreneurship matters. He is the patron of the Action Community for Entrepreneurship and is involved in the implementation of the Advanced Manufacturing and Engineering domain strategy under the Research, Innovation and Enterprise 2020 plan. Under the ambit of the Future Economy Council, Dr Koh Poh Koon co-chairs two sub-committees overseeing the transformation of the manufacturing and the trade and connectivity clusters. He also oversees the development of Singapore’s bilateral economic relations with China, the European Union, the Middle East and Russia & Central Asia. Dr Koh Poh Koon is a Member of Parliament for Ang Mo Kio Group Representation Constituency.

Dr Koh Poh Koon’s prior academic appointments include Clinical Lecturer in the Yong Loo Lin School of Medicine at the National University of Singapore, Adjunct Assistant Professor in the Duke-NUS Graduate Medical School and Adjunct Clinician Scientist with the Institute of Bioengineering and Nanotechnology, an institution under the Agency for Science, Technology and Research. He has also served as a Consultant Colorectal Surgeon in Singapore General Hospital and was the Director of the Colorectal Cancer Molecular Genetics Research Laboratory as well as the founding Director of the Colorectal Cancer Genomic Health Service.

Dr Koh Poh Koon graduated from the Faculty of Medicine, National University of Singapore in 1996 and obtained his Fellowship from the Royal College of Surgeons (Edinburgh) as well as the Academy of Medicine (Singapore) in 2005.
LUMINARY SPEAKERS, PANELLISTS & MODERATORS

Chen Tsuhan
Deputy President (Research & Technology), Distinguished Professor, National University of Singapore

Daren Tang
Chief Executive, Intellectual Property Office of Singapore

Ho Geok Choo
CEO, Human Capital (Singapore)

Ho Teck Hua
Senior Deputy President & Provost, National University of Singapore

Li Hongyi
Deputy Director (Data Science & Artificial Intelligence Division), GovTech

Liu Feng Yuan
CEO & Co-Founder, BasisAI

Robert Yap
Chairman, YCH Group

Tan Kiat How
CEO, Info-communications Media Development Authority (IMDA)
Alex Hungate
President & CEO, SATS

Andrew Seit
VP APAC (Singapore), Robobai

Derek Wang
Chief Cloud Architect, Alibaba Cloud International

Gilbert Tan
CEO, Employment & Employability Institute (e2i)

Jane Lim
Assistant Chief Executive, Sectoral Transformation, Info-communications Media Development Authority (IMDA)

Kuniya Tsubota
Vice President, Human Resource, IBM Asia Pacific

Ong Chee Ping
Director, TPO and Technology Advisory, Singapore Pools

Richard Magnus
Chairman, HCS Management Board

Tham Loke Kheng
CEO, Mediacorp

Woo Kang Wei
Chairman, IoT Security for Smart Nation Working Group, ITSC

Andrew Seit
VP APAC (Singapore), Robobai

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CEO, Employment & Employability Institute (e2i)

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Vice President, Human Resource, IBM Asia Pacific

Richard Magnus
Chairman, HCS Management Board

Tham Loke Kheng
CEO, Mediacorp

Woo Kang Wei
Chairman, IoT Security for Smart Nation Working Group, ITSC
Abraham Thomas was appointed to the role of Country Managing Director of IBM Singapore in October 2017. Prior to this, he was IBM Global Business Services Managing Partner from July 2015 to September 2017. He was the Country General Manager, IBM South Africa from July 2012 to end June 2015. In his current role, he is responsible for the business and operations of IBM in Singapore.

From January 2011 to June 2012, he was Vice-President of System Sales, Systems and Technology Group - IBM Growth Markets Unit, headquartered in China. In this role he oversaw sales of IBM Servers and Storage Systems in the Asia Pacific, Latin America, CEE and MEA regions, for clients from a diverse set of industries. Prior to that, Abraham held various appointments in the Systems and Technology business in the Asia Pacific and the Growth Markets Units. Between January 2001 and June 2004, he was the Managing Director of IBM India and IBM Global Services India, based in Bangalore. Abraham began his career with IBM in 1986 as Territory Representative for the Small and Medium Business solutions unit.

Abraham is a Business Administration graduate from the National University of Singapore. He was an active executive committee member of the Singapore Computer Society and has organized social networking activities to promote interaction within the local IT industry. He was also a National Council Member of the Confederation of Indian Industries (CII). He was named one of the Top 10 IT Executives of the Year in 2001, in a poll run by the IT Nation Business Review magazine.

Mr Hungate is the President and Chief Executive Officer of SATS, with overall responsibility for leading the SATS Group. He is a Board Director and a member of the Board Executive Committee. Mr Hungate joined SATS as Executive Director in July 2013 and assumed his current role on 1 January 2014. Prior to that, Mr Hungate was the Chief Executive Officer of HSBC Singapore. He joined HSBC in 2007 as Group Managing Director of Personal Financial Services and Marketing, based in London. With over 25 years of global leadership experience, Mr Hungate also served as the Managing Director, Asia Pacific for Reuters, based in Hong Kong, and Co-Chief Executive Officer, Americas and Global Chief Marketing Officer for Reuters, based in New York.

Mr Hungate first joined the SATS board as an Independent Director in July 2011. He is currently an Independent Director of United Overseas Bank (UOB) Limited and a Board Member of the Singapore Economic Development Board (EDB). Mr Hungate holds a Masters degree in Engineering, Economics and Management from Oxford University and graduated as a Baker Scholar from the Master of Business Administration (MBA) programme at Harvard.

"Digital reinvention and transformation are not just buzzwords, but business imperatives for companies today. Technologies such as AI, Cloud, Security and Analytics play a big role in enabling transformation. However, just as important is “heartware” – the investment in and focus on building an organisational workforce which embraces continual learning and upskilling; as well as creating a culture of restless and curious reinvention."

"Innovation starts with engagement. No technology implementation is possible unless people embrace it. Investing in the development of people is essential for any technology investment to be successful. SATS adopts a technology-driven, people-led approach to implementing innovations to enable growth. We upskill our people and re-design their jobs to give them opportunities to prepare themselves to reap the benefits of the latest technologies. At the same time, we work with small and medium enterprises to combine collective strengths in developing technologies that help nurture local capabilities to achieve global competitiveness together."

Pearls of Wisdom
Dr Andrew Seid has a PhD in Computing and Medicine, and brings 15+ years of Australasian experience and a highly successful track record of achievements with FAST Search, Microsoft and Optus. He came from a rich mix of industries and countries, from Medical, Defence, Government, Telecommunication, Geo-spatial Intelligence, analytics and digital marketing. He was responsible for APAC region including China and India while he was with FAST Search and Microsoft as their Vice President and General Manager for the region. During his time in SingTel, he was responsible for the Mobile and Services innovation, driving the strategy across the Australia and the region. A veteran to internationalisation of service and products, leading technical, Sales and Marketing teams in the region.

Dr Andrew Seid
VP APAC (Singapore),
Robobai

Professor Chen Tsuhan is the Deputy President for Research and Technology, and Distinguished Professor at National University of Singapore (NUS). He also serves as the Chief Scientist of AI Singapore, a national programme in artificial intelligence.

Professor Chen's research interests are in pattern recognition, computer vision and machine learning. He joined NUS from Cornell University, Ithaca, New York, United States, where he had been the David E. Burr Professor of Engineering since 2009. From 2009 to 2013, when he served as Director, School of Electrical and Computer Engineering at Cornell, he promoted the School to top ranking positions and launched several initiatives to boost innovation as well as foster research and teaching excellence. From 1997 to 2008, Prof Chen was a Professor with the Department of Electrical and Computer Engineering, Carnegie Mellon University, Pittsburgh, Pennsylvania, USA, where he served as the Associate Department Head from 2007 to 2008.

Prof Chen was the Cheng Tsang Man Chair Professor and Dean of the College of Engineering (CoE) at the Nanyang Technological University (NTU) from 2015 to 2017. He championed faculty recruitment and pioneered support schemes at the NTU CoE to encourage inter-school multidisciplinary programmes, aligned with the domain areas identified in RIE2020.

“AI and Cloud-based technologies are pushing frontiers and opening many exciting possibilities that will revolutionise the way we live and work. To become truly relevant and competitive, an organisation needs to fundamentally rethink the way humans and machines interact within working environments.

In this i4.0 era, AI Singapore, as a national programme, addresses challenges that affect both society and industry; to invest in deep local capabilities to catch the next wave of scientific innovation; and to encourage companies to further adopt innovative AI technologies.”

Pearls of Wisdom
"Make Technology do what technologies are designed for and liberate TIME for us to have the LIFE the way its meant to be"
Mr Daren Tang has been the Chief Executive of the Intellectual Property Office of Singapore (IPOS) since 15th November 2015. Under his leadership, IPOS has evolved from an IP registry and regulator to a key innovation agency that uses its IP expertise and networks to help drive Singapore’s future growth. This includes updating Singapore’s IP Hub Master Plan to focus on IP commercialisation, as well as the establishment of a one-billion dollar Makara Innovation Fund to help position Singapore as a place for innovative local and foreign companies to scale up and compete in global markets.

Mr Tang currently holds key positions in several national-level, IP and innovation-related committees. He was elected as Chairperson of the World Intellectual Property Organisation’s Standing Committee on Copyright and Related Rights, a first for a Singaporean, where he leads discussions on developments to the global copyright regime. Lauded for his commitment and contribution to the global IP community, Mr Tang was named one of the “Trademark Personalities of the Year” by established trade publication, World Trademark Review in 2017.

He also sits on the Research, Innovation and Enterprise Strategy Committee, under the Prime Minister’s Office, which oversees the development of Singapore’s R&D sector. He was a member of the Innovation and Capability Sub-Committee of the Committee on the Future Economy, which set out the direction for the transformation and development of Singapore’s future economy. In 2016, he was awarded the Public Administration Medal (Silver) for his service to the nation. Mr Tang led IP negotiations for Singapore in three major free trade agreements: the Trans-Pacific Partnership (TPP) agreement, the Regional Comprehensive Economic Partnership (RCEP) agreement, and the European Union-Singapore Free Trade Agreement (EUSFTA). In the TPP, Mr Tang was Chairman and responsible for the overall IP negotiations among the 12 negotiating parties.

Prior to joining IPOS, Mr Tang was Senior State Counsel with the International Affairs Division of the Attorney-General’s Chambers, where he advised the Singapore Government on a number of complex international law issues. He was the lead services negotiator and one of the chief counsels in the US-Singapore FTA (US-SFTA). Mr Tang holds a LL.B (2nd Upper, Hons) from the Faculty of Law of the National University of Singapore, and an LL.M (with distinction) from the Georgetown University Law Centre, where he was a Fellow of the Institute of International Economic Law. He attended the Advanced Management Program at the Harvard Business School in 2013.

Pearls of Wisdom

“The global digital economy is driving business transformation and economic growth. Over the past 20 years, it has grown 2.5 times faster than global GDP, and in 2014, cross-border data flows added S$2.8 trillion to global GDP, surpassing that from cross-border trade flows. In this future economy driven by technology and innovation, enterprise and economic value will be increasingly centred around intangible assets – intellectual property, data, trade secrets, know-how etc. It will be vital for enterprises to understand how to use these intangible assets for business growth and for us to equip our workforce with the skills to capture opportunities in the digital economy.”

Dr Derek Wang is the Chief Cloud Architect of Alibaba Cloud international, and is leading the global technical team distributed in several regions, including US, Europe, ASEAN, ANZ, MENA, North Asia and India. His team is responsible for high quality solution design and service delivery in terms of cloud and big data, AI and IoT, to ensure the success of all customers in building applications on top of the Alibaba Cloud platform, has several big data related patents. He is also leading the middle office teams of international IDC planning, strategic projects management, consulting services, product requirements management, training and certification, key projects delivery.

Pearls of Wisdom

“Technology has levelled the playing field, and easy access to cloud-based solutions means SMEs can hold their own with much larger firms. The cloud enables them to optimise operations across sales, payments, product development, supply chain, logistics and forward planning. At the same time, SMEs have become more exposed to the dynamic nature of the global marketplace, which they are now inherently part of, and the narrow margins for error this brings. To remain relevant and to continue growing, businesses big and small have to adopt a digital-first mindset of innovation and integration, rather than simply implementing the latest tech solutions as-is.”
**Gilbert Tan** joined NTUC’s e2i in 2009 to create solutions for better employment and employability through providing better jobs, developing better skills, and improving companies’ productivity and gain sharing for workers. Since then, e2i has launched the Inclusive Growth Program to drive productivity-led wage increases for low wage workers, and led the way with professional development programmes to enhance the capabilities of PMETs (Professionals, Managers, Executives and Technicians). In addition to deepening skills, e2i also equips PMETs with employability and horizontal skills enabling them to stay relevant and progress within or across sectors. Since then, e2i has launched the Inclusive Growth Program to drive productivity-led wage increases for low wage workers, and led the way with professional development programmes to enhance the capabilities of PMETs (Professionals, Managers, Executives and Technicians). In addition to deepening skills, e2i also equips PMETs with employability and horizontal skills enabling them to stay relevant and mobile across sectors. Under Mr Gilbert Tan’s leadership, e2i pioneered partnerships with Institutes of Higher Learning (IHLs), Trade Associations and Chambers, and community groups to bring career coaching, training advisory services and industry transformation solutions to more Singaporeans. With its expanding role, e2i provides touchpoints at the HDB Hub in Toa Payoh, Central Business District and localised Social Service Offices to effectively reach out to more job seekers, working people, employers and partners in these regions. New initiatives his team developed include the U Career Network and ULeap future of learning.

Mr Gilbert Tan is the Assistant Director-General (ADG) of NTUC and a Member of: Ngee Ann Polytechnic Council; ITE Board of Governors; College of Science Advisory Board in Nanyang Technological University; Republic Polytechnic Board of Governors; and Singapore Management University Academy Advisory Board. He is also on the Board of the Chinese Development Assistance Council.

Mr Gilbert Tan graduated from the National University of Singapore with a Bachelor of Science (Honours); and the University of North Carolina at Chapel Hill with a Masters in Recreation Administration.

**Pearls of Wisdom**

“ULeap started out with the need to address continuous, relevant and convenient learning. This new mode of acquiring knowledge allows everyone to quickly assimilate information and level up skill sets to participate in industry transformation. Currently, we have more than 10,000 active learners who have taken a course or/and are engaged in discussions on the app.”

**Ho Geok Choo** is the CEO of Human Capital (Singapore) Pte Ltd, a CET Centre for Human Resource (HR) under the SkillsFuture Singapore (SSG). She has more than 40 years of experience in both the public and the private sectors. She had served as Member of Parliament; Elected President, SHRI; President, Asia Pacific Federation of HRM; Board Member, Home Nursing Foundation; Board of Governors of Raffles Institution; and Independent Director of: Ezra; Swissco; Select Group.

Her current appointments include Chair, Board of Trustees, National Cancer Centre Singapore; Member of SingHealth Fund; Adjunct Professor, SUSS; and Member of Raffles Institution Establishment Committee.

Her earlier career spanned across both public and private sectors. In the public sector, she was with SISIR, CIAS and SIA. In the private sector, she was with UOB and Minolta.

**Pearls of Wisdom**

“This high-level conference is happening at an inflection point, where Singapore is cruising into the Smart Nation. The conference will capture a historical moment, given the slate of Singapore’s own experts on AI and Digitalisation, as well as overseas experts. This event is a confluence of minds meeting to spearhead a new smart era in Singapore, the region and globally.”

**Jane Lim** is the Assistant Chief Executive of the Sectoral Transformation Group in the Infocomm Media Development Authority of Singapore.

With rapid changes in digital technology, businesses need to transform their processes, models and systems to be competitive and seize new business opportunities. Jane takes the lead in working with partners in the public and private sector to drive digital transformation of industry sectors to accelerate the growth of Singapore’s digital economy, tapping on a range of technologies such as AI and analytics, IoT, immersive media and cybersecurity. The Sector Transformation Group includes industry clusters such as Trade and Connectivity, Built Environment, Lifestyle, Modern Services, and the national SMEs Go Digital programme. Jane is an experienced public sector leader who has led teams in both the economic and social sectors. Prior to IMDA, she was the Director of Social Programmes in the Ministry of Finance, where she helped to shape key social policy developments and ensure sustainable financing for healthcare, education, social security, public housing and social transfers. She was also the Divisional Director in the Energy Market Authority, where she led testbeds for new energy technologies and planning for future electricity infrastructure. In addition, she has experience in manpower planning and policy, and intellectual property policy development.

Jane has an MBA from the Sloan Fellows Program in the Massachusetts Institute of Technology. She also holds a Masters in Political Science with MIT and graduated summa cum laude with a double major in Biological Sciences and Government from Cornell University. She is married with two young daughters.

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**Professor Ho Teck Hua** is the senior deputy president and provost at the National University of Singapore (NUS), where he is a Tan Chin Tuan Centennial Professor. He is also the executive chairman of AI Singapore, a national research and development programme, and chairman of the Singapore Data Science Consortium. Teck is a prominent behavioural scientist with a PhD in decision sciences from the Wharton School of the University of Pennsylvania. He has a bachelor’s degree in electrical engineering with first class honours, a master’s degree in computer and information sciences from NUS, and a master’s degree in decision sciences from the Wharton School.

In 2011, he took a part-time appointment at NUS as vice president of research strategy, and became director of the NUS Centre for Behavioural Economics. In 2015, he became deputy president of research and technology at NUS. Prior to his role as deputy president, Teck was the William Halford Jr Family Professor of Marketing at the University of California, Berkeley’s Haas School of Business. In 1999, he earned tenure in the marketing department at the Wharton School of the University of Pennsylvania. Before that, he was assistant professor of operations and technology management at the UCLA Anderson School of Management.

Teck has published many significant works in refereed journals in the areas of behavioural economics, management science, and marketing. He was the first non-US citizen to be editor-in-chief of Management Science, the venerable flagship journal of the Institute for Operations Research and the Management Sciences, and one of the top journals for research in management. He has also been an associate editor for the Journal of Marketing Research, Marketing Science, and a co-editor for Foundations and Trends in Marketing. At the Haas School of Business, Teck received the 2015 Williamson Award, the School’s highest faculty award, named in honour of Oliver Williamson, the recipient of the 2009 Nobel Memorial Prize in Economic Sciences. The award celebrates honourees who best reflect the character and integrity associated with Williamson’s scholarly work and legacy.

**Pearls of Wisdom**

“A mindset shift from “disruptions” to “opportunities” is key in excelling in the era of digital revolution, for businesses and individuals alike. Artificial Intelligence (AI) is seen as disrupting traditional businesses, but is also creating new businesses and expanding the economic pie in a dramatic way that was not possible before. AI makes some jobs obsolete, but these are usually the ones that are repetitive, and narrow. On the flip side, AI creates many new jobs that are likely more meaningful and of higher purpose. At AI Singapore, we support, enable, and empower businesses and individuals to benefit from the immense potential of AI.”

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**Prof Ho Teck Hua**
Senior Deputy President 
& Provost, 
National University of Singapore
Kuniya Tsubota has held a variety of HR roles with IBM in Japan and Asia Pacific headquarters, primarily in the areas of Workforce Strategies and Planning, and in Compensation and Benefits. In 1998, he was assigned to IBM Corporate headquarters in New York where he was first Manager of Executive Compensation and then became the HR Partner/Strategist for one of the newly established global business units Integrated Technology Services. He has returned to Japan in 2001 and was appointed as Director of Compensation and Benefits, IBM Asia Pacific. Subsequently, in 2004, he was appointed as Director of Human Resources, Global Services, Asia Pacific, the largest business unit in IBM Asia Pacific. In 2006, he was named Vice President, Human Resources, IBM Japan, the 2nd largest country operation of IBM after the United States, with $10B annual revenue. In April, 2011 he was appointed as Vice President, Compensation and Recognition, IBM Corporation, leading Compensation for the IBM enterprise worldwide and relocated to New York for the second time.

In April, 2013, he was appointed as Vice President, Human Resources, IBM Research, Intellectual Property and Enterprise Transformation, responsible for all Human Resources for IBM Research and Enterprise Transformation covering all Research Labs and technical talents globally across IBM.

In September 2014, he was appointed as Vice President, Human Resources, IBM Asia Pacific, covering 14 countries with over 120,000 employees, and relocated to Singapore from New York.

Kuniya Tsubota is a graduate of Franklin and Marshall College, PA, USA with B.A. in Economics and History. Prior to moving to the United States, he graduated from Ecole Internationale de Geneve, Geneva, Switzerland.

Pearls of Wisdom

“Artificial intelligence (AI) is moving beyond the hype cycle, as more and more organizations seek to adopt AI-related technologies. Learn about how AI can support and transform the employees’ and managers’ experience and how AI can proactively support business leaders/managers to make better decisions related to HR.”

Hongyi leads a team of engineers, designers, and product managers who build technology for the public good. Projects they work on include Parking.sg – an app to replace parking coupons, and Data.gov.sg – the government’s open data repository. He believes in working on real problems, building for the user, and pushing for change.

Prior to joining the public sector, Hongyi worked at Google on the distributed databases and image search teams. He previously attended MIT, where he obtained degrees in computer science and economics. In his free time, he works on personal projects like typographing.com and chatlet.com.

Pearls of Wisdom

“Do small things well”
“Design for the user”
**Pearls of Wisdom**

"No business enterprise or government is immune to the impacts of the fourth Industrial Revolution. They will have effects on customer expectations, on product design, on collaborative innovation, and on organisational structures. There is a need to future-proof our business and prepare our workforce for this digital tsunami."

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**Feng-Yuan** is CEO and co-founder of BasisAI, an early-stage startup enabling digital enterprises to build scalable and accountable AI. Prior to this he was Director of Data Science and Artificial Intelligence at GovTech. Feng-Yuan graduated from the University of Oxford on a President’s Scholarship.

**Chee Ping**, in his current capacity being the Director of Transformation Programme Office and Technology Advisory group, oversees the execution of Singapore Pools’ strategic initiatives and technology innovations within the Tote Board Group. The Tote Board Group comprises Singapore Totalisator Board, Singapore Pools and Singapore Turf Club. Prior to joining Singapore Pools, Chee Ping grew a significant part of his career in a global management consulting and professional services firm where he provided project leadership over technology consultancy and transformation projects.

In his career, he has undertaken a broad range of large complex implementation projects and managed multi-cultural onshore and offshore delivery teams spanning across different geographical locations such as Singapore, Malaysia, Philippines, India, Greece and China. Chee Ping is most passionate about contributing as a thought leader and subject matter expert in helping businesses navigate their ways and reinvent themselves in today's digital world. Chee Ping graduated with a Bachelor of Science (First Class Honours) from Goldsmiths, University of London.

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**Richard Magnus** is the Chairman of the HCS Management Board. He sits on a few corporate Boards as Chairman or Director, including his present appointment as Chairman, Public Transport Council. Besides being a retired Judge, Mr Magnus is also a regulator, chairs or a member of some public bodies. He has just been elected Vice Chair of UNESCO’s International Bioethics Committee. He has edited five law practitioner’s books. He was also Singapore’s First Representative to the ASEAN Inter-Governmental Commission on Human Rights. For his distinguished and exceptional public service, he received the Meritorious Service Medal, the Public Service Star, the Justice of Peace and the Distinguished Volunteer Award by MSF.

**Pearls of Wisdom**

“We need our technology to be transformative. That means we can’t afford to adopt technology bit by bit or incrementally. Otherwise our companies can be second rate or third rate or may not be relevant anymore. It is now left to us to run this race to be part of this digitalisation 4.0 and Service 4.0.”
Dr Robert Yap is the Executive Chairman of YCH Group, Singapore’s leading end-to-end supply chain management company with operations spanning across Asia Pacific. Over the last four decades, Robert has played a pivotal role in the logistics and supply chain management field. Robert is the Founder and Chairman of leading information technology and supply chain solutions company Y3 Technologies, Chairman of corporate venture fund Supply Chain Angels, Founder and Chairman of Supply Chain City—a regional community of more than 45,000 industry professionals.

In 2016, Robert was named ‘Businessman of the Year’ at the prestigious Singapore Business Awards. He was conferred the NUS Business School Eminent Business (Senior) Alumni Award in 2014 and the Lifetime Achievement Award (Logistics) by the World Chinese Economic Forum in 2013. Recognised for his visionary leadership, Robert contributes as an advisor on numerous local and international platforms. For his contribution, he was awarded the Public Service Medal. Robert is President of the Singapore National Employers Federation and the Chairman of the ASEAN Business Advisory Council (2018). He contributes to the Future Economy Council and the Payments Council, as well as the Joint Implementation Committee overseeing the Government-to-Government project in Chongqing.

Robert has a Bachelor of Business Administration from the National University of Singapore and a Doctor of Philosophy (Ph. D), honoris causa, in Business Administration from the Wisconsin International University. He is an alumnus of the Harvard Business School Owner President Management (OPM 21) program. From 2009 to 2012, he was also appointed as Honorary Adjunct Professor by the College of Business, City University of Hong Kong.

Mr Tan was appointed Chief Executive of the Info-communications Media Development Authority (IMDA) and Commissioner of the Personal Data Protection Commission (PDPC) in Jan 2017.

Prior to joining IMDA, Mr Tan was the Deputy Secretary (Cyber and Technology) at the Ministry of Communications and Information (MCI), where he was involved in refining the national cybersecurity strategy with the Cyber Security Agency (CSA).

Mr Tan was also previously from the former Infocomm Development Authority of Singapore (IDA), where he helped to develop the Intelligent Nation 2015 plan and implemented the Next Generation Nationwide Broadband Network. He also served at the Ministry of Finance and the Pioneer Generation Office.

Mr Tan graduated from Stanford University with an M.Sc in Management and was a Mason Fellow at Harvard University, John F. Kennedy School of Government. He also has a B.A. in Computer Engineering and a B.A. in Economics from the University of Illinois, where he graduated summa cum laude.

Mr Tan currently sits on the boards of Government Technology Agency (GovTech) and Land Transport Authority (LTA).

 Pearls of Wisdom

"Companies today must focus on developing their competitive edge in a fast-growing digital economy. Digitizing business processes to improve response and boost productivity is only the beginning. An agile mindset to adapt to constant changes is key to success!"
Ms Tham is an industry veteran with extensive media experience, especially in content and marketing. She has held senior management and leadership roles in terrestrial free-to-air TV, Pay TV and broadband services in leading Asian operators in Singapore, Taiwan and most recently, Hong Kong. A graduate of National University of Singapore, Ms Tham started work in 1988 at Singapore Broadcasting Corporation, an antecedent of Mediacorp, where she spent eight years. Since then, she has built a successful career at leading Asian media companies, serving as President of Taiwan Broadband Communications and as Head of NOW TV, the largest Pay TV operator in Hong Kong at different times. In 2015, she was named Content Asia’s Asia Media Woman of the Year, in recognition of her contribution to the development of the Pay TV industry in Asia over the years.

Dr Kang Wei Woo is Chairman, IoT Security for Smart Nation Working Group, ITSC, Singapore. At the invitation of IMDA, he leads a Singapore team (CSA, GovTech and the technology partners) to participate in the Global City Teams Challenge 2018, a global competition jointly organized by NIST and the Department of Homeland Security, USA. He regularly participates at industry roundtable discussions and speaks at international conferences. He is appointed Honorary Lecturer by the University of Glasgow.

Dr Woo has 20 years of experience, contributing to Fortune 100 companies as well as ICT start-ups. He was formerly the Director at the Singapore Engineering Design Centre of Compaq Computer, and the Head of Architecture Board at NEC Global Safety Division.

Dr Woo specializes in theoretical physics and mathematics, cryptographic algorithms, cyber-physical security, cloud-based architectures and DevOps, blockchains, Bayesian and neural networks, and the related areas. He received his B.A. degrees in Physics and Mathematics from Cornell University and his M.Sc. and Ph.D. degrees in Theoretical High Energy Physics from Rutgers University.

"For Mediacorp, digital transformation isn’t just a response to disruption and change. It’s really about serving our consumers and advertisers in new and better ways."

"The synergy between the Blockchain, Artificial Intelligence and the Internet of Things, together with the foundational Cloud Native approach, is at the cusp of delivering the unprecedented technological benefits. It is not imperative that the Industry 4.0 revolution should incur any collateral disruption, provided we give ourselves the opportunities to prepare for and to harness these positive benefits in every sector of the economy."
Note:
Note:
HCS Academy
HCS Academy provides the full range of courses under the HR Workforce Skills Qualifications system of SkillsFuture Singapore to help drive people development at all levels of the enterprise. We train and develop people managers so that they can redesign critical HR processes, identify and build necessary Competencies, and deploy the best HR practices to meet the increasing expectations of the industry. HCS Academy is also appointed by Workforce Singapore to deliver career workshops under the Adapt & Grow Initiative.

HCS Consulting
HCS Consulting provides the resources, knowledge and shared services to help enterprises acquire and apply new processes and best practice in all areas of organisational development. HCS Consulting helps enterprises with Enterprise Singapore's Enterprise Development Grant (EDG) as well as Employment Standards Compliance Audit under the Ministry of Manpower.

HCS Education
HCS Education partners with world-class educational institutions such as Georgetown University (USA) to offer higher-level learning opportunities that broaden and deepen skillsets for global business and leadership excellence.

HR Communities of Practice (CoP)
The CoP is a social learning platform that provides an opportunity for business leaders and people managers across all industries to engage each other on good human capital management practices, acquire new competencies in collaborative learning and develop new strategic human capital solutions for their workplace.

HR WSQ Competency-based Training
The HR WSQ framework sets out clear performance standards and career progression pathways for HR Professionals and people managers. HCS offers a suite of more than 100 competency-based modules under the HR WSQ framework covering 8 functional areas in human capital management and development.

HCS GO-SMART
HCS GO-SMART partners with NTUC’s e2i, IMDA, Alibaba Cloud, IBM, QuantumCIEL, BiTs and DOT Digital Group to provide digital training and education in areas such as Cloud Native, HR technology, Data Analytics and AI. Together with Singaporean and international experts, HCS will continue to be the bridge to transit and prepare the workforce and businesses to GO-SMART.