MEDIA RELEASE

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Global Collaboration Powers Singapore Polytechnic's Sustainability and Innovation Agenda to Drive Industry Transformation

The initiatives will elevate knowledge and skills in sustainability and other emerging technologies in engineering-related industries

Singapore, 17 October 2024—Singapore Polytechnic (SP) is taking significant strides to advance sustainability and technological innovation within the industry. Today, at the combined event, comprising SP's Regional Industry Networking Conference (RINC) 2024 and AutomationSG's Automation SolutionGO!, SP unveiled three pivotal initiatives to enhance knowledge and skills, particularly in engineering-related fields. The event was graced by Mr Alvin Tan, Minister of State for the Ministry of Trade & Industry, who was the Guest of Honour.

Strengthening Ties with Indonesian Institutes of Higher Learning

In a move to bolster regional collaboration, SP signed a Memorandum of Cooperation (MoC) with 17 Indonesian Institutes of Higher Learning (IHLs). This partnership aims to facilitate knowledge, skills, and technology exchanges between Singapore and Indonesia. Through initiatives like overseas internships and industry visits, students will gain invaluable experience in the manufacturing and engineering sectors, enhancing their technical competencies while broadening their cultural understanding and global outlook. This initiative aligns with Singapore's Ministry of Education's "70-70" strategy, which seeks to ensure that 70% of local IHL students gain overseas exposure, with 70% of this group to have exposure to ASEAN, China, and India. Over the next three academic years, this partnership is expected to benefit 200 SP pre-employment training (PET) students, furthering Singapore's ambition to lead in Industry 4.0 and become a Smart Nation.

List of Indonesian IHLs can be found in **Annex A**.

Commitment to Innovation and Collaboration

SP's collaboration with AutomationSG has been pivotal in developing industry-ready student capabilities in advanced manufacturing. In 2023, SP, alongside Nanyang Polytechnic, entered

into a joint Memorandum of Understanding (MOU) with AutomationSG to cultivate a talent pipeline in automation, the Internet of Things (IoT), and robotics. This alliance enables polytechnic staff to enhance their expertise in the latest technologies and business processes, ultimately benefiting local SMEs.

SP's commitment to driving sustainability and innovation is reflected in its numerous partnerships and initiatives. The polytechnic's ongoing collaboration with AutomationSG focuses on developing student capabilities in advanced manufacturing while promoting innovation within the industry. SP's participation in the GO! Awards Ceremony, which recognises outstanding solutions providers or end-users in innovation, sustainability, and leadership, highlights its dedication to recognising and fostering outstanding solutions in sustainability and leadership.

A further MOU was established between SP, AutomationSG, the Employment and Employability Institute, and the National Trades Union Congress to collaboratively develop the industry, enhance productivity, and uplift the workforce through Placement Support Programmes, including Career Conversion Programmes.

Launch of the SP Sustainability Learning Journey

SP also launched the Sustainability Learning Journey (Sus LJ) designed to assist companies in leading their sustainability transformations. This initiative offers an engaging, exhibition-style experience featuring face-to-face walkthroughs, presentations, interactive activities, and networking opportunities. Built around three key zones—Awareness, Baseline, and Commitment—the Sus LJ guides participants through essential steps for initiating their sustainability journey. SP has partnered with A*STAR SIMTECH, Grundfos, Danfoss, Paia from CBRE, the Singapore Environment Council (SEC), and the Singapore Manufacturing Federation (SMF) to deliver this initiative.

This launch follows the introduction of a third-year specialisation in "Sustainable Energy," aimed at equipping Diploma in Electrical & Electronic Engineering (DEEE) students with the skills and knowledge necessary to excel in power, clean energy, and low-carbon alternatives—areas identified by authorities as crucial for Singapore's sustainable future.

Mr. Soh Wai Wah, Principal and CEO of Singapore Polytechnic, stated, "Our collaborations with our counterparts in Indonesia and industry partners are game changers for our students. They gain valuable technical skills, expand their global perspective, and build important networks. As sustainability becomes more crucial, our Sustainability Learning Journey is perfectly timed. Together, we are driving innovation and helping local businesses thrive sustainably."

Innovating for A Sustainable Future

As a key player in industry transformation, SP focuses on sustainability and technological innovation. The polytechnic is actively steering the global conversation in these vital areas by fostering partnerships, providing education and training, and supporting companies on their sustainability journeys. Stakeholders can take pride in collaborating with an institution that is at the forefront of such essential initiatives.

In alignment with this vision, SP's annual flagship engineering conference, RINC, themed "Empowering Today, Connecting Tomorrow," is combined this year with AutomationSG's inaugural Automation SolutionGO! The event brings together industry stakeholders, academic institutions, government agencies, and associations from around the globe to exchange insights and explore applied industry solutions and trends in key technology sectors for manufacturing.

Mr. Terence Teo, President of AutomationSG, emphasised, "Our collaboration with Singapore Polytechnic is strategically significant. In an increasingly VUCA world, artificial intelligence is becoming integral to human work and life. We hope to leverage this emerging technology to advance the manufacturing industry and cultivate a robust talent pipeline that enhances our industry and economic competitiveness."

The conference also featured the GO! Awards Ceremony, which provides an excellent platform to showcase exemplary solutions and demonstrate the successes of SMEs in innovation, sustainability, and leadership. Mr. Tan Chee Seng, Centre Director for SP 5G & AIoT Centre, served as one of the judges for the awards, utilising his extensive knowledge to evaluate the impactful solutions presented.

Winners of the GO! Awards can be found in **Annex B**.

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About Singapore Polytechnic

Established in 1954, Singapore Polytechnic (SP) has been a trailblazer in Singapore's educational landscape. Today, it has 10 schools that offer 30 full-time diploma courses and four common entry programmes for more than 12,499 students. The institution champions innovation in lifelong learning, pedagogy, digitalisation, sustainability, and industry engagement.

In 2015, SP incorporated Continuing Education and Training (CET) into its education model. Since then, SP played an integral role in enterprise transformation, workforce upskilling and reskilling for the future economy. In 2022, it partnered with various institutions to introduce a micro-credentials programme leading to a degree from the Singapore Institute of Technology. Embracing new pedagogical innovations, SP pioneered flipped learning in 2015 and is at the forefront of using Analytics in Education.

Committed to sustainability, SP integrates eco-conscious practices into its curriculum and operations. It aims to develop a net-zero sustainability roadmap and collaborate with industries for innovative, sustainable solutions. The curriculum now includes essential sustainability modules, engaging students in at least one sustainability innovation project.

SP maintains strong industry ties, exemplified by initiatives like the Food Innovation and Resource Centre (FIRC) and a recent MoU with the Singapore National Employers Federation (SNEF) to deepen industry engagement and talent recruitment.

By ensuring our curriculum is just in time with industry developments, we can offer a solution-driven internship programme to our industry partners. This steers our students to be life-ready, work ready, world ready, and be of service to industry and society. Our over 235,000 graduates include successful entrepreneurs, top executives in multi-national and public-listed corporations, industry leaders and professionals across various industries, and leaders in government.

In 2024, SP celebrates its 70th anniversary, uniting stakeholders through various celebratory events and activities. For more information, please visit www.sp.edu.sg/sp70 or connect on social media platforms: Facebook and YouTube @SingaporePolytechnic and Instagram and TikTok at @SingaporePoly.

Annex A: List of Indonesian Institutes of Higher Learning

1) **Balikpapan University** 5

2) **Politeknik Negeri Batam**

3) **Politeknik Negeri Bandung**

4) **Politeknik Negeri Manado**

5) **Politeknik Negeri Banyuwangi**

6) **Politeknik Negeri Madiun**

7) **Politeknik Negeri Jakarta**

8) **Politeknik Pertanian Negeri Samarinda**

9) **Politeknik Transportasi Darat Indonesia-STTD**

10) **Politeknik ATI Makassar**

11) **Politeknik APP Jakarta**

12) **Politeknik Industri Petrokimia Banten**

13) **Akademi Komunitas Industri Manufaktur Bantaeng**

14) **Politeknik Negeri Malang**

15) **Politeknik Negeri Balikpapan**

16) **Politeknik Jambi**

17) **Akademi Komunitas Negeri Putra Sang Fajar Blitar**

Annex B: List of GO! Awards Winners

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1. <u>Quikbot Technologies Pte Ltd</u>

At QuikBot, we are launching the world's first "Autonomous Final-mile Delivery Platform-as-a-Service" (AFMD) in Singapore. Our mission is to revolutionise first and last-mile delivery in smart cities with our cutting-edge Autonomous Delivery Solution. By integrating advanced robotic IoT technologies, AI, and machine learning algorithms, we optimise delivery routes and predict demand, pushing the frontier of autonomous delivery in urban environments.

Solution Description

Our AFMD platform goes beyond traditional logistics by integrating with smart buildings and commercial properties, enabling seamless door-to-door deliveries for logistics giants like FedEx, DHL, SingPost, and UPS. This also supports food delivery and e-commerce ventures in overcoming last-mile delivery challenges. The integration enhances operational efficiency and significantly reduces the carbon footprint, creating a sustainable and efficient logistics solution for urban settings.

Innovation Aspect: Illustrate original Innovative concepts/ideas in your solutions or implementation. How does using this solution/implementation allow companies to automate/excel/refresh?

QuikBot's Autonomous Final-Mile Delivery (AFMD) Platform-as-a-Service (PaaS) offers a unique solution to traditional delivery inefficiencies by integrating robotics with smart building infrastructure. Unlike human couriers, our robots are equipped to self-clear security checkpoints, including turnstiles, without manual intervention. This eliminates the need for exchanging security passes at each floor, a common delay in traditional systems. Our robots can remotely access and operate lifts, enabling seamless floor-to-floor deliveries, saving both time and reducing security burdens.

This smart building integration allows for continuous, uninterrupted deliveries, providing a reliable, round-the-clock service that operates without breaks or human limitations. The automation of these processes helps businesses reduce delivery times and improve efficiency, a crucial advantage in fast-paced urban environments.

Efficiency Through Autonomous Robots

Traditional delivery models are often subject to delays due to human limitations and unpredictable traffic. QuikBot's robots, powered by advanced AI, operate 24/7, ensuring timely deliveries without the need for breaks or shift changes. Our robots optimise delivery routes in real time, helping them avoid traffic congestion and reduce delivery times.

Additionally, our AFMD platform offers full integration with existing logistics systems, allowing businesses to monitor real-time delivery updates. This transparency enhances customer satisfaction and improves reliability by keeping both companies and customers informed about delivery status.

Scalable and Customisable Solutions

QuikBot's platform is not only efficient but also flexible. It can be adapted to various environments, whether office buildings, retail malls, or hospitals. Our robots seamlessly

integrate with existing systems, such as automatic doors and human portals, enabling them to navigate complex spaces easily.

Our solution also offers businesses the ability to adjust waypoints in real-time, allowing for quick changes in delivery routes. This adaptability ensures that our platform can scale with a company's needs while providing optimal delivery performance.

Environmental Sustainability

In addition to operational efficiency, QuikBot's AFMD platform contributes to reducing the carbon footprint. Traditional delivery vehicles, especially trucks and vans, significantly contribute to carbon emissions. Our electric-powered robots minimise the need for multiple vehicle trips, reducing fuel consumption and air pollution. Additionally, our robots optimise lift usage, reducing the frequency of lift operations and cutting down on building energy consumption. These factors make QuikBot an eco-friendly solution that supports greener urban logistics.

Real-time Monitoring and Minimal Downtime

QuikBot's AFMD platform provides businesses with valuable insights through real-time metrics such as idle time, energy consumption, distance travelled, and charging times. This helps companies optimise their delivery strategies and improve operational efficiency.

One of the core strengths of our system is its high operational uptime. Our robots can operate with minimal human intervention and have very little downtime, ensuring that deliveries are carried out consistently and without interruption.

Empowering Businesses to Innovate

By automating the delivery process, QuikBot helps companies lower their operational costs, improve delivery speed, and enhance customer satisfaction. Our platform eliminates many of the inefficiencies in traditional delivery methods, allowing businesses to focus on growth and innovation.

Leadership Aspect: How does the solution/implementation contribute to company being a leader in their sector? In which area? How does this benefit the company?

Our platform goes beyond merely facilitating seamless, secure deliveries from outdoors to indoors and floor to floor using autonomous robots. It also provides the flexibility to integrate other RMF-ready robots, enabling interoperability across various robot types. These robots can autonomously manage tasks such as operating turnstiles and lifts, catering to the complex requirements of smart buildings while maintaining energy efficiency, security, and cost-effectiveness.

What sets us apart in the current market is the distinct separation between our Autonomous Mobile Robots (AMRs) and our 4- or 6-compartment smart lockers. This design allows for the delivery of multiple items in a single trip, improving delivery efficiency. Unlike traditional systems where the robot and locker are fused into a single unit, our AMRs can drop off a smart locker at a designated location and return later to collect it after all items have been picked up. In the meantime, our AI platform dynamically directs the AMR, determining whether it should proceed to pick up another smart locker or redeploy to a new location, thereby optimising its usage and streamlining the overall delivery process.

Moreover, this separation between the AMR and smart locker reduces the need for a large fleet of heavily invested robots. Traditional delivery robots typically handle one item per trip, shuttling back and forth. In contrast, our AMRs can complete multiple deliveries in one journey, drop lockers at various locations, and return later for collection. This reduces the number of robots required, lowering the initial investment and operational costs while significantly enhancing efficiency and scalability, especially in high-demand environments.

Recent Achievements:
- Successful Deployments: We've recently completed successful pilots at South Beach Tower and Suntec City, working with major logistics companies like FedEx, SingPost, and DHL to automate last-mile deliveries in urban environments.
- New Partnerships: Our expanding collaborations now include smart city developers, integrating our robots into next-generation urban infrastructure.
- International Expansion Plans: We're excited about our upcoming expansion into Japan, Korea, and the Middle East, which reflects the growing global demand for our cutting-edge autonomous delivery solutions.

These accomplishments reflect our commitment to innovation and the trust placed in us by both the private and public sectors.

2. [Aitech Mechatronics (S) Pte Ltd](#)

Aitech have established close working relationship with vital customers over these years. Mutually, Aitech strongly believed this camaraderie is crucial to maintain a prompt service response, reliable delivery, and being a ONE stop service provider for our partners.

In response to Aitech customers' dedication and loyalty, Aitech have since expanded our services to encompass machining, sub-module assemblies, fabrication contracts, industrial facility upgrade projects, and innovation introduction to upgrade their current facilities and assets as a trustworthy System Integrator. Aitech Mechatronics' company value statement: "We take challenge, create innovative culture, continuous improvement, acquiring new knowledge in technology, be responsible, honest, trust and sustainably develops and maintain long term friendship with our customers."

Solution Description

The intended solution is to provide a high-tech closed loop system for food waste bioconversion. An automated system which consists of automation, Robots, Mechanical equipment, HVAC, microbial fermentation and IoT programs to better create a controlled indoor Food waste bioconversion environment and sanitary processing.

Innovation Aspect: Illustrate original Innovative concepts/ideas in your solutions or implementation. How does using this solution/implementation allow companies to automate/excel/refresh?

This system which processes food waste is also a Black Soldier Fly farming system. Through this facility, food waste bioconversion system has Automated processes that redefine the needs for laborers, increases need for a skilled workforce, implementation of IoT Sensor controlled Environments for stable waste conversions. Improves Biosecurity for containment and sanitary treatment of Food waste via Microbial Treatment Process for Food Waste.

Sustainability Aspect

With the implementation of this automated system, the customer has the capability to deal with and convert large volumes of food waste into animal feed for various clients in the agricultural industry. This automated waste bioconversion system has vertical expansion capabilities which is especially important in Singapore due to spaces constraints and expensive land cost. Large scales commercial setup is now possible with this vertical expansion. With combined technologies from Automations and Food waste bioconversion techniques, this increases the capacity of dealing with up to 10 tons of food waste per day.

This plug and Play system also optimise spaces requirement for waste treatment, while minimising electricity consumption and Labors requirement.

Leadership Aspect: How does the solution/implementation contribute to company being a leader in their sector? In which area? How does this benefit the company?

This system is now commercialised by Ento Industry to help global large food production customers and food waste management companies who needs to get rid of huge food waste using the bioconversion systems and implementation of BSF farming. The entry barriers are high for a product replication. The cost and patents holding by Ento Industry as well as Intellectual property rights for the IoT configuration software holding by both Ento and Aitech, the forward outlook for both companies are promising, overseas markets like Africa and South Asia countries enquiries all in coming and pending.

3. Anewtech Systems Pte Ltd

Anewtech is a leading technology firm that provides AI-centric hardware and software solutions. Our hardware solutions include the provision of AI/GPU servers, industrial & embedded PCs, touchscreen displays as well as OEM services. Our AI and Digital business leads in generative AI, IoT and robotic solutions for a broad range of industries, from retail, hospitality, sustainability, manufacturing to healthcare. Our key solutions include Aitom (our multi-model AI agent platform) and Neuton (our agile IoT platform).

Solution Description

Anewtech's Aitom AI Agent platform (https://aitom.ai) is a solution to the human labour shortage faced by industries in Singapore and worldwide. The Aitom AI Agent platform solution performs three key functions:

1. Developing a diverse range of AI Agents: Aitom offers a broad range of AI agents trained to assist business owners with various human roles, including virtual receptionists, retail AI agents, AI concierges, and more. These agents allow businesses to off-load repetitive, high-volume, low-engagement tasks to AI, freeing up human workers for high-value services.

2. Providing a marketplace to hire AI Agents: Aitom enables business owners to easily 'hire' and deploy AI agents to augment and expand their workforce. They can simply select the type of AI agent they wish to 'employ' and add it to their AI agent workforce. Business owners can customise their AI agents' gender, race, ethnicity, age, and appearance to better fit their brand and customer needs.

3. Enabling AI conversational insights: As guests, shoppers, and users interact with the deployed AI agents, Aitom analyses the anonymised human-AI conversations. This analysis provides business owners with insights into their offerings and service levels, revealing information that were previously not possible to obtain and analyse for human-

human conversations. For example, what are the key features of a product category (e.g. Perfume) that shoppers enquire most about?

Business owners benefit from using Aitom in several ways:

1. Expand Workforce at Low Cost: Aitom allows businesses to scale up during peak events, augmenting small human teams and freeing existing staff for more dedicated engagements.

2. AI-Driven Growth and Revenue: AI agents serve as a channel to market products and drive revenue growth by engaging with customers and recommending gifts and products that fit their needs and budget.

3. Consistent Quality of Service: Aitom ensures 24/7 reliability and consistent service quality, maintaining high standards during both peak and off-peak hours.

4. Staff Training: AI agents, equipped with extensive product knowledge, can train and onboard new staff and influencers/KOLs who help sell products on social media.

5. Omni-Channel Engagement: Aitom AI agents are omni-channel, deployable in-store, on roving robots, and online websites.

6. Customer Insights: Aitom unlocks insights on trends, sentiment, and areas for improvement through AI analysis of common queries and concerns from anonymised conversations.

7. Global Interaction: AI agents can converse in multiple languages, helping businesses serve international visitors.

How Business Owners Can Use Aitom
+ Cloud Platform: Aitom is available as a cloud platform where business owners can subscribe to employ AI agents.
+ On-Premise Version: An on-premise version of Aitom will be released for use cases that require minimal-latency responses or involve sensitive information.
+ Versatile Interaction: All Aitom AI agents can converse by voice or typed text, providing a visually authentic digital AI human interface for user interaction.

The Aitom AI Agent Platform's Aitom offers an innovative and efficient solution to the global labour crunch, enabling businesses to enhance their operations, grow revenue, and provide exceptional customer service.

Innovation Aspect: Illustrate original Innovative concepts/ideas in your solutions or implementation. How does using this solution/implementation allow companies to automate/excel/refresh?

Our Aitom AI Agent Platform introduces several innovative concepts and themes:

1. Enabling the hybrid AI-human workforce Since the entry of generative AI into mainstream awareness in late 2022, generative AI tools have transformed the human worker across various domains such as coding, design, sales, and marketing. These tools have enabled the productivity of a '10x' worker. We believe that the rise of more mainstream-ready AI agents, beyond generative AI tools, in 2024 and beyond, will enable the '10x' organisation. This means achieving higher productivity with a smaller human workforce and benefiting from the lower cost of a hybrid AI-human workforce.

2. World's first AI Agent marketplace The Aitom platform offers a comprehensive AI workforce management solution, from selection and employment of suitable AI agents, to training of AI agents, to configuration of AI agents, to deployment of AI agents, to measurement of performance metrics and finally, analysis of AI conversational data. We believe it is among the first platform of these kind to be introduced to the AI agent market.

3. Mining never-before conversational analysis This source of information has never been available for business owners. For example, for retail owners, the primary source of information that can be analysed is only the POS data, which only captures products that have 'won' the sales conversion. Conversations between customers and retail assistants has always been a blind spot and such conversations disappear when the customers leave. With the emergence of recordable human-AI conversation, Aitom can now analyse the conversations that take place between customers and AI retail assistants, opening up a whole new gold mine of insights into what products customers look for, key features, key concerns (e.g. allergy) and other learnings that can be used to enhance and refine business strategies.

4. Innovative and diverse range of domain-specialised AI agents Our technical design of Aitom's AI agents enables us to create different agent roles that are specialised for work in different domain, such as a virtual receptionist, a retail sales assistant, a virtual trainer, or an AI concierge. These enables Aitom to offer not just one type of AI Agent to a business owner, but a wide range of AI agents that can be deployed for different functions within the organisation of the business owner to achieve "whole-of-organisation" operation streamlining and productivity enhancement.

Sustainability Aspect

Aitom contributes to the sustainability initiative in two ways:

1. Lower Carbon Footprint Per Task AI agents inherently have a lower carbon footprint compared to human workers on a per-task basis. According to a recent research paper (https://arxiv.org/abs/2303.06219), generative AI tasks, such as AI writing and image generation, emit 130 to 1500 times (writing) and 310 to 2900 times (illustration) less carbon emissions than a human performing the same task. While this analysis is focused on singular tasks rather than the total task ecosystem, it demonstrates the potential of AI agents carrying out tasks at much lower emission levels than humans. While AI agents are not intended to displace humans, this sustainability factor can be a beneficial consideration when an organization expands its overall workforce to include AI agents.

2. Trained Sustainability Actions Aitom's AI agents can be trained to carry out sustainability-focused tasks. This customization can lead to significant energy savings and more efficient resource management. Example: In a customer trial, we integrated an AI agent with IoT systems to implement a hybrid cooling system, intelligently switching between fans (high volume, low-speed air movement) and air conditioning based on interior environmental and occupancy conditions to reduce energy consumption and improves overall efficiency.

Leadership Aspect: How does the solution/implementation contribute to company being a leader in their sector? In which area? How does this benefit the company?

For the past 25 years, Anewtech's core business model has been in the distribution and supply of industrial PCs and servers in Southeast Asia, working with industrial equipment and server manufacturers regionally.

The rise of generative AI and AI agents will lead to the emergence of hybrid AI-human workforce management. Market research firm Gartner estimates that the market for AI agents could reach $36 billion in revenue by 2032, up from $8.2 billion in 2023. Thus, we see this as a huge blue-ocean market opportunity that Anewtech can disrupt, grow, and lead in. Our strategic goal is to expand and transform Anewtech's core business from a regional distributor to a global AI platform solution provider.

With the launch of the Aitom AI agent platform (version 1.0) at the National Retail Federation APAC Conference in June 2024, Aitom has established itself as an early technology leader in this AI market segment. The following milestones highlight the platform's innovative achievements and market penetration:

1. World's first AI agent marketplace – a one-stop solution for businesses to discover, employ, train, configure, deploy and monitor their AI agents, while measuring their performance and analysing their rich conversational data.

2. Early training trials with customers for our version-1 Retail AI Agent, from heartland retail to mid-market retail to multi-national brands (MNCs).

3. Global distribution partnerships - MOUs and embarking of technical collaboration with two key global distribution partners for overseas markets.

4. Commencement of sales execution plan to upgrade the digital signage and intelligent survey solutions of Anewtech's existing 500-strong installation base to the AI-Agent versions of digital signage and intelligent survey solutions.

Conclusion

The launch of the Aitom AI agent platform (v1.0) marks a significant milestone in the AI technology landscape and in Anewtech's AI and digital pivot. By pioneering the first end-to-end marketplace, enabling development of versatile AI agents, conducting successful early trials with key customers, securing global distribution partnerships, and upgrading its existing customer base, Aitom is poised to lead the market in AI agent solutions. These achievements highlight the Anewtech's innovation and versatility, setting a strong foundation for future growth and success.