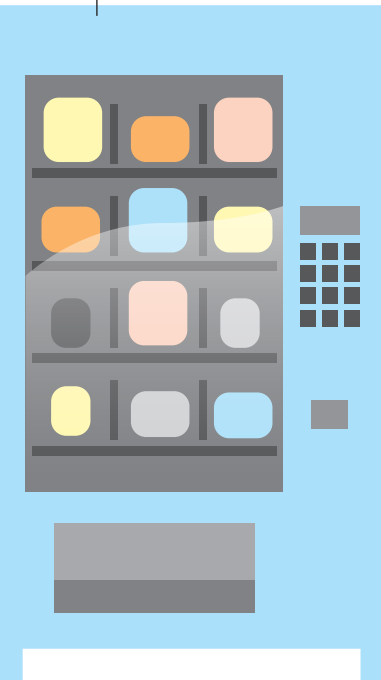


# Serving up changes

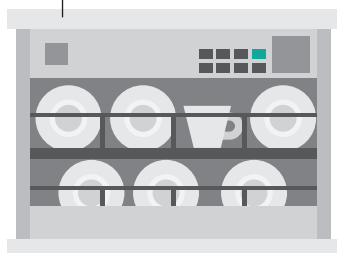
## Developing ready-to-eat meals to sell in:

- Convenience stores and eateries
- Supermarkets
- Vending machines



## Mass adoption of technologies

- Digital services like mobile apps, digital kiosks, iPad ordering
- Kitchen automation
- Automated dishwashing



## Upgrading workers' skills, redesigning jobs and careers

- Work on the basis that there will be no further manpower growth in the industry
- No more heavy reliance on low-skilled workers
- Food Services Skills Framework by Singapore Workforce Development Agency and Spring



## Productive coffee shops

- Possibilities are digital ordering and cashless payment

## Expanding companies internationally



NOTE: Spring and its partners plan to have at least 50 per cent of the industry adopting technology-enabled operations by 2020. This will make possible productivity growth in food services of 2 per cent per year on average from now till 2020. Spring will offer time-limited grant support for the accelerated adoption of some productivity initiatives