

Survey for Phase Three of APEC Suggested Framework for Supply Chain Connectivity Framework Action Plan (SCFAPIII) 2022 - 2026

Introduction

APEC has been taking the lead in addressing supply chain chokepoints with the objective of facilitating a regulatory business environment that supports efficiency, connectivity and certainty. In 2009, APEC Ministers endorsed the APEC Supply Chain Connectivity Framework Action Plan (SCFAP), followed by a subsequent iteration from 2017 to 2020 to reduce trade costs across supply chains, improve supply chain reliability and support competitiveness.

The pandemic has brought significant challenges to global supply chains, with many yet to be resolved. APEC economies are now working towards Phase Three of the SCFAP (2022 – 2026) to identify and address present supply chain chokepoints, with the overarching goal of building secure, reliable, sustainable and open supply chains to create a predictable, competitive and digitally-interconnected Asia-Pacific region for all. In this regard, we have designed the following survey to get a better understanding of firms' operating environment within supply chain networks. This includes learning more about supply chain challenges post-pandemic, the state-of-play for firms' uptake of digital solutions for border procedures and connectivity, existing infrastructure to support logistics networks and firms' efforts on green practices to build resilient and sustainable supply chains.

Company Profile

Please provide a short description of your firm, including the main sector in which your firm operates and its place in the supply chain network (e.g., producer, vendor, distributor, transport provider, retailer).

Company Profile

1. Year of operation: _____
2. Size of business: Micro/SME/Large

Digitalisation of border procedures and trade documentation exchanges

- 1) Does your company currently submit and/or exchange trade documentation and information digitally with government trade-related border agencies?
 - Yes (Please continue to Question 2)
 - No (Please skip to Question 4)
- 2) How are such trade documentation information submitted and/or exchanged with government trade-related border agencies?
 - Through integration with single windows (e.g., Trade Platform, Port Cooperation System).
 - Others (Please specify):
- 3) What are some inefficiencies encountered when utilising digital platforms/systems to submit and/or exchange trade documentation and information with government trade-related border agencies? Please select all that apply.
 - Inefficient and/or complex user interface

- Lack of interoperability between different digital systems/platforms
 - Differing Customs rules and regulations for such documentation and information
 - Long processing time at the Customs
 - Limited scope in terms of the documentation and information that can be submitted/exchanged digitally
 - Others (Please specify):
- 4) Reasons for not submitting and/or exchanging trade documentation and information digitally with government trade-related border agencies. Please select all that apply.
- Lack of electronic single window in your market
 - Lack of understanding on how such digital platforms/systems can be utilised
 - Lack of or unclear domestic and/or foreign customs regulatory processes that are digital
 - High costs of adoption
 - Not having the necessary equipment
 - Concerns over the privacy or safety of digital exchanges of confidential data/information
 - Others (Please specify):
- 5) What are some of the areas of support that may help your company adopt digital trade processes? Please select all that apply.
- Capacity building (e.g., training)
 - Regulatory support (e.g., promote greater interoperability, regulations on the use of digital systems/platforms, implementation of single windows that cover all border processes)
 - Financial support (e.g., grants to adopt digital solutions)
 - Elimination of paper-based option
 - Others (Please specify):
- 6) Any other comments for this section?

Infrastructure development to support robust multi-modal connectivity and logistics networks

- 7) What are the main challenges, if any, that your firm faces in logistics operations? Please select all that apply.
- Inadequate hardware and software
 - Problems arising from inadequate multi-modal or digital infrastructure
 - Rising or high costs of transport and/or logistics
 - Unreliable transport or logistics services
 - Visibility and control of end-to-end supply chains
 - Difficulties arising from communication with multiple parties
 - Lack of transparency/information when dealing with other parties
 - Payment issues (e.g., differing modes of payment accepted)
 - Any other comments: _____
- 8) What were some of the operational changes that your firm faced or implemented due to pandemic disruptions? [e.g., issues with manpower shortage and unpredictable logistics networks due to customs clearance issues, import and export restrictions and production

facility disruptions, changes in workflow, automation, adoption of digital solutions]. Were these adjustments temporary or permanent?

○ Your response: _____

9) What are some of the ways that your firm can be better supported in terms of operations and integration in your economy's logistics networks and into global supply chain logistics networks?

○ Your response: _____

10) Any other comments for this section?

Data flows and cross-border payments to support increasingly digitalised supply chains

11) What issues do you face, if any, regarding cross-border data flows that concern your firm's operations? Please select all that apply.

- Data localisation rules
- Data security issues
- Cross-border data sharing issues
- Cross-border payments related issues
- Insufficient regulation regarding Personal Data Protection (PDP)
- Lack of standardisation/interoperability amongst different data platforms
- Others (please specify): _____

12) To enable the streamlining of cross-border payments, what are some areas that your firm may require support in? Please select all that apply.

- Information and training on common payment platforms
- Cyber security
- Financial support
- Others (please specify): _____

13) What are the emerging technologies that hold the most promise for your company or your industry, and how can it be used in the most effective way to support resilient supply chains?

○ Your response: _____

14) Any other comments for this section?

Green supply chain management practices

15) Does your firm have existing sustainability or Environmental, Social, and Governance (ESG) practices?

- Yes
- No

16) What are some examples of the sustainability practices that your firm has implemented? Please select all that apply.

- Net-zero emissions commitment by a certain timeframe
- Reducing usage of single-use materials
- Reducing electricity usage
- Tracking carbon usage
- Educating employees through sustainability workshops/seminars
- Others (please specify): _____

17) In your opinion, what are some of the challenges inhibiting firms from incorporating environmental sustainability practices within operations? Please select all that apply.

- Inadequate green infrastructure
- Lack of governmental regulations and/or monitoring
- Insufficient industry or government definitions and standards for environmental sustainability
- Lack of incentive
- Concern with potential additional costs
- Others (please specify): _____

18) What are some of the areas that your firm requires support for, if any, in the adoption of environmentally sustainable solutions? Please select all that apply.

- Knowledge-building on viable sustainable solutions
- Adoption of green practices and their implementation
- Financial support
- Environmentally sustainable solutions are not a priority for my firm
- Others (please specify): _____

19) Any other comments for this section?

Access and integration into global supply chains

20) What are the main challenges your firm has experienced in accessing global supply chains? Please select all that apply.

- Payment issues (e.g., different modes of payment accepted)
- Supply chain finance and capital
- Issues with different local regulations
- Differences in expectations, standards, and practices
- Language barriers
- Lack of awareness on internationalisation opportunities
- Lack of reliable cross-border delivery methods
- Barriers to accessing online marketplaces
- Geopolitical risks
- Security risks
- Concerns over lack of autonomy on quality control
- Others (please specify): _____

21) Post-pandemic, which of the following pandemic disruptions has your business continued to experience in accessing global supply chains? Please select all that apply.

- Reduced customer demand

- Delivery delays and/or failures
- Customer cash flow issues
- Increased logistics costs
- Lack of freight capacity/increased costs of transportation
- Pandemic-related regulatory issues
- Others (please specify): _____

22) What are some of the informational and infrastructural gaps you face, if any, in the process of participating in global trade?

- Your response: _____

23) What are some of the ways that governments and trade organisations can support your firm in better integrating to global supply chain networks? Please select all that apply.

- Skills training and development
- Information and networking opportunities
- Direct financial support and grants
- Support for participation in overseas trade shows
- Regular trend reports
- Mentorship
- Support for building digital capabilities
- Support for accessing e-commerce platform operations
- Support for branding and marketing
- Others (please specify): _____

24) Any other comments for this section?