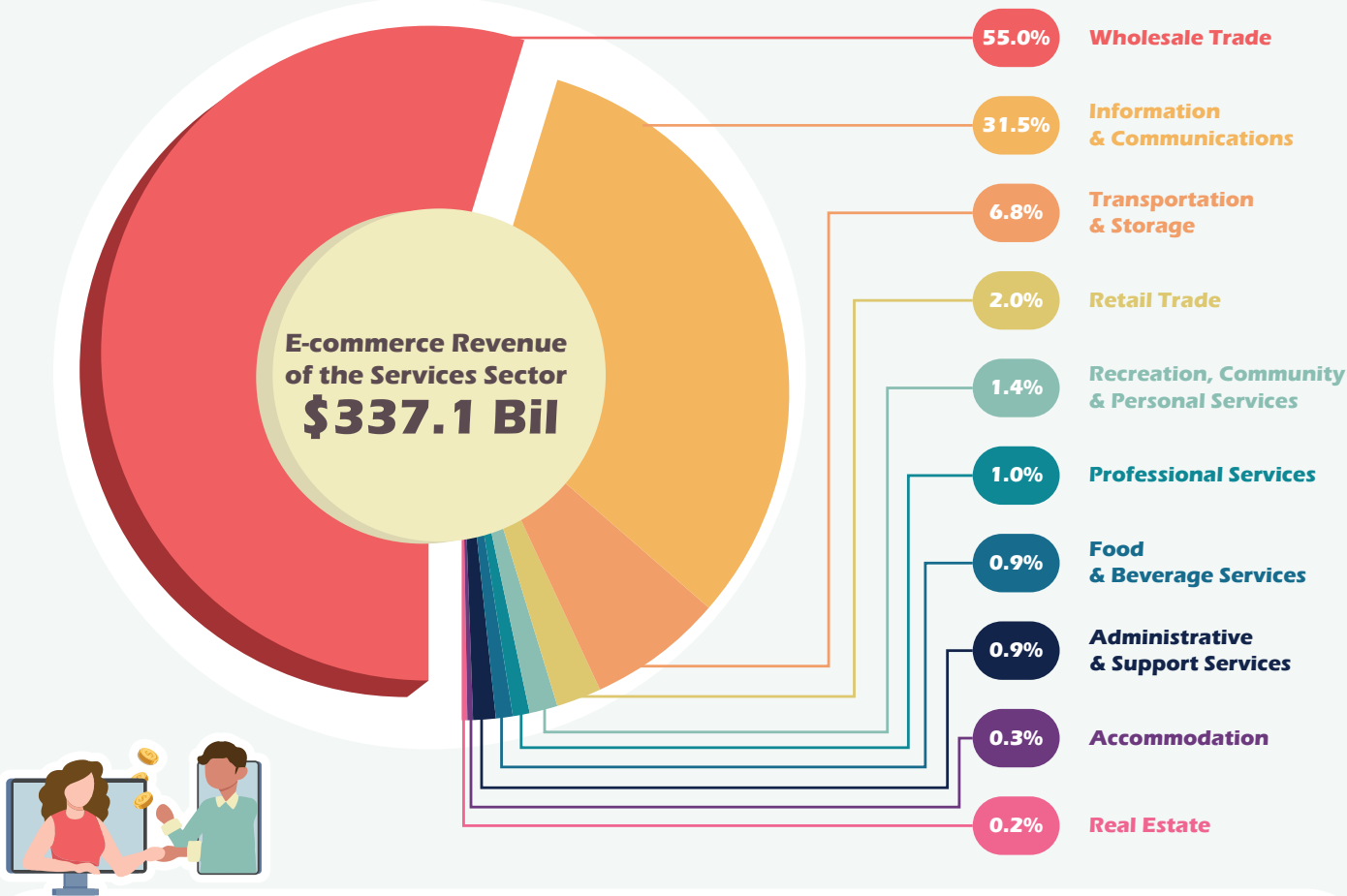




Share of E-commerce Revenue by Industry

The total e-commerce¹ revenue of the services sector² in Singapore was \$337.1 billion in 2021, accounting for 7.6% of the total services sector's operating revenue.

Wholesale Trade, Information & Communications, and Transportation & Storage industries accounted for more than 90% of e-commerce revenue in 2021.



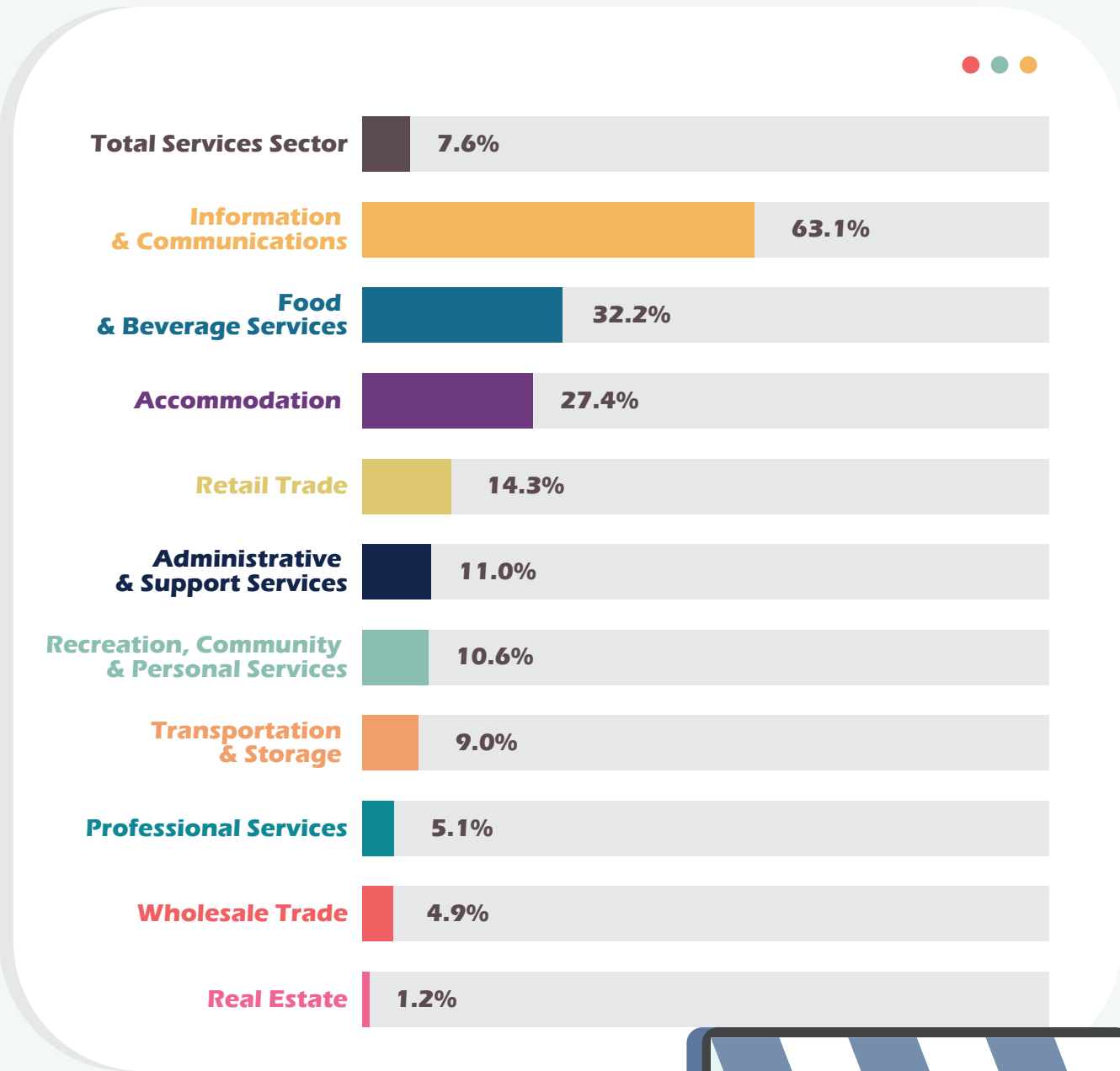
¹ Refers to the revenue earned from the sale of goods and services whereby the company receives orders or agrees on the price and terms of sale via online means. This includes transactions through the company's/third-party websites (e.g online marketplaces, food delivery platforms), mobile applications, extranet or Electronic Data Interchange (e.g., GeBIZ, which is the Singapore Government's one-stop e-procurement portal). This excludes agreement through telephone calls, facsimile and emails. Payment and delivery may or may not be made online.

² Excludes Financial & Insurance Services and Public Administration Activities.



Percentage Share of E-commerce Revenue to Industry's Operating Revenue

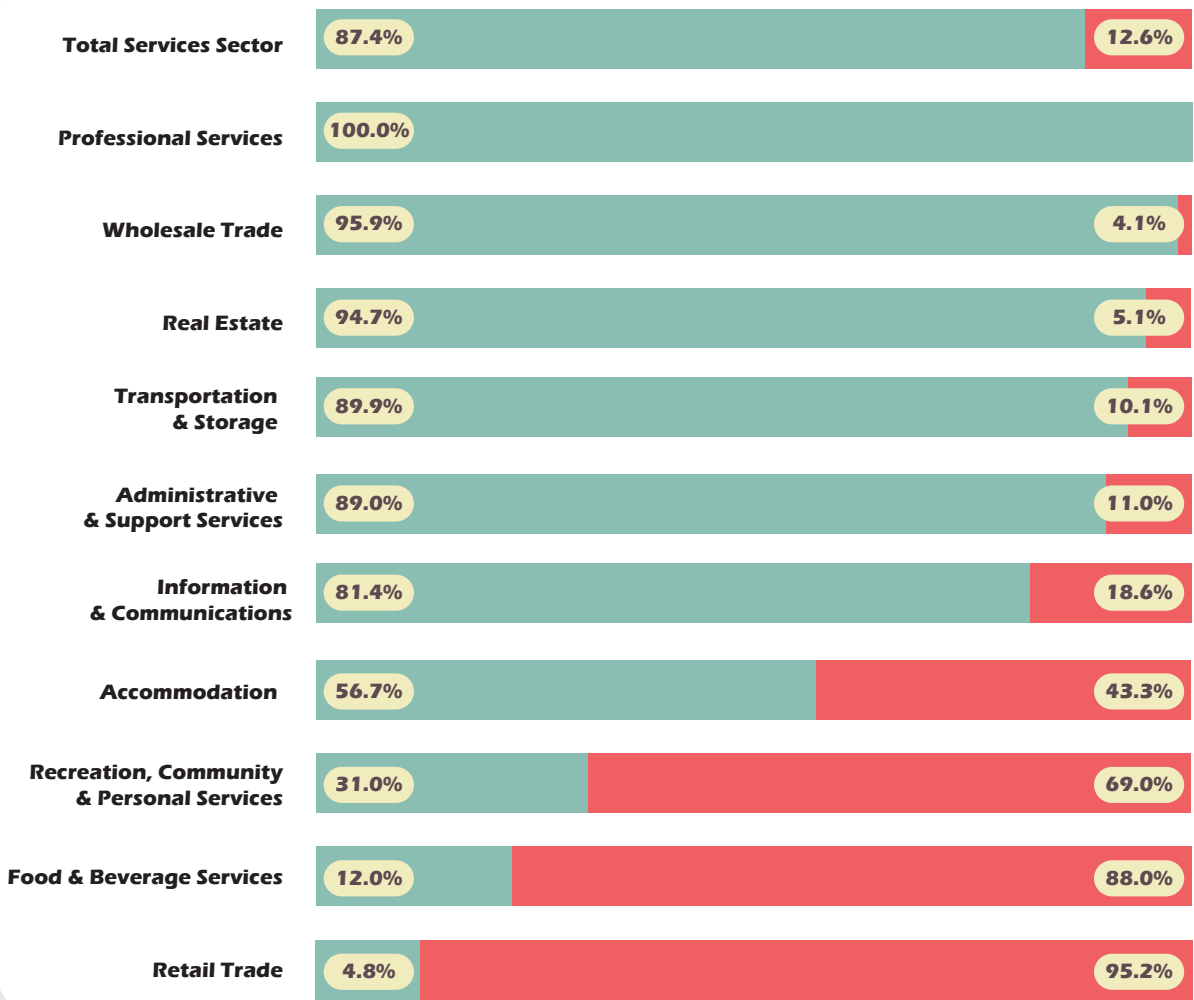
More than 60% of the Information & Communications industry's operating revenue in 2021 was from e-commerce revenue, the largest share among the services industries. This was due mainly to online marketplaces for goods and publishing of games software/applications.



E-commerce Revenue by Type of Transaction

Business-to-Business transactions were the main contribution to e-commerce revenue, and accounted for 87.4% of all e-commerce revenue in 2021.

Industries in which majority of e-commerce revenue came from Business-to-Business transactions were Professional Services, Wholesale Trade, Real Estate, Transportation & Storage, Administrative & Support Services, and Information & Communications, as businesses tend to form the majority of their clientele. On the other hand, consumer-facing industries such as Retail Trade, Food & Beverage Services and Recreation, Community & Personal Services generated majority of their e-commerce revenue from Business-to-Consumer transactions.



Legend

Business-to-Business

Business-to-Consumer

