Special Feature: Responding to COVID-19

The events of the past few months have been a shock to the economy, the global healthcare system and people’s livelihoods. No person can say that they have been unaffected as around the world, we navigate restrictions on movement and business operations for the good of all of our health. From the beginning, the Chamber has remained agile and engaged with our members to benchmark the ongoing impacts to businesses, working to provide the information and resources you need to keep businesses operating as close to normal as possible under the circumstances.

Our most recent polls among members, covered in the local media by The Straits Times on March 9th, March 16th and April 22nd, highlight the increasing level of impact in Singapore, from 77% in early March to 94% in April; yet the ongoing confidence of our members in Singapore for the long-term, remaining consistent at 97%.

The level of impact in Singapore to businesses has increased from 77% in early March to 94% in April, with over half of respondents again indicating they have been impacted to a great extent. For Asia Pacific, the proportion of businesses experiencing an impact to business in the region has reduced from 88% to 79%.

<table>
<thead>
<tr>
<th>Impact in business operations in Singapore</th>
<th>Not affected/NA</th>
<th>Not very much</th>
<th>Somewhat</th>
<th>To a great extent</th>
</tr>
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<tbody>
<tr>
<td>4%</td>
<td>30%</td>
<td>59%</td>
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<table>
<thead>
<tr>
<th>Impact in business operations in Asia Pacific</th>
<th>Not affected/NA</th>
<th>Not very much</th>
<th>Somewhat</th>
<th>To a great extent</th>
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<tbody>
<tr>
<td>18%</td>
<td>3%</td>
<td>25%</td>
<td>54%</td>
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Do companies still have confidence in Singapore for the long-term as a business hub?

- Yes: 97%
- No: 3%

Our members indicated the same strong support and appreciation for Singapore’s approach to the virus with 97% reaffirming their confidence in Singapore for the long-term as a business hub - the same proportion as in early March, and 97% indicating their satisfaction with the Government’s communication policy.

In this special feature, we look at the work of the British Chambers of Commerce Global Network and the reaction of our member companies to the pandemic at a local, region and global level.
The British Chambers of Commerce Global Network

Throughout the year, our colleagues in the global network of 100+ British Chambers provide ongoing support to members. In difficult times with direct impacts to business, such as Brexit in the UK or the Coronavirus pandemic, the Chambers provide vital services to members such as information, resources, and connections to Government.

Furthermore, we are developing a series of industry-leading, thought-provoking webinars spanning a range of subjects of interest in the longer term as we eventually move into recovery and renewed growth, that will bring value to business leaders from across the membership network under three distinct brands.

- Global Trade
- Global Business Events
- Global Insights Events

Here, Director of Global Business Networks
Ann-Marie Martin
provides an update for our members:

"It is vital at this time, more than ever before, that we work together as a united cohesive network to support our collective membership to weather the storm and to continue to trade, prosper and grow beyond crisis."

Anne-Marie Martin,
Director of Global Business Networks,
British Chambers of Commerce
British Chambers across Asia
Alongside our closest colleagues across the region, we have been curating a series of joint webinars and podcasts which are made available at no cost to our combined network of members, showcasing the regional insights available from each country and the commonalities between markets.

British Chamber of Commerce Myanmar
Typically, foreign workers need to regularly exit and re-enter Myanmar to obtain a new business visa.

The British Chamber in Myanmar alongside its members have been lobbying for regulatory changes to relax the rules for foreign workers applying to renew business visas in-country. As a result, there has been a reduction in the required length of time remaining on a current visa from 21 days before expiry to just five days before, which has helped people to circumnavigate the COVID-19 related travel restrictions and flight cancellations.

British Malaysian Chamber of Commerce Berhad
The Chamber has been surveying their members to understand the impact of COVID-19 to the business community, increasing webinars, virtual roundtables and the frequency of interactions with the local Government. In addition, they have been working with the British High Commission in Kuala Lumpur to gather data and share important information on travel and immigration.

Chamber members have been involved in a variety of ways:

1. HSBC Malaysia offers relief to Covid-19 affected customers

2. Standard Chartered Malaysia donates over half a million Ringgit to help front liners combat COVID-19
More at: www.sc.com/my/news-media/scm-donates-over-half-a-million-ringgit-to-combat-covid-19/

3. Shell Malaysia sends equipment to hospitals
More at: rojakdaily.com/mb/article/9154/shell-sends-equipment-to-hospitals

4. Marlborough College Malaysia, also a member of the British Chamber here in Singapore: Leeds teacher’s face shield design protecting NHS staff from coronavirus

5. The Lost Food Project: TLFP distributed over 20,000kgs of food since MCO
More at: www.facebook.com/thelostfoodproject/photos/pb.105942179443522.-2207520000../3094008090651539/?type=3&theater

6. University Malaya donates protective intubation devices

A Message From our Head of Member Relations

The British Chamber in Singapore’s predominant focus is to support you and your business to develop and grow, generate opportunities through incoming trade and drive forward conversations that can enable businesses to thrive. Albeit we are now all subject to the ‘circuit breaker’ rules, over the past month or so we have evolved our offering to ensure members still get access to the very best insights and opportunities. We are ensuring that our members continue to have their voices heard — our regular flash polls and surveys, committee meetings and catch ups, and one-to-one conversations mean that we can relay real time scenarios to Government and stakeholders, and continue to drive forward the support you need to navigate through this challenging period.

We also often overlook the personal value of being part of this community, our ‘BritCham family’. In addition to addressing topics aligned with business, we are mindful of supporting the personal challenges you may be facing right now. Some of us are flying solo and finding our way through limited physical interaction, and many of us are discovering a whole new meaning to work and family balance. The wellbeing of our members is very important to us and we will continue to provide the personal and collective support where needed. Keep an eye out for upcoming activity to help keep all our minds and bodies healthy.

If you do wish to reach out to the membership team at any point, please feel free to email either Nicole at nicole@britcham.org.sg or Melissa melissa@britcham.org.sg.

Nicole Wharfe,
Head of Member Relations,
British Chamber of Commerce, Singapore
nicole@britcham.org.sg
Members Giving Back

Addleshaw Goddard

The company has been appointed to the key law firm panel set up by UK Finance to provide advice to their members on a range of urgent issues arising from COVID-19. Membership of UK Finance includes all the major banks and over 200 other financial institutions. A team across Addleshaw Goddard’s Banking and Financial Regulation has been working with a number of clients on the drafting of template documentation for the COVID-19 Business Interruption Loans. These loans form part of the UK Government package to provide support to UK businesses in response to the pandemic. The scheme went live on 23 March and provides loans for smaller businesses facilitated by the British Business Bank. The company has also created the AG Force Majeure toolkit, providing a useful summary of the key stages in assessing a client’s position, their options and strategy.

Aetna International

All fully insured Aetna International members have free access to their virtual health-service, vHealth, for a limited time. Any member who undergoes diagnostic testing for COVID-19, as referred by a medical physician in an approved medical facility, will be reimbursed in full for the cost of the test and consultation. The company is also waiving cost-sharing, co-pay and other deductibles for inpatient hospital admissions related to COVID-19 within their medical network, and policyholders in Singapore whose finances have been affected by COVID-19 may apply for temporary support with their premium payments due for their current policy term.

Aviva

Aviva has pledged $100,000 to the Sayang Sayang Fund initiated by the Community Foundation of Singapore (CFS). The Fund was established to extend help to both healthcare professionals and sensitive communities that may be impacted by COVID-19.

BSI Global

The company is working closely with Governments, regulators and organizations globally to share best practice and expertise, providing insight and information to help navigate the risks, mitigate crisis and enable resilience. In the UK they have made a suite of risk and business continuity standards publicly available which cover themes such as security and resilience, supply chain continuity and crisis management, providing best practice guidance on how to approach, manage and overcome some of the difficulties that many are facing. This has also been supported by several webinars. BSI have also made a series of Standards for medical devices (especially ventilators) and personal protective equipment (PPE) available in the UK and will continue to expand this as necessary to other areas such as hygiene standards. On a global scale they have provided complimentary access to their Supply Chain Risk Exposure Evaluation Network (SCREEN) tool which provides supply chain insights and intelligence.

BP

The BP Foundation will donate USD$2 million to the WHO’s COVID-19 Solidarity Response Fund, which supports medical professionals and patients worldwide by providing critical aid and supplies. The company and it’s retail network are providing free fuel to emergency services in various countries including the UK, Spain, Germany, Poland and Turkey. Air BP is providing free jet fuel for use by the helicopters of a number of UK air ambulance services. BP is also donating its significant supercomputing capability to help halt the spread of COVID-19. Working with the US government, leading universities and major tech firms like Amazon, Google and Microsoft, their Center for High-Performance Computing (CHPC) in Houston will be used by scientists developing answers to complex scientific questions about COVID-19 in hours or days versus weeks or months.

Control Risks

The company is providing COVID-19-related support to dozens of organisations around the world to help them understand, anticipate and respond to events emerging around them. These include 17 global NGOs working globally in areas such as education, children’s health, human rights and healthcare, who are receiving services on a complimentary basis.

Coventry University

About 50 Paramedic Science students from the University who have previously worked with West Midlands Ambulance Service (WMAS) on placements have joined up once again with ambulance staff at the service’s request to help bolster their numbers. The paramedic students are all about six months away from becoming fully qualified paramedics, and they will be working as paid support staff for WMAS which will also count as their placement. In addition, more than 25 PhD students have volunteered to help University Hospitals Coventry and Warwickshire with COVID-19 testing. About 400 pairs of safety goggles and 90,000 pairs of gloves have been donated to Warwickshire County Council’s public health team for use in care homes and the University’s health simulation facilities have been made available for local health trusts to use for training purposes for their staff.

We give a warm thank you on behalf of all our members to these member companies who have been supporting COVID-19 efforts around the world.
Diageo SEA [2]

Diageo Southeast Asia is donating 60,000 litres of neutral spirit at no cost to governments and local manufacturers in the Philippines, Vietnam and Myanmar to help overcome shortages in their healthcare systems. This donation will enable the production of over a million bottles of sanitisers or disinfecting agents. This follows the company’s earlier global announcement of a pledge to donate Grain Neutral Spirit to the UK, Ireland, Italy, the USA, Brazil, Kenya, India and Australia, enabling the creation of eight million hand sanitisers for frontline medical workers in countries where Diageo has major distilling operations.

Grand Hyatt

The Hotel has been hosting various guests who are affected by the current situation, including Malaysians and workers who are unable to return home, as well as Singaporeans who have returned home from abroad. Working with Changi Airport and the National Taxi Association, the hotel prepped lunch boxes for 500 taxi drivers at all four terminals’ taxi stands last month to recognise their tireless commitment and service during this period. To ensure the safety of guests, colleagues and contractors, Grand Hyatt Singapore worked closely with the local authorities to conduct an independent audit of the hotel’s public hygiene standards and cleaning measures. As a result of this comprehensive audit, it was the first hotel in Singapore to be awarded the SG Clean Quality Mark by National Environment Agency (NEA) and Singapore Tourism Board (STB).

HSBC [4]

In Hong Kong, HSBC is offering special relief loans to customers working in selected sectors impacted by the coronavirus outbreak and where appropriate, deferred principal payments on mortgages for customers experiencing hardship. In mainland China, HSBC is waiving all fees for remittances associated with donations and medical purchases and is partnering with healthcare providers to offer virtual and telephone consultation services to ease the pressure on hospitals and reduce infection. To assist governments across the world, the bank is helping raise money on sovereign debt markets to boost their economies and health services.

Micro Focus

The company has extended business continuity offers to support their clients. In addition, they have added volunteering days for staff to contribute to their local communities which have led to extraordinary acts of kindness from employees such as sewing masks for the people in need, supporting children’s virtual learning transformations, helping to feed families and even donating platelets for Red Cross.

Microsoft [3]

Microsoft is collaborating with NantWorks’ ImmunityBio to map out the spike protein of the coronavirus to understand the means it uses to pry its way into and infect human cells. It has created the Bing COVID tracker, a new remote learning community for distance learning, and made Minecraft: Education Edition available for free to teachers and students with O365 Education accounts. The company is also offering its Azure Healthcare Bot service to organisations on the frontlines of the coronavirus response to help screen patients for potential infection and care.

McLaren

McLaren Applied Pte, a British Chamber of Commerce Singapore member company since 2017 has been actively involved in supporting COVID-19 efforts through its parent company McLaren Group. McLaren Applied Pte’s Managing Director Asia Pacific (and also BritCham’s Vice President) Michael Shearer OBE explains: “When most people think of McLaren they tend to think of our racing team. However, the Group has built on its successful racing expertise and diversified to include a global, high-performance sports car business, McLaren Automotive, and a game-changing technology and innovation business, McLaren Applied, which operates across Asia Pacific from Singapore, focusing on electrification, virtual product development, and, telemetry, control and analytics. Right now, employees from all three of our Group companies – Racing, Automotive and Applied – are currently working with a consortium of significant UK industrial, technology and engineering businesses from across the aerospace, automotive and medical sectors, to produce medical ventilators for the UK. Over the past few weeks the consortium has been working hard to investigate production of a range of ventilator design options to meet a high-level specification for a Rapidly Manufactured Ventilator System (“RMVS”) developed by clinicians and the Medicines and Healthcare products Regulatory Agency (“MHRA”). The consortium has evaluated all requirements to design, manufacture, assemble and test components, as well as finished medical ventilators. It will now accelerate production of an agreed new design, based on existing technologies, which can be assembled from materials and parts in current production. The device combines existing proven clinical equipment and is the clinicians’ first choice for the RMVS. All of us at McLaren are proud to be part of this Consortium and to consider how racing technology and innovation approaches can be applied to urgent, health challenges.”

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RESPONDING TO COVID-19: MEMBERS GIVING BACK
The company has joined over 200 businesses from across the UK in an initiative to help Britain and its most vulnerable people to pull through the coronavirus pandemic. The national scheme encourages employers to join the coronavirus effort by pledging to help their employees, customers and communities during this crisis. It is targeting not just the immediate challenges, but also how Britain recovers. Employers who sign the pledge give their backing to three main objectives built around employees, customers and communities: (1) Support employees throughout and beyond this challenging time; (2) Publish clear and simple advice for customers; and (3) Help communities in Britain through the epidemic. In addition, The Quilter Foundation has donated £100,000 to the National Emergencies Trust coronavirus appeal and the company is continuing to support its existing strategic charity partners.

Roche

Roche’s emergency response teams have been working to develop a diagnostics test which was granted Emergency Use Authorization by the US Food and Drug Administration, and is also available in markets accepting the CE mark. Roche is committed to delivering as many tests as possible and is going to the limits of their production capacity. The company has confirmed initiation of a clinical trial, and is also collecting and compiling data from other, independently-led clinical trials that are taking place around the world. Roche is working with and supporting the WHO and global and national non-governmental organisations, health authorities and the governments in affected countries to ensure people can get access to diagnostics and healthcare.

Scott Brownrigg

The company’s Design Research Unit is focusing its entire activities into identifying and proposing design initiatives and outcomes that will support how we work, live and socialise together in future, to avoid high density environments that increase the potential spread of illnesses. The areas of study include responsive environments; plan, shape form and density; nano technology; automation; prediction modelling; digital twin testing and avatars.

Standard Chartered

Standard Chartered launched a $50 million global fund to help people affected by the COVID-19 pandemic. The Group has already provided $25 million to support emergency relief in countries where the number of COVID-19 cases has soared and healthcare facilities are under significant pressure. The additional $25 million will help communities and businesses recover from the economic impact of the pandemic. In addition, the Group is committing up to $1 billion in loans, import/export financing and working capital for certain companies fighting COVID-19; and to support industry leaders who are adapting production resources to help fight the pandemic.

Sunway Hotels & Resorts

Sunway partnered with Malaysian Care, a local non-profit organisation committed to serving the poor and needy, to provide 1,500 bars of Soapful repurposed soap to juveniles at Pusat Koreskional Puncak Alam (PKPA) for three months starting from 1 April until 30 June 2020. During the Malaysia Movement Control Order, visitations are barred and usually it is their family members who brings them personal hygiene items including soap. Soapful, launched in December 2018, repurposes leftover soaps from the hotel venues into new bars, following stringent standard operating procedures that adhere to safety and environmental standards. The company also donated its hotel amenities to Sungai Buloh Hospital, one of the designated facilities to treat COVID-19 patients, to help with the shortage of amenities faced due to an additional 600 wards being set up for treatment. A total of 14,525 items packed in boxes was collected by the hospital personnel from the hotel which included shower gels and shampoos, shower caps, vanity kits, gloves, used pillows and blankets.

Taylor & Francis

One of the world’s leading leading scholarly and professional publishers, Taylor & Francis has enabled free digital access to all their COVID-19 research and have launched a microsite consolidating journal and book resources - www.taylorandfrancis.com/coronavirus. Thanks to their recent acquisition of F1000, they now also help the Welcome Foundation and the Bill & Melinda Gates Foundation with their open research science publishing.

William Grant & Sons

The company is shifting production at three of its distilleries to supply about five million litres of ethanol over the next eight weeks for the production of hand sanitiser. Production of ethanol that conforms to World Health Organisation standards is now going ahead at its distilleries in Girvan in Scotland, Tullamore in Ireland, and plans are being put in place to meet Food and Drug Administration (FDA) standards at Tuthilltown in New York State. William Grant & Sons will not keep any profit made through this work. The ethanol is being supplied at the standard commercial rate and all profits will be ring-fenced and invested into future actions that help alleviate the spread and impact of the virus.
In Your Own Words: Matters of Opinion

We asked members to share their perspectives on the ongoing pandemic as it related to their business and employees.

Arlene Wherrett, VP & MD, Sage Asia

“The COVID-19 coronavirus has deeply impacted all businesses, with millions reporting decreased revenue and in dire cases, closure. But this pandemic has also highlighted the need for all businesses, irrespective of their size to embrace technology, from utilizing collaborative technology for Work-From-Home measures to using virtual conferencing and webinars to keep in touch with and support partners and customers. Our primary focus at Sage is on caring for our colleagues, prioritizing mental wellness in addition to overall wellbeing whilst WFH. In addition, we are keeping our partners and customers updated via the Sage Asia Coronavirus Resource Hub with up-to-date technology and government advice. Sage believes that this current challenge will require all of us to work together – with the government, peers in other sectors and even with competitors, so that every small and medium business has the very best chance of success.”

Robert Walters (Singapore)

“Over the last few years, Robert Walters has been implementing technologies to help our employees become more mobile and as such, we are able to work from anywhere, including home – which has allowed us to continue our operations as normal. However, COVID-19 has impacted our clients and their hiring appetite, which is having a knock-on effect for our business. One thing that has changed is the way we conduct our recruitment work. Given the social distancing measures in place, we have leveraged our technology capabilities to move the recruitment and onboarding process online for both ourselves and our clients. We are also helping with our clients to assist any employee of theirs who may be retrenched, not only with their job search but also upskilling in terms of improving interview skills, access to understanding areas of demand, improving their LinkedIn profile and others. We are expecting a challenging Q2 in revenue terms, however, we are also expecting cost savings through working from home rather than operating a full CBD office. Our priority is to protect the jobs of our employees and we will continue to monitor the situation and adjust business strategies accordingly to best achieve this aim.”

Footnotes
(2) Diageo SEA Press Release
(3) www.dyson.com/newsroom/overview/update/ventilator-update.html
Parveen Kumar,
Hotel Manager, Grand Hyatt Singapore

“While ongoing developments continue to affect all industries in Singapore and around the world, we are very impressed and encouraged by how the Singapore Government has handled the current situation which has received numerous commendations by global communities, including the World Health Organisation. We are certainly very delighted our implementation of various precautionary measures has led us to this positive outcome, and we will continue to remain vigilant and steadfast in following the guidelines recommended by international and local authorities. The recent introduction of SG Clean Quality Mark is yet another step in the right direction to raise domestic and global confidence through independent auditing of public hygiene standards, and we remain confident in the resilience of Singapore’s hospitality industry to recover together.”

Simon Hearn,
Group Account Director, Distillery

“First and foremost, we are looking after our people, and making sure everyone is safe and well. Secondly, as a digital and agile business, we are trying to focus on the positives this situation is throwing up. The disruption means it’s the optimal time for companies to innovate and try new things. We’re continually re-thinking about our offering and trying to find new ways brands can engage their fans, and come out the other side stronger.”

Mark Teal,
General Manager, Mezzo Lab

“Mezzo Labs is a digital intelligence consultancy who believes in the power of your 1st party data that will help companies unlock their competitive advantage. However, COVID-19 has impacted our ability to foster closer and more direct relationships with prospective clients. And we are keen to explore new avenues where we are able to connect with companies virtually to see how we can help them navigate through this challenging time ahead.”

Michael MacDonald,
Director, Harley Street Heart & Vascular

“The COVID-19 pandemic has had a dramatic impact on healthcare globally due to the direct effects of the COVID-19 illness, and also the indirect effects on other conditions. Patients are now avoiding engaging with both primary and secondary healthcare providers due to fear of contracting the virus. There have been big drops in the presentation of acute illnesses such as heart attack and stroke globally. It is unlikely that there are fewer events, it probably means that patients are suffering at home, and not seeking help. Potentially we will see sicker patients presenting later in the year or an increase in Non-COVID related deaths and disability. At Harley Street we now offer our patient’s Telehealth consults, along with home blood tests and ECGs to try to partly mitigate this issue.”
Colt Technology Services

“The telecommunications sector has always been transformational. Now we need to step up and help our staff and customers stay connected and manage a set of challenges that look very different to those they faced just six months ago. The past few weeks have seen some customers requesting 20 times their average data capacity with similar being requested for voice. We’re working closely with our partners in the telecommunications space to manage capacity and ensure all our customers continue to get what they need. We’re seeing a significant increase in traffic across our network, particularly for voice, and many customers asking for bandwidth upgrades. The Colt IQ Network was built to deliver high performance, high bandwidth solutions, especially those in the cloud. We have the teams and the capacity in place to deliver and they are working closely in line with all local government restrictions.”

Taylor & Francis

“Taylor & Francis, founded as a family publishing business in 1798 and now part of Informa Plc, has adapted to many social, economic and technological challenges over the centuries. The COVID-19 pandemic is the greatest challenge we have faced, but it is also an opportunity to reaffirm our purpose: providing quality, trusted knowledge to the global research, teaching & professional communities. The demand for quality and timely information has never been greater, and our teams have never been busier. Our recent investment in digital content and eBooks is paying off. Border closures and lockdowns have resulted in the physical supply chain of books to be severely disrupted, but in many countries book publishing is regarded as a ‘life sustaining business’, so physical distribution is allowed to continue: our Singapore logistics operation has an Exemption. Amazon is our largest customer globally, and Kinokuniya has a great online bookstore too. Now is a good time to catch up with that reading!”

Stephen McNulty,
President, APJ, Micro Focus

“To slow the spread of Covid-19, Micro Focus has been able to scale quickly work-from-home practices for over 12,000 staff globally, to continue supporting our customers and partners through this critical period. This is not a major shift since we have gone through significant digital transformation within the organisation, leveraging many of our own automation software, and with employees already being familiar with enterprise conferencing technology and virtual interaction practices. We were able to quickly shift our customer outreach digitally as well, transforming our global conferences virtually within a matter of weeks to provide a seamless experience for customers and partners’ continuous learning of innovation updates and customer best practices. Through this collective experience globally, we stand united in doing our part to help customers, partners and employees stay safe while driving the best outcomes in transforming their businesses, and safeguarding lives and livelihoods.”

Cameron Gordon,
Founding Partner + Head of Client Growth, Incite

“As a Food & Beverage export development agency, our business has been slightly impacted due to brands deciding to put export plans on hold. That said, now is the time to prepare so that strong foundations have been laid for a successful launch in target export markets once things improve. For example, we were able to support UK brands and the British Chamber of Commerce recently by keynoting in a special virtual event - Exporting to Singapore and ASEAN. Grocery buyers are under a lot of pressure to keep their shelves stocked as consumers are buying more and more often in lieu of eating out. Supply chain constraints mean everyone is having to be patient when it comes to getting orders fulfilled as there is a lot of congestion at the ports. Some good news stories though - one of our clients has shipped the equivalent of 12 months of sales in 2019 in the first quarter of this year. In terms of identifying and working with distributor partners, video conferencing is an effective tool that has enabled incite to keep our existing relationships strong and fortunately, we can lean on the 10 years of history we have with these distribution partners.”

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“Taylor & Francis, founded as a family publishing business in 1798 and now part of Informa Plc, has adapted to many social, economic and technological challenges over the centuries. The COVID-19 pandemic is the greatest challenge we have faced, but it is also an opportunity to reaffirm our purpose: providing quality, trusted knowledge to the global research, teaching & professional communities. The demand for quality and timely information has never been greater, and our teams have never been busier. Our recent investment in digital content and eBooks is paying off. Border closures and lockdowns have resulted in the physical supply chain of books to be severely disrupted, but in many countries book publishing is regarded as a ‘life sustaining business’, so physical distribution is allowed to continue: our Singapore logistics operation has an Exemption. Amazon is our largest customer globally, and Kinokuniya has a great online bookstore too. Now is a good time to catch up with that reading!”

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