

CLC LECTURE

Singapore Sharing City:

Unlocking New Opportunities and Building Stronger Communities

21 July 2017



On the one hand, the sharing economy offers opportunities for more social, sustainable, and economically resilient cities. On the other hand, challenges like consumer and worker protection, a level playing field, and innovation of regulation are increasingly important for cities to deal with. In his keynote presentation, Harmen van Sprang will address both these opportunities and challenges of this rapidly growing phenomenon and give a holistic view on what it means to be a sharing city. By using the perspective of a person, a platform, a business and a government, he will make you aware that we are all part of this emerging ecosystem.

Lecture Segment

Mr Joshua Sim
00:00:18

We are honoured to have with us, Mr Harmen van Sprang, Co-Founder of ShareNL and Co-Founder of the Sharing Cities Alliance. He will be speaking on the opportunities and challenges of the sharing economy and what it means to be a sharing city.

We will begin our presentation by Mr Harmen, followed by a question and answer session, moderated by Dr Faizal, Senior Research Fellow at the Institute of Policy Studies, where he leads the Economics and

00:00:42

Business Research Cluster. Let us welcome Mr Harmen on stage for his presentation.

Mr Harmen van

Sprang

00:00:50

Idea: Playing together is Sharing together

I always tend to start my presentation with my two daughters because we, in the Netherlands say “samen spelen is samen delen”. [Dutch for “playing together is sharing together”] In other words, if you want to play together, you have to learn to share. And that is of course also the metaphor for life: if you want to live together, if you want to work together, you have to learn to share.

And of course, maybe partly depending on your culture, I hope we all are partly brought up like this—or at least that we are bringing up the new generation in this way, that you also have to learn to share somehow. And by the way this is not my backyard, as I also said yesterday. Does anybody know where this is? No? Yes, Paris, Versailles, so really near Paris and my daughters of course, dressed for the occasion. We were, at that time a few years already, going to this house. And this house, we got through a home exchange. Does anyone have any experience with home exchange? So not AirBnB, but directly exchanging or swapping a home with somebody else? No? Try it sometimes, guys! It is really interesting.

Of course, we all know Airbnb, and maybe some other housing platforms but this is much older—it is like, I think, from the '70s at least, those crazy '70s. And, so what you have here is a platform that make its easy and possible to exchange a home or an apartment or whatever house, or a castle even with some other people, as long as you meet each other's demands. So for example, we are just living in Amsterdam, two storeys up. These people are living in a large house in the midst of France, and somehow they wanted to go to our apartment, and we wanted to go to their house and their garden. And that is a really interesting phenomenon because you have of course, a little contact through the website, and you decided that you want to go to your

00:02:45

homes—and at the same time, of course that is important. And then you drive 700 kilometres, they open up the door for you, and they lead you around the house for 15 minutes, and then they give you the key of their most valuable asset, and they drive all the way to your home—solely based on trust. No money involved.

You only pay I think maybe 20-30 euros a year for the website that you use for this, but that is it. At that time, we were going there with this car. This is the car we used to have. But we are totally fitting these statistics at least in the Netherlands: 90% of the time, a car is standing still. So, we got rid of it. Because as you might know in Amsterdam, you bike everywhere. So, I bike from my home to my office in 12 minutes, why should I take a car? During the week, if I go to an appointment outside of the city, I just take a train because then I can work in the meantime, because this is not a self-driving car. Maybe then, I will take a self-driving car again. But in this case, I use the train. So it was just standing idle all the time. It was more functioning like an extra garage with two little kids than a car. So, we got rid of it, and we started car sharing.

And one of the more popular [forms of] car sharing, peer-to-peer car sharing—so really the car sharing with your neighbours or people in your neighbourhood—one of these platforms in the Netherlands is SnappCar. And it's interesting because we put our profile there and we just got along with the platform. But after a few years—so that was a great experience—our behaviour changed again.

At one point, my wife did another job and then she had to use a car more and more, so then it became not so attractive anymore to lend [*sic* borrow] somebody else's car every time. Then we thought, "Okay, do we want to go back to owning a car again? No!" So what is happening now is that for example traditional companies are opening up to this new phenomenon: There is a leasing company in the Netherlands that says, "Okay, if you are going to privately lease a car from us, you can rent it out through all those platforms." Whilst normally of course, at least in

00:05:01

Netherlands, but I think it also goes for your country, if you would lease a car, they would restrict you to maybe use it for yourself and your partner and that is it. But now, you can open up.

So this is now the car that we are offering on SnappCar. We used to use the cars from neighbours, and now we offer our car—or our leased car, it's not our ownership—to other people. And for example, if you would go to the site of this private leasing company, you could already make an estimation of what would probably be your behaviour on those different platforms; and also do this calculation and see how much you would save on your monthly costs.

To be honest, this car cost us, all in total, 300 Euros per month, excluding only the gas. But you can cut, for example, half of your costs by sharing it sometimes with the people in the neighbourhood. And I think that is an interesting model. Because still, we now we have the leased car, but still it is not used every day. If I am at work and my wife is at her own office and not going out for training et cetera, then it is just standing still again. You can rent it out on these platforms.

And if you look, this is even a bit of an older map, but these are like those SnappCars, those peer-to-peer available cars in our city. So, at any given moment, there is a car for you. And it may either be a small car or a convertible or a van if you want to move, or any types of car is there at any moment you like, to get it—and you pay a little fee to the platform but mostly to your neighbour, because it is a costly thing, a car, and you drive away.

It is interesting to see that this peer-to-peer car sharing [trend] is really picking up. And it is also seen by the fact that the EuropCar, which is a big car rental company—in Europe at least—just recently invested 10 million Euros in SnappCar. I think that says something. It is not every day, at least not in the Netherlands or Europe, that so much money is invested in[to] this new phenomenon called sharing economy, and they

00:07:11

got like a 20% ownership now of SnappCar. [That] makes sense somehow: if more and more people go to their neighbour to get a car instead of to a rental company, this company wants [*sic* would want] to be in the new game too. This is the way to do it.

Another example from the Netherlands—and I already challenged the people in the workshop yesterday to put it in Dutch—it is called [Thuisafgehaald\[.nl\]](http://Thuisafgehaald.nl). There are a few Dutchies in the room who can do it, but [Thuisafgehaald](http://Thuisafgehaald.nl), I am not going to ask you to pronounce that but they also have this English website, thank god, and it is called [Shareyourmeal\[.net\]](http://Shareyourmeal.net). And [Shareyourmeal](http://Shareyourmeal.net) is all about—you can guess it—sharing your meal. It is a possibility, if you for example like to cook, that you at a certain day think, “I’m not only going to cook for myself or for my family, but I cook a few meals more and I am going to put them on this website on this platform, and somebody else in the neighbourhood, for a little fee, can pick up those meals.”

What is interesting, and again, you can see there is always a home cook somewhere in your neighbourhood. But what is interesting is the fact that at a certain moment, there was an elderly lady seeing an item about this platform on Dutch television and she thought, “Hey this is interesting, because I always get my food delivered through a service from the city government because I am elderly and in need. But I don’t so much like the food—it is not really tasty.” And then she got in touch with this platform, and then [by] just asking, “Is it maybe possible there is also a home cook on your platform that is living nearby, and could deliver his or her food to me?” this platform made that match and the person said, “Okay, I am willing to cook for her sometimes, and also to bring it to her home because she is elderly.” And that led to a new service from this platform, where they are now working more with city governments to partly substitute this service where the city government maybe [does] not have to deliver all those meals to the people in need, but the platform and your community, your neighbours [can] take care of delivering the food.

00:09:26

And I think that's an interesting take of what could be partly substituted by a community. Already, if there are any questions please feel free [to] ask me—just put up your hand, I will be fine with it. And if it is not okay, then we have somebody to moderate you.

Another example, again of course from the Netherlands, that's what you get—Peerby. It's one of the poster childs of the Dutch sharing economy, and it is making it easy to share goods with each other for free. So, some of you who are...or maybe already are a bit more in the field of sharing economy know this example of a drill. Everyone has one—but the drill is used like 12 or 13 minutes in its life. Why does everybody have a drill? It doesn't make sense. In a research we did for the Dutch government, we estimated that you could [make] do with 50 households, with one drill. This platform makes it easy and possible to just ask [for] something that you need—a drill or a baby bath for a day for an incoming guest or like a table, because you are giving a party, you need an extra table for outside—whatever it may be that some other people have in their attic or in their backyard and are not using every day, you can lend it. You can borrow it from them.

So, you put it there and to make it a bit more social, you give it a reason why you want to borrow it; it goes scanning through the technology in your neighbourhood, and most of the times, within 20 minutes, it has a match and somebody else in the neighbourhood saying, "Okay, I have this for you. Come and pick it up and bring it back later. We'll be fine." And of course, this not only has a societal impact because people meet each other and maybe new acquaintances [may] come from that, but also it has an impact on sustainability, because if you would expand this more and more, you would need a little less number of drills or other products in your neighbourhood. By the way, if I am going too fast or something, tell me also.

And what's interesting [is that] Peerby as it was growing also needed a little more capital to expand their services and to make their services

00:11:26

better. And I think a little bit of practising of what you preach in the sharing economy, is [to] then start with a crowd-funding campaign. Because hopefully your own crowd and your own people who are using your platform, believe in you. And it showed because they started the crowd-funding campaign, they made a strategy for I think, at least six weeks—how to do this, and how to encourage the people to invest. Within three days, they got like the maximum they could do on the platform, on the crowd-funding platform. They got two million Euros. So again, there you see the belief of people, in this case, in this phenomenon, in the sharing economy.

Getting into the Sharing Economy

00:12:05

These are some of the companies that we, ShareNL are working with. On the left is mostly the logos of sharing platforms; on the right side, most of those will probably not be so familiar to most of you, but [there] are like the traditional companies like insurance companies, banks, city governments, national governments, European Commission, all those organisations. And it [is] not to show off here, but it is to let you to see that all these organisations are somehow aware of the sharing economy, and somehow want to be involved. It might be just with the presentation, to be aware, it might be with some advice, with a research or a pilot project—but all these organisations over the last few years, because we are only doing this now for three and a half years, are involved somehow, in the sharing economy.

And just a little idea of what we are doing. By the way, we have an office in this red building—not the whole building of course because we are just a small social enterprise. But it is a governmental building for social enterprises, so it is a great place. So, if you are ever near and some people have been there, feel free to drop by. Just briefly what we do, it's these kind of things as I do now: workshops like yesterday, research, for example, for two Dutch ministries, but we also set up a research with the University of Amsterdam to get more insights for example, in the behavioural aspects of people in the sharing economy. Of course, [we]

00:13:31

bring a lot of people together to meet-up events and roundtables, because this is important and we really believe that we should do this altogether. So not only with start-ups, or not only do with governments, not only with companies—but all together.

We believe not only in telling things, in saying [to] other people how you should do and act, it is also doing our own projects. And the two larger ones are on mobility or transportation, so we have a three-year public-private partnership in the Netherlands where we are working on [having] 100,000 shared cars on the road in 2018, and this is again a joint effort. This is where we have the national governments, some bigger cities in the Netherlands, the leasing companies, the insurance companies, and of course those platforms in the sharing economy who are sharing those cars—altogether 40 organisations—working for three years on getting more shared cars on the road. [It is] not an easy effort, I must say, but we are working on it. And the other one and that is partly why I am here in Singapore, is sharing cities and I will tell you more about that soon.

Well, you always need the bigger vision, right? You do it with a certain reason or a certain purpose, and this is ours. So it might be bold, and it might be big, but we really believe that if we could grow to a balanced sharing economy—and I say balanced because we really develop it with an eye for the opportunities and the challenges, [because] it is not only opportunities. It may be the uptake now, but it is also really quite [about] some of the challenges, especially for governments. But if you grow to a balanced sharing economy, it might lead to a society—a sharing society maybe even, where it is more logical not to only buy things, but also share things and maybe have a bit more diversified and balanced consumerism; and therefore, also maybe [have] a more sustainable, prosperous and happy life. I know it is big, but it is really what we are striving for.

00:15:36

At a certain point doing this research, we thought, “Okay, we need a model.” You always need a model. You know, I am not an academic, anyway, I’m not a professor or something, but you need a model. So, we thought, “Okay, let’s make one and hopefully it is of use for discussion with whoever we talk with.” And so we came up with this, and it was not that difficult. But the thing we did is [*sic* was to] put the sharing economy in the regular economy, because we don’t want to see it totally apart from it. So, the red and the light red part is the sharing economy and the blue part is the regular economy.

We divided 10 markets from goods and services, to logistics, energy, spaces, and I think, care—10 markets. In all those markets, the sharing economy is already active, and then we said those darker red heart of this model is the peer-to-peer sharing economy. For example, again that car-sharing platform, SnappCar, the outer ring, the light blue ring is the business-to-consumer ring, it’s the oldest in the book. It’s in this case, for example, the big car rental company or the big hotel chain. And you see those two other colours in the middle, [those are] the new models that are evolving.

So if I stick to transportation, there you can see it better—I do not know if you know the platform car2go [www.car2go.com], which is at the right as the second one, so next to Avis, car2go is a service from Mercedes, or let’s say Daimler, the producer of Mercedes, and also of the smart cars. And what they are doing is also in Amsterdam is putting hundreds of their smart cars on the streets, let’s say, just like the bikes now in your city. Just putting them everywhere, and giving [out] access to their product. So they are making their product into a service—you don’t buy that smart car, you just step into that smart car, you drive it for half an hour or half a day and you leave it. You don’t have to bring it back to the same place, you just leave it for somewhere else in town. It’s an electric car.

00:17:41

And that is not sharing economy in its purest form. It's not peer-to-peer sharing, but it is of course a traditional organisation tapping into the philosophy of the sharing economy. So you see those traditional companies coming closer to the sharing economy and the same direction; you see also some sharing economy platforms becoming more efficient, sometimes also more commercial, and moving to the traditional economy. And this is happening at the moment in certain cities and countries. And this is making it really interesting for everybody in the field.

This is an attempt for a definition but again, this is something you can discuss about for like hours or days, and we can all disagree somehow of the sharing economy is or isn't. But what you in general see, is that those platforms, and I will give you some more examples afterwards, after this model that you see, that they are partly substituting the services of a traditional company. And if that is growing, that is of course what they call... and then you forget the words... disruptive! I know it's a bit of a trendy word, but it is disruptive. I mean it's doing something to the traditional business model of the traditional companies. You might also perceive that as a challenge or maybe a new chance for you, but it does something.

Changing Roles in Society

00:19:03

So, what you see in general, and then we go back to more examples, because it is Friday afternoon I know, you see that a person or an individual or a citizen, whatever you want to call it is getting a lot of new roles, that maybe he or she didn't have before. He or she is now a seller, for example, through ebay or a hotelier so to say, through Airbnb or other home-sharing platforms; a private driver through, maybe here you have Grab or Grab hub, or if you want to call Uber [a] sharing economy, then Uber. A postman because you have logistic platforms where you can say, "Okay, I am going to deliver some packages instead of the traditional postal man." Energy supplier, because maybe you have...you are collecting the sun on your roof, but you have too much and you want

00:19:52

to share it with a neighbour—really you can. A lender through crowd funding or peer-to-peer lending. A cook, I told you on those platforms. A caregiver, because you also have platforms where you can share your care. A teacher, because there are also skill-sharing platforms. And a handy man because of course you can also do like those little errands, or gig work at different platforms.

And of course, the technology that is making the sharing economy happening is also seeing to it that this is happening now more and more, and that it is really also empowering your citizen, or your colleague, or yourself in a way we haven't maybe seen before.

Really quickly, before I go into the Amsterdam sharing city examples and more sharing city examples from the world, what else is happening? For example, and these are all Dutch examples, Barqo—boat sharing platforms. I mean if you can share those cars, why not share those boats? Makes it so simple. MotoShare[.nl]—motorbikes. Pickthisup[.nl], as I told you logistic platforms. Maybe you bought this bike on e-bay and you can send it with a traditional postal company or somebody in your neighbourhood happens to take that bike with them for you, and of course you pay them a little fee. CampToo[.com] for RVs [recreational vehicles], or campers. ParkFlyRent[.com], also a Dutch platform. If you go to the airport with your car because you are going on holiday, you can leave it there for long time parking for two weeks, or what they can do is rent it out to an incoming traveller. And then your car is earning money while you go on holiday. That's an interesting thought.

3DHubs[.com], you can share 3D printers. Maybe you don't have one, maybe you do, and [if] I really want to print a cup for my mother, then I can use your printer. Djeepo[.com], maybe you do not have a storage space, but maybe someone in the dense city has a little bit left and you can maybe store some stuff there. Seats2meet[.com] is just one of the examples in the Netherlands of co-working space, but of course co-working you also have here. ReWear[.co], only for the women in the

00:21:59

room: more high-end fashion that is hanging in the closet most of the time and maybe somebody else would like to appear in the dress for one day, because he or she—this time a she—has a big party where she wants to go to but does not have a beautiful dress. Maybe she can borrow it from you.

AirDnD[.nl], what's in the name, this is air drink and dine, and of course, it is a little blink to AirBnB. This is home restaurants, so if you like to cook but you do not want to let people take it out but you want to cook in your own home, then you can do this through this platform. Konnektid[.com], connected to skill sharing. Vandebron[.nl] means from the source, of the source, means energy sharing. So, it might either be the sun energy that you got, the solar energy that you got left, but also maybe the farmers with the big windmills that can provide their energy much [more] directly to you than only through a traditional energy company. And this is again interesting to see because one of the biggest energy companies in Europe has set up the same services from their own brand, because they see that much [more] people, many people are picking this up now.

And share and care, as I told also yesterday this is also interesting because this is empowering people to help each other out in the local neighbourhood by for example, doing this because she needs a little help as you can see. But it can also be maybe somebody [to] bring you to the hospital, or playing a little game of chess with somebody who is alone. And the interesting fact is that there is three times much for supply of help at this platform than there is demand. So that is showing that there are a lot of people around you that are willing to help you out with something in the neighbourhood. Concludingly [sic] is...this is again, this ecosystem but then only the sharing economy as you can see, if you look at the Netherlands there is already an enormous potential of sharing going on in all those different markets—it's really happening. And this is not only happening in the Netherlands, it differs per country, per city, but for sure it's a growing phenomenon.

Amsterdam Sharing City

00:24:10

As you might know, Seoul, started calling themselves a sharing city in 2012 already. So, Mayor Park Soon was thinking, “We have, as like every other city a lot of urban challenges, and maybe the sharing economy could be partly addressing or solving even, maybe, partly those challenges—like congestion and transportation, like elderly people who are in need of some help, like a dense city where we maybe need to share some more stuff. In general, maybe taking care a bit more of each other—social capital, social cohesion.” We were, and ‘we’ is like Pieter [van de Glind] and I, co-founders of ShareNL were quite inspired by that and thought a few years ago why not make our own city also into a sharing city?

We started writing a vision. I mean you should start somewhere. So, we started writing a vision and thinking, “Okay, how should this fit Amsterdam, how could Amsterdam benefit from this?” And then we, the city as a whole—so not only the city government, but again of course also those platforms and also businesses, and also the public library [began thinking] for example, “How can we participate, let them all participate, in the sharing economy and bump into all those challenges and learn from that?” So at a certain point, we got in touch with the city government and saying, “Guys, this is the plan, would you like to be in?” We asked them as a sort of ambassador and we did the same with all the those other organisations I just mentioned—and we just kicked it off.

So as we said like early 2015, we got that group together, just the first group. So in the middle you have our vice mayor, you have people from the biggest insurance company, from a start-up accelerator, from a university, from start-ups—this diverse group that is making the city, and this diverse group that could also be making the sharing city. And just really, appeal to start acting in the sharing economy, and to also share your experiences and to do pilot projects.

00:26:18

And we were of course lucky that city government was really on board from the very beginning, and embracing [*sic* embraced] the sharing economy. This is what the vice mayor at the launch two and half years said. Happily, she saw it also as a big opportunity. And one of the first things that the city of Amsterdam did was writing their own plan. Their own action plan, as they call it. Their action plan for a sharing economy because, of course we have our vision in place, but we are not the government we are a social enterprise and thus a private company.

They wrote their own action plan with maybe some obvious reasons why they are into the sharing economy. And this whole action plan is also available in English, and I can, of course, share it with you. But there's still of course, the reasons of sustainability, of mobility. I think most of them I already mentioned: social inclusion, social cohesion and most of the time, a more social neighbourhood or a more social community is also a safer neighbourhood. And of course, also innovation in a start-up environment, because Amsterdam is also really focusing on its start-up ecosystem. And as I showed you before all those examples, they are partly or maybe even mostly, based in Amsterdam. But as I said before, there are also some hurdles, some challenges. How do you keep it a fair playing field? If you have AirBnB but you have your traditional hotel industry. If you have car sharing but also your traditional rental companies, and that goes for all those markets.

And how do you keep it a social...secure aspect of course, I mean this is doing something also to the way we work: more and more freelance, more and more gig work, like really small tasks, you know? And does, for example, this new generation think about what it does to their social security? And maybe also reconsider some rules and regulations. Because for example, what the government of Amsterdam sees, and that also goes for other governments in the world, is that maybe their regulation is sticking to traditional companies but not to platforms. A platform is a different way. It is really an online place, an online marketplace where supply and demand comes together, but that is

00:28:39

different from a company that is delivering a product or a service—so may you could reconsider some of those regulations. So those are some of the elements. And again, this presentation can be shared also afterwards, so feel free to take a picture and note it all down, but you can have this all, of course.

And basically this is the, more or less, like the punch-line of this action plan. So you could either say as a city, you ban things or you authorise some things, or you can maybe take a bit of like what the Amsterdam approach could be: it's like a road in the middle, where you just monitor what is happening and go where the opportunities are.

This is a mural painting at the heart of Amsterdam, and I think this a bit of a metaphor of a sharing city. It says “Ik speel in de stad met alles wat er bestaat” [Dutch for “I play in the city with everything that is existing.”] so please repeat after me. No? “I play in the city with everything that is already there.” It is so simple but that's the case: we have everything in the city; we have all the skill; we have all the mobility; we have all the food, we have all the... I mean I don't have to explain. You guys, you are in Singapore—you have everything that you want. But maybe it is not always equally divided. I don't want to say it like I want to go to like a socialist or a communist regime. Not at all! But if we tend to share it a bit more then maybe that's benefiting everybody—both the provider and the receiver of the sharing service that you are making use of.

Maybe take this one first, this is like a really recent comparative study of nine European cities done by a student who was an intern at ShareNL, studying at the University of Utrecht. She compared nine European cities that are working somehow with the sharing economy, and I must say that like for most cities in the world, it is still a new field. So, don't think that Singapore is much lagging more behind or something—for the most cities, it is still quite new. But there is also an opportunity to learn from the cities that are maybe a bit further, and of course learn from their failures.

00:30:47

And here, for example, is five elements from her research, just showing how different cities are using the sharing economy, and also what their focus is on. One thing is, of course, informing people about those platforms, that is already an important one. It may sound so easy, but you have to educate people not only about the opportunity but also about all those risks. Social security, et cetera, insurance, et cetera.

Panel and Q&A Segment

Dr Faizal Bin
Yahya
00:31:19

How do you generate trust between the providers in the peer-to-peer [sharing platforms]? Because I'm giving you the keys to my house, or to my car. So, what assurance do I have besides the insurance and all of that—**how do you encourage that trust element in peer-to-peer [sharing platforms]?**

Mr Harmen van
Sprang
00:31:37

Yeah, the trusting is a really important one of course. It is the currency of the sharing economy, and the question is almost: is trust helping to grow the sharing economy, or is the sharing economy helping to grow trust? And of course, this is also different per culture, I think. Of course, it's partly enforced by platforms having review systems. I mean you want to look people in the eye, maybe force them, for example, of looking in the eye. You have different car sharing platforms in the Netherlands. One is SnappCar, I mentioned, and there you have to hand over the key, and walk around the car to see if there was already damage together.

There was also another car sharing platform that was making this all electronic. It appeared that this car-sharing platform where people have to meet each other first worked better, because especially when you're renting out the car for the first time to somebody, you want to look that person in the eye. So I think that is important one, to look each other in the eye if it is possible—because of course if you are doing a home exchange with somebody in France, you are not here first driving up to France to look him in in the eye.

00:32:46

The other thing is the review and reputation system. If you see that somebody is apparently trustworthy because he or she has already rented a car 20 plus times and did very well, and everybody gave him or her four and a half or five stars, it says surely something. But still it is also intrinsic, like okay, is this in your culture? Is this in your DNA? And if it's not, how can you encourage this? This is an interesting question. This is also posing it to you. So is there in general maybe, enough trust in the room to start sharing, or are there too many hurdles for now? Or do we need a new generation that is stepping into those Uber pools and Grab Hitches, whilst the older generation maybe is not so much.

AUD1

00:33:39

I think that the whole sharing economy makes a lot of sense for efficient allocation of resource, but I am not too sure on this equitable part because like you rightly mentioned earlier, it relies a lot on technology and platform, and so there's this group that doesn't have access maybe, and so how does the government try to reach out to them? And maybe secondly also then, we have heard a lot of good things about it but could you share some negative externalities involved with this? Is it really an operational issue or is it more conceptual? And I think, lastly, just now you mentioned something interesting about time, I was wondering if there any interesting time-sharing models?

Mr Harmen van Sprang

00:34:19

Yeah, there is a time bank coming up in Toronto—ah Toronto, hallelujah, this like being maybe a bit jetlagged or tired—here in Singapore, of course. There is also one in Toronto. That is why I am getting mixed up.

One example to make it really low barrier is we did workshops in a local public library in Amsterdam, and these kind of things are also happening all over the world in cities now to just educate people from a really basic level, to maybe even show them how the websites are working. There is maybe the basic element that the people can go online—that is something that's mostly needed. But as soon as they can go online, and they have internet at home, or they have internet through the public library, then they can learn much more about the opportunities and the risks of the sharing economy.

00:35:11

You could start...this is also another one, again, in Amsterdam where you have a city pass. The city pass is for elderly people, like 65 plus, and also for people who are not so well-to-do. And now, the city government is looking to see how they can connect the sharing economy to the city pass to give easy access, and also again make people aware of the sharing economy. And maybe if people are not so well-to-do, and still think they have to cling onto their car, maybe they don't have to because there is car sharing in place! You just have to teach them and get them in. So that is also one.

For example, it starts early, so we also started piloting with teaching kids how this is working and how they could benefit. So just some examples really close by that I have, to maybe partly answer your question, and make it easy and approachable for every group. And then there were, I think, two other questions even? Or one?

AUD1
00:36:09

[Off mic, distant] **Are they any negative externalities involved with the sharing economy?**

Mr Harmen van Sprang
00:36:12

Yeah, well, one research we did was about sustainability and in general, it has a positive, sustainable effect but it could also be, for example and that is just one example. If you look at the boat sharing, and you have like an older boat with like, the dirty gasoline kind of thing and that is going to sail more, then you know that is a negative effect.

Another thing is that, you could, if rent out your house on AirBnB 60 days a year, have quite some extra income from there. Is it income that people are going to use to travel more? And if they are going to travel more, maybe that again has like a sustainable aspect there. So that could also be negative. Those are some sustainable, potential[ly] also negative effects.

There is always misuse, but that's the oldest in the book. So, there have been cars that have been provided by a neighbour and somebody took the car to drive into a...what, how do you call this, a money machine where you can take out money, you know? An ATM [automatic teller

00:37:23

machine]! You know, that happens sometimes. People drive a car in there—I never did it before, but some people do. I don't know. Is it also happening in Singapore? No? Sometime people in the world use the car to open up these ATMs, sometimes that is also happening with shared cars—those downsides are there too.

And of course, the misuse of AirBnB, for example, that people [who] are homeowners [act] like real estate agents and just rent out all those apartments continuously. That's not how we should do it. Then you should like get your permit and be a hotel, and not say that you [are] renting it out on AirBnB. And that is something you should prevent. It should be balanced but sometimes, it does this first, before it's balanced again. And that is where we need government.

Dr Faizal Bin
Yahya
00:38:11

I have got one concerning culture. You mentioned earlier the cultural element to it. **Given that Singapore is pretty diverse now, local-foreign mix and vice versa, is it the same case in Amsterdam? I mean, how do you deal with cultural diversity in this element of shared economy?**

Mr Harmen van
Sprang
00:38:31

Yeah, it is one to closely watch because here in Singapore you want to prevent what is... it is happening because people with the same ethnicity or nationality or background group together. And the same goes for Amsterdam and maybe it would not be a problem if those communities themselves are also sharing, but you want of course also the intercultural sharing there.

Dr Faizal Bin
Yahya
00:38:53

Any lessons to share?

Mr Harmen van
Sprang
00:38:54

Yeah, well I think you have to prevent discrimination, you know? There was this case again about AirBnB—but I think it is a big platform so you get all these cases also around it. It's that somebody was trying to get somebody's AirBnB apartment, and he was black, and he was refused. Then he changed his picture on his profile to a white person and then he was accepted. There you got shit, you know? So I am glad and I hope it is not only a PR [public relations] thing that AirBnB really started

00:39:30

making their discrimination policies much, much better and really worked on that.

But that is something again, maybe with dealing with people that is the oldest in the book, but you should put everything in place to prevent this, and to stimulate this, and to...like a government in general should do, to get more cultures together continuously. And maybe something like a public library is one of those spaces where all the cultures come together. So, put them all in one workshop, and let them maybe...even if it is playful, let them share something, you know? Start low level. Make it easy, and I think there is already a lot of sharing going on in a lot of cultures, only not through this platform. So maybe extrapolate that a little bit, that might be [a way]? But bring people together live also because this is mainly online of course, and through online [platforms] you can get a live contact. But yeah, make people aware, connect them; make them feel safe, somehow.

AUD2

00:40:25

I am personally interested in building more trust, generating trust to anyone in the world. So that is my interest, **do you think the sharing economy or the platform help people to bring the general trust higher? Or do you think it can be sinking?**

Mr Harmen van Sprang

00:40:44

I think it does. I just did an interview before this, and I mentioned the example of a few years ago with a research in the Netherlands done by an organisation called True Price [trueprice.org], and they have a certain measurement to measure the true impact, societal impact of a certain phenomenon. They took four sharing platforms and they measured how much their society impact was transferred to euros—I am coming to your questions—and those four sharing platforms with I think, in total more than 100,000 transactions had a societal impact of four million Euros, so let's say six and a half million Singaporean dollars.

On the one hand they researched this; and on the other hand, from this research also came that people said and encountered that they found more trust there and more social connections through the exchange of sharing economy platform. So it is one measurement, but I think in

00:41:52

general, as I said before, neighbourhoods where sharing is going on more are mostly also safer neighbourhoods. Because people get to know each other better and know who is living there, and maybe who is not—and a bit of each other's background. So new encounters come from that. I think we should research this more, that's absolutely a thing, so anyone here who is still looking for a topic to research, maybe this is one! But it think it is, I think it leads to more trust and more social connections. Absolutely.

AUD3

00:42:28

Are you aware of any cities or whether Amsterdam has started charging tax from [sic on] people who actually rent out their homes and things like that? And if that helps, that should be taxed. The second question is what's your thoughts on the whether the participant of the shared economy, for example an Uber driver, are they classified as contractors or employees, or contractors and whether that has got implications on the health benefits or social security type of benefits?

Mr Harmen van Sprang

00:42:58

So yes, the city of Amsterdam and AirBnB are working together on collecting tax—tourist tax. For example I think last year, for the first time it happened. And it was like five and a half million Euros, so maybe seven and a half, eight million Singaporean dollars collected. Because it was immediately taken care of through the platform of AirBnB to collect or to redirect to the site of the tourist tax. So I think that is a big opportunity, also for other cities and also fair, again, to make it also a fair playing field and not saying that, "You are in a traditional hotel you have to pay tourist tax, and if you are in AirBnB or apartment you are not taxed." So I think that's a good thing.

And the other question. In general, the future work is a really important one. I mean work is changing and now it's sharing economy and maybe more platform-isation—much more things and services are turning to platforms, that is already hard to regulate sometimes. And as I mentioned also to you, now it is still people acting on those platforms. But soon partly, supply and demand will also be automated. Soon, your agenda will see that you have a mobility question for tomorrow because you want to go to some place, and you need a car from somebody else,

00:44:23

you're not even acting on it yourself. So I think it's also a call for especially governments to get to know the sharing economy, and therefore also maybe the platform economy good [sic well] now because it is already a big challenge. Now you can still talk to people and platform owners, [but] in a few years, it's like partly algorithms, it's partly AI [artificial intelligence], it's partly robotics, really. And you cannot talk to those guys, you cannot talk to an algorithm, you cannot talk to an automated platform. So [it is] better move it fast because times is [sic are] changing.

The same is like we are taking this taxi drive from another location to here: today, there is still a driver there, you know? But in a few years, there is [sic will be] no driver. So we are thinking all the time about the driver? We should, because it's his job, and he is doing, most of the time, here in Singapore a job at Uber or at Grab Hitch, for example, next to his other job—goes for all those people almost.

But within a few years, there are no drivers anymore in those seats, so we are making regulations for those drivers. We should, again—but once that regulation is in place, there are no drivers anymore. So, it is really, really a challenge for city governments to keep up and it will even a bigger challenge.

Dr Faizal Bin
Yahya
00:45:34

What about in terms of coverage for part-time or gig economy workers?

Because like the medical benefits examples, your insurance or retirement, how does Amsterdam or the Dutch government....

Mr Harmen van
Sprang
00:45:47

It is difficult. I mean, for example, the services from Uber in the Netherlands, where you as a private person are driving around without a permit? [That is] banned in the Netherlands, so it is not active there—whilst the Uber Europe headquarters is in Amsterdam, so that's funny. But that's banned, because there is really a tough regulation around [the] taxi industry in Netherlands, because it was [a] not so good industry, so they are now bumping into that.

00:46:13

But, also the national government in the Netherlands and other governments will say the more responsibility you take as a platform, maybe the less we have to do with regulation. But that is also a hard thing because partly they are commercial, you know? So, they also want to make money, and maybe that's sometimes their first move. On the other hand, for example I heard an example of Deliveroo, like one of those food delivery services, I heard this a few years ago in London that they were thinking about providing helmets to their bikers. But if they were to do that, they heard from the government that then they were creating an employer-employee relationship, and that is exactly what they don't want to be as a platform, you know? So how can we go and make, maybe, new regulation[s] or at least change regulations to make these laws fit [*sic* suitable] for both platforms, as well as companies, so that the platform can also take this responsibility without becoming an employer.

Or for example, a traditional postal company in the Netherlands with a lot of postal delivery guys and girls, just said, "If you are going to work for us, you can choose if you want to be on the payroll, or if you want to be a gig worker, you can choose." Maybe that is also a future possibility.

AUD4
01:08:34

If you are aware of **any best practises for sharing economy and food waste, and surplus food re-distribution? Any apps and any platforms that are addressing these issues in Amsterdam or Singapore?**

Mr Harmen van Sprang
00:47:38

Yeah, they are there. I don't know that that well but I am...there are, sure in the Netherlands, but I think different places in the world. I spoke to a lady from Oslo a few weeks ago, she is also doing a lot with local food, and local food distribution, I will give you her name because she is a really interesting person and [she is] totally reinventing the food distribution in her own community—that is really interesting and also trying to avoid food waste et cetera, so I think food will be a big industry also in the sharing economy.

AUD5
00:48:09

I have one question based on your example just now about the food sharing and working city governments. **Are there examples of the sharing**

00:48:15

economy resulting in the city governments cutting back on social services because they outsource it to private companies? And I think the second question that I have that maybe is related to this is, some of these things are a direct swap like a house and a house, or car and a car or a vehicle and a vehicle. And some of it is not equal, for example one person has a car and one person doesn't, there is an exchange of money. **Are there examples where there is no exchange of money, but how do you calculate that the equivalence?** So there is the time bank example, which is interesting, but **are there other examples where you are swapping something without exchanging money, and is there an example in Amsterdam?**

Dr Faizal Bin
Yahya
00:48:54

It's a question of parity and...

Mr Harmen van
Sprang
00:48:55

Yeah, indeed, because I know the example of time bank: one hour for one hour, so to say. Anybody else in the room apart from Amsterdam? Because of course, let's broaden our minds, but is there somebody else who knows, maybe an answer to your question? Because not one comes up right now, as to a different system. And that is also partly I think why money was invented to make it more efficient instead of saying, "Okay, I bake a bread for you, you are going to make her shoes, and she's going to...." you know? So that's the efficiency there for money, and of course money also ruined a lot of things.

But I don't know if there are any. But maybe that's just in your local community, without any online platform, that maybe then, that's what we are doing. That could be.

Dr Faizal Bin
Yahya
00:49:45

Can the platform do some sort of parity give and take kind of thing? Just monitoring your [transactions].

Mr Harmen van
Sprang
00:49:53

Yeah, maybe this is not answering your question but how about the platform in the United States that is setting a sort of a minimum wage there? I think that is a great attempt also to protect workers, so without trying to be an employee, saying, "Okay, you cannot offer to do this gig

00:50:12

job for less than five dollars an hour or something!” That is something. Again, take responsibility as a platform, please.

AUD6

00:50:20

Just an example maybe of what we are trying to do, is [that] we are a travel platform [working with] the local people, guide travellers. So, we give the credit to those local people such that if they go, they can use this credit when they go to travel to the other countries [so that] they can be guided for free. So that is one example that we’ve been...we are trying this year, to see if we can try to do without paying money directly because their motivation is not getting money. Their motivation is to enjoy and help other travellers. But by providing the money, it’s kind incentivising the wrong way, so many people [who] join in [want to be] the professional guides, instead of the local guides. So that is what we are trying to do, not giving the money but giving experience.

Mr Harmen van Sprang

00:51:16

Thank you.

AUD6

00:51:18

Just to add on. In Singapore there [will be] at least two time-banking start-ups starting soon: one is Kuiddle and the other one is Hourvillage, so look out for them. Kuiddle, K-U-I-D-D-L-E, and Hourvillage. For exchange of items, if you go to Freecycle, there’s a lot of Facebook groups. [At] Freecycle you can give and take a lot of things you want for free, and there is also Pass-It-On by Central CDC [Community Development Council], so if you have unused appliances or furniture, you can pass it to them, they will distribute to the needy through the online platform.

Mr Harmen van Sprang

00:51:48

Maybe give you...I’m thinking of this example, maybe to give you still, if that is okay, because that’s the national government in the Netherlands, again—sorry, I happen to be Dutch—and it is also really... or act more on the sharing economy, and then we can give much more examples on Singapore, but that’s going to happen I am sure. I told you briefly about AirDnD, the platform where you can be like a home restaurant. That is bumping, of course, into a lot of regulation because food safety, alcohol abuse, the parking spots being taken by guests in your local neighbourhood, zoning—I mean it is a house and it’s not a restaurant,

00:52:27

fair playing field, et cetera. There is a programme from the Ministry of Economic Affairs in the Netherlands saying that sometimes, maybe you should give a platform the right to challenge, in other words...yeah, the right to challenge the current legislation or the current system.

We had two round tables in this field, where all those different organisations that are in place in the Netherlands to guarantee the quality of food and alcohol abuse and parking guys and city governments, et cetera, all to one table. What do we think about this? What do we think about this platform? And do we want to ban it, or do we want to authorise it? Or how can it exist in this current system? And it was quite amazing to see that most of the organisations were quite open to it, and not so restrictive.

There was only the traditional hotel and restaurant industry saying it is unfair competition, but most of those others said, "Yeah, we also see that this is happening. We also see that if for example, the platform takes a certain responsibility and maybe does a little training so that people know that they have to have a safe kitchen as to food, and probably they won't want to spend too much alcohol there because they would be hurting their own wallets," et cetera, so this is a way. And this is really a pilot, and really also [in an] early stage—but it is also a way saying, "Okay, do we have to give some platforms the right to challenge the current legislation?" And again, otherwise people will do it anyway, but then without the platform and there is nothing to regulate. So, also beware of that.

Dr Faizal Bin
Yahya
00:54:08

What sort of common criteria or characteristics do you see in certain cultures that engender more trust between the members of its society? Is there something that is special peculiar or is it historical?

Mr Harmen van
Sprang
00:54:25

This is really what I want to know. This is really where I want to say, "Okay, can we do this research together with different cultures and get this on the table?" Because I don't know, I can just say, okay maybe a bit how my culture working or the example of Shawn[?] also from MCCY is saying that he has been in the Netherlands and he has seen that like the

00:54:43

fences round the garden are like this high, and the fences here are like this high, you know? What does that say? I am not sure. Maybe the Dutch are a bit more entrepreneurial and make it a bit more open to new things? Could be [that rather] than differences from other cultures. I am not sure. I couldn't answer this. I would love that I could answer this.

You could like put a lot of review and insurance mechanism in place to foster this, but preferably of course, we would want a better-trusted society. How? Hopefully partly by doing this. But indeed, I know the examples of where it goes wrong, and that they steal it or break it. It is easy to say maybe that our hope is also on the new generation, but there are probably also thieves (laughs) in the new generation. I do not know. I do not know, it's hard to answer. I don't know if anybody else has an insight on this because it's like a group effort, I think.

AUD7
00:55:41

I don't know how to do it but the businesses know how to do it. Just look for example Grab or Uber: if you look back two or three years ago, we didn't trust...I mean going into other people's cars and taking those people's cars, right? That did not occur to us two but three years ago. But now we are actually doing it...

That was government-forced, that was the ALS [area licensing scheme] system. What I am saying is that within two, three years, we actually developed the trust to go into strangers' cars! That's a relatively short time, right?

AUD8
00:56:21

There is merit in recognising that one the main reason why the consumers in Singapore take these rides by extra apps is because it really is so much cheaper than the available options.

AUD7
00:56:32

Yes, so we have to think through the business lens to see how we can develop trust through that, and not trust through the government kind of way. So we have to look through the business's lens, and see how to develop trust.

Mr Harmen van Sprang
00:56:44

Maybe in a few weeks' or months' time, look up a new book by Rachel Botsman. Rachel Botsmon is the person that is already an authority in the field of sharing economy for years. She is living in Australia and came up with the book on sharing economy in 2010 [What's Mine Is Yours: The Rise of Collaborative Consumption, with Roo Rogers] So [she was] really early in the field, and she is now already, for a few years working on a book on trust and also the link to the sharing economy. I think it will be out in September or October—I am really looking forward to that book. And I am not pretending to say that she is knowing all the answers to your question, but I am saying you will find some answers may be there, and I am also going to this quest more from now on, because I really like it and meeting all these different cultures because we want to have this on the table—what can we do there to foster more trust.

AUD9
01:20:03

I think it has to be where city governments have been because it was only in 2015 that they become a sharing city—it's clearly a lot of activities, presumably private players, or between communities. So just that tension between individuals just making it work and the role of city governments.

Mr Harmen van Sprang
00:57:50

Yeah well, that is why a few days ago, I thought, “Okay I can have so much slides,” and when...I don't know, it takes so much but this is maybe wrapping it up a bit. This is what you maybe based on the previous slides, I am not going to bore you with that, it's also like the European Parliament, they have a new agenda on the collaborative economy. European Commission, all those institutions, different other cities, if you boil it down, I think these are some of the points that you could take to start tomorrow, and that I think also maybe applying [some of them] to Singapore is really [to] start by mapping what is already there and knowing where the gaps are, and maybe also knowing where the most activity is, and you also know that this is maybe the field where we start to regulate because there is for example, already a lot happening in transportation or in accommodation, but not so much in care or logistics. Make a vision, and please, altogether. The workshop was a great attempt yesterday, I think, to get all those different groups together and come up with like a joint manifesto what you want to do

00:58:52

with your city and put the focus there. As I said before, get more research done. You have great universities, so start working on that or expand that. Well, I think most of them speak for themselves.

AUD10
00:59:10

How is Seoul tracking? Because they started in 2012?

Mr Harmen van Sprang
00:59:12

Yeah, how they are doing right now? I think quite well, but they are also [doing] a bit of searching now, at this moment, [on] how they should proceed. And sometimes you can have a lot of initiatives from the city government but in the end, also the market or just the people have to pick it up, you know? I am not so sure if that is happening continuously, so that is also something that to take in mind. So where do you take the initiative of a city government? Where do you want to empower the people to do it themselves? Where do you already want to regulate whilst maybe the industry is not even mature, you know? So be aware of that, and that is especially also what we do with the city government in Amsterdam, is really help them monitoring continuously the field and developments, so that you know where to be, and maybe where you should maybe back off a little, and wait and see.

AUD11
01:00:09

Apart from bicycle sharing and things that didn't work out, what are the things that didn't work out in Amsterdam or something that came out of that? Did something better come out of it?

Mr Harmen van Sprang
01:00:18

I am really curious how the bike sharing will work out in Amsterdam because we all own a bike in Amsterdam, and now oBike is coming to Amsterdam and Donkey Republic from Copenhagen and the Chinese platforms will probably also enter Amsterdam. But because we already have so many bikes, and I know you also ask about other things than bikes but because we already have so many bikes, and we also have so many tourists on bikes, Amsterdam is more strict [*sic* stricter] on like, "Put your bike here and not here, because we'll take it away." So there will be a big mess I think, with the oBikes and the moBikes and all the other bike-sharing platforms if they come to Amsterdam, **unless** they talk to the city government and see if they can collaborate.

01:01:00

And the same I think is [happening] even here. Your biking culture is totally different and but already, people have their thoughts about the bike sharing platforms here. It might be failing in Amsterdam whilst we are into biking. For other things...let me think, let me think. Yeah, you know that it's easy to go back to this. But like in transportation and accommodation, it's the biggest thing happening because those are also the first things that a lot of people are sharing because those are expensive goods. It's attractive to share your house and share your transportation, so those are also the biggest things and biggest issues.

I think Amsterdam or the Netherlands in general is doing a lot to get more shared cars on the road, but it's not easy. I mean here you are attached to your car, but also in the Netherlands, your people think they are the only one that can drive a car, they think that women cannot drive, sorry. They are attached to their seating like this, and nobody wants...you know, so even in the Netherlands [there are] so many hurdles, so you can have like programmes where Amsterdam and says you can have 300 Euros from the government if you get rid of your parking permit. Otherwise if you get rid of your car, we give your 300 Euros of car sharing voucher. That is already a few years ago, I was one of the very few people that made use of this—most people don't get out of their car for 300 Euros. So, yeah that's a bit biased. I mean, that's not really a problem with here but...

AUD11
01:02:33

There is possibly a lot more to tap on.

Mr Harmen van Sprang
01:02:35

Yeah, yeah. So and other things, the failures...most of those platforms are too small-scale to fail big time until now. It is hard for them as platforms and maybe you can do something as a city government. For example, there's Peerby, this goods sharing platform—it is does a great job but it's also still finding its business model, you know? Could it maybe get some help from the government, not only in funding, but also maybe other ways in community building to even expand their services so that they can thrive and coexist with the traditional market instead of having a hard time for years and years with setting up their organisation.

AUD11
01:03:19

If you're like Singapore, "I'm sorry, this is like private sector." If you survive you survive, and you don't survive...

Mr Harmen van Sprang
01:03:23

I know, I know. And that is also sometimes the frustration of these founders. So, okay like he is creating so much social capital, can I get some help from maybe the city governments? On the other hand, he is an entrepreneur, he knows this and he also has to get it done himself.

AUD12
01:03:38

When you're actually looking for little enterprises that need to evolve very fast to create a revolution, I heard this [quote] from Elmar Mok—he was the Co-Founder of Swatch in the '70s so forth. **"You evolve, [and] if you don't evolve fast enough, you have to have a revolution."** [This applies] whether that is in the public or even in government [sectors], so **if you don't react fast enough there will be a counter reaction? An implosion?**

Mr Harmen van Sprang
01:04:03

Absolutely, and I would suggest also for Singapore [to] keep a close watch on how a platform succeeds or fails in other cities and learn from that. So if it's the government or if it's like a social entrepreneur setting something up, learn from all those failures because otherwise, there will be in the Netherlands, for sure, start-ups failing in the coming periods. And that's not only because the sharing economy is...sometimes maybe growing, not too fast enough, but also because not everybody is an entrepreneur, or they don't know how to reach the public, so yeah, it's sometimes a jungle out there, even in the sharing economy.

It's in the end, not about technology. It's on the slide, but really about society. So we are all the time talking about sharing economy, et cetera, but maybe take the perspective of the sharing society. And these are again my two daughters, this time not in princess dresses but in front of my house, and you see a little house there and this house, this is a doll house, and they didn't use it already four years ago, and we put it on the street whilst we are living two storeys up, so these windows are not our windows.

01:05:13

We just put it on the street and we just called it the little sharing home and put some stuff which we didn't need in there. You probably all know the system with books but we did it for more stuff than only books, and I thought, "You know, maybe this is going to work and maybe it is going to be taken away by the garbage man next day." It is already there for three years, and it is a thriving little ecosystem. And of course, my daughters get the system totally because I told you before, they park their bikes every day after school, and a lot of stuff goes in to my house also, but they know that if they don't use it, that they are going to put it back. And of course, it's not only for them. It's for everybody in the neighbourhood, or who is passing by on the bike.

And really, there is quite some contact when people are looking into the house or putting some stuff there because they cleaned the attic. It's really close by, it's really simple, it's really offline. It has nothing to do with any internet aspects, but I do think it does something to my neighbourhood at least. I always love to see the contact and the different people that are there making this happen. So, it might be the easiest way to find people in local neighbourhoods to start with initiatives like this—set it up from the basic ground and foster a little trust there. And yeah, this is for example a barbeque, I think, six or seven weeks ago just around the corner at our place. This was a spontaneous barbeque because in my neighbourhood, people really got to know each other over the last few years—not only through this sharing home of course. And this is like two hours before the barbeque started, somebody said, "Okay, let's have a barbeque." And like everybody's like, "Yeah, yeah, okay, I'm in, I'm in, I'm in!" And here, this is like a multi-diverse community, I think, and having also a lot of fun with each other. So yeah, it's possible. It's possible. And I really hope to see more of these kinds of communities everywhere around the world, and I think you can all be part of that, so that's basically it. Thank you.

Dr Faizal Bin
Yahya
01:07:14

Thank you very much.

[Transcript ends at 01:07:15]

LECTURE INFORMATION

TITLE

Singapore Sharing City: Unlocking New Opportunities and Building Stronger Communities

SPEAKER

Mr Harmen van Sprang
Dean, Co-Founder, shareNL; Co-Founder, Sharing Cities Alliance

MODERATOR

Dr Faizal Bin Yahya
Senior Research Fellow Economics and Business Research Cluster Lead, Lee Kuan Yew School of Public Policy, Institute of Policy Studies (IPS)

DATE

21 July 2017

LOCATION

SMU Seminar Room B1-1 School of Social Sciences

DURATION

1 Hour 7 Minutes 23 Seconds

Note:

Readers of this document should bear in mind that the transcript is a verbatim recording of the spoken word and reflects the informal, conversational style that may be inherent in the process. The Centre for Liveable Cities (CLC) is not responsible for the factual accuracy of the text nor the views expressed therein; these are for the reader to judge.

[] are used for insertions, after the interview. The information is not necessarily contained in the original recording.

All rights in the recording and transcript, including the right to copy, publish, broadcast and perform, are reserved to the CLC. Permission is required should you wish to use the transcript for any purpose.