

**ISO/IEC JTC1/SC2 11th Plenary and 41st WG2 Meetings
15 - 19 October 2001
Singapore**

Singapore's Information Technology Standards Committee (ITSC), an industry partnership supported by the Singapore Productivity and Standards Board and the Infocomm Authority of Singapore, extend a warm welcome to the ISO/IEC JTC1/SC2 11th Plenary and 41st WG 2 Meetings in Singapore.

All meetings from 15 to 19 October 2001 will be held from 9.00am to 5.00pm at the Hotel Phoenix.

Meeting Information

Host Organisation

Singapore Productivity and Standards Board (PSB)
C/o Infocomm Development Authority of Singapore (IDA)
8 Temasek Boulevard
#14-00 Suntec Tower 3
Singapore 038988

Host Contact

Ms Thay Yean Lan
Secretariat, Information Technology Standards Committee
C/o Infocomm Development Authority of Singapore
8 Temasek Boulevard
#14-00 Suntec Tower 3
Singapore 038988
DID: +65 211 0960
Fax: +65 211 2211
Email: nitsc@ida.gov.sg

Location Of Meeting Place

Hotel Phoenix
277 Orchard Road
Singapore 238858
Tel: +65 7378666
Fax: +65 7378891

Meeting Registration

Enclosed is the Registration Form for the meeting. Delegates are requested to send the duly completed Registration Form (by email or fax) **no later than 15 September 2001** to SC2 Secretariat with a copy to Ms Thay Yean Lan, ITSC Secretariat.

ISO/IEC JTC1/SC2 Secretariat

Mr Toshiko Kimura (SC2 Secretariat)

Fax: +81 3 3431 6493

Email: kimura@itscj.ipsj.or.jp

ITSC Secretariat

Ms Thay Yean Lan

Fax: +65 211 2211

Email: nitsc@ida.gov.sg

Transport

Getting from point A to point B in Singapore is easy and also economical. An efficient public transportation network offers taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

❖ From Singapore Changi Airport to Hotel Phoenix, Singapore

1. **Airport Shuttle**

The Airport Shuttle service will transfer you at scheduled intervals from the airport to all hotels in and around the city (excluding hotels on Sentosa Island and Le Meridien Changi) between 0700hrs and 2305hrs. Estimated frequency of this airport shuttle service is every 30 minutes.

Fare for adults is about S\$7.00

Fare for child is about S\$5.00

Infants in arm is free

Booking counters are conveniently located at Arrival Halls of both Terminal 1 and Terminal 2 of Singapore Changi Airport.

2. **SBS Bus Service No. 36 or 36M**

This service operates daily from both Terminal 1 and Terminal 2 of Singapore Changi Airport. One can board this bus from Changi Airport PBT1 or Changi Airport PBT2. These bus-stops are located at the basement of both terminals and it will take you right to the bus-stop in front of Hotel Phoenix, on Somerset Road. The fare for each person is about S\$1.50 for Bus 36 and S\$3.00 for Bus 36M. For this public bus service, one needs to carry exact bus fare. We only recommend travelling by this public bus service if you have light luggage.

3. **Taxi**

For travelling by taxi, the various surcharge that one needs to pay in addition to the meter fare are as follows (thought the timing may vary slightly from different taxi companies)

- Every trip starting from Singapore Changi Airport: S\$3.00. The surcharge is \$5.00 on Fridays, Saturdays and Sundays for trips from 5 pm to midnight. Details of other surcharges may be found at the tax stand or posted on the door of the taxis.
- Peak Period surcharge : Monday – Saturday 7.30am to 9.30am, 5.00pm to 8.00pm : S\$1.00
- Midnight surcharge : 12 midnight to 6.00am : 50% of meter fare. (TIBS apply their midnight charges from 11.30 pm onwards)
- Electronic Road Pricing (ERP) surcharge : ERP surcharges incurred during trips as shown on the In-vehicle unit (IU) are payable by commuters during operational hours
- Payment of fare by credit card : extra 10% of fare
- Current call booking of taxi : S\$3.00
- Advance booking of taxi (at least half an hour in advance) : S\$5.00

4. **MRT (subway)**

Singapore Changi Airport is not accessible by MRT (subway). However, it is one of the most convenient, cheapest and fastest means of transportation in Singapore.

For more information check out the Singapore Changi Airport Web Site at <http://www.changi.airport.com.sg/> . This site also provides information on the arrival and departure procedures that you would need to go through upon arrival at the Changi Airport and on your departure.

Accommodation

The recommended accommodation for this meeting is Hotel Phoenix. This hotel is located in the central of Orchard Road, the prime shopping district of Singapore, and all guest rooms are equipped with PCs and internet connections.

Hotel Phoenix
277 Orchard Road
Singapore 238858
Tel: +65 7378666
Fax: +65 7378891

Special room rates have been negotiated for all delegates and they are as follows:

Deluxe Single/Twin Room (<i>room only</i>):	S\$160.00 +++ per room per night
Deluxe Single Room (<i>inclusive of 1 ABF</i>):	S\$178.00 +++ per room per night
Deluxe Twin Room (<i>inclusive of 2 ABF</i>):	S\$196.00 +++ per room per night

ABF = American Buffet Breakfast

Hotel reservation would need to be individually confirmed by the delegates directly with the hotel using the attached hotel booking form **no later than 15 September 2001**.

More information on Hotel Phoenix can be obtained at the website <http://www.singapore-hotel.com/hotel/phoenix/index.html>.

Room Reservation Form for Hotel Phoenix

Delegates will be required to fill up and fax or email the official room reservation form as attached to book for their accommodation at the special rate and also to send a copy to ITSC Secretariat at fax number +65 211 2211 or email: nitsc@ida.gov.sg. Otherwise, the special room rate will not apply. Upon receipt of the hotel booking form, Hotel Phoenix will send a confirmation to you by fax or email. Any changes to the accommodation booked must be communicated with Hotel Phoenix directly.

Please make reservations for the rooms early as the hotel is popular and the hotel will not guarantee any rooms available after 15 September 2001. Delegates will also be responsible for all financial obligations arising from reservations made with the hotel, including charges for cancellation or non-arrival. Hotel check-time is 2.00pm and check-out time is 12.00 noon. Late check-out is till 6.00pm subject to a half-day charge.

Location of Hotel Phoenix



Climate

Singapore's climate is warm and humid, with only slight variations between the average maximum of 31 degrees Celsius and minimum of 23 degrees Celsius. This makes it ideal for those who enjoy sunbathing, swimming, sailing and other water sports. But for those who do not enjoy the tropical climate, Singapore is sheltered from the worst effects of the sun with air-conditioning in almost all of its shops, hotels, office buildings and restaurants. Rain falls throughout the year, with more consistent rain coming during the monsoon season from November to January. Showers are usually sudden and heavy, but also brief and refreshing.

Passport & Visa

Delegates are advised to check the regulations pertaining to passport and visa from their travel agency or from the Singapore's Ministry of Foreign Affairs website at www.mfa.gov.sg.

Most Western nationals either do not require a visa at all to visit Singapore or do not require a visa for a social stay of up to 90 days; a 14-day permit is issued on arrival, but one-month permit is usually no problem if asked for. Extensions beyond one month are difficult to obtain.

For Chinese delegates who require formal invitation letter to the meeting(s) from the Singapore National Body, you are requested to submit one consolidated request through the China State Bureau of Quality and Technical Supervision (CSBTS). Information to be submitted for each delegate are the Name in full, Organisation, Title/Designation, Participating or Observing Member. You are required to send the request to the following **no later than 15 September 2001**:

Singapore Productivity and Standards Board (PSB)
Ms Susan Chong
Deputy Director
Centre for Standardisation
1 Science Park Drive
Singapore 118221
Fax: +65 7761280
Email: suchong@psb.gov.sg

CC:

Ms Jacqueline Ong, PSB, Centre for Standardisation, 1 Science Park Drive, Singapore 118221, Fax: +65 7761280, Email: jac@psb.gov.sg

Ms Thay Yean Lan, Infocomm Development Authority of Singapore, 8 Temasek Boulevard, #14-00 Suntec Tower 3, Singapore 038988, Fax: +65 2112211, Email: nitsc@ida.gov.sg

General Information

Languages

There are four official languages in Singapore: Malay, Mandarin, Tamil and English. English is the language of business and administration, and is widely spoken and

understood. Most Singaporeans are bilingual, and speak their mother tongue as well as English.

Time

GMT/UTC plus eight hours. For more information, check out the time zone converter at <http://www.timezoneconverter.com/>

Tipping

Tipping is not usual in Singapore. Expensive hotels and restaurants may impose a 10% service charge, and a gratuity is not expected in excess of this. Bargaining is falling by the wayside, but tourists should still expect to haggle for luxury items and souvenirs. It is unnecessary to bargain for everyday goods or transport.

Shopping Tips

Before hitting the stores, it is best to equip yourself with some information on local practices and conditions. A detailed listing of shops for specific items can be found in the Buying Guide (Yellow Pages) directory placed in most hotel rooms. Check out the local newspaper for current sales and promotions. Complimentary city maps are available from your hotel concierge and will help you get around the island. The following information should make your shopping sprees hassle-free and even more pleasant.

Shopping Hours

You need not keep a sharp eye on your watch when you are shopping in Singapore. A good many stores and some smaller shops are open daily from 10am to about 9pm, or even 10pm. Our island also enjoys the reputation of being one of the safest places to be in, so provided basic precautions are taken, you can have peace of mind to shop and walk around well into the night.

Shop Tax Free

A 3% Goods and Services Tax (GST) is levied in Singapore. The GST will be refunded if more than S\$300 is spent (receipts of S\$100 or more can be pooled from shops displaying the Tax Free Shopping sticker).

To qualify, ask for your Tax Free Shopping Forms when you make your purchases at the store. When you leave Singapore, remember to present all your Tax Free Shopping Forms (both blue and yellow copies) and your passport to Customs, together with the goods you purchased. Customs will then stamp your Tax Free Shopping Forms.

You may cash your Tax Free Shopping Forms at Cash Refund counters located at Changi Airport upon your departure. However, if you prefer, just mail your stamped Tax Free Shopping Forms and you will receive your refund in the form of a direct transfer to your credit card account or a bank cheque. A small handling fee will be deducted from the GST amount.

Prices and Bargains

The local newspapers will give you a fair idea of prices to expect. The next best thing to do would be to do a quick price comparison within the shopping mall. You're bound to find the same item sold in several outlets within the complex.

There is no need to worry about whether you are getting the best bargain in department stores. All items come with price tags and fixed prices are the rule. Many small retailers also practise price tagging but are often flexible when approached for a discount on the goods. Ask the retailer for his "best price" and then counter-offer with realistic prices until both of you reach a mutual agreement.

Credit/Charge Cards

Almost all stores accept major international credit and charge cards. Should you come across a shop insisting on adding a surcharge, do contact the local office of the card company so that corrective action can be taken.

Money Matters

Banks throughout Singapore generally open at 9.30am and close at 3.00pm from Mondays to Fridays, and 9.30am to 11.30am on Saturdays for transactions of travellers' cheques and other financial matters. For convenience, ATM machines are opened round-the-clock.

Keep a look-out for these machines displaying Plus and Cirrus signs at all banks and most shopping centres.

Money Changers

Apart from the convenience of exchanging money at all banks and hotels, money can also be exchanged wherever the sign "Licensed Money Changer" is displayed. You can't miss them as there are usually a few in almost every shopping complex.

Receipts and Return Policies

All department stores and smaller retail shops provide either cash slips or receipts upon purchase. Feel free to ask should they omit giving you one and be sure that details shown on the receipt are accurate.

Most larger shops and department stores will exchange goods if they are returned undamaged, or returned in the same condition as when sold. However, returns are accepted only within a specified number of days (usually three) from the purchase date, and upon presentation of a receipt. Smaller shops may not be so accommodating, so

always check goods carefully before purchasing. You may also want to check out the shop's return policy before making a purchase.

If you are undecided about a purchase in a department store and would like a bit of time to consider, just ask the sales assistant to put it aside for you. The item can usually be reserved for a maximum of three days.

Warranty

Check that the guarantee card for your purchase bears the correct brand name and model number and is endorsed with the shop's stamp. International guarantees can be obtained for many goods, usually for a 12-month period. However, you may have to ask for them and the price may be raised slightly. Some guarantees have limitations, and though international, may not always be applicable world-wide.

Most shops will comply with your requests for guarantee statements, but if one is not forthcoming, it may be best to simply shop elsewhere.

Convenient Underpasses

Our tropical weather might catch you unprepared for sudden thunder showers. However, Singapore is well-equipped with a number of underpasses which link one shopping complex to another. In Orchard Road alone, one can move underground to and from at least three main shopping malls without surfacing onto the main road.

More Tips

For electronic and electrical goods, always check the voltage and cycle. Some equipment can be used in all countries, while for others, special adapters may be required. Singapore's voltage is 220 to 240 volts AC, 50 cycles per second.

If you are having clothes tailor-made, establish a clear understanding about payment. It is wise to just leave a deposit when ordering, with full payment following only after you have inspected the completed garment for workmanship and fit.

Shopping is one of the greatest pleasures in Singapore. Part of the fun is the excellent buys and great variety of shops all over the island. Delight in a bargain at a little neighbourhood shop, pick up a quaint item or two as you stroll through colourful ethnic quarters, discover favourite buys of the droves who flock to our modern malls or be enthralled by the splendour of whole shopping "cities" selling everything under the sun.

Many top hotels also have an attached shopping arcade with fine boutiques specialising in designer fashion, accessories, jewellery and watches.

And designer brands from the fashion runways of the world can be affordable - if you know where to look. Find them at the growing number of discount shops around the city.

Central Shopping Belt

Singapore's Central Shopping Belt extending from Tanglin Road all the way down Orchard Road and Bras Basah Road to Marina Bay has been tagged Fifth Avenue, Regent Street, Champs-Elysees, Via Veneto and Ginza for good reason.

This is where world-class shopping abounds. A day spent browsing and buying turns into an unforgettable experience as theme designer boutiques, local and international department stores, speciality shops and bargain counters compete with outdoor cafes and gourmet restaurants for your attention.

City & Fringe Shopping

Great shopping in Singapore isn't confined to just Orchard Road and its surroundings. Quality goods at prices that won't burn a hole in your pocket can be found in lots of places around the city centre. The Riverside area by River Valley Road is home to both some of the newest as well as the oldest shops in Singapore. Look in the heart of the financial district around Raffles Place and Shenton Way where the office crowd throngs the shops for a surprising variety of goodies.

Suburban Shopping

If you're prepared to venture further afield, you can combine shopping with a little off-the-beaten track sightseeing as well. In fact, you'll discover some of the best bargains where most Singaporeans live, eat and shop - out in the heartlands of Singapore.

These suburban shopping centres offer a surprisingly comprehensive range of items from branded to electronic goods at prices to delight the value-conscious and determined bargain hunter. Business hours vary from shop to shop but as a general guide, most shops are open from 11am to 9pm.

Town centres in the larger estates of Tampines and Bishan are easily accessible by MRT. Shopping at these bustling town centres is a fascinating experience, providing insight into the local lifestyle and a chance to mingle with Singaporeans at their most comfortable. You also reap another benefit - the opportunity to tuck in "local style" at the numerous food centres and informal coffee shops.

Banking

The local currency is Singapore dollars and cents. Notes come in denominations of: \$2, \$5, \$10, \$20, \$50, \$100, \$500, \$1,000, \$10,000.

Coins come in denominations of 1, 5, 10, 20 and 50 cents and \$1.

Banking hours are: Monday to Friday, 10am to 3pm. Saturday, 9:30am to 1pm (some banks are open until 3pm). Sunday, 9:30am to 3pm (some banks in Orchard Road).

Most banks handle travellers' cheques and change foreign currencies. However, some banks do not have foreign exchange dealings on Saturday.

Passports are required when cashing travellers' cheques. A nominal commission may be charged.

Sightseeing

Some of the places you can visit when you are in town are as follows:

- ◆ Sentosa Underwater World
- ◆ Singapore Zoological Gardens
- ◆ Night Safari
- ◆ Jurong BirdPark
- ◆ Harbour Cruise

To get some insights of other interesting sight seeing trips that you can try do visit the following website

<http://www.newasia-singapore.com/sections/generator/1,1233,,00.html>

Free & Easy

- ◆ Singapore Botanical Garden
- ◆ Chinatown
- ◆ Little India
- ◆ Singapore History Museum
- ◆ Singapore Art Museum
- ◆ Boat Quay
- ◆ Clark Quay
- ◆ Mount Faber

Food & Entertainment

Information on food and entertainment are available at the following web site:

http://sg.yahoo.com/Regional/Countries/Singapore/Society_and_Culture/Food_and_Drink/Dining/