

Y2000

The preparation for Year 2000 rollover began in 1997 when a SATS Y2K Project Committee was set up with representation from all divisions in the SATS Group. A comprehensive list of all hardware as well as in-house and externally developed systems was compiled and the hardware was put through systematic testing. All older PCs were replaced by Y2K compliant ones. The full range of testing was completed in November 1999. A watertight business contingency plan was developed to handle all possible scenarios during the rollover. Testing of the plan itself was also successfully completed in November 1999. SATS Y2K Control Centre was set-up in December 1999 as part of the SIA Group's effort to monitor the Y2K rollover and the Group's readiness to activate contingency plans, should these be needed.

The new year arrived without any disruptions.

2000

COMMUNITY RELATIONS

the inside story



Coming to the aid of the community in times of need is part of SATS' community relations mission. In the aftermath of the massive earthquake in Turkey last year, our staff responded admirably. Over a two-week period, posters were put up all over Singapore Changi Airport, and in-house circulars were distributed to seek donations and contributions in kind for the earthquake victims. Blankets, shoes, clothing, canned food, soft toys and many other donations poured in. The items were meticulously sorted by staff volunteers at four collection points. All the items added up to four tonnes. These were then packed and labelled. Three pallets of relief aid were built by our staff and uplifted on Turkish Airlines' flights to Istanbul. At a simple handing over ceremony, SATS presented to the Turkish Airlines' Management in Singapore a symbolic white T-shirt imprinted with a bold red heart and the words "Turkey - We Care".



In Singapore, we continue to support the running and maintenance of the SATS Staff Home for Senior Citizens. On a regular basis, staff organise buffet meals and other activities for the residents of the home. In addition, staff support the Pertapis Children's Home by raising funds. This is also done to introduce new staff to our corporate culture of service and caring.

During the last Lunar New Year, we invited children from the Gracehaven Orphanage to our celebrations, besides raising funds for their home. On a regular basis, our staff distribute

food parcels to poor families, and raise funds for needy students and children suffering from Aids in Thailand.

Many of our staff contribute to the Community Chest through the SHARE scheme.

SATS will continue to participate and support various initiatives to help the less fortunate as part of its role as a responsible corporate citizen.



Having Control at Our Fingertips

The IT Way: Perfecting our systems that help our people perform so well

INFORMATION TECHNOLOGY

Besides specific projects undertaken by each of our operating divisions, SATS is reviewing the set-up of an enterprise-wide SATS Integrated Operations Centre. It will have real-time tracking and monitoring systems, a central database, electronic/radio frequency data transmission and system-linked end-to-end connections. The Centre is intended to oversee all the various control centres in the field, enhance coordination between line departments, speed-up planning for flight handling and track utilisation of manpower and equipment accurately to minimise downtime and improve productivity. The functional specifications are being drawn up.

