



At SATS Group, we take Health, Safety, Security and Environment (HSSE) seriously. Protecting our people, partners, customers, the environment, and the communities in which we operate is our top priority. **Home Safe and Secure Everyday** is not a slogan. It serves as our expectation and standard, reflecting the core values that define our organisation.

This Policy affirms our Group's commitment to safeguarding people, assets, and the environment across our operations and locations. We aim for industry leadership in Health, Safety, Security and Environmental excellence by ensuring our operations are appropriately resourced, prepared, and governed, with clear accountability at every level.

All workers and partners within our operational control are authorised and required to take action, raise concerns, report issues, and halt unsafe work in accordance with this Policy, without reservation or fear of reprisal. Any behaviour or negligence that endangers individuals or operations will not be permitted.

For the purpose of this Policy, "workers" includes anyone performing work under SATS Group's control - employees, contractors, subcontractors, agency staff, and engaged personnel. Where SATS Group lacks full operational control, entities should follow this Policy to the extent practicable and consistent with legal, contractual, and regulatory limits.

Our Commitments

We strive to uphold high standards of HSSE performance through the following commitments:

- **Lead with compliance and governance** — We will comply with all relevant laws, regulations and customer requirements, holding every leader accountable for HSSE performance through our in-house Safety Management System. Our safety processes and procedures are designed with reference to internationally recognised standards and regulations, including reference to ICAO Annex 19 and ISAGO.
- **Embed HSSE into business decisions** — We integrate HSSE principles into strategy, planning, procurement, change, investment, operational delivery and partner engagement, ensuring that risk-informed decision-making is integrated at every level of our organisation.
- **Protect and empower our people and partners** — Operating in a Just Culture environment, every worker will have the skills, resources and authority to stop work, act decisively and not compromise on safety and security. We differentiate human error from unacceptable behaviour and will not tolerate recklessness, negligence or wilful disregard for safety and security.
- **Prevent harm through systematic risk and emergency management** — Adopting a zero-tolerance approach, we will minimise risks, prevent pollution, safeguard the environment, and be prepared for emergencies with robust plans, drills and effective execution.
- **Pursue continual improvement and collective accountability** — We report openly, investigate without delay, verify effectiveness, learn from events, innovate and collaborate with regulators, customers and industry partners to set the safety and security benchmark.
- **Strengthen a Reporting Culture** – All workers are expected and supported to report incidents, hazards, near misses, and positive actions using HSSE reporting procedures, with systematic review and risk-based responses.

By embedding these commitments into our daily activities through the application of our Group Safety Management System, SATS Group ensures that every worker and partner actively contributes to a safe and secure future.

Our people, our customers, and our partners rely on us to operate safely, securely, and with integrity every day. This Policy reflects our collective commitment to prevent harm, comply with relevant legal and industry requirements, and continuously improve our performance.

Across our global organisation, our leaders are empowered to uphold these commitments in line with SATS Group People Values and to enable our teams to work safely and securely, consistently and confidently, every day and in every operation.



Kerry Mok

President and Chief Executive Officer



John Batten

Chief Executive Officer EMEAA

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