MEDIA STATEMENT

2 November 2026

This statement is issued in response to the Ministry of Manpower ("MOM")'s press release dated 2 November 2026 regarding its investigations into contractor companies involved in airport operations at Changi Airport for suspected offences and infringements under the Employment of Foreign Manpower Act 1990 ("EFMA").

1. SATS takes compliance seriously and we require all our contractor companies, including those performing baggage handling services, to comply with applicable laws, regulations and guidelines. Our contractor companies are expected to abide by their contractual commitments, undertakings and obligations at all times, ensuring also that declarations and statements of compliance performed annually and furnished to SATS are true and not misleading.

2. During a routine internal audit, we identified work pass related irregularities involving contractor workers employed by some of our contractor companies. Immediate action was taken against contractor companies who did not meet the standards and obligations required under our contracts and were assessed to be non-compliant with applicable laws. We have since undertaken a broader review of the practices at other contractor companies with whom we work. The list of contractor companies and affected workers, identified through our internal audit processes, was shared with MOM. Since then, SATS has been working closely with MOM and relevant stakeholders in support of their investigations into such practices.

3. A comprehensive assessment and audit of our contractor workforce deployed in Changi Airport operations has since been completed. SATS takes non-compliance by contractor companies seriously and will take the necessary actions against any contractor companies found to have breached applicable laws and our contractual obligations.

4. As of 2 November 2026, we have enhanced internal verification process controls to ensure that contractor workers are deployed in accordance with the parameters of their respective work passes and we are rectifying compliance deficiencies in accordance with MOM's guidelines.

5. SATS acknowledges that SATS Workers' Union (SATSWU) had engaged with SATS on the importance of ensuring robust checks and controls over the contractor workers deployed alongside SATS employees. We assured SATSWU that the matter was being looked into, and that we would continue to partner with the union to maintain trust with workers and ensure they are treated fairly.

6. SATS remains committed to ensuring that our audit and monitoring processes in detecting non-compliant practices of our contractor companies are enhanced and adequately strengthened.

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