

# SATS Story

## Who We Are



SATS is Asia's leading provider of food solutions and gateway services with 13,000\* employees delighting customers in over 55 locations and 13 countries across the Asia Pacific, UK, and the Middle East.

\* This refers to the Group's average headcount for FY2020-21.

### Our Stakeholders Include



Customers



Employees



Partners



Investors



Regulators

For more detailed discussions around our context and stakeholders



See "Corporate Governance Report" pages 50-97



See "Building a Sustainable Future" pages 98-102

## Our Purpose

# Feed and Connect Communities.



For more details on our refreshed purpose



See "Purpose and Brand" page 90

## Our Vision

To be the market leader by delighting customers with innovative food solutions and seamless connections.



Using innovative food technologies and resilient supply chains, we create tasty, quality food in sustainable ways for airlines, foodservice chains, retailers and institutions. With heartfelt service and advanced technology, we connect people, businesses and communities seamlessly through our comprehensive gateway services for customers such as airlines, cruise lines, freight forwarders, postal services and eCommerce companies.

## Our Mission

## Our Core Values

- Passion to delight
- Safety
- Innovation
- Trust
- Teamwork

SATS' core values, Corporate Governance principles, Code of Conduct, and Ethics and Compliance Framework help to guide everyone at SATS to act in line with these values and comply with relevant laws and regulations.

For more details on how our core values are embedded within the company



See "Corporate Governance Report" pages 50-97