

# New Initiatives & Progress

## Where are we on our sustainability journey?

As a business, we recognise our shared responsibility towards the United Nations Sustainable Development Goals (SDGs). We have identified five SDGs that are of greatest relevance to us, and have embedded them into our sustainability framework.

As part of furthering our sustainability efforts and continuously improving on our performance, we reviewed our framework this year, resulting in the addition of new key focus areas and updated 2030 ambitions.



Our new targets include:



...  
**Fulfilling 50% of critical and key employment positions through internal transfers. We are committed to providing professional development and career advancement opportunities to our employees.**

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...  
**Introducing 100% sustainable food packaging made from recyclable or renewable materials, and ensuring sustainable procurement and disposal of all resources used by 2030. We are also stepping up our efforts to promote the responsible production and consumption of resources.**

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## Assessing climate-related risks

In 2020, we conducted a scenario-based analysis to assess climate-related risks with the help of external sustainability specialists. These scenarios have identified potential risks, and opportunities for SATS to build climate resilience over the coming years. During FY2020-21, we will apply the knowledge and insights gained to refine and reinforce our strategy and resilience building efforts across our business.



# Our Sustainability Framework

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NEW INITIATIVES & PROGRESS			
<p><b>Make Balanced Diets Accessible</b></p>	<p>We are certified under the Healthier Dining Programme for school catering, where we use items that have the Healthier Choice Symbol.</p>	<p>We have developed three allergen-friendly meals and have launched one with Singapore Airlines (SIA) in an ambient-tray format.</p>	<p>Our Innovation &amp; Product Development team is also developing a new range of pureed formed meals for those with swallowing difficulties in hospitals, and these will have a Nutrition Information Panel.</p>
<p><b>Tackling Food and Packaging Waste</b></p>	<p>SATS acquired UK-based aviation food solutions, Monty's Bakehouse, which specialises in sustainable packaging for the airline industry.</p>		<p>Our subsidiary, Nanjing Weizhou Airline Food Corp. Ltd. extends our food solutions capability into frozen food development and production, enabling us to further reduce food waste through extending the shelf life of food products.</p>
<p><b>Ensure Supply Chain is Sustainable</b></p>	<p>Country Foods Pte. Ltd (Country Foods), our wholly-owned subsidiary, launched a wide range of plant-based proteins, by harnessing our Asian culinary expertise to provide customers with sustainable food products.</p>	<p>We are in the process of implementing our digital integrated supply chain (DISC), comprising an integrated business plan and control tower, which optimises our supply chain efficiencies and enhances end-to-end visibility of our upstream supply and downstream demand. This will allow us to be more responsive in the management of raw materials, mitigating the risks of over-production or over-procurement.</p>	<p>This year, we have also added another species of MSC-certified fish, Chilean Seabass, to the three other species of fish, Hoki, Atlantic Cod and Ling fish.</p>
<p><b>Uphold Food Safety</b></p>	<p>The Critical Control Points (CCP) in our production kitchens identified at crucial stages in the production process monitor and ensure food safety. This process was upgraded and digitalised with features including real-time monitoring, and an alert system to inform operations staff of any deviations in the process, to achieve greater consistency and minimise room for human error.</p>		



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 <p><b>Ensure Seamless Connections</b></p>	<p>We worked with Changi Airport Group (CAG) to enhance existing airport facilities, making them more accessible to Persons with Reduced Mobility (PRMs). We have also improved the Follow-Me Wheelchairs with additional passenger safety features to enable PRMs to connect seamlessly.</p>	<p>Expanding the use of electronic airway bills (e-AWB) in our cargo operations has helped our customers and us to save approximately 4.7 million copies of paper.</p>
 <p><b>Grow with SATS</b></p>	<p>SATS Academy, the training arm of SATS, extended more than 50 training programmes to key players in the aviation industry, and partnered with SkillsFuture Singapore for the Pilot Enhanced Training Support Package for the Air Transport Sector.</p>	
 <p><b>Safeguard Operational Safety</b></p>	<p>We have updated our Occupational Health &amp; Safety (OHS) Policy with changes to reflect our emphasis on building a strong workplace safety culture, refining our safety processes, and harness technology in addressing workplace hazards. The new OHS policy is aligned with ISO 45001 framework.</p>	
 <p><b>Empower Communities</b></p>	<p>We have redeployed up to 1,000 employees to the public and health sectors to serve our communities during this COVID-19 pandemic. Many volunteers across our regional operations have also been involved in community projects such as meal distribution to the needy families.</p>	
 <p><b>Use Scarce Resources Efficiently</b></p>	<p>We collaborated with Plaslife, a homegrown Singapore company, using a closed-loop recycling process to recycle 4,000 kg of plastic waste over six months, HDPE 02 and LDPE 04 in particular, turning them into plastic bags, which were purchased by SATS.</p>	
 <p><b>Reduce Emissions</b></p>	<p>Our partnership with Sembcorp will see further installations of rooftop solar panels with a combined capacity of approximately 8.1 megawatt-peak atop SATS Airfreight Terminals 1 to 4, both of SATS' inflight catering centres as well as the SATS Maintenance Workshop. With this, SATS will achieve 13% use of renewable energy out of its total energy consumption and this project is expected to reduce 4.3 million kg of carbon dioxide emissions per year, equivalent to removing about 925 cars from the roads annually.</p>	