



SATS OCCUPATIONAL HEALTH & SAFETY (OHS) POLICY

At SATS, we provide a safe, secure, healthy environment for our people, customers, and the community as we strive for operational excellence.

We are committed to:

- Nurture a culture that promotes a sustainably safe and healthy workplace
- Continually improve our processes through consultation, participation and engagement with employees, customers and partners to achieve the highest competency levels
- Comply with all legal requirements in every jurisdiction in which we operate
- Anticipate and respond to all possible terror risks
- Eliminate hazards using all reasonable measures including technological solutions

The prevention of accidents must be a team effort. It is our social responsibility to prevent injury and ill-health to ourselves, colleagues, customers and the community.

A handwritten signature in black ink, appearing to read 'Alex Hungate'.

Alex Hungate
President & Chief Executive Officer SATS Ltd.

The SATS logo, consisting of the word 'sats' in white lowercase letters inside a dark red circle.

Dated: 20th May 2020

SATS SAFETY PRINCIPLES

Principle 1. Employees shall comply with the SATS Code of Conduct

(HC/GEN/1001, namely 'Workplace Safety & Health' and 'Prohibited Activities' which are highlighted due to their relevance to our OHS policy). The significant clauses are re-produced below:

- All employees are required to observe and follow all operating and safety requirements and take personal responsibility to support the Company's commitment in providing a healthy and safe work environment. Wilful disregard of safety rules is liable to disciplinary action which may result in their dismissal from service.
- Alcohol and Drugs, such as substances includes but not limited to alcoholic drinks, buprenorphine, cannabis, cocaine, ecstasy, heroin, inhalants, ketamine, LSD, methamphetamine, nametazepam or any such banned substances as determined by the Central Narcotics Bureau.
- Consumption of alcohol and/or drugs within the Company premises is prohibited.
- Any employee caught performing their duties under the influence of such substances will be referred to the police immediately.

Principle 2. Zero Accident is an Aspiration which can be achieved through:

- A risk aware culture of practising 'Look Think, Act' at home and at work;
- Engaged employees who take personal ownership of their safety responsibilities and outcomes;
- A competent and learning workforce;
- A robust incident management program;
- Provision of safe and well-maintained equipment; and
- Necessary resources shall be provided to implement the safety policy.

Principle 3. Open communications is the key to uncovering hazards and unsafe practices for improvement.

A non-punitive "Just Reporting Culture" is adopted unless in the case of proven gross negligence, wilful violations or destructive acts.

There are three reporting systems:

i. **Mandatory accident/incident reporting system**

Staff shall report any workplace accident/incident according to SATS Incident Investigations and Reporting procedure (refer to SATS- OHSMS-SP-08)

Reporting of incidents would be used as a mitigating factor for the neutral manager to consider if a Disciplinary Inquiry is instituted.

ii. **Voluntary reporting system**

Staff can report any unsafe act / condition

By informing their supervisors /BU SSPs or

- a. SATS Safety App or
- b. Confidential reporting system below

iii. **Confidential reporting system**

Staff can report through any of the confidential reporting channel below where all reporting will be treated with utmost confidentiality

- a. Safety Hotline (65432121) or
- b. Safety Email (sats_safety@sats.com.sg)
- c. Whistle-Blowing policy (sats@tipoffs.com.sg)

Notes:

1. The SATS Safety Principles ("Principles") document is an appendix to our SATS OHS Policy ("Policy"), and shall be read together.
2. The Policy and Principles are reviewed annually by the SATS Group Risk and Safety Committee.
3. The Policy shall be displayed at prominent locations and made available to interested parties while the safety principles can be retrieved from SATS Safety webpage.
4. The Policy and Principles are communicated through SATS Familiarisation programme and regular safety communication channels (e.g. Safety Flash).
5. Refer to SATS-OHSMS-MN from SATS safety intranet webpage for more information.



Alex Hungate
President & Chief Executive Officer SATS Ltd.



sats

Dated: 20th May 2020