

Developing Our People



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We place a very high priority on developing our people assets and boosting productivity through investments in information technology.

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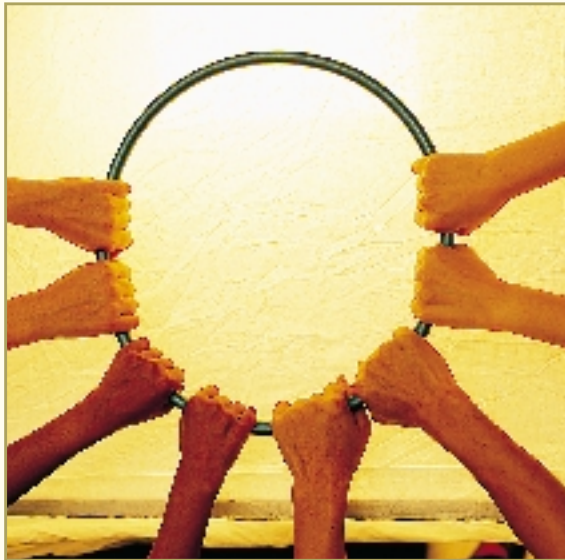
During the year in review, the Group spent a total of \$9.7 million, or 2.6% of our annual payroll, on staff training. With a total of 37,568 man-days deployed, each employee received an average of 34 hours of training, excluding on-the-job training.

The training needs of each employee are evaluated and reviewed each year, along with the annual performance appraisal. At such annual reviews, our staff are also given opportunities to identify areas that they wish to be trained in so as to keep pace with industry demands.

In July 2000, SATS embarked on the implementation of an enterprise resource planning system from SAP (Systems, Applications and Products). The system will allow our staff to standardize work processes, make changes more quickly, plan and manage our inventory better as well as support operations more effectively. The system will be progressively cut over to all departments from November 2001.

During the year, departments within the Group organised a host of social activities ranging from family days, annual dinners, lantern festivals to bowling tournaments, athletic meets, and soccer tournaments.

We continue to maintain good industrial relations with our two employee unions, the SATS Workers Union (SATSWU) and the Air-Transport Executive Staff Union (AESU). Through regular formal meetings and informal dialogues between Management and the unions, we are able to reach mutual



understanding to achieve a common goal – that of gaining higher productivity and increasing shareholder value, while at the same time, looking after the welfare and interests of our staff.

Our customer service mindset makes a difference to the travelling experience of passengers passing through Singapore Changi Airport. SATS has helped to make Changi Airport the world's best airport for the past 16 years by making the airport experience a pleasant and hassle-free one.

Corporate Values

Customer First

Our customers are foremost in our minds all the time. We go the extra mile to exceed their expectations

Integrity

We strive for fairness in all our business and working relationships

Team Work

We work with pride as a worldwide team to achieve success together

Pursuit of Excellence

We strive for the highest professional standards in our work and aim to be the best in everything we do

Safety

We regard safety as an essential part of all our operations. We maintain our equipment and adopt practices that promote the safety of our customers and staff

Concern for Staff

We value our staff and care for their well-being. We treat them with respect and dignity and seek to provide them with appropriate training and development so that they can lead fulfilling careers