



MEDIA RELEASE

SATS OFFERS SIGNATURE DISHES IN CONTACTLESS DINING EXPERIENCE DOWNTOWN

Singapore, 18 February 2021 – SATS Ltd. (SATS), Asia’s leading provider of Food Solutions and Gateway Services, today unveiled an innovative dining concept for Singapore General Hospital (SGH) that showcases its culinary expertise and digital capabilities in the new food & beverages landscape. Diners are now able to taste SATS’ signature dishes such as its popular *laksa* even when they are not travelling, through a contactless dining experience at Singapore’s first hospital.

Located at the heart of Singapore’s largest healthcare hub in the city centre, the SGH Housemen’s Canteen offers healthcare professionals and members of the public a safe and exciting new dining experience without compromising choice. SATS taps on decades of culinary expertise and its tiered kitchen capabilities to provide a wide-ranging menu that is curated based on data analytics derived from a smart kiosk and online ordering system.

A selection of meal components such as SATS’ signature sauces and soups will be cooked in large batches in its central kitchens, before each dish is freshly assembled and prepared in front of diners. Behind the scenes, the contactless operation involves four stations in the kitchen – the hot kitchen, regeneration station, assembly station, and packing station – manned by just five kitchen staff who work with precision.

Diners can pre-order popular dishes through a mobile website before heading down to collect them or place orders via digital kiosks at the SGH Housemen’s Canteen. While waiting, diners could also observe how their food is prepared through a window beside the collection point. All orders will be “served” to diners through food lockers that they access after receiving an SMS notification. SATS manages both ordering channels and analyses demand to enhance the overall menu offering and dining experience.

“SGH believes in leveraging technology to transform patient care and experience as evidenced by the initiatives we have rolled out over the years. We continue to do so even more during the pandemic, as the need for rapid innovation has never been greater. Our partnership with SATS to offer a digitalised and contactless dining concept will not only enhance visitor experience but that of our staff at SGH Campus too,” said Geoffrey Gui, Director, Division of Patient Support, SGH.



Said Kerry Mok, Chief Executive Officer, Food Solutions, SATS Ltd., “SATS is excited to partner SGH in this innovative dining model which allows us to constantly keep our offerings fresh for our customers. Our culinary expertise, tiered kitchen capabilities, and data analytics enable a ‘live’ menu that is easily tailored to suit different palates at a moment’s notice. Diners will be spoilt for choice with everything at their fingertips.”

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About SATS Ltd.

SATS is Asia's leading provider of food solutions and gateway services. 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.

Fulfilling our purpose to feed and connect communities, SATS is delighting customers in over 60 locations and 13 countries across the Asia Pacific, UK, and the Middle East. SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit www.sats.com.sg.

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