



MEDIA RELEASE

SATS WINS SCA CORPORATE EXCELLENCE & RESILIENCE AWARD

Focus on strong corporate governance, people and digitalisation helps lay a strong foundation for sustainable growth.

Singapore, 17 November 2021 – SATS Ltd. (SATS) today announced it is one of ten winners of the Singapore Corporate Awards (SCA) 2020/2021 Special Edition's Corporate Excellence and Resilience Award for companies with a market capitalisation of above S\$1 billion. The award by SCA is given to exemplary companies that have upheld best practices in corporate governance, shown leadership, innovation and resilience during the pandemic to deliver sustainable financial performance, and established frameworks and policies to create long-term value for the organisation.

SATS took swift action at the start of the pandemic to right-size the enterprise cost structure and shore up its cash reserves to preserve capabilities and jobs for its people. The company invested in up-skilling, multi-skilling and re-skilling its people to retain domain capabilities and develop the agility it needs to remain successful in a post-pandemic world. Across the Group, 10,000 people were redeployed, 4,000 received training during the pandemic, and 160 jobs were redesigned.

SATS accelerated its strategy to pursue new businesses in non-travel industries, growing the segment to 47% of total revenue in the second quarter of this financial year. It acquired an 85% stake in frozen food producer Food City in Thailand, and began construction of the largest central kitchen in India, along with new cargo terminals in both Riyadh and Jeddah. SATS' corporate ventures arm has been working with local SMEs to bring brands like Keng Eng Kee (KEK) Seafood, Bismillah Biryani Restaurant and Boon Tong Kee to new distribution channels. Its security services arm has also expanded to provide security services to non-travel customers, after launching the third auxiliary police training academy in Singapore.

Preparing for the post-pandemic rebound of travel and expanding its capability to serve its growing base of customers, the Group has harnessed digitalisation to enhance operational



excellence. Leveraging new technology like A.I. with machine-learning capability, Digital Twin and smart devices, SATS has built complex digital hubs such as the SATS Integrated Operations Command and Cargo & Security Services Command Centre to enable better centralised command and control. The efficiency of ground operations is enhanced by using IoT devices such as mobile devices in Flight Data & Activities Tracking, meal cart documentation, and smart glasses in cargo handling.

SATS has also set up innovation centres in China, Singapore and the United Kingdom to provide its customers with global insights on food trends. Leveraging the expertise and local knowledge of each of these centres, the innovation centres in the network work collaboratively across markets to provide SATS' customers with innovative, authentic-tasting high quality products.

SATS puts sustainability at the heart of its business, working collaboratively with customers and partners across the network to successfully implement environment-friendly initiatives such as sustainable packaging for inflight meals, bio-digesters for waste management, digital in-flight menus, electrification of ground support vehicles, and the use of renewable solar energy for its building.

Alex Hungate, President & Chief Executive Officer, SATS Ltd., said, "We are grateful for the support of all our stakeholders during the pandemic, allowing us to build a firm foundation for accelerated growth. Good governance is key to sustainable growth, so we are delighted to receive this special recognition from the Singapore Corporate Awards."

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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 delights customers in over 55 locations and 14 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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