



## **MEDIA RELEASE**

### **SATS WINS NINE AWARDS FOR TRANSFORMING HUMAN CAPITAL CAPABILITY**

Focus on people and technology has enabled SATS to build an agile and resilient workforce.

**Singapore, 26 November 2021** – SATS accelerated its transformation during the pandemic to position itself for growth in the post-COVID future. The company took proactive steps to invest in human capital to embrace technology, data science and supply chain skills, as it expands into new markets. These initiatives have helped the company build an agile and resilient workforce and won SATS nine awards at the 15<sup>th</sup> Singapore HR Awards by the Singapore Human Resource Institute.

SATS was conferred a standard in the following categories:

1. **Talent Management** – SATS builds robustness in its talent pool by identifying talents from within the organisation and providing them with training and programmes to further develop their cultural understanding and open-mindedness. Developing talent from within the organisation ensures a strong commitment to SATS core values and deep knowledge of SATS' broad scope of operations.
2. **Learning and Development** – Committed to lifelong learning to help employees find greater fulfilment on the job, SATS Academy has, in the past year, reskilled and multi-skilled over 4,000 employees in Singapore under Workforce Singapore's Place & Train and Professional Conversion Programmes. It has trained more than 12,000 workers in the aviation industry and received a commendation from LinkedIn Learning to achieve a high user and completion rate against the global benchmark.
3. **Employee Engagement** – Through open communications and other initiatives, SATS continued to grow its employee engagement score even during the pandemic. Its employee engagement score increased from 76% in 2018 to a commendable 81% in 2020.



SATS was recognised in the list of Singapore's Best Employers 2021, out of more than 1,700 companies.

4. Employee Wellness – From assuring the safety of its people to driving vaccination rates up for its employees and keeping jobs, SATS adopted various measures to promote staff wellness. Its employee wellness programmes have contributed to an annualised attrition rate of only 10.6%.
5. Organisational Development & Design – To encourage greater innovation and reshape the organisation in tandem with SATS' growth into non-travel businesses, safe spaces for collaboration and experimentation were created with the establishment of the SATS' Venture arm and the SATS Global Innovation Centre.
6. Strategic Workforce Planning – Incorporating the use of data analytics for strategic manpower planning. This has helped SATS stay resilient in a highly uncertain environment while preserving its core capabilities despite a challenging labour market.
7. Talent Acquisition – SATS created versatility in its hiring process to meet fluctuating demand for manpower in uncertain times presented by COVID-19 restrictions. Digitising data enables the team to track hiring performance across business units.
8. Business Continuity Plan – A robust business contingency plan helped SATS fulfil its purpose to Feed and Connect Communities during the pandemic while keeping its people safe despite the increased risks brought on by COVID-19.
9. Leading HR Practitioner – Lee Cian Min, SATS Head for Group Reward and HC System, was conferred an award for her role in developing innovative HR practices.

Lilian Tan, Chief Human Capital Officer, SATS Ltd., said, "SATS is pleased to be conferred nine standards in the award this year. Our focus on people and technology has enabled us to build greater agility and resilience in our business. We will continue to focus on our people to help them grow with SATS."

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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](http://www.sats.com.sg).

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