

ABOUT  
SATS

**LEADERSHIP  
STATEMENT**

SUSTAINABILITY  
FRAMEWORK

SUSTAINABLE  
NUTRITION

TREASURING  
RESOURCES

CONNECTING  
PEOPLE

ENSURING  
TRANSPARENCY AND  
ACCOUNTABILITY

INDEPENDENT  
STATEMENT

ANNEX

GLOSSARY

**Inaugural  
Sustainability  
Report 2016-17**

# Board and PCEO's Statement

SATS' vision of Feeding and Connecting Asia is centred on people. As Asia's leading provider of gateway services and food solutions, we employ over 13,000 people who produce 123 million meals and manage 545,000 flights, 103 million passengers and 4.4 million tonnes of cargo in FY2016-17. Our growth reflects the increase in air travel, greater demand for quality, safe food and growth in eCommerce, which are driven by rapid urbanisation in Asia. Through our activities, we help unite and connect families and friends from around the

world, provide great-tasting, nutritious meals that build healthier communities, and enable trade that drives economic success.

While this is the inaugural SATS sustainability report, our values have always guided us to conduct business in a sustainable way. For example, safety and security are of paramount importance to our people, our customers, and our communities and stakeholders. The report contains many examples of initiatives at SATS that are already

from left to right

**Euleen Goh**  
Chairman

**Alex Hungate**  
President and  
Chief Executive Officer



## Board and PCEO's Statement

ABOUT  
SATS

**LEADERSHIP  
STATEMENT**

SUSTAINABILITY  
FRAMEWORK

SUSTAINABLE  
NUTRITION

TREASURING  
RESOURCES

CONNECTING  
PEOPLE

ENSURING  
TRANSPARENCY AND  
ACCOUNTABILITY

INDEPENDENT  
STATEMENT

ANNEX

GLOSSARY

**Inaugural  
Sustainability  
Report 2016-17**

implemented, or currently underway, as part of our sustainable business strategy.

We engage our stakeholders regularly to gain insights that guide our decision-making. Feedback is received from multiple channels such as operations review meetings, networking sessions, and regular customer surveys. Informed by emerging trends in the region and guided by stakeholder feedback, SATS has conducted an internal materiality assessment and prioritised the key topics that will impact the long-term sustainability of our business. Some of the sustainability initiatives we have implemented have created new opportunities. We have also established ambitious 2030 goals and pragmatic mid-term goals. The sustainability framework that SATS has adopted is built on three pillars: sustainable nutrition, treasuring resources and connecting people, and are aligned with the vision of SATS to Feed and Connect Asia with our Technology-Driven, People-Led approach.

The Board sets the risk appetite for SATS to pursue our vision of Feeding and Connecting Asia and has oversight of the company's progress on sustainability. We entrust the execution and monitoring of the sustainable business strategy to the President and Chief Executive Officer and his Sustainability Committee comprising senior members of the executive management team. The Sustainability Committee is supported by dedicated representatives from various parts of the organisation who execute the strategy and collate results. The Sustainability Committee regularly reports progress to the Board.

We report sustainability performance in accordance with the SGX Sustainability Reporting Guide and take reference from Global Reporting Initiatives for disclosures on performance. Material topics are also mapped to the United Nations' Sustainable Development Goals. We will continually review our sustainable business strategy to improve our stewardship and reporting format.

**2017 was the year that we formalised these diverse initiatives into a clear framework and, as a team, set ambitious targets for ourselves. This report outlines our sustainability framework and the priorities for our business.**

Our focus on key material topics guides us to make prudent investment decisions that will grow greater economic value for our stakeholders, while our Technology-Driven, People-Led approach provides a sustainable foundation upon which to build the future of our business.

We thank our customers and business partners for supporting us on this journey. We sincerely hope that our sustainable business strategy will inspire innovative solutions that will contribute to healthier ecosystems and stronger communities.

**Euleen Goh**  
Chairman

**Alex Hungate**  
President and Chief Executive Officer

23 May 2018

