

# Sustainable Business Strategy

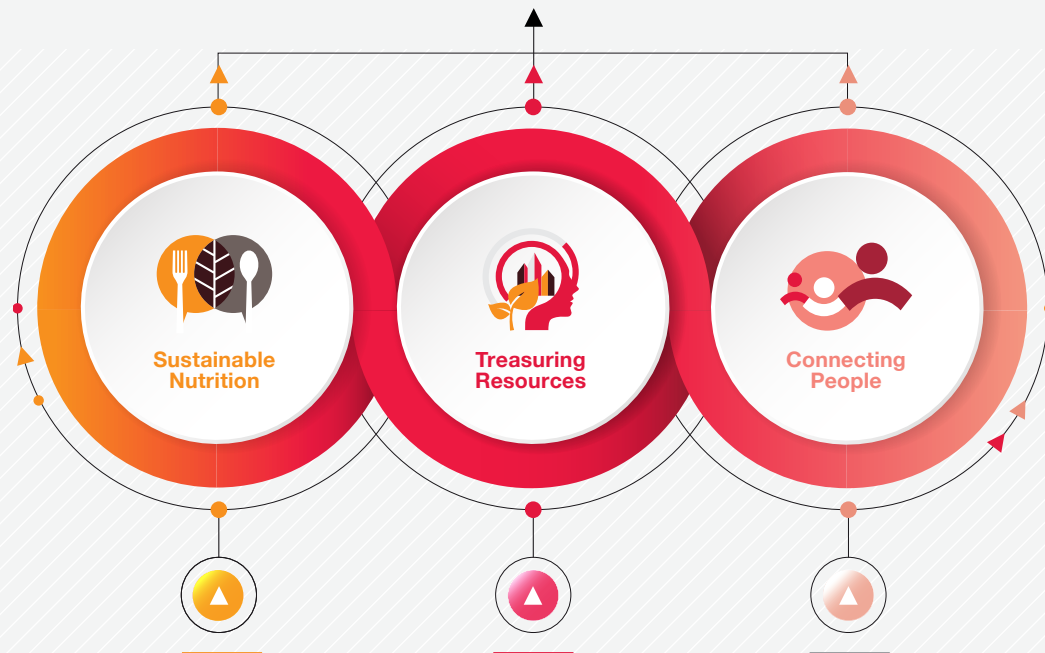
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OUR VISION

**FEEDING & CONNECTING ASIA**



OUR SUSTAINABILITY PILLARS



Better, more nutritious food from sustainable sources to improve the health and well-being of our communities and ecosystems

Lower emissions and waste through increased efficiency and shift to renewable and sustainable energy, water and material sources

A people-centric approach to automation and digitisation, to help our people to fulfil their full potential

Passion to serve our communities and help them to reach their full potential

OUR APPROACH

**TECHNOLOGY-DRIVEN PEOPLE-LED**

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## Our Sustainability Framework

In 2017, we established a new sustainability framework that outlines how our contribution to global sustainability challenges will drive the future success of SATS as a business. By adopting a **technology-driven, people-led** approach towards sustainability, we aim to create greater value for all our stakeholders. In all **three pillars** of our sustainability framework, our approach to harnessing technology to improve productivity and achieve scale has always been ground up. We use technology to help our stakeholders fulfil their full potential by providing healthier meals using food technology, optimising our resources through automation, up-skilling our people to enhance productivity, and using digitised platforms to ensure more seamless connectivity for our customers.

# Our Sustainability Framework

The framework sets out key priorities across the three pillars of Sustainable Nutrition, Treasuring Resources, and Connecting People that will guide the implementation of our sustainability programme. By setting 2030 ambitions, we have set a high bar for innovative solutions.

Our inaugural report uses this framework as the basis for sharing SATS' sustainability performance. Future reports will use this framework as a means to communicate our progress and performance.

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**Pillars**

**2030 Ambitions**

**FY2017-18 Highlights**

**United Nations' Sustainable Development Goals**



## Sustainable Nutrition

Better, more nutritious food from sustainable sources to improve the health and well-being of our communities and ecosystems.

**MAKE HEALTHY FOOD AFFORDABLE**

- All customers are offered a healthy choice option
- Nutritional information will be provided for all in-flight meals

**TACKLE FOOD WASTAGE**

- Halve food wastage in all operations from a 2018 baseline

**ENSURE SUPPLY CHAIN IS SUSTAINABLE**

- Food supply chain for 100% of high risk products traceable to origin
- 100% of seafood and palm oil originates from certified sustainable sources

Our subsidiary SATS Food Services Pte Ltd, which handles institutional catering, has been endorsed as a Healthier Caterer by Singapore's Health Promotion Board

7.5% of the seafood in meals prepared by SATS in Singapore were sourced from MSC-certified sources



## Treasuring Resources

Lower emissions and waste through increased efficiency and shift to renewable and sustainable energy, water and material sources.

**USE SCARCE RESOURCES EFFICIENTLY**

- 100% wastewater treatment
- 50% water recycled for non-food use
- Sustainable food packaging

**REDUCE EMISSIONS**

- 100% electric ground handling equipment\*
- 40% usage of renewable energy in SATS-owned buildings
- 80% reduction in carbon footprint by 2030

**GROW WITH SATS**

- Employee engagement score of 80%
- 80 hours of employee training per year
- 30% of talents for critical and key positions filled by internal transfers
- 40% female representation at senior management level

Our Baggage department successfully implemented 100% usage of electric tractors for the Main Bag Room operations at both Changi Airport Terminals 2 and 3

The implementation of a driving simulator for the familiarisation training of new drivers greatly reduced fuel burn for diesel tractors

A total of 70 units of electric tractors have been implemented progressively between July 2017 and October 2017

Four-year masterplan (2017-2020) to convert diesel ground support equipment to electric ones

76% employee engagement score



## Connecting People

Passion to serve our communities and help them to reach their full potential.

**ENSURE SEAMLESS CONNECTIONS**

- 100% paperless hub
- High score on seamless connectivity customer and cargo experience
- Zero-tolerance of security breaches (robust fallback system)

**EMPOWER COMMUNITIES**

- Touch four million lives by 2030 through social and community investments that impart our expertise, to empower people to fulfil their fullest potential

Saving over a million copies of paper through e-airway bill, e-freight, and Cargo Operations System

Load Control achieved 66% paper savings and 62% paper savings for Silkair and Singapore Airlines respectively due to the implementation of documents' e-filing

Flight Operations achieved paper savings by digitalising flight schedule diary with the use of automated Flight Watch Call-List

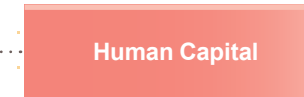
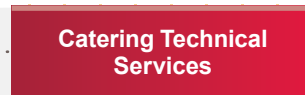
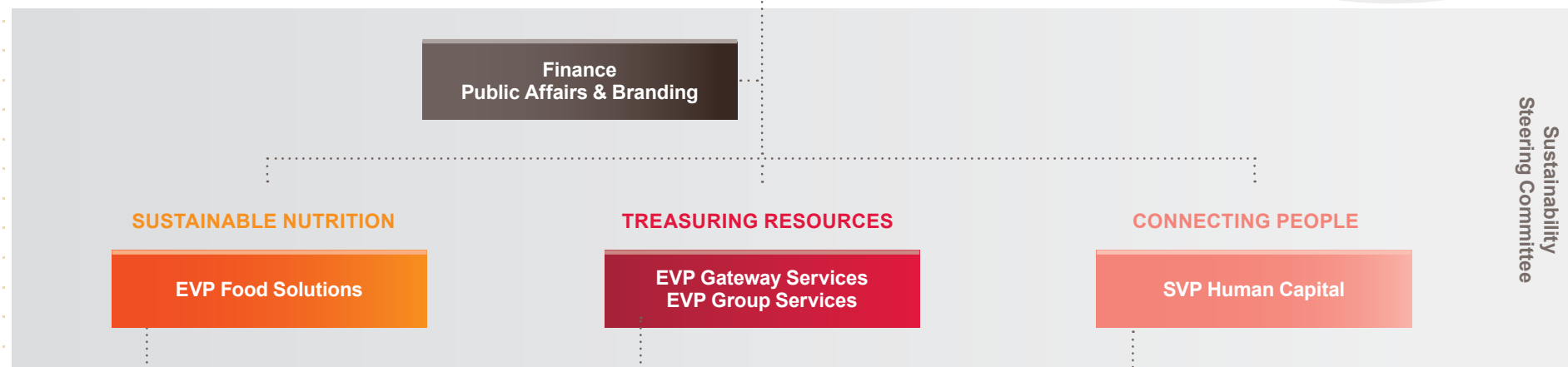
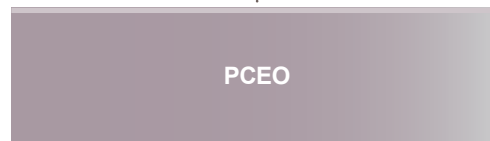
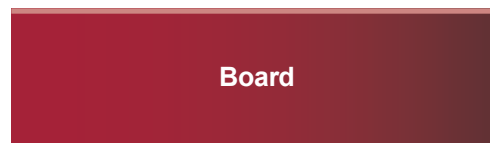
Donated close to \$1 million to charity



\* subject to development of infrastructure and facilities to support electric ground equipment by airports

# Sustainability Governance

In FY2017-18, we reviewed our Sustainability Governance structure and established a revised structure that determines the Accountable and Responsible drivers of SATS sustainability programmes. Reporting directly to our PCEO, the Committee comprises senior leadership from the Food Solutions, Gateway Services, Group Services and Human Capital departments, supported by the Finance and Public Affairs & Branding team.



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