



MEDIA RELEASE

SATS TO ENHANCE CHANGI'S CARGO HANDLING PRODUCTIVITY

Singapore, 15 April 2015 – SATS Ltd. (SATS) today announced partnerships with international and local stakeholders that will deepen the industry talent pool and transform cargo acceptance. The initiatives include building the capabilities of cold-chain professionals locally and in the region, and transforming Changi Airport's cargo acceptance process in line with the nation's push for higher productivity.

Rapid growth in cold-chain handling in Asia

As Asia's growing middle class demands more fresh food and pharmaceutical products, SATS is targeting the related cold-chain handling opportunity. To raise the standards of cold-chain handling in Singapore and the region, SATS is launching SATS Coolport Academy to serve as an independent training institute offering International Air Transport Association (IATA) certified and other related courses.

With this Academy, SATS becomes the first ground handling agent in Asia to offer specialised training in pharmaceutical handling, attesting to its expertise and reputation in delivering secure cold-chain solutions.

In conjunction with the launch, SATS' perishable handling centre – SATS Coolport – has been appointed by IATA as its Regional Training Partner (RTP) in pharmaceutical handling. SATS is Asia Pacific's first RTP in pharmaceutical handling to offer IATA-certified cold-chain related courses.

Following SATS Coolport's recent certification as the world's first Centre of Excellence for Independent Validators (CEIV) in pharmaceutical handling by IATA in November 2014, SATS Coolport Academy will also offer related training programmes to SATS joint venture companies across Asia.

“The shipping of pharmaceutical products is one of the most promising areas in the airfreight industry. This \$60 billion market is helping to compensate for the decline in other goods that had previously been shipped by air. Having SATS Coolport Academy established as an IATA Regional Training Partner in pharmaceutical handling will ensure that there will be sufficient talent in Singapore and the region to support the growth of this segment in the air cargo



industry, and ensure the reliable transportation of temperature sensitive pharmaceutical products,” said Conrad Clifford, Regional Vice President for Asia-Pacific, IATA.

Transforming freight acceptance and raising productivity

SATS is also pioneering a one-stop e-Acceptance initiative, which will transform the process for the lodging of export cargo at its airfreight terminals and reinforce Changi’s position as a leading international air cargo hub.

“Air cargo still operates with procedures from an analogue age. Moving from paper to electronic processes will open up countless efficiencies and opportunities for improved service delivery. The industry goal is to cut average shipment times by up to 48 hours by 2020. The one-stop e-Acceptance initiative is a step in the right direction,” said Mr Clifford.

The new SATS’ one-stop e-Acceptance initiative not only makes processing each transaction faster and less prone to human error, it also offers cargo agents live tracking, and enhances security via the system’s ability to authenticate users. Additionally, cargo agents can now process and deliver their shipments at a single physical location.

When fully implemented at the end of this year, this e-Acceptance project is expected to yield about 30% improvement in productivity. It will also reduce the industry’s carbon footprint, saving an estimated 600,000 sheets of paper annually.

“We welcome this move by SATS to simplify cargo handling processes, especially in light of the increasing need to raise productivity and reduce manpower requirements,” said Steven Lee, Chairman, SAAA@Singapore.

“SATS will continue to pioneer new services across Asia, seek new revenue streams and implement technology-based innovation. We are grateful for the support of our various partners who have worked with us to take the Singapore air hub and the cargo industry to greater heights,” said Alex Hungate, President and Chief Executive Officer, SATS.

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About SATS Ltd.

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

Our comprehensive gateway services encompass airfreight handling, passenger services, ramp handling, baggage handling, aviation security services, aircraft interior and exterior cleaning as well as cruise centre management. Our food solutions include airline catering, institutional and remote catering, aviation laundry as well as food distribution and logistics. SATS is present at 42 airports and 11 countries across Asia 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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