



MEDIA RELEASE

SATS GEARS UP FOR THE AIRPORTS OF THE FUTURE WITH AUGMENTED REALITY TECHNOLOGY

- Introduces disruptive technology to digitise and shorten ramp handling processes
- Increases accuracy, efficiency, productivity and safety
- Enhances connectivity for customers between SATS' ground handling operations across Asia

Singapore, 5 September 2017 – SATS Ltd. (SATS), Asia's leading provider of Gateway Services and Food Solutions, today announced the introduction of augmented reality (AR) smart glasses in its ramp handling operations. This world first underscores SATS' leadership in gateway services and food solutions through deploying disruptive technologies to create innovative new services.

The ergonomically-designed smart glass will provide SATS' ramp handling staff with critical information such as loading instructions in real-time. Using the wearable AR technology, operators will be able to scan visual markers found on baggage and cargo containers that provide details such as weight, unit number, loading sequence and the allocated position within the aircraft. This hands-free process improves safety, and increases the accuracy and efficiency of baggage and cargo loading.

The smart glass comprises a monocular display and onboard processor with video recording features and wireless connectivity capabilities. Video streaming enhances the visibility of ramp handling operations across the airport by providing the ramp smart control centre a real-time view of on-ground processes. With the see-what-I-see feature, flight controllers within the control centre can better supervise and provide instructions to operators on how to handle cargo with special handling requirements. In addition, they would also have enhanced oversight of the loading process, which will enable greater flexibility in manpower management.



This technological initiative increases productivity and can potentially shorten loading time by as much as 15 minutes. This would create competitive advantages for airline customers who could reduce waiting times for passengers and shorten transit times for airfreight shippers. The project was developed in partnership with the Civil Aviation Authority of Singapore, which co-funded the development cost.

Mr Khaw Boon Wan, Coordinating Minister for Infrastructure and Minister for Transport, who graced the launch of the smart glass, said, “I congratulate SATS on the launch of its cutting edge augmented reality smart glass for ramp handling. This innovation will directly benefit our airport workers, raising their productivity and making their workplace safer. This is the way to tap on technology to keep our airport and airlines ahead of their competition.”

This AR technology disrupts and revolutionises the way ramp services are delivered, so to ensure successful implementation, SATS will be introducing the smart glass in phases with full implementation expected by mid of next year. Change management is critical, with almost 600 staff undergoing training.

SATS is also investing in next generation training aids including Virtual Reality technology which is a highly visual approach that can simulate accurate on-ground scenarios within a safe and controlled environment. This also allows staff to undergo training at their own time and convenience, without disruption to their work schedules and ground operations.

“With passenger demand forecast to double by 2035 to 7.2 billion air travellers¹, we are preparing to handle more passengers, aircraft and airfreight. SATS is embracing technology to handle these volume increases in an innovative, sustainable way. By introducing augmented reality to our ground handling operations, we are improving services for airlines, passengers and airfreight shippers,” said Mr Alex Hungate, President and Chief Executive Officer, SATS.

¹ IATA Forecasts Passenger Demand to Double Over 20 Years:
<http://www.iata.org/pressroom/pr/Pages/2016-10-18-02.aspx>



Driving innovation and connecting across Asia

As part of the journey in driving innovation to transform into a next generation ground handler, SATS has a current pipeline of almost 200 innovative projects. Once tried, tested and proven, SATS will be rolling out this AR technology across its subsidiaries, associates and joint ventures in the region.

Already, SATS' Singapore operations are providing centralised load control solutions for airlines at their overseas stations, with readbacks being done at certain intervals. This new capability will now provide SATS with full visibility of the real-time loading process across its network of operations and ensure its customers receive efficient, consistent and high quality services.

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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 55 cities, 47 airports and 14 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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