



Joint Media Release

30 April 2019

## **SIA AND SATS INK FIVE-YEAR COMMITMENT TO ENHANCE SINGAPORE HUB**

Singapore Airlines Limited (**SIA**) and SATS Ltd. (**SATS**) today announced their commitment to strengthen hub competitiveness with the renewal of a suite of aviation services contracts for the next five years.

Commencing on 1 April 2019, the Singapore Airlines and SilkAir contracts have a five-year tenure with an option to extend for a further five years, encompassing inflight catering and cabin handling, passenger and ramp handling, cargo handling, aircraft interior cleaning, aviation security and laundry services. The new contract will also include the provision of aviation security services for Scoot.

This long-term partnership marks a foundational development in SIA's three-year transformation plan to enhance customer experience and raise operational efficiency to better position the SIA Group for the future.

SATS has created dedicated teams for SIA with digital ground handling systems that are integrated with Singapore Changi Airport, ensuring seamless service for passengers from ground to air. Key touchpoints during the customer journey are analysed by both companies, using data analytics to find opportunities to improve service and personalisation in F&B offerings for example.

In addition, the companies are working together on a joint sustainability roadmap to mitigate the impact on the environment and meet the demands of increasing air travel. Details will be announced as initiatives are rolled out.

Goh Choon Phong, Chief Executive Officer of SIA, commented, "We are pleased to be extending our relationship with SATS through these renewed contracts and look forward to building on our strong relationship in the years ahead."

Alex Hungate, President and Chief Executive Officer of SATS said, "The long-term relationship between SIA and SATS means that we can work seamlessly as one team to innovate and invest in world-class service and capabilities."

None of the Directors or controlling shareholders of SIA and SATS have any interest, direct or indirect, in the above transaction, other than through their respective interests (if any) in SIA and/or SATS. These contracts continue to be material to the businesses of the SATS Group.

**END**

### **About Singapore Airlines**

The SIA Group's history dates back to 1947 with the maiden flight of Malayan Airways Limited. The airline was later renamed Malaysian Airways Limited and then Malaysia-Singapore Airlines (MSA). In 1972, MSA split into Singapore Airlines (SIA) and Malaysian Airline System. Initially operating a modest fleet of 10 aircraft to 22 cities, SIA has since grown to be a world-class international airline group.

Singapore Airlines is committed to the constant enhancement of the three main pillars of its brand promise: Service Excellence, Product Leadership and Network Connectivity. The SIA Group fleet and network are also expanding in support of the development of its portfolio strategy, in which it has investments in both full-service and low-cost airline operations. This portfolio of airlines serving short-, medium-, and long-haul markets gives the SIA Group more flexibility and nimbleness, with the right vehicles to serve the right markets.

### **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 in over 60 locations and 13 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](http://www.sats.com.sg).

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