



MEDIA RELEASE

SATS RESTRUCTURES GATEWAY SERVICES BUSINESS TO DRIVE GROWTH IN SINGAPORE AND THE ASIA-PACIFIC

Singapore, 10 July 2024 – SATS Ltd. (SATS), the world’s largest provider of air cargo handling services and Asia’s pre-eminent provider of food solutions, announced today that it has restructured its Gateway Services business to form two new business units: the Singapore Hub and Gateway Services Asia-Pacific.

The Gateway Services restructuring reflects the strategic decision by SATS to continue investing in Singapore while scaling its international presence to capture growth opportunities overseas.

Bob Chi, currently Chief Executive Officer (CEO) Gateway Services, will be redesignated CEO Gateway Services Asia-Pacific. Since he joined SATS in 1988, Bob has been instrumental in raising Gateway Services’ capabilities and customer base. Bob’s new assignment will draw on his deep experience and network in the aviation industry to drive long-term value overseas. Henry Low, who is now SATS Chief Operating Officer, will assume the post of Chief Executive Officer Singapore Hub. Both appointments will take effect from 1 October 2024.

The Gateway Services business involves the provision of ground handling services such as passenger handling, baggage services, aircraft handling, security services and cargo handling services that are critical for safe, efficient and timely airport operations.

Apart from the Gateway Services business in Singapore and the Asia-Pacific, SATS also offers such services via Worldwide Flight Services (WFS) stations in the Americas, and the Europe-Middle East-Africa-Asia (EMEA) region. In 2023, SATS acquired WFS under



a S\$1.8 billion deal, giving the Singapore-headquartered company a global network of 215 stations in 27 countries.

Singapore Hub and Gateway Services Asia-Pacific will target growth in distinct and important market segments:

- Singapore Hub will be dedicated to driving aviation hub competitiveness in Singapore. By focusing on Singapore, this unit will strengthen SATS' ability to support current and future needs for Singapore's Air Hub, which groups Changi Airport, Seletar Airport and the aviation industries at these gateways. By leveraging SATS' worldwide network, Singapore Hub can draw upon SATS' global capabilities, expertise and nurture best practices to ensure operational excellence, improved performance and a positive experience for airport users in Singapore.
- Gateway Services Asia-Pacific will concentrate on growing SATS Group's APAC market share. This business unit will manage operations in overseas airports, including SATS' network of overseas stations in the Asia-Pacific via our subsidiaries, joint ventures, and associates to deliver a unified level of service to our customers.

SATS President and Chief Executive Officer Kerry Mok said: "Today's announcement is aligned with our overarching goal and ambition to accelerate SATS's growth into a global multinational corporation. The Singapore Hub represents our commitment to ensure the continued success of Singapore's aviation sector and Changi Airport, by providing Singapore's airports with safe and efficient operations around the clock. I am confident that the Singapore Hub team led by Henry will continue Gateway Services' longstanding tradition of excellence and partnership when working closely with our airline customers, Changi Airport Group, the Civil Aviation Authority of Singapore and the Ministry of Transport."



Kerry added: “We are proud of the reputation that SATS Gateway Services has earned in supporting airlines and customers at Changi Airport. I thank Bob for decades of tireless service building Gateway Services into what it is today. I am confident Bob has the experience, drive and network that will place Gateway Services Asia-Pacific on a strong footing to create long-term value for SATS through increased market share in the international arena.”

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About SATS Ltd

SATS Ltd. (SATS) is a global air cargo and ground handler empowering end-to-end network solutions, and a leading Asian aviation food solutions provider delivering quality at scale and being the preferred brand in food solutions with authentic taste and nutrition. Using innovative food technologies and resilient supply chains, we create tasty, quality food in sustainable ways for airlines, food service chains, retailers, and institutions. With heartfelt service and advanced technology, we connect people, businesses, and communities seamlessly through our comprehensive gateway services for our customers. Fulfilling our purpose to feed and connect communities, SATS delights customers in over 215 locations and 27 countries across the Asia Pacific, UK, Europe, the Middle East, Africa, and the Americas. SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit www.sats.com.sg.

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