



## **MEDIA RELEASE**

### **IATA CERTIFIES SATS AS EXCLUSIVE PROVIDER OF RAMP SERVICES TRAINING IN REGION – A WORLD’S FIRST**

**Singapore, 15 December 2016** – SATS Ltd. (SATS), Asia’s leading provider of Gateway Services and Food Solutions, today announced it has been awarded International Air Transport Association (IATA) accreditation for Ramp Services training. The first worldwide to be accredited for ground operations training, SATS is now an Authorized Training Center (ATC) with exclusive rights to train ground handlers in 10 countries regionally - underscoring its leadership in providing gateway services in the region.

Ground operations standards are the key to ensuring that airports receive and dispatch aircraft efficiently and safely. This programme will equip ground handling staff with knowledge and skills based on industry best practices. SATS will train ground handling professionals based on a new training curriculum aligned with IATA’s Airport Handling Manual (AHM) as well as the International Ground Operating Manual (IGOM) with input from SATS and other industry experts including aircraft manufacturers.

Modules include operations from Aircraft Ground Movement (AGM) to Ground-to-Cockpit Communication and Aircraft Servicing, including Turnaround Services.

“Operating in 53 cities, 47 airports and 14 countries, SATS is a recognised regional leader in ramp handling services – and it is now the first ATC in the world to deliver the brand new IGOM based ‘Ramp Services - Aircraft Ground Services’ course that includes practical training on the ramp,” said Mr Conrad Clifford, IATA Regional Vice President, Asia Pacific. “Air travel in Asia is expected to grow exponentially, but there is still a deficit in trained personnel to meet the demand. It is also crucial that ramp and apron services keep up with the most recent industry developments. With expertise in Asian aviation, coupled with Singapore’s status as a world class air hub, SATS is well placed to enhance ramp handling services training across the region.”



The newly accredited programme is scheduled to begin in March 2017. SATS will be the exclusive IATA training provider to ground handlers in Singapore, Malaysia, Indonesia, Thailand, Philippines, Vietnam, Cambodia, Laos, Brunei and Myanmar. It is also a non-exclusive training provider for India.

### **Increasing Productivity and Enhancing Safety via Internet of Things**

Separately, SATS today announced the use of Smart Watches into its technical ramp operations – another world first.

Aimed at streamlining on-ground process and enhancing communication, productivity and safety, SATS IoT solution enables the dissemination and receiving of information and data such as work schedules and instructions via smart watches. Previously, such communication was done manually: for example, changes in operations had to be communicated manually or printed out again, adding to time required.

With the new IoT solution, technical ramp handling personnel can get their work instructions in a more timely and safe manner, boosting efficiency and allowing SATS to reallocate resources for greater productivity.

In addition, the smart watches are paired with bone-conductor headsets via Bluetooth, allowing technical ramp personnel to make and receive hands-free calls; increasing safety and ease of collaboration. The bone-conductor headset allows staff to communicate even with their ear-defenders on in an extremely high-noise work environment.

The headset solution was designed in partnership with Temasek Polytechnic.

A live demonstration of the IoT solution in SATS technical ramp handling operations was held during a launch event today, graced by Minister for Education (Schools) and Second Minister for Transport, Mr Ng Chee Meng.

“In an industry that is becoming ever more competitive, constant innovation and productivity gains are essential,” said Alex Hungate, SATS President and Chief Executive Officer.



“IATA’s accreditation underscores SATS leadership in the ramp and apron services. In leveraging the Internet of Things to disseminate smart data in our technical ramp services, we not only drive greater efficiency but also reimagine the role of the Tech Ramp personnel.”

Kevin Shum, Director-General of the Civil Aviation Authority of Singapore (CAAS), added, “CAAS congratulates SATS on achieving two world-firsts with IATA’s accreditation and the Tech Ramp Smart Watch initiative. This initiative is the latest in a series of innovative productivity projects supported by CAAS’ Aviation Development Fund to transform our aviation sector. Tapping on innovative technologies, we will continue to redesign airport jobs and upskill our workers to sharpen Changi’s competitiveness and strengthen our position as a global air hub.”

– End –

#### **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 53 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](http://www.sats.com.sg).

#### **About International Air Transport Association (IATA)**

IATA (International Air Transport Association) represents some 265 airlines comprising 83% of global air traffic.



### **About the Civil Aviation Authority of Singapore**

The mission of the Civil Aviation Authority of Singapore (CAAS) is to grow a safe, vibrant air hub and civil aviation system, making a key contribution to Singapore's success. CAAS' roles are to oversee and promote safety in the aviation industry, develop the air hub and aviation industry, provide air navigation services, provide aviation training for human resource development, and contribute to the development of international civil aviation.

---

### **Media Contacts:**

#### **Carolyn Khiu**

Vice President, Public Affairs & Branding

SATS

DID: (65) 6541 8200

HP: (65) 9674 2737

Email: Carolyn\_KhiuLW@sats.com.sg