

Corporate Social Responsibility

Our mission to delight customers with our passion and innovation guides our approach to the community and sustainability. SATS is a service company powered by people that want to help others, so we feel strongly about supporting the communities we serve across our network of cities.

EMPOWERING OUR COMMUNITIES

In Singapore, we foster employee-community engagement through both the SATS Foundation and SATS Staff Association. SATS Foundation anchors our community engagement through initiatives that are geared towards enabling change, empowering individuals, and rebuilding lives. SATS Staff Association complements the work of our Foundation by encouraging employees to come together and volunteer.

A key theme for our work with the community that resonates with our values is the empowerment of people through education. This year, we maintained our support for Assumption Pathway School (APS) and RSVP Singapore, contributing approximately \$346,000 in total. We work with APS in various ways, including offering financial assistance and awards for achievement, advising on the operations of the school's training restaurant, and offering students internships with SATS so that they can gain real-world experience. We are supporting RSVP Singapore in the set-up of a training and development facility to train volunteers and equip them with the skills and knowledge required for community work.

Our overseas associates Beijing Airport Inflight Kitchen and PT Jasa Angkasa Semesta (PT JAS) have also contributed to youth education by providing selected students with scholarships.

Air India SATS Airport Services (AISATS) organised an initiative to promote education among the differently-abled children of the Government School for the Visually Impaired, Vazhuthacaud and the children of Our Lady of Fatima Orphanage,

Thumba. It also donated books and library shelves, and built canteens and toilets for a school in Hyderabad.

A highlight of our year was the SATS-Elderly Sector Network Carnival which we organised for a second time last September. Over 200 volunteers from SATS cared for 350 elderly friends from 20 homes who enjoyed a day of food, games, and performances at the Marina Bay Cruise Centre.

In total, the SATS Staff Association in Singapore contributed over \$188,000 and a large amount of their time to nearly 20 different events and initiatives. These included:

- Providing monthly food packages to about 60 needy families, and daily lunches for the beneficiaries of the Arc Children's Centre;
- Taking residents of the Society for the Aged Sick to the River Safari;
- Donating over \$9,000 to the Movement for the Intellectually Disabled of Singapore's Christmas Stocking Challenge; and
- Contributing \$20,000 to the Civil Aviation Authority of Singapore's Aviation Run fundraising drive, in benefit of the Community Chest.

Our subsidiaries and associates were also active in their respective communities. For instance, PT JAS and MacroAsia Catering Services organised blood donation drives, and collected a total of nearly 335 units of blood. Taj SATS Air Catering (TSAC) and Taj Madras Flight Kitchen assisted in disaster relief by sending food packets to the flood affected areas in Anakapathur. In addition, AISATS extended help to the Tamil Nadu rain disaster relief programme with 11 employees volunteering over 300 man hours to help out.

PROTECTING THE ENVIRONMENT

Minimising the impact of our activities on the environment is important, and every year we strive to find new ways to do this better.

To celebrate Singapore's golden jubilee and the nation's long-standing identity as a garden city, SATS partnered National Parks Board and planted 50 trees in a bid to green up the city and inspire employees to co-create our green spaces. AISATS has also planted trees around its Hyderabad office premises in an effort to create a greener working environment.

Last year, we digitised the export clearance process for airfreight through our transformative one-stop e-Acceptance initiative which is expected to reduce the industry's carbon footprint by saving an estimated 600,000 sheets of paper annually. This March, our local cargo business also began archiving documents electronically; a move which will save an estimated 1.4 million pieces of paper annually.

Across the Group, we saved significant amounts of energy by upgrading equipment with more energy efficient models. In Singapore, we replaced the chiller systems at two of our airfreight terminals, and changed to fluorescent lights in several of our operations and we substituted the lights with LED versions in TFK, Asia Airfreight Terminal and TSAC. On top of this, TSAC and PT JAS have installed solar panels in some of their facilities. All these initiatives will save significant amounts of electricity every year.

We will continue to find innovative ways to minimise our impact on the environment.