

Corporate Social Responsibility

SATS is committed to being a socially responsible organisation through connecting with the communities we touch, and minimising the impact our activities have on the environment.

DRIVING SOCIAL CHANGE THROUGH PARTNERSHIP

SATS Foundation, our main vehicle for community engagement, aims to support the underprivileged through initiatives that focus on enabling and empowering them for the long-term, rather than just providing monetary and transient assistance.

The Foundation's objectives are to:

- enable change by supporting individuals and families in need;
- empower achievement by offering training and other opportunities to help beneficiaries realise their aspirations; and
- rebuild lives by helping disadvantaged individuals and families integrate with society and aid retirees in their career transition.

Upholding our belief in driving social change through enablement and empowerment, we deepened our relationship with the Assumption Pathway School (APS).

APS is an educational institute that provides secondary-level education and vocational training for students who are unable to access or complete mainstream secondary schooling.

We continued our support for the school's training restaurant through culinary programmes as well as sponsorship of its marketing and advertising activities. We also provided financial assistance to needy students along with two awards to recognise academic success. Furthermore, we offered internships to some of the students to help them gain relevant work experience, and we hired some graduates of APS directly into SATS.

RSVP Singapore - The Organisation of Senior Volunteers, is a non-profit organisation that provides opportunities for seniors to serve the community and enrich lives through volunteerism. SATS' support for RSVP Singapore focuses on training senior volunteers in social service, so as to motivate and equip them with the skills they need to effectively contribute to the community.

In total, we contributed approximately \$270,000 in funding to APS and RSVP Singapore, which was distributed and administered by Community Foundation Singapore – an independent, philanthropic organisation.

We also supported Bizlink Centre, a non-profit organisation that provides employment and job assessment services for the disabled and disadvantaged. Last August, we commissioned a special project that involved our senior management working with its beneficiaries, to





design tealight holders for our staff in celebration of Deepavali.

To help raise funds and promote social service programmes, we supported a number of charity runs including the POSB PAssion Run for Kids and the Singapore Airlines Charity Run. A team of 191 staff also participated in the Singapore Airlines Charity Run held in November.

FOCUSING ON THE COMMUNITY

As well as volunteering for events organised by SATS Foundation, our people organised other community activities themselves. Through the SATS Staff Association (SSA), they contributed more than \$140,000 and a significant amount of their time during the year to nearly 30 SSA initiatives and events.

These include:

- monthly donations to the National Kidney Foundation (NKF) to cover the costs of artificial kidneys for 50 patients from its dialysis centre in Tampines;
- raising \$40,000 for disaster relief efforts in the wake of the major earthquake in Nepal;
- monthly distribution of food packages and provision of basic housekeeping for needy families;
- daily provision of lunch for Arc Children's Centre, an independent day-care facility for children undergoing treatment for life-threatening illnesses;

- a treat for 100 patients from Wong Sui Ha Edna-NKF Dialysis Centre in celebration of International Chefs Day, where our multinational culinary team prepared a nutritious spread for them;
- hosting 28 children from Arc Children's Centre for an afternoon of fun activities; and
- a Chinese New Year celebration for more than 300 beneficiaries at Society for the Aged Sick.

In October, 180 staff also volunteered at the SATS-Elderly Sector Network Carnival held at the Marina Bay Cruise Centre. Our people hosted some 350 beneficiaries from 20 elderly homes in the largest ever community event organised by SSA.

Overseas, our subsidiaries and associates did their part too. SATS HK continued its involvement with the community by organising a number of visits to elderly centres while staff of Asia Airfreight Terminal volunteered at a children's home, organising a painting day and bringing mooncakes to them as well.

Air India SATS Airport Services (AISATS) distributed reusable clothing to the Uday Foundation, a non-profit organisation based in Delhi that seeks to improve the lives of children. It also donated stationery to disadvantaged school children in Bangalore. Maldives Inflight Catering supported a children's home, providing building maintenance and laundry service as well as organising an outing for the children.

MINIMISING OUR FOOTPRINT

An important part of our role as a socially responsible organisation is contributing to a greener future for all. The efficient use of our resources not only helps to minimise our impact on the environment, but also provides benefits for our business.

Acknowledging this, we implemented a number of initiatives – both large and small-scale – that increased the efficiency of our systems and delivered a total savings of more than \$250,000 arising from reduced utilities consumption.

One of these initiatives was the installation of a heat pump energy recovery system. This system allowed us to reuse waste energy from our kitchen and in turn reduce the load being placed on our air-conditioning system.

We also upgraded the refrigeration and chiller systems at our airfreight terminals with newer and more energy-efficient ones; and installed split-unit chillers in the Marina Bay Cruise Centre in order to realise savings through more localised cooling of this large space.

TFK replaced its existing lightings with more energy-efficient fixtures, contributing to a reduction of more than 50,000 kilowatt-hours of energy use. Similarly, AISATS replaced 100 old lamps with new LED lights in its cargo terminal, reducing energy consumption by 60%. It also initiated the usage of renewable and clean burning biodiesel for its fleet of forklifts to reduce emission of harmful pollutants.