



# Connecting People

Ensure Seamless Connections



Empower Communities



Safety



# Connecting People

At SATS, we adopt a people-led approach to serve our communities and enable them to fulfil their full potential.

In this digital age, we deploy technology to help us achieve better synergies within our operations, improve productivity and provide a seamless, secure experience for our customers and partners. We embrace innovation to work faster and smarter.

In giving back to the communities that we operate in, we continue to fulfil our brand promise – “Passion to Delight”. By empowering those in need through financial support, training and other initiatives, we aim to make a positive and meaningful impact on society.





# Ensure Seamless Connections

An airport is a place where families and friends unite. Through supporting airport activities such as passenger services and air freight, we facilitate trade flows and economic growth. With SATS' ability to manage large volumes of passenger and cargo traffic efficiently, we enable airports, airlines and businesses to grow.

SATS manages 661,000 flights, 106 million passengers and 4.7 million tonnes of cargo a year, and we need to ensure connections are secured in order to protect the privacy of the data we manage. The transition to an increasingly digital world comes with concerns about data privacy and cyber security. Our systems are robust to protect customers' data seamless travel and enable more seamless travel for passengers at each airport that we serve throughout the region. By 2030, we hope to achieve greater customer satisfaction in terms of seamless connectivity for passengers and cargo.

## PAPERLESS HUB

In the move towards digitisation, we have worked with our airline customers to roll out electronic airway bills (e-AWB) and e-Freight initiatives. To date, 12 airlines have implemented export e-AWB, and 17 airlines have implemented import e-AWB. As of March 2018, export e-AWB penetration achieved an average of 58.8%.

We have also implemented an e-acceptance system – a paperless process for freight acceptance advanced information and an electronic receipt. This impacted about 350 freight forwarders and contractors that we worked with, and saved more than 600,000 copies of paper control forms annually for the freight industry. This method of freight acceptance also enables the e-AWB and e-freight processes to be effective.

Our Cargo Operations System was also enhanced in March 2016 to transfer and generate historical reports and store documents electronically for ease of reference and retrieval. This allows us to save close to 800,000 pieces of paper annually.

Our Load Control operations achieved 66% paper savings and 62% paper savings for Silkair and Singapore Airlines respectively due to the implementation of documents' e-filing. Our Flight Operations also achieved paper savings by digitalising flight schedule diary with the use of automated Flight Watch Call-List.



In line with the International Air Transport Association (IATA) and the Civil Aviation Authority of Singapore's push for reduction of transport paper documents, we aim to adopt mobility devices to replace paper, and utilise e-pouches to facilitate the e-freight process. Our aim is to become a 100% paperless hub by 2030.

# 661,000

Flights handled by SATS

# 800,000

Pieces of paper saved annually

## Ensure Seamless Connections

### CYBER SECURITY

As part of our cyber security efforts, a cyber wargame for senior management and key appointment holders was conducted in March 2017. This wargame was conducted to improve SATS' operational awareness of business impacts from an enterprise-wide cyber attack, and effect future-ready improvements and further integration with Business Continuity Planning. New staff would also go through the Information Security e-Learning Module during their on-boarding.

We have put in place an Information Security Policy which is aligned with ISO 27001 Information Security Management. All users of information assets owned or managed by SATS are required to comply with this Policy and its supporting standards and guidelines. In addition, we have established a Cyber Security Management Framework designed to protect, detect, respond to cyber security threats and recover quickly from any attack. The framework covers security controls in the following three areas (people, process, and technology) to protect SATS businesses and information assets. By 2030, we aim to put in place a robust fall-back system with zero-tolerance of security breaches.

### CYBER SECURITY MANAGEMENT FRAMEWORK

#### PROTECTION

**Ability to protect, limit or contain the impact of a potential Cyber Security event**

Perimeter Defence

- Intrusion Protection System
- Firewall
- Virtual Private Network
- Proxy Service
- Email and Site Filter
- Switch & Router

Mobile Security

Host Security

Server Security

System Security

Application Security

Data Protection

Access Control

#### OPERATIONS

**Timely discovery of Cyber Security events and response to recover the system**

Identity and Access Management

Security Information and Event Management

Incident Response and Management

Threat Intelligence

Vulnerability Management

Patch Management

Capacity Management

IT Disaster Recovery

Business Continuity Management

#### GOVERNANCE

**Proactively identify cyber risks and establish process and procedure to focus and prioritise its efforts towards minimising Cyber Security risks**

Policies

Standards

Procedures

Guidelines

User Awareness

Security Testing

Audit and Compliance

Service Level Agreement

Risk Management

Metrics and Reporting

## Ensure Seamless Connections


**sats**
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### SMART GLASS

We use Augmented Reality (AR) technology in our Smart Glass for ramp operations. This technology enables our staff to execute the loading of cargo and baggage onto the aircraft more efficiently and with better accuracy. The load control specifications for each aircraft, which were traditionally printed on rolls of paper, are now being reflected on the Smart Glass through AR technology. The Smart Glass also includes a “See-what-I-see” function, which allows the ramp control centre to observe actual on-ground operations. The use of AR helps to digitise our ramp operations, reducing turnaround time by 15 minutes, from an hour previously. Hence, this improves productivity, reduces the manpower required, and enhances the precision of the loading process.



### SMART WATCH

In 2016, SATS became the first in the world to harness Internet of Things (IoT) technology through the use of the Smart Watch in our technical ramp operations, which allowed us to streamline on-ground processes and enhance communication, productivity and safety. The use of Smart Watch in technical ramp handling eliminates the need for technical ramp agents to make trips back to the office to receive their work orders. Information is pushed to the Smart Watch and communication is via bone-conducting headsets attached to their helmets. 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.

Apart from making the work environment a safer one for our employees, this smart solution boosts efficiency, allowing us to reallocate resources for greater productivity. By capturing the start and completion time of each task, SATS can analyse the data to glean key performance insights to help improve resource planning. Using these wearable technologies has helped to improve productivity, enhanced accuracy and safety.





## Ensure Seamless Connections

### SATS COOLPORT

SATS Coolport is Asia's first on-airport perishables handling centre with an estimated annual operating capacity of 250,000 tonnes, and a host of value-added services such as warehousing, distribution, and an inventory management system. Our facility has a scope for expansion from its amount 8,000 to 14,000 square metres.

SATS Coolport forms an integral part of the overall logistics value chain, strengthening Singapore's position as an air cargo and logistics hub.

We are proud to be the pioneer in the development of this significant milestone in Singapore's air cargo industry.

To ensure it is able to handle temperature-sensitive products to globally recognised standards, SATS Coolport has been designed to meet international safety requirements. Within two years of operations, SATS Coolport has obtained five key certifications:

- Halal-certified zone
- Hazard Analysis and Critical Control Points ("HACCP") certification
- Licensed under AVA's Food Safety Excellence Scheme for Coldstore Establishment (Awarded 'A' grading since certification began)
- Good Distribution Practice for Medical Devices ("GDP-MDS")
- Good Distribution Practice ("GDP")

