

# Building a Sustainable Future

## Pillars

### United Nations Sustainable Development Goals

### 2030 Ambitions



**Nourishing Communities**

#### Enabling More People to Eat Well

Harnessing our culinary innovation and technical expertise to provide better, more nutritious food from sustainable sources to improve the health and well-being of our communities and ecosystems.



#### Make Balanced Diets Accessible

- All customers are offered a healthy choice option<sup>1</sup>
- Nutritional information<sup>2</sup> will be provided for all meals

#### Tackling Food and Packaging Waste

- Halve food wastage in all operations<sup>3</sup> from a 2018 baseline
- Introduce 100% sustainable food packaging<sup>4</sup> by 2030

#### Ensure Supply Chain is Sustainable

- 100% of fish and palm oil originate from sustainable sources

#### Uphold Food Safety

- Food supply chain for 100% of high-risk products traceable to origin



**Connecting People**

#### Connecting with Passion and Purpose

Ensuring seamless connections for passengers and cargo every day, while empowering communities and our people to fulfil their fullest potential, we embrace technology, digitalisation and change.



#### Ensure Seamless Connections

- 100% paperless hub
- High score on seamless connectivity customer and cargo experience
- Zero tolerance of security breaches (robust fallback system)

#### Safeguard Operational Safety

- To achieve 50% reduction in accident frequency rate and lost man-days
- To achieve 50% reduction in ergonomic injuries through the improvement of man-machine interface
- To develop a fully digitalised safety management system accessible worldwide

#### Grow with SATS

- Employee engagement score of 80%
- 80 hours of employee training per year
- 50% of talents for critical and key positions filled by internal transfers
- 40% female representation at senior management level<sup>5</sup>

#### Empower Communities

- Touch four million lives by 2030 through social and community investments that impart our expertise, to empower people to fulfil their fullest potential



**Treasuring Resources**

#### Caring for the Environment

Enhancing our operational efficiencies and reducing our carbon footprint and waste, while shifting to renewable and sustainable sources of energy, water and raw materials to lessen the impact our business has on the environment.



#### Use Scarce Resources Efficiently

- 100% wastewater treatment based on local regulatory requirements
- 50% water recycled for non-food use
- Ensure resources used are sustainably sourced and disposed across all operations<sup>6</sup>

#### Reduce Emissions

- 100% electric ground handling equipment<sup>7</sup>
- 40% usage of renewable energy in SATS-owned buildings<sup>8</sup>
- We are reviewing our carbon targets in line with the TCFD framework<sup>9</sup>, and evaluating the effectiveness of carbon intensity metrics as a management tool for reducing overall carbon emissions.

#### Notes:

- SATS will offer a healthier option, but it is at our customers' discretion to provide the choice to their customers.
- Information includes calorie content and cooking method.
- All operations refer to those controlled by SATS and exclude inbound waste from the airlines.
- Sustainable food packaging here refers to those that can be controlled by SATS, and are made from recyclable or renewable materials
- Senior management level refers to Vice Presidents and above.
- Baseline and a quantifiable target will be established in future reports.
- Subject to the development of infrastructure and facilities to support electric ground handling equipment by airports.
- Includes overseas subsidiaries.
- Taskforce on Climate-related Financial Disclosures.