

CALENDAR

YEAR | 1999

12th April

- A foundation-laying ceremony for a S\$22 million, four-star hotel was held by Maldives Inflight Catering, a joint venture of SATS.

14th May

- SATS reached agreements on profit-sharing and service increments with its two staff unions.

29th June

- The SATS Culinary Skills Upgrade Programme was launched. SATS Catering staff are sent to culinary appreciation and inflight catering courses at local and overseas catering educational institutions. Senior catering production staff are attached to five-star hotels in Singapore for exposure to latest catering trends.

11th July

- The TAJ Madras Flight Kitchen, of which SATS owns 30 per cent, commenced operations. The new kitchen has a capacity of 12,000 meals per day.

15th July

- SATS began providing passenger handling services to United Airlines. Previously United Airlines staff provided this service.



SATS and DHL Worldwide Express forged a partnership to build a S\$30 million Express Courier Centre (ECC2) at Singapore Changi Airport.

17th July

- SATS signed a long-term agreement with DHL Worldwide Express to build a S\$30 million Express Courier Centre 2 (ECC2) at Singapore Changi Airport. The partnership is expected to boost Changi's position as the premier full-service express freight hub in the Asia Pacific region.

20th July

- SATS purchased 18 new Joint Container Pallet Loaders costing a total of S\$3.8 million as part of its forward purchasing policy.

21st July

- SATS received the prestigious Singapore Quality Class Award from the Singapore Productivity and Standards Board.

3rd September

- Beijing Aviation Ground Services, in which SATS has a 40 per cent stake, opened a new S\$50 million, 160,000-tonne cargo terminal at Beijing Capital International Airport.

15th September

- SATS began supplying passenger handling services to Lufthansa for its 3 times weekly daylight service.

16th September

- SATS received the prestigious People Developer Award from the Singapore Productivity and Standards Board.

9th September

- SATS Cargo was awarded the ISO 14001 certification for establishing an effective Environmental Management System.

of EVENTS

1999~2000

8th October

• *YES! to Exceptional Service*

This campaign, which has a logo with the word YES! in a Heart, aims to lift customer service to a new personalised level by encouraging SATS staff to act with warmth, care and respect from the heart.

20th November

- Twenty-three SATS employees received the Model Workers Award 1999 from the Prime Minister of Singapore, Mr Goh Chok Tong.

9th December

- SATS pioneered the use of a mock-up aircraft fuselage of the B744, B777 and A340 aircraft-types for staff training. This allows ramp servicemen and equipment operators to sharpen their safety and manoeuvring skills when docking large and heavy ground support equipment.



Mr Michael Tan, Deputy Chairman SATS, launching the *YES! to Exceptional Service* campaign.

YEAR | 2000



1st January

- SATS had a bug-free Year 2000 rollover. Work to ensure Y2K readiness on all systems and equipment began as early as 1997.

2nd January

- An additional material handling system was commissioned at SATS' Hong Kong joint venture, Asia Airfreight Terminal. The new system has increased the terminal's cargo handling capacity from 420,000 tonnes to 450,000 tonnes a year.

22nd February

- Manila-based MacroAsia-Eurest Catering Services, in which SATS has a 20 per cent stake, held a ground-breaking ceremony for a project to increase floorspace by 1,200 sqm to boost the airline equipment storage capacity.

22nd - 27th February

- SATS participated in the prestigious Asian Aerospace 2000 as the official Ground Handling Agent.

1st March

- The number of independent directors on the SATS Board increased to four, one more than the number of executive directors from SIA.

3rd March

- SATS was awarded ISO 9002 certification for the provision of apron handling services.

20th March

- The SATS Group obtained approval to introduce the Employee Share Option Plan for its staff.