

Media Release April/11

SATS LAUNCHES MOBILE APPLICATION FOR AIR CARGO AGENTS & AIRLINES

Application provides 24 x 7 information on shipment status

Singapore, 11 April 2011 – SATS has today launched a free mobile application developed specially for air cargo agents and airlines. Called “SATS Cargo Mobile”, this application is the first of its kind in Asia, providing users with pertinent information on their shipment status anywhere, anytime.

SATS is the first independent ground handler in the region to introduce such an application to its customers. With SATS Cargo Mobile, airlines and cargo agents now have an added option to get updates on their shipments through their mobile devices. The application is currently available on iPhone and iPad platforms. Key features of SATS Cargo Mobile include:

- **AWB (Air Waybill) Tracking**
Monitoring and tracking of cargo movements from the point of acceptance to delivery for both import and export. Customers will be able to keep tabs on their shipments’ expected date and time of collection.
- **Rates**
Information on storage rates, including rates calculation.
- **Contacts**
Contact details of key personnel whom the users can approach for assistance.
- **Delivery Service Time**
Access to delivery service time, i.e. from the time when the Pick Order is requested to the time that the shipment is delivered. This service is exclusively available to Singapore Airlines Cargo (SIA Cargo) and its selected agents for a period of six months.

Commenting on this innovative mobile application, Mr Yacoob Piperdi, Senior Vice President of SATS Cargo Services said: “In the logistics sector, critical success factors include transparency and timely delivery of cargo. Hence, the ability to track shipments is crucial for customers as any changes in delivery could potentially have a great impact on the entire value chain.

“Knowing and understanding what our customers want and require is a key part of our strategic thrusts. With inputs from SIA Cargo, we developed a feature in SATS Cargo Mobile that would enable our key customer and their cargo agents to conveniently access the delivery service time. This feature will empower the users with the ability to get timely updates and give them greater control in their shipment planning,” Mr Piperdi added.

“Shipment information transparency drives real world supply chain efficiency. The SATS Cargo Mobile application brings information transparency to a new level. We are proud to be associated with SATS Cargo in this service innovation,” said Mr Tan Kai Ping, President SIA Cargo.

SATS Cargo Mobile is currently extended to the airfreight community and airlines that SATS serves. SATS hopes to extend this mobile application to more customers, add more features and make it available on other smartphone platforms in the near future.

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About SATS LTD.

With over 60 years of operating experience and an emerging global presence, SATS is Singapore’s leading provider of gateway services and food solutions.

Our comprehensive scope of gateway services encompasses airfreight handling, passenger services, ramp handling, baggage handling, aviation security and aircraft interior and exterior cleaning while our food solutions business comprises airline catering, food distribution and logistics, industrial catering, ambient, chilled and frozen food manufacturing as well as airline linen laundry.

SATS has been listed on the Singapore Exchange since May 2000. For more information, please visit www.sats.com.sg.

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