

24 Oct 08



CARGO SERVICES

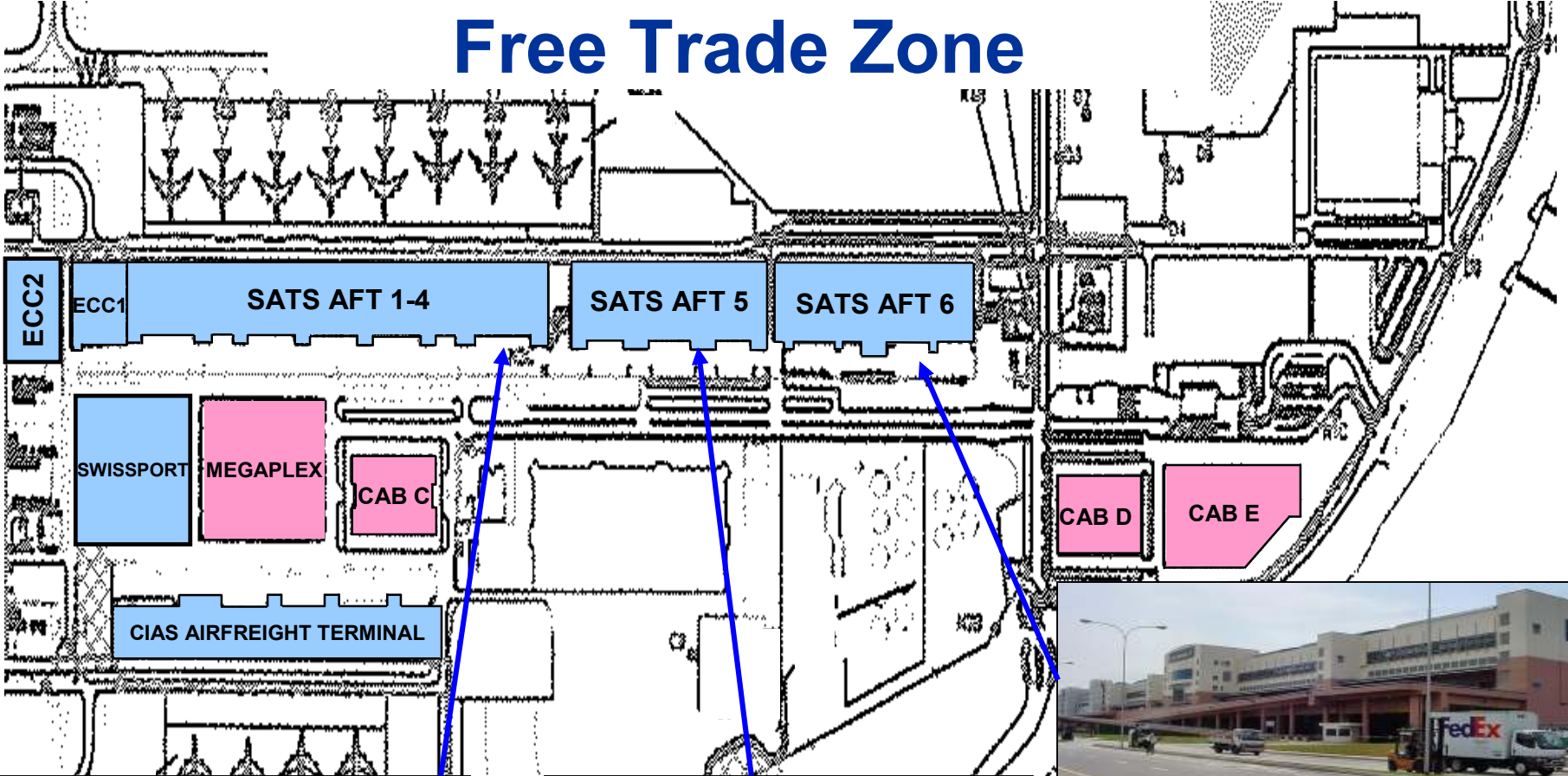
Ingrid Wee, Manager (Business Development)



Agenda

- Overview of AFTs
- Key Facilities/Systems
- Market Share
- Operations Flow
- Service Standards
- Security
- Crisis Management
- Insurance Programme

Changi Airfreight Centre

Free Trade Zone



-  SATS/CIAS/SWISSPORT AIRFREIGHT TERMINAL
-  MEGAPLEX/CARGO AGENT BUILDING C, D & E

Airfreight Terminals



- 11 X "Best Terminal Operator"
- 6 Air Freight Terminals
- Handling Capacity of 2.1million tonnes
- Certified ISO9001:2000
- Certified ISO14001:2004
- Certified TAPA Class "A"

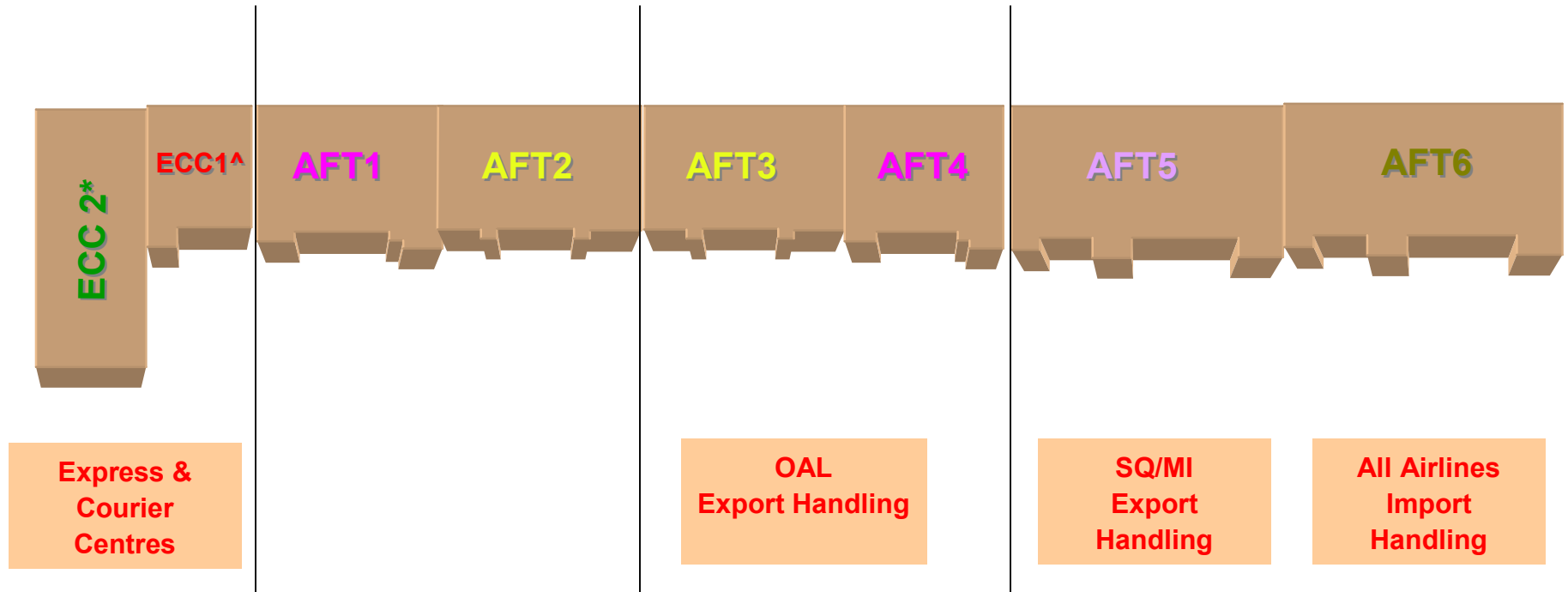
SATS AFTs

DESCRIPTION	AFT 2&3	AFT 1&4	AFT5	AFT6	ECC1	ECC2*
Year of operation	1981	1989	1995	2001	1992	2001
Capacity (Tonnes per year)	450,000	250,000	600,000	800,000	40,000	180,000
Warehouse Area (sqm)	28,400	14,500	33,000	65,000	8,700	14,000
Total Cost (S\$M)	72	48	215	270	18	30

* - SATS had sold ECC2 to DHL in Jan08.

Total Capacity: 2.1M tonnes per annum

Current Operations



* - ECC2 sold to DHL on 2 Jan 08




^ - ECC1 leased to TNT wef Oct08

Key Facilities

- 24hrs operations
- Automated Material Handling Systems:
 - Truckdocks
 - ULD storage positions
 - Elevating Transfer Vehicles
 - Transfer Vehicles
 - Workstations
 - Bridge vehicles
 - Bypass vehicles
 - Stacker machines
- Warehouse for Special Handling
 - Dangerous Goods Room
 - Strong Room
 - Vulnerable Cages
 - Livestock Rooms
 - Coldrooms



Key IT Systems

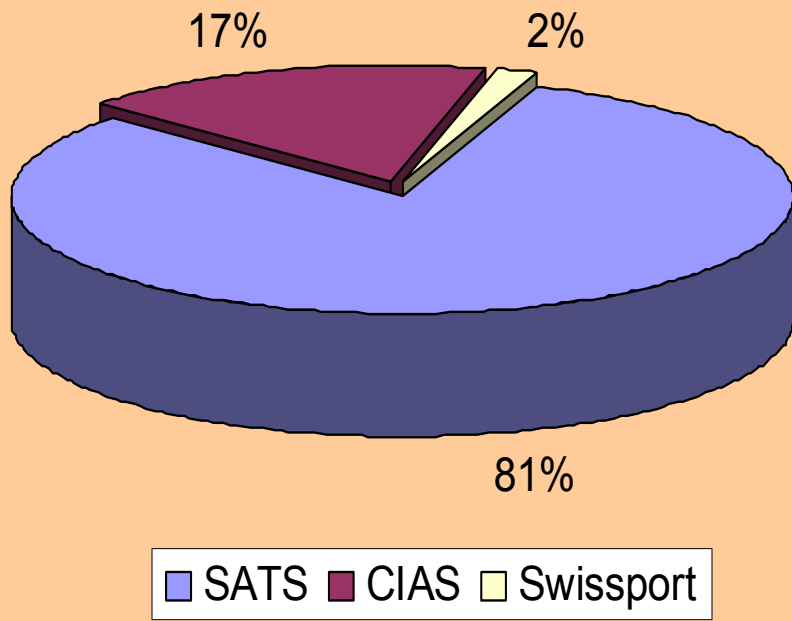
IT System	Remarks
<p>Cargo Operating System (COSYS)</p> 	<p>Cargo Management System (CMS) for warehouse handling, documentations and electronic data interchange</p>
<p>Inventory Control System (ICS)</p> 	<p>Operates the Material Handling System</p>
<p>SATS Cargo Web</p> 	<p>Provides email notification on shipment status, Track&Trace services to consignees / consignors</p>

Key IT Systems

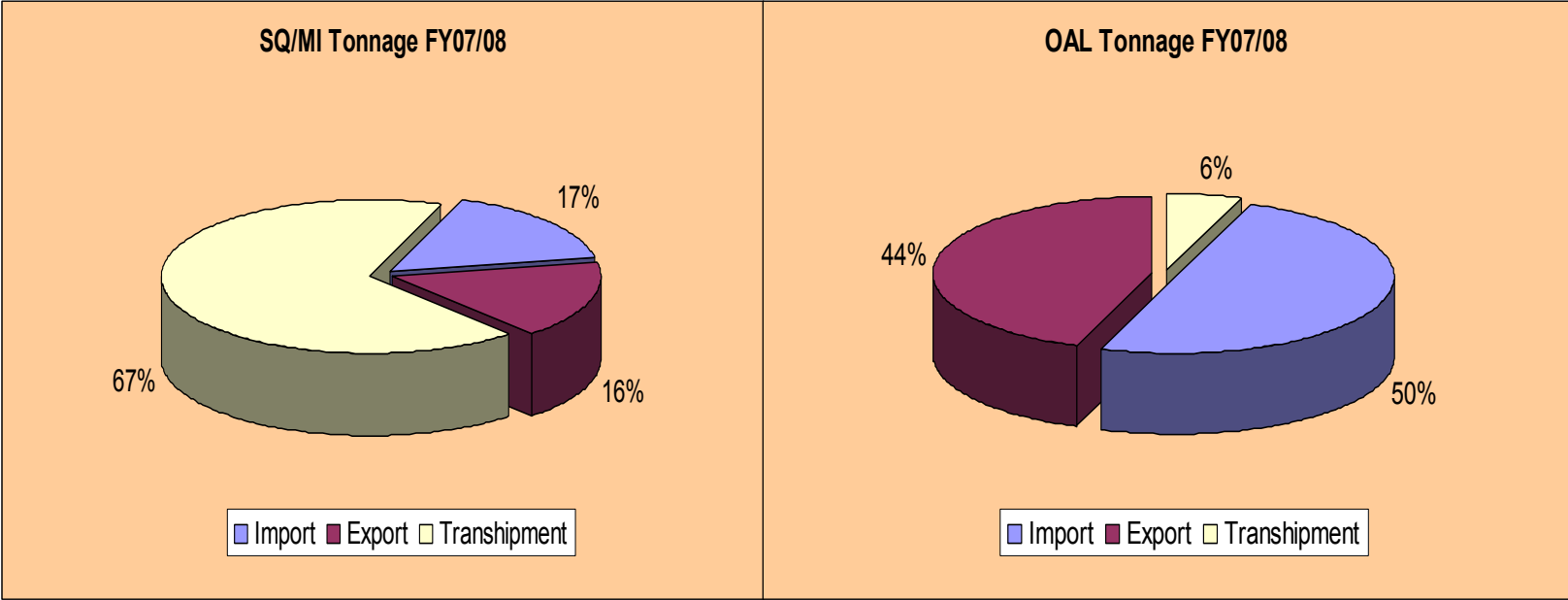
IT System		Remarks
Radio Frequency Identification T (RFID)		Real time tracking of bins and skids within the warehouse - Upgrade of RF infrastructure to leverage on wi-fi technology
Radio Frequency Data Terminals (RFDT)		Real time capture of information - Upgrade of RF infrastructure to leverage on wi-fi technology

Market Share

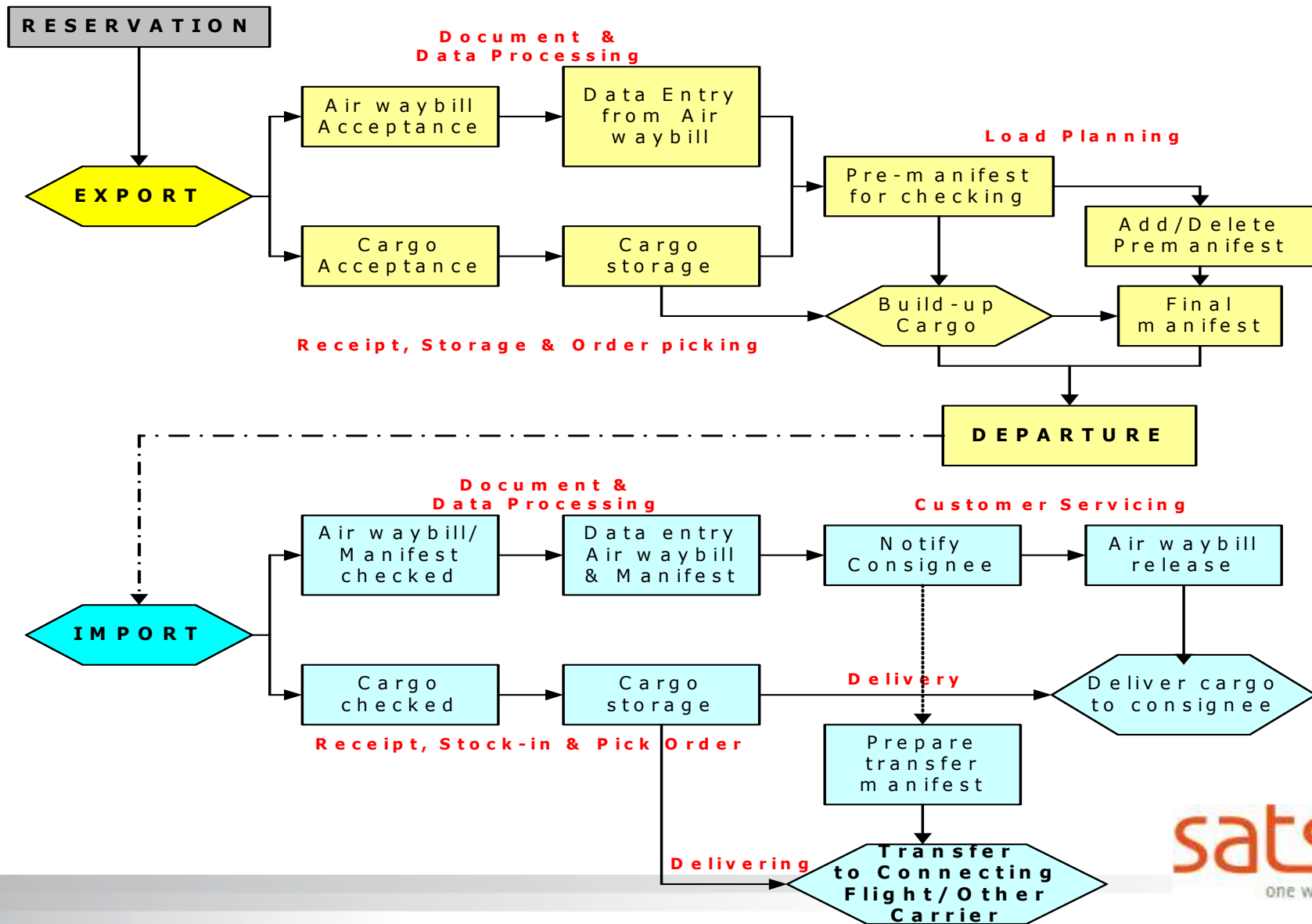
Changi Airport Cargo Throughput FY2007/08



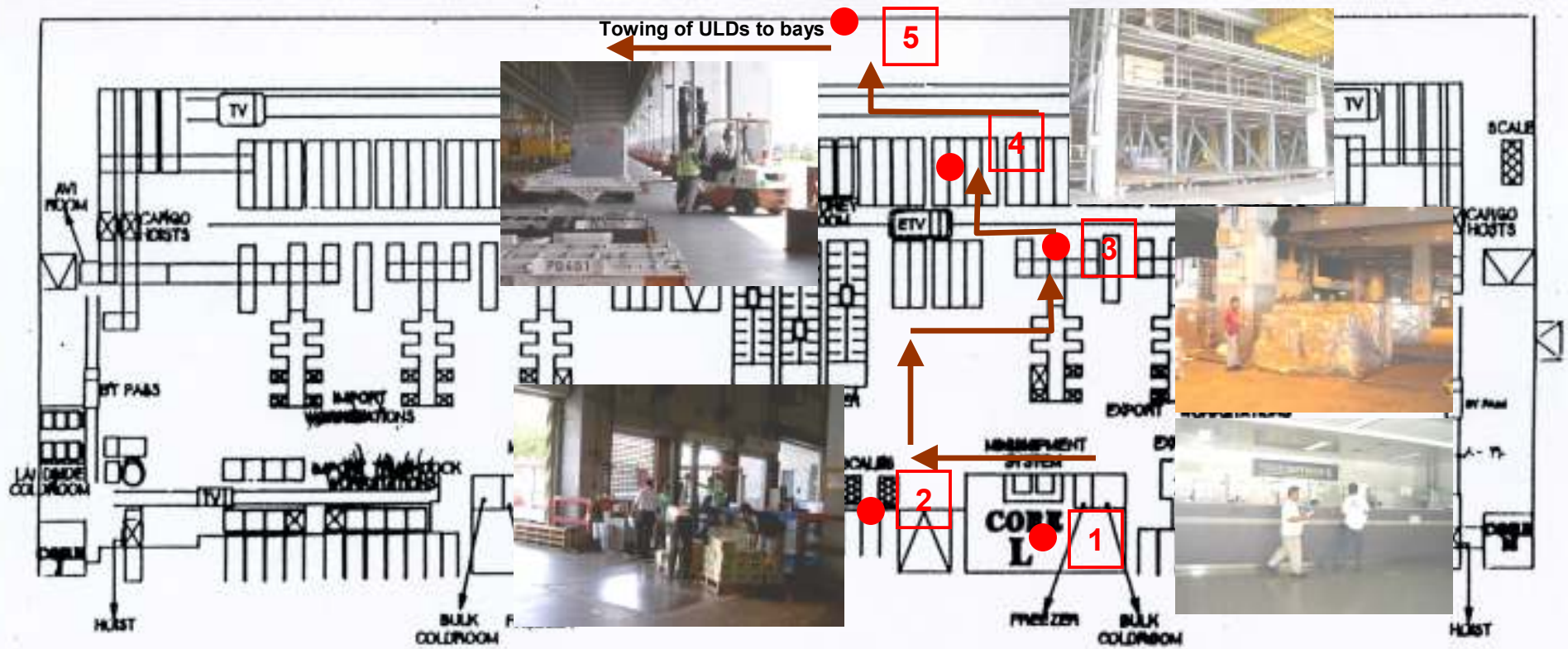
Cargo Mix



Export and Import Handling Flow

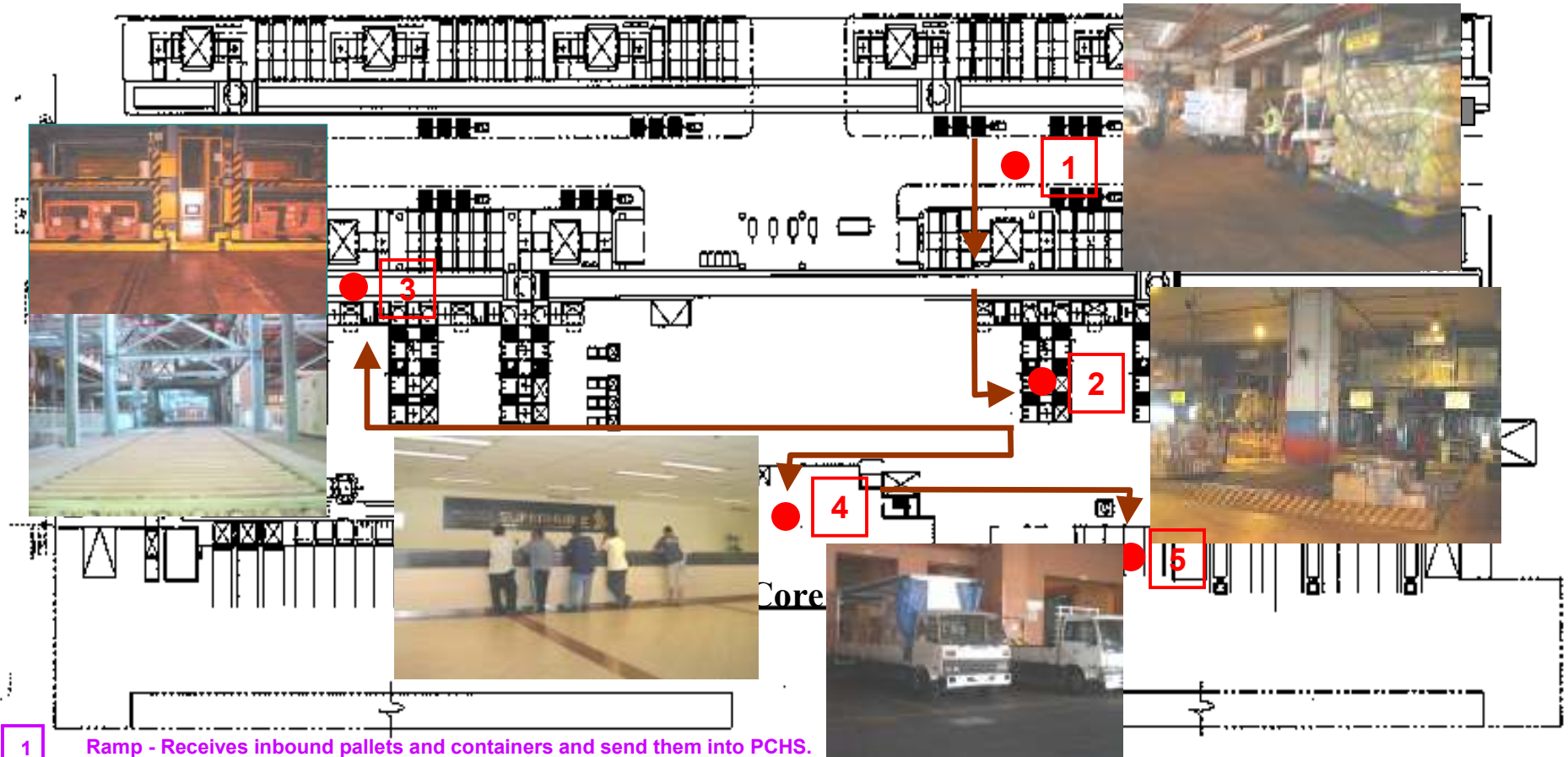


Export Flow



- 1 Acceptance Counter – staff accepts documents and assigns truckdocks to agents
- 2 Truckdock – staff checks pieces, weight and volume of shipments
- 3 Build Up Area - Cargo is built up into pallets and containers
- 4 Pallet and Container Handling System (PCHS) - Cargo are stored
- 5 Releasing of pallets and containers for towing to aircraft parking bay

Import Flow



1

Ramp - Receives inbound pallets and containers and send them into PCHS.

2

Breakdown Area – Breakdown of pallets and containers, sorting of cargo and storage awaiting collection by agents/ consignees

3

Transshipment – Cargo meant for reexport are sent to AFT5 via Bins Distribution System and ULD Highway

4

Collection of Airway Bills/ Printing of Delivery Order at Core N Counter by agents

5

Truckdock – Collection of Cargo by agents/ consignees

Service Standards

- Cargo Delivery

Time documents available for collection:-

PAX Aircraft:	General Cargo	--	2 hr
	Urgent/Perishable	--	1.5 hr
Freighter:	General Cargo	--	4 hr
	Urgent/Perishable	--	2 hr

Time cargo available for delivery:-

PAX Aircraft:	General Cargo	--	3.5 hr
	Urgent/Perishable	--	2 hr
Freighter:	General Cargo	--	5.5 hr
	Urgent/Perishable	--	2.5 hr

Service Standards

- Cargo Acceptance Close-Out Time

Express Cargo -- 1hr before STD

General Cargo

PAX Aircraft: -- 2.5hrs before STD

Freighter: -- 5hrs before STD

Security

Physical Security

1st Layer - Physical Security

a) Perimeter Security

- Fencing of AFTs
- Use of Armed Auxiliary Police Officers

b) Access Security

- Use of handheld metal detector for frisking purposes
- Use of telescopic mirrors to check vehicles that may carry explosives

c) Procedural Security

- Use of zonal passes for restricting access

Security

Physical Security

Electronic Security

2nd Layer – Electronic Security

- a) 620 CCTVs for surveillance of warehouse handling
- b) Card Access

Security

Physical Security

Electronic Security

Cargo Security

3rd Layer

- a) Use of Vapour Tracer
- b) Use of X-ray machine

Security



- ✓ All cameras are centrally monitored at the control room in AFT5
- ✓ All activities are digitally recorded and stored for one month

Security

Regulated Cargo Agents Regime (RCAR)

- RCAR is a recommended security measure of the ICAO to enhance cargo security
- Involves random screening of 1% of ex-local shipments and transshipment cargo on passenger flights
- SPF/ CAAS implemented a pilot run (1 Oct 07 – 31 Mar 08) involving 20 agents / express companies
- Full implementation in Apr08

Crisis Management

- Developed Business Continuity Plans:
 - Continuation of business
 - Restore normalcy within the shortest possible time
 - Ensure the safety of employees and customers
 - Minimise disruption to customers' operations
 - Safeguard the company's property
 - Twice-yearly exercises are carried out to test the BCPs



Insurance Programme

CLASS OF INSURANCE	
Property	Covers physical loss / damage to the assets (excluding aircrafts) of the SIA Group, resulting from main perils – fire / explosion, extraneous perils (such as natural calamities).
Business Interruption	Covers loss of gross profit (and increased cost of working ICOW) arising from the loss / damage of the major facilities due to fire / explosion and extraneous perils* that the facilities are insured against.
Liability	Covers third party claims arising from the Group's ground operations, tour operators' liability, employer's liability for senior staff, ground promotional activities, non-aviation product liability risks (products supplied to retail outlets in Singapore by SATS) and premise risks.
Transit	Covers physical loss / damage of goods owned by SIA transported by sea, air, and land



THANK YOU