

MARITIME KNOWLEDGE SHIPPING SESSION NO. 8

AIRPORT CARGO TERMINALS: SINGAPORE AIRPORT TERMINAL SERVICES (SATS)



Dear Members,

Singapore Airport Terminal Services (SATS) is the principal provider of integrated ground handling and airline catering services at Singapore Changi Airport. Being voted best terminal operator 11 times is no mean feat.

Backed by 60 years of operating experience, SATS' wide range of services covers airfreight handling, baggage handling, inflight catering, passenger services, ramp handling, aviation security, airline linen laundry and processed food manufacturing. In tune with the times SATS has exported its expertise internationally forming 18 overseas joint ventures in over 40 airports located in 9 countries across the Asia-Pacific region.

In Singapore SATS six airfreight terminals (capacity: 2.1 million tones per year) handles 81% of cargo throughput at Changi Airport followed by CIAS at 17% and Swissport 2%.

On **24 Oct 08**, **Ms Ingrid Wee**, Manager Business Development SATS, will talk about SATS operations. Her presentation will cover:

- An overview of AFT
- Key facilities and systems in its 24 hr automated material handling systems; Warehouses for special handling of dangerous goods; strong rooms; livestock; cold room ; SATS key IT system
- Operations Flow
- Service standards that assure quality performance
- Security: with major categories of physical security; electronic security; and cargo security

- Crisis Management
- Insurance Program for Property; Business Interruption; Liability, and Transit

This is an uncommon opportunity to learn how air cargo is being handled the SATS way. Ingrid can only take in a group of up to 40 participants so we are obliged to adopt a first-come-first served basis. To be fair to all member companies we will reserve the right to pick up to a maximum of three registrations per company. SATS requires early security clearance of visitors to this free trade zone. So we request that you sign up without delay in the accompanying registration form. Then fax or email it to GIA by deadline **Friday 10 Oct 08**

The speaker Ms Ingrid Wee (below) has been with SATS for 3 years. Before her current portfolio overseeing the Business Development unit, she was holding the portfolio of industry affairs and standards, liaising with air cargo community on new initiatives/ standards.



Thank you and best wishes

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