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# Food Waste Recycling Efforts Gain NEA Appreciation



NEA CEO Mr Andrew Tan presenting the token of appreciation to Mr Peter Tay, SVP Catering Service.

## Pineapple Coring at PP1



At the launch of the National Environment Agency (NEA) Recycling Week 2010 held in Choa Chu Kang, NEA Chief Executive Officer, Mr Andrew Tan presented a token of appreciation to Mr Peter Tay, Senior Vice-President (Catering Services). This was in recognition of the organic waste recycling efforts by SATS Catering for 2010.

As part of SATS Catering's LEAN initiatives, a team was formed to look into food waste recycling. The LEAN team, sponsored by SM (Catering Technical Svcs) Mr Ng Kee Ming, comprised of Catering Executive (Catering Svcs) Mr Jason Fok (Leader), Airlines Relations Manager Mr Mark Brown, Admin Supervisor Ms Serene Loh and Technical Supervisor Mr Sng Seow Koon.

## Compactor at PP1



The project was implemented in early January 2010. Organic waste from the fruits and vegetables preparation area were identified and segregated from inorganic waste for recycling. The workers in these sections have been very supportive of the project. About 3 tonnes of organic waste is collected daily at approximately 99.7% purity by IUT Global Pte Ltd, a specialist in waste recycling. IUT Global assembles and operates a highly efficient bio-methanisation plant using proprietary technologies which enable the organic waste to be turned into high quality compost for fertilizers.

Besides supporting the company's on-going efforts of being more environmental friendly, SATS Catering achieved cost savings as there was no longer a need to incinerate the waste.

About **3 tonnes of organic waste** is collected daily at approximately **99.7% purity**



## Samples of Organic Waste collected



# BPOS LAUNCH: Explore, Exploit and Leverage



"3, 2, 1 – Houston, we have lift off." SATS Group President and CEO, Clement Woon; Chief Financial Officer, Lim Chuang; and SVP Apron Services, Philip Lim, successfully launched the SATS BPOS (Business Productivity Online Suite) on 20 August 2010. The official event was witnessed by staff and guests from Microsoft and DELL in the Multi Purpose Hall, ICC1.

The launch marks a significant milestone in the BPOS project. To date, all SATS staff previously on Lotus Notes have migrated to BPOS. By end 2010, the entire migration will be completed with the remaining SATS Group of Companies, like Singapore Food Industries, Asia Pacific Star, SATS Hong Kong, and Aerolog Express, on board as well.

Assistant Vice President, Information Technology Services, Lee Siew Kit, reiterated the BPOS vision in his address: "Please explore, exploit and leverage on the many functionalities offered in BPOS, such as calendaring, team

sharing and collaboration, live meeting, mail in databases, document libraries and workflow-based applications. Use them to help enhance productivity, keep the environment green, and reduce communications cost."

To reward staff who have participated in two rounds of the BPOS quizzes, SVPAS picked three grand lucky draw winners. Each winner took home \$100 gift voucher sponsored by DELL. There was also an opportunity for staff and guests to network as they adjourned for refreshments sponsored by DELL.

To better familiarise the staff with the BPOS, ITS representatives would be engaging the Business Unit representatives to work on initiatives to explore and exploit the many functionalities offered in BPOS. Meanwhile, please visit the SATS BPOS ePortal for more information and updates, and provide feedback and comments to the project team.

# JAL Commends SATS Exceptional Service



*Their thoroughness and alertness not only prevented any mishaps but have enabled JAL Cargo SIN Station to become a model station in the JAL network.*



Congratulations to five of our SATS Cargo Staff who recently received commendations for their exceptional handling of Dangerous Goods. Japan Airlines (JAL) Cargo bestowed their appreciation on Cargo Co-Ordinators (CC) Ivan Aroozoo, Sazali Azizan, Zulkifili Mohd, Mohd Amin Kamsani and Rosli Majuki, at a ceremony held at JAL Cargo Conference room on 30 August 2010.

JAL Cargo Manager, Mr Jalil highlighted that special recognition was accorded to CC Sazali Azizan and CC Zulkifili Mohd for their vigilance during a routine inspection of the outbound cargo. They detected shipments that were not accompanied by the 'Shipper's Declaration for Dangerous Goods' document – undeclared DG. Their thoroughness and alertness not only prevented any mishaps but have enabled JAL Cargo SIN Station to become a model station in the JAL network.

SATS Cargo is proud of our CCs who are committed to deliver professional services to our customers.



# Welcoming the Xiamen Airlines Delegation



*This exchange session was an ideal opportunity for both parties to learn more about each other's businesses as well as for the top management of both organisations to interact with each other.*



Mr Che Shang Lun, President of Xiamen Airlines, travelling with seven delegates from their headquarters in China, gathered for an afternoon tea session with the SATS senior management on 21 August 2010.

SATS President & CEO, Mr Clement Woon, warmly received the delegation at our SATS premises, acknowledging that it was good to meet the Xiamen Airlines team as there were many opportunities for both parties to work together as strategic partners.

Following the tea session, the Xiamen delegates were brought on a kitchen tour of SATS Inflight Catering Centre 1, led by Mr Wong Chee Meng, Vice President of Production 1. This exchange session was an ideal opportunity for both parties to learn more about each other's businesses as well as for the top management of both organisations to interact with each other.

AT YOUR SERVICE

# Whizzing You Through the Budget Terminal



(4th from left): Ms Nur'Ain Binte Abdullah with her G-Whizz Team

"At Your Service" returns to this issue of Affinity. We visit the Budget Terminal to find out more about what our colleagues at G-Whizz, our low cost carriers handling unit, are doing and the kind of duties they perform.

We met up with Ms Nur'Ain Binte Abdullah, a Senior Associate with G-Whizz to find out more about her role and how it is like working with G-Whizz.

**Affinity:** *Good morning Nur'Ain, thank you so much for accepting this interview. Please tell us more about yourself.*

**Nur'Ain:** It is my pleasure. Well, I am a Senior Associate with G-Whizz and I have been in this position for the past one year. Prior to joining G-Whizz, I was actually with SATS as a CSC handling Jetstar flights. I have been in the industry for about 4 years.

**Affinity:** *I see, perhaps you would also like to share with us what your role is as a Senior Associate?*

**Nur'Ain:** As a Senior Associate, I perform a supervisory role over the operations within G-Whizz. Usually, I would also help out with the counter work and gate duties. Therefore, I am actually very involved in the flight operations.

In addition, I would also need to perform administrative functions, such as coming up with counter reports as well as sales and ticketing reports.

**Affinity:** *That sounds like a very wide range of functions. So, what is a typical day for you like?*

**Nur'Ain:** A typical day is usually very busy. In addition to the various functions that I've mentioned earlier, I would have to also deal with any emergency cases or unforeseen circumstances.

**Affinity:** *In your past year with G-Whizz, there must have been many special memories for you. Is there any particular experience that sticks out?*

**Nur'Ain:** There have been so many but the one that really stood out was the time when a passenger developed fits all of a sudden as she was about to enter the boarding gate. I was there to help with the coordination of the medical help and aid.

It was a very fulfilling experience for me as I was able to help that passenger.

**Affinity:** *Ok! We have reached the end of the interview, but before we go, do you have any messages that you would like to share with everyone?*

**Nur'Ain:** I just want to say that I am very happy working in G-Whizz and hopefully, we can all gear up for a brighter future.



Always cheerful and smiling!



# SYOG 2010: A Display of Service Excellence

## OE BUSINESS UNIT COORDINATOR MONTHLY MEETING

On 27 August 2010, SATS Passenger Service department hosted the monthly operational excellence business unit coordinators meeting. The meeting aims to promote inter-departmental sharing of respective improvement projects & excellence activities. The gathering also serves as a platform for the Centre of Excellence to communicate updates on the various operational excellence programmes like LEAN, 5S, etc.

The highlight of the meeting was the sharing of the practices developed by SATS Gateway Services to service the influx of passengers during the Singapore Youth Olympics Games (SYOG) – 14 to 26 August 2010. Preparations had started way in advance of the actual event; representatives from various departments within SATS Gateway services have had meetings with the Changi Airport Group (CAG) SYOG committee to discuss and align the necessary requirements and actions to handle the various teams of young athletes travelling into and out of Singapore en masse.

During the meeting, Jace Hu, executive from Pax, kindly led the CoE and BU coordinators on a guided tour on-site to observe some of the special implementations aimed at servicing the SYOG passengers.

***Special arrangements and processes required intense seamless communication and teamwork between the CAG, SATS as well as the team of SYOG volunteers.***

One of the challenges was having to manage large teams of athletes as well as their array of baggage and equipment departing Singapore at the end of the games, which took place intensively over a short period of 3 days. To maintain the same high standard of service excellence, certain measures were taken such as deploying more manpower as well as setting up more dedicated check-in counters. Special counters were set up at both the arrival halls of Terminal 2 and 3 with the aim of helping the athletes check-in their large and/or odd-sized sporting equipment. All these special arrangements and processes required intense seamless communication and teamwork between the CAG, SATS as well as the team of SYOG volunteers.

It had been an exceptional honour for SATS to play a role in the success of the SYOG. With these invaluable experiences, SATS is now ever more ready to service other large-scale sporting events.

# Achieving 'Gold' in Catering

**TAJ SATS AIR CATERING LTD (NEW DELHI) RECEIVES 2009 CATHAY PACIFIC  
BEST CATERER GOLD AWARD**



*Mr Sanjeev Gujral, General Manager Taj SATS receiving the Best Caterer Award from Mr Charles Grossrider, Head of Inflight Catering, Cathay Pacific Airlines.*

high quality products & services. He pointed out that it is not an easy task to be recognised as the best caterer amongst its global network of 46 caterers worldwide. Mr Grossrider expressed his confidence that the SATS team will continue to excel in the future.

On behalf of the management and team at Taj SATS Air Catering Ltd (New Delhi), General Manager Mr Sanjeev Gujral, accepted the award and expressed SATS commitment to serve Cathay Pacific with the same passion and determination, and to raise the bar of service excellence. He also thanked Ms Karen Combes for her relentless support and advice, who in turn expressed her pride to work with the members of the Taj SATS Air Catering team. Also present at the occasion was Mr Francis Sengol, Senior Vice-President (Operation), Taj SATS Air Catering Ltd.

We congratulate Mr Naveen Kaul, Accounts Executive, and Chef Arun Batra and the team, for keeping the flag of Taj SATS Air Catering (New Delhi) flying high! The Taj SATS Air Catering team is proud to be recognised for their dedication and is looking forward to achieving more of such accolades in the future.



*A proud moment for the Taj SATS team as they pose with the trophy together with Cathay Pacific officials.*



*The entire team of Taj SATS with Cathay Pacific Airline officials along with Mr Sanjeev Gujral, General Manager, Taj SATS; Mr Charles Grossrider, Head of Inflight Catering, Cathay Pacific Airlines; and Ms Karen Combes, Catering Manager (South East Asia), Cathay Pacific Airlines, celebrating the momentous win.*

At the Cathay Pacific Best Caterer (Gold) Awards ceremony held on 25 August 2010, Cathay Pacific Airline Catering Officials – Mr Charles Grossrider, Head of Inflight Catering; Ms Karen Combes, Catering Manager (South East Asia); and Mr Ashok Batra, The Station Manager (Delhi), presented the prestigious "Best Caterer 2009 Gold Award" to Taj SATS Air Catering Ltd (New Delhi) in recognition of their consistent high standards of quality, food safety and hygiene.

In his congratulatory speech, Mr Grossrider appreciated the efforts and contributions made by the entire Taj SATS Air Catering team for setting a very high standard of hygiene and food safety, and for delivering



## Award-Winning Chefs Whip Up Roadhaveelun Buffets

Ramadan is an important month-long festivity in the Maldivian capital city of Malé and as in previous years, fast-breaking at Hulhule Island Hotel (HIH) has been extremely popular. This year, HIH presented two elaborate buffets:

- Uduvilaa Restaurant: Uduvilaa is an exclusive rooftop restaurant located on the fourth storey where our guests can savour an elaborate and delectable International cuisine, along with the spectacular and panoramic view of the azure skies, the aqua waters, the harbour and the brightly lit skyline of the capital Malé. The Ramadan Special Buffet offered an array of the choicest dates, nuts, juices and cold delicacies along with the main courses that were dressed exotically. This Ramadan's Maldivian-Indian-Thai theme fare was very successful.

The Chefs of HIH will continue to work on new concepts to ensure that HIH not only meets but exceeds the ever-changing requirements of their guests.

- **Faru Coffee House:** Faru is a 24-hour contemporary dining café offering a multi-cuisine a-la-carte menu consisting mainly of European, Japanese, Italian, Asian and International delicacies. An international buffet layout with emphasis on Maldivian and Indian cuisine was the highlight for the fast-breaking meal at Faru.

Both the aforementioned offers won the praises of our guests and in fact complemented the overall dietary and gastronomic requirements during Ramadan.

The intricate buffet spreads were created by the award-winning team of Chefs of HIH, who have won the following credits:

- **Winner of "The Top & Most Outstanding Chefs 2009" in Maldives at Hotel Asia Culinary Challenge 2009.**
- **Winner of "Best Culinary Establishment" in Maldives at Hotel Asia Culinary Challenge 2008.**
- **Winner of "Best Culinary Establishment" in Maldives at Hotel Asia Culinary Challenge 2006.**

In 2010 the Chefs team of HIH also garnered laurels not only in the Maldives but internationally as well:

- **Bronze Medal at Food & Hotel Asia 2010, Singapore.**

Mr Saeed won a Bronze medal at Food & Hotel Asia 2010, Singapore. Mr Saeed faced stiff competition but with his untiring determination and skill, he was able to secure third placing.

- **Silver Medals at Culinary Competition 2010, Colombo.**

Mr Ibrahim Naeem and Mr Indra Kumar Limbu participated in the Culinary Competition in Colombo, Sri Lanka and each received a Silver medal in the categories of a 5-course set dinner menu and dress the cake respectively. Organised by the Chefs' Guild of Sri Lanka, this competition attracted around 1,600 participants from Sri Lanka and other neighbouring countries.

- **Medal Winners at the Hotel Asia 2010 Culinary Competition, Maldives.**

HIH won accolades at the Hotel Asia 2010 Culinary Competition and received many medals. The final tally included a Gold medal, 5 Silver medals, 11 Bronze medals and 9 merit certificates.

Mr Utkarsh Faujdar, General Manager of Hulhule Island Hotel, recognised the efforts of Chef Ravi and Mr Safdar Ali Khan, F&B Manager, stating that they continue to work on new concepts to ensure that HIH not only meets but exceeds the ever-changing requirements of their guests. It is the personal endeavor of Chef Ravi and Mr Safdar that the team stays tuned to the new trends in F&B and that they guide their team at HIH towards continued excellence at all the culinary competitions.



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## Travel in Style and Comfort

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***Hurry! Promotion ends 31 Dec 2010!***

# Affinity Quiz

## 08/10

**ANSWER THE FOLLOWING QUESTIONS AND STAND A CHANCE TO WIN A \$20 NTUC FAIRPRICE VOUCHER!**

- Q1:** Where was the launch of the National Environment Agency Recycling Week 2010 held?  
**Q2:** Name the award that Taj SATS Air Catering Ltd (New Delhi) received on 25 August 2010  
**Q3:** Which section of Affinity returns to this issue?

Send your answers to Chen Zhihao, Executive (HR Marketing) at 20 Airport Boulevard, SATS Inflight Catering Centre 1, Level 3 by **16 October 2010**. Only five correct entries will be selected. Good Luck!

## WINNERS of Affinity Quiz 07/10

- (1) **Lee Lian Huay** – 107553, (2) **David Chong** – 123667, (3) **Hartini Arsad** – 127527, (4) **Zaiton Bte Ali** – 101984, (5) **Lee Siew Fong** – 12045

### THE SATS GROUP

Singapore Airport Terminal Services Limited  
 20 Airport Boulevard,  
 Singapore Changi Airport  
 Singapore 819659

### Subsidiaries

SATS Airport Services Pte Ltd  
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 SATS (HK) Limited  
 4X501, Passenger Terminal Building,  
 1 Cheong Hong Road,  
 Hong Kong International Airport,  
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 Singapore Food Industries Pte Ltd  
 234 Pandan Loop, Singapore 128422  
 www.sfi.com.sg  
 Aero Laundry and Linen Services Private Limited  
 16 Loyang Crescent,  
 Singapore 509011  
 aero\_laundry@alls.com.sg  
 Aerolog Express Pte Ltd  
 SATS Airfreight Terminal 4  
 Unit 270, 107 Airport Cargo Road,  
 Singapore 819463  
 www.aerologexpress.com  
 Country Foods Pte. Ltd.  
 22 Senoko Way, Singapore 758044  
 www.countryfoods.com.sg  
 Country Foods Macau, Limited  
 Rua Norte do Canal das Hortas, No. 172,  
 Edf. Vai Yin Garden, R/C (D), Macau

### Associated Companies

**CHINA**  
 Asia Airfreight Terminal Co Ltd  
 10 Chun Ping Road, Hong Kong  
 International Airport, Lantau, Hong Kong  
 www.aat.com.hk  
 Beijing Airport Inflight Kitchen Ltd  
 Beijing Capital International Airport  
 Post Code 100621  
 public@baik.com.cn  
 Beijing Aviation Ground Services Co., Ltd  
 Beijing Capital International Airport  
 Post Box 6190  
 Post Code 100621  
 admin@bgs.com.cn  
 Macau Catering Services Company Limited  
 Macau International Airport  
 Taipa, Macau, P O Box 1612  
 servairmacau@mcs.servair.fr  
**INDIA**  
 Taj Madras Flight Kitchen Pvt Limited  
 6 Offices Lines, 272 GST Road,  
 Pallavaram, Chennai 600043  
 tmfkgm.mad@taghotels.com  
 Taj SATS Air Catering Limited  
 International Airport, Approach Road  
 Sahar, Mumbai 400099  
 inquiries.tajsats@tajhotels.com  
 www.tajsats.com  
**INDONESIA**  
 PT Jasa Angkasa Semesta Tbk  
 Wisma Soewarna, 1st Floor, Soewarna  
 Business Park, Soekarno - Hatta  
 International Airport, Jakarta 19110  
 corporate.secretary@ptjas.co.id  
 www.ptjas.co.id

### MALDIVES

Maldives Inflight Catering Pte Ltd  
 P O Box 2151, Male  
 mic@dhivehinet.net.mv

### PAKISTAN

Aviserv Limited  
 Fourth Floor, Uzma Court  
 Clifton Road  
 Karachi, Pakistan

### PHILIPPINES

MacroAsia Catering Services, Inc  
 ASIA Site Kalayaan Road,  
 Cor. West Service Road,  
 Merville Exit, NAIA, Pasay City 1300  
 www.macroasiacatering.com

### TAIWAN

Evergreen Air Cargo Services Corporation  
 8-1, Hang-Chin N. Road,  
 Taiwan Taoyuan International Airport  
 Taoyuan Hsien, 33758, Taiwan  
 cpd@egac.com.tw  
 www.egac.com.tw  
 Evergreen Airline Services Corporation  
 6 Harn-jann S Road, CKS International  
 Airport Tayuan, Taoyuan Hsien 337  
 Evergreen Sky Catering Corporation  
 63 Chang-Shing Road, Sec 4,  
 Luchu, Taoyuan Hsien  
 biz@egsc.com.tw  
 www.egsc.com.tw

### VIETNAM

Tan Son Nhat Cargo Services Ltd  
 46 Hau Giang Street, Tan Binh District,  
 Ho Chi Minh City  
 www.tansonnhatchargo.com.vn

### CHIEF EDITOR

Lim Koh Seng

### EDITORIAL TEAM

Chen Zhihao, Jeff Teo, Theresa Hu,  
 Victoria Sng, Wong Poh Chin,  
 Seah Keng Choon and Alexandra Toh

### PUBLISHER

Human Resource Department  
 Singapore Airport Terminal  
 Services Limited  
 20 Airport Boulevard,  
 SATS Inflight Catering Centre 1, Level 3,  
 Singapore 819659.  
 P O Box 3, Singapore Changi Airport,  
 Singapore 918141

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