

JULY 2020 OPERATING RESULTS

The operating results for July 2020 are given in the table below.

| How SIA Group performed in July 2020 | | | |
|--|-------------|-------------|---------------|
| | 2020 | 2019 | Change |
| SINGAPORE AIRLINES ("SIA") (PASSENGER) | | | |
| Capacity (M seat-km) | 771.1 | 11,129.8 | -93.1 % |
| Passenger-km (M) | 173.5 | 9,565.1 | -98.2 % |
| Passengers carried ('000) | 27.6 | 1,912.0 | -98.6 % |
| Passenger load factor (%) | 22.5 | 85.9 | -63.4 pts |
| <u>Load Factor by Route Region (%)</u> | | | |
| East Asia | 18.3 | 79.3 | -61.0 pts |
| Americas | 17.1 | 88.8 | -71.7 pts |
| Europe | 21.9 | 90.1 | -68.2 pts |
| South West Pacific | 30.5 | 88.0 | -57.5 pts |
| West Asia and Africa | - | 85.9 | n.m. |
| SILKAIR (PASSENGER) | | | |
| Capacity (M seat-km) | 6.7 | 974.3 | -99.3 % |
| Passenger-km (M) | 2.9 | 779.5 | -99.6 % |
| Passengers carried ('000) | 1.7 | 423.0 | -99.6 % |
| Passenger load factor (%) | 43.3 | 80.0 | -36.7 pts |
| <u>Load Factor by Route Region (%)</u> | | | |
| East Asia and Pacific | 43.3 | 79.7 | -36.4 pts |
| West Asia | - | 80.7 | n.m. |
| FULL SERVICE CARRIERS (SIA & SILKAIR) | | | |
| Capacity (M seat-km) | 777.8 | 12,104.1 | -93.6 % |
| Passenger-km (M) | 176.4 | 10,344.6 | -98.3 % |
| Passengers carried ('000) | 29.3 | 2,335.0 | -98.7 % |
| Passenger load factor (%) | 22.7 | 85.5 | -62.8 pts |
| LOW COST CARRIER - SCOOT (PASSENGER) | | | |
| Capacity (M seat-km) | 89.9 | 3,087.2 | -97.1 % |
| Passenger-km (M) | 11.3 | 2,682.1 | -99.6 % |
| Passengers carried ('000) | 4.6 | 962.0 | -99.5 % |
| Passenger load factor (%) | 12.6 | 86.9 | -74.3 pts |
| <u>Load Factor by Route Region (%)</u> | | | |
| East Asia | 18.1 | 86.0 | -67.9 pts |
| West Asia | - | 83.3 | n.m. |
| Rest of World | 5.1 | 90.8 | -85.7 pts |
| GROUP AIRLINES (PASSENGER) | | | |
| Capacity (M seat-km) | 867.7 | 15,191.3 | -94.3 % |
| Passenger-km (M) | 187.7 | 13,026.7 | -98.6 % |
| Passengers carried ('000) | 33.9 | 3,297.0 | -99.0 % |
| Passenger load factor (%) | 21.6 | 85.8 | -64.2 pts |
| SIA CARGO | | | |
| Capacity (M tonne-km) | 368.7 | 942.2 | -60.9 % |
| Freight tonne-km (M) | 311.8 | 547.7 | -43.1 % |
| Freight carried (M kg) | 55.6 | 103.2 | -46.1 % |
| Cargo load factor* (%) | 84.6 | 58.1 | 26.5 pts |
| <u>Load Factor by Route Region (%)</u> | | | |
| East Asia | 91.9 | 50.3 | 41.6 pts |
| Americas | 74.2 | 60.9 | 13.3 pts |
| Europe | 92.5 | 71.7 | 20.8 pts |
| South West Pacific | 75.5 | 48.8 | 26.7 pts |
| West Asia and Africa | 90.5 | 71.2 | 19.3 pts |

* Cargo capacity for passenger aircraft is based on the payload that is typically set aside for cargo carriage. However, when a passenger aircraft operates with low passenger loads or on a pure cargo mission, the cargo carried could be in excess of such capacity.

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In July 2020, demand for air travel continued to be severely curtailed as border controls and travel restrictions remained in place around the world. Group passenger capacity (measured in available seat kilometres) was down by 94.3% year-on-year. Overall passenger carriage (measured in revenue passenger-kilometres) was lower by 98.6%, resulting in a Group passenger load factor ("PLF") of 21.6%, a decline of 64.2 percentage points year-on-year.

SIA's capacity was 93.1% lower compared to last year's, with only a skeletal network in operation connecting Singapore to 25 metro cities. Passenger carriage declined 98.2%, resulting in a PLF of 22.5%.

SilkAir's passenger carriage decreased by 99.6% year-on-year against a 99.3% cut in capacity. PLF was 43.3%. SilkAir only operated flights to Chongqing, Kuala Lumpur and Medan in July 2020.

Scoot's passenger carriage declined 99.6% year-on-year against a contraction in capacity of 97.1%, which led to a PLF of 12.6%. In July 2020, Scoot increased the number of destinations served to nine (Guangzhou, Hong Kong, Ipoh, Kuching, Nanjing, Penang, Perth, Surabaya and Taipei). Operations to West Asia and Europe remained suspended.

Cargo load factor ("CLF") was 26.5 percentage points higher as the capacity contraction of 60.9% year-on-year outpaced the 43.1% decline in cargo traffic (measured in freight tonne-kilometres). All route regions recorded increases in CLF in July 2020.