



CHANGI
airport group

CHANGI CONNECTION

MAR 2015
ISSUE 27



Our
Everyday
Heroes

CHANGI AIRPORT'S RESILIENT PERFORMANCE IN A CHALLENGING 2014

Despite several unfortunate events that reduced travel demand and created a difficult operating environment for many airlines in the region, Changi Airport managed 54.1 million passenger movements in 2014, the highest in its 33-year history. This was a 0.7% increase compared to 2013. Cargo volumes remained stable at 1.84 million tonnes while flight movements dipped 0.7% to 341,390.

KEY HIGHLIGHTS

Passenger traffic grew at a more moderated rate compared to previous years. While traffic to the South Asia and Northeast Asia regions rose 6% and 4% respectively, this was offset by weaker performance on European and Southeast Asian routes. Indonesia continued to be Changi's top country market, followed by Malaysia, Australia, Thailand and China. In terms of Changi's busiest routes, the top 10 destinations remained unchanged with Jakarta, Hong Kong, Kuala Lumpur, Bangkok and Manila taking the top five spots.

Expanding our connectivity to Central Asia, we welcomed MIAT Mongolian Airlines and Uzbekistan Airways to Changi Airport, operating new services to

Ulaanbaatar and Tashkent respectively. Jetstar Pacific, Malindo Air, Tigerair Taiwan and VietJet rounded up the list of new additions to Changi's family of airlines.

In addition to the new links to Mongolia and Uzbekistan, Changi Airport also added new services to Lanzhou and Xi'an in China, Okinawa in Japan, Seattle in the United States and Phu Quoc in Vietnam, adding a total of seven new destinations in 2014.

ENHANCED SUPPORT FOR AIRLINE PARTNERS

In strengthening the Singapore air hub, CAG announced a wide-ranging Growth and Assistance Incentive (GAIN) programme in June 2014, with a financial commitment of S\$100 million. To help support airlines' long-haul services, CAG offered airlines a 50% rebate on landing fees for all non-stop long-haul passenger flights (flight duration of 9 hours or more) from 1 September 2014 to 31 March 2016.

To motivate airlines to grow their transit and transfer traffic here, all airlines operating at Changi will receive a S\$10 incentive for every incremental departing transit/transfer passenger handled under the new Gateway Incentive scheme, effective for a 18-month period beginning 1 October 2014.

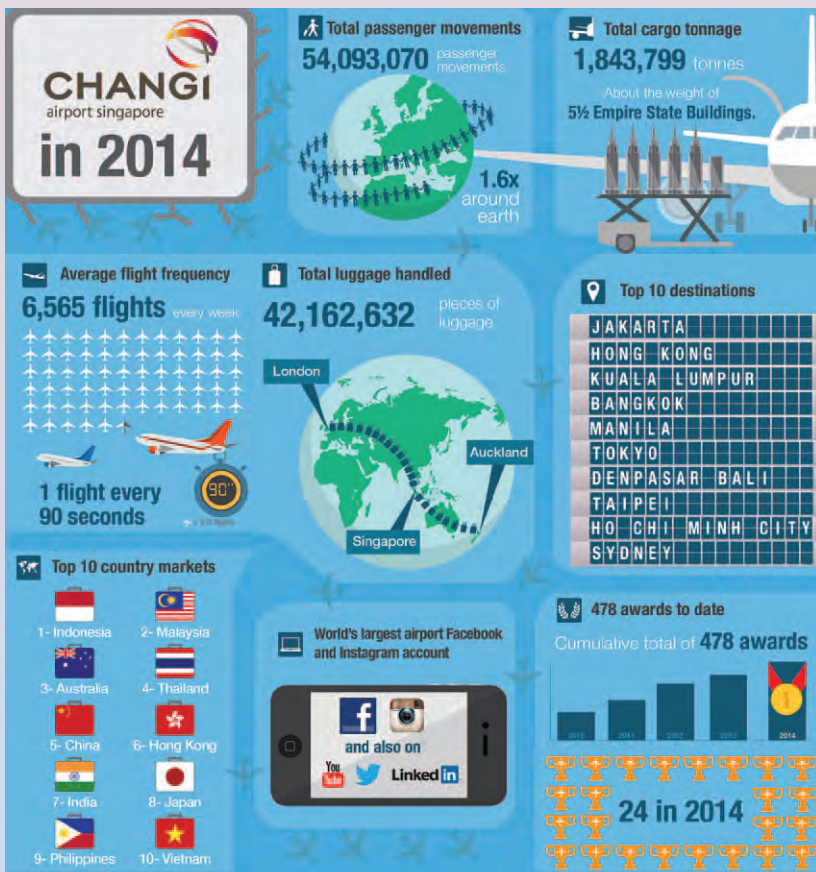
LOOKING AHEAD

Hopeful that 2015 will be a better year for aviation in the region, CAG will continue to explore new opportunities to grow Changi's connectivity, stimulate demand, and to strengthen the partnerships with our airline partners as well as trade and tourism organisations.

As demand for business and leisure travel continues to rise, CAG's belief in building ahead of capacity, epitomised by its wave of major development projects, will enhance Changi Airport's capability to cater to more passengers and aircraft movements in the decades ahead.

CAG CEO Mr Lee Seow Hiang said: "The spirit of innovation that has driven our development plans for Jewel Changi Airport and Terminal 4 will continue to underpin our strategy to anchor Changi Airport's position as a world-class destination for all our passengers to enjoy.

"To capture growth opportunities and strengthen Changi Airport's air hub position, we encourage our airline partners to collaborate with us to explore new ideas to stimulate passenger traffic or boost operational efficiency at Changi Airport." Mr Lee added. - EUGENE WONG





THE SINGAPORE 50 DISPLAY FEATURES THE LARGEST SINGAPORE TOPIARY MAP EVER CREATED BY CHANGI AIRPORT. THE GRANDEUR OF THE DISPLAY IS AN APT TRIBUTE TO SINGAPORE'S REPUTATION AS A GARDEN CITY

CHANGI'S TRIBUTE TO THE NATION'S GOLDEN JUBILEE

With over 700 plants and 7,000 LED lights to depict Singapore's highly urbanised geography, an illuminated Singapore map measuring six metres tall and 12 metres wide is distinctly visible at Terminal 2's departure hall. Two intricate mirrored sculptures of the number '50' depict Singapore's golden jubilee, together with a lighted crescent moon and five stars rising above a bed of star-shaped red and white flowers.

BEHOLD THE FIRST OF CHANGI AIRPORT'S 50 ICONIC HOME SPOTS THAT WILL BE PEPPERED ACROSS THE AIRPORT IN CELEBRATION OF SG50 IN THE COMING MONTHS. OTHER ICONS INCLUDE TOPIARY DISPLAYS OF A DURIAN, BUMBOAT AND TRISHAW, SINGA THE LION, AS WELL AS MODELS OF T4 AND JEWEL CHANGI AIRPORT.

Centred upon the theme "Changi, I'm Home", Singaporeans and other travellers can revel in a myriad of activities taking place at the airport and through various online platforms this year.

Apart from the 50 specially curated Singapore and aviation icons, Singaporeans are invited to recount their memories of Changi Airport through an online

photo-sharing contest, "My Changi Story". The online crowd-sourcing contest invites Singaporeans to relive their fond memories of Changi Airport over the years through submitting a photo that they have taken in the past at the airport, and share the story behind it. The contest runs until 19 April 2015 and winners of the contest will walk away with a pair of air tickets each.

To commemorate the nation's 50th birthday, CAG's philanthropic arm, Changi Foundation, will also increase its contributions by matching \$5 for every dollar dropped into the 33 donation boxes placed across the airport in 2015, a five-fold increase from the previous years' dollar-for-dollar matching. The proceeds from the donation boxes, along with the matching funds, will be channelled towards supporting academic, vocational and developmental opportunities for disadvantaged youths.

"As Singapore's gateway to the world, Changi Airport has been part and parcel of Singaporeans' lives. Over the years, many have amassed fond memories of the airport and therefore it is only befitting for us to join hands with them to celebrate this important milestone," said Mr Jayson Goh, chairman of CAG's SG50 organising committee.

For more information on Changi Airport's SG50 activities, find them on www.changiairport.com/SG50 and the Fans of Changi social media platforms! - SHANNON LIM



MR OYAMA NOW JOINS FOUR LUCKY SHOPPERS IN THE CHANGI MILLIONAIRE HALL OF FAME SINCE ITS INCEPTION IN 2010

JAPANESE ENGINEER BAGS CHANGI'S MILLION-DOLLAR PRIZE

Like the quote from the movie *Forrest Gump*, "Life is like a box of chocolates, you never know what you're gonna get". Mr. Seiichiro Oiyama had never expected his box of chocolates to be his golden ticket to a million dollars.

The 34 year-old Singapore-based Japanese engineer emerged as the winner of 'Be a Changi Millionaire' 2014 and walked away with S\$1 million.

And Mr Oiyama's winning buy - chocolates, amounting to just S\$80. These were gifts for his client, purchased at Changi Airport last July before a business trip to Hanoi.

The other five finalists competing for the million dollars hailed from Singapore, China, and Egypt. The finalists went head-to-head to compete in a series of games based on luck, in the grand finale of 'Be a Changi Millionaire' 2014, in front of a 500-strong live audience at Terminal 3 Departure Hall.

Mr Oiyama and Mr Qin Peng from China made it into the finale, where the lucky one to pick the correct finishing piece to a world map jigsaw puzzle would be crowned the champion. After a nail-biting 15 minutes, during which the pair took turns to draw from 12 puzzle pieces, the game was down to the last two pieces. In a dramatic moment, Mr Oiyama picked the

piece labelled number 12 - which turned out to be the perfect fit that completed the puzzle, triggering an immediate shower of gold confetti and fanfare, pronouncing him the winner of million-dollar fortune.

An ecstatic Mr Oiyama, who was accompanied by his wife and four-year-old son who ran onto the stage to embrace him, said: "It was very, very exciting. I chose No. 12 because it is my son's birthday. I had to close my eyes because I was so nervous. I didn't imagine this could happen." With this windfall, Mr Oiyama plans to fulfill two dreams - to bring his family on a celebratory trip to enjoy the beaches of Mexico and to own a black Porsche Cayenne here in Singapore.

In celebration of the nation's Golden Jubilee, the grand draw event had a lively Singapore theme. The winners were ushered into the event venue on trishaws and the games played during the grand draw included icons such as Singapore's parking coupons, "tek goh" (bamboo laundry poles) and the much-loved neighbourhood "mama shop".

To reminisce the good ol'times, the audience also enjoyed free traditional Singapore snacks like "kachang puteh" (mixed nuts), "ding ding" candy and old-school jam biscuits. Apart from the yummy snacks, the audience and supporters who joined in the fun at the grand draw, also received a goodie bag containing coasters, Changi Airport shoe bags and Shilla vouchers. One lucky audience in the crowd also walked away with \$500 worth of Changi Dollar Vouchers, for guessing correctly the winner of the Changi Millionaire grand draw. - TEO XINYI

LUNAR NEW YEAR SURPRISES FOR ONE AND ALL AT CHANGI!

Passengers travelling through Changi Airport, between 9 and 22 February 2015, were warmly greeted with Lunar New Year festivities as Changi Experience Agents (CEAs) roamed around the airport with carts filled with special goodies!

After determining the passenger's zodiac based on the year they were born in, CEAs presented passengers with bookmarks showcasing interesting facts about their zodiacs. This was especially refreshing for international passengers since most of whom knew nothing about how they could be associated with a zodiac animal.

Passengers were also treated to Polaroid photo-taking sessions with Changi Airport's lovable mascot, Max, against the backdrop of horticultural displays. Each photo was inserted into a greeting card signed off by the CEA, adding that extra personal touch.



AIRPORT VISITORS RECEIVING LUNAR NEW YEAR GOODIES FROM CEAs

CEAs distributed an assortment of CNY handmade candies inscribed with 'lucky' Chinese characters that mean blessings, auspicious, prosperous, lucky and wealth.

Of course, what would CNY be without the rhythmic drum rolls of the Lion Dance? Over the Lunar New Year weekend on 21 and 22 February, passengers got to enjoy lion dance performances at various locations within Changi Airport's departure halls.

In collaboration with P-Serv, CAG organised an array of events during the different festive seasons under the Wow Initiative project. In October and December last year, the Wow Initiative also welcomed passengers to celebrate Deepavali and Christmas at Changi Airport. - CHEYENNE CHING

SKYTRAX HAT-TRICK WIN FOR CHANGI AIRPORT!

For the sixth time in its history and third year running, Changi Airport has been named the "World's Best Airport" by Skytrax, as nominated by more than 13 million passengers from across 112 countries worldwide.

At the prestigious 2015 World Airport Awards held at Passenger Terminal Expo in Paris in March, passengers also gave the thumbs up for amenities at Changi, clinching the accolade for Best Airport for Leisure Amenities - an accolade that Changi has clinched since the award's inception in 2009.



Surveyed from over more than 550 airports around the globe, passengers rated their satisfaction across 39

airport service and product categories - from check-in, arrivals, transfers, shopping, security and immigration, through to departure at the gate.

"To win this prestigious award three years in succession is a remarkable achievement for Changi Airport Singapore, and underlines its popularity amongst air travellers as the world's Best Airport," said Mr Edward Plaisted, CEO of Skytrax. "Changi Airport offers today's airport customers real delights and surprises that are in many instances quite unique."

"IT IS A GREAT HONOUR TO BE NAMED WORLD'S BEST AIRPORT BY SKYTRAX FOR THE THIRD YEAR RUNNING. THIS RECOGNITION IS PARTICULARLY PLEASING FOR US AS IT COMES AT A TIME OF TRANSFORMATION AT CHANGI AIRPORT. WE ARE UNDERTAKING A NUMBER OF SIGNIFICANT DEVELOPMENT PROJECTS INCLUDING TERMINAL 4 AND JEWEL CHANGI AIRPORT, WITH SOME WORKS TAKING PLACE AMID ONGOING AIRPORT OPERATIONS. WE ARE MOST GRATEFUL TO ALL OUR PASSENGERS AND PARTNERS WHO HAVE, NONETHELESS, CONTINUED TO GIVE US THEIR STRONGEST SUPPORT. THANK YOU FOR YOUR AFFIRMATION AND UNDERSTANDING.

"WE ARE EXCITED ABOUT CHANGI AIRPORT'S FUTURE AS WE EXPAND TO SERVE AN INCREASING NUMBER OF PASSENGERS. HOWEVER, WE WILL NOT FORGET TO CONTINUE TO DELIGHT OUR PASSENGERS THROUGH OUR FOCUS ON SERVICE EXCELLENCE AND SPIRIT OF INNOVATION. WE WILL CHALLENGE OURSELVES TO RAISE THE BAR FOR WHAT AN AIRPORT CAN BE FOR TRAVELLERS AND TO DELIVER A MEMORABLE EXPERIENCE FOR ALL WHOM WE ARE PRIVILEGED TO SERVE."

Changi Airport is today the world's most awarded airport having received more than 480 'best airport' awards since its opening in 1981. - NG KOON LING



SERVICE PERSONALITY OF THE YEAR, MR MOHD JUMATDI (RIGHT) POSING WITH MR BUDI WHO FLEW ALL THE WAY DOWN FROM SURABAYA



MR BENNY LIM (RIGHT), VICE PRESIDENT AND HEAD OF CERTIS CISCO AVIATION SECURITY RECEIVING THE SERVICE PARTNER OF THE YEAR AWARD FROM TRANSPORT MINISTER, MR LUI TUCK YEOW

OUR EVERYDAY HEROES

“WE THINK SHE IS ONE OF THE MOST AMAZING PEOPLE THAT WE HAVE EVER MET, AND WE OWE HER A DEBT THAT WE WILL NEVER BE ABLE TO REPAY.” - Mr Ranil Illsinghe, brother of Australian passenger flying through Changi Airport

“HE DID NOT HAVE TO BE ASKED WHAT TO DO, HE TOOK COMPLETE CHARGE OF THE SITUATION AND HE DEALT WITH IT IN SUCH A PLEASANT MANNER THAT LEFT ME NOTHING BUT STUNNED. IN SHORT IT WAS A WOW.” - Ms Kalpina Sinha, a passenger flying to Kuala Lumpur through Changi Airport

“I TRAVEL A LOT AND NEVER IN MY LIFE HAVE I MET SUCH A GOOD MAN IN ANY AIRPORT. CHANGI AIRPORT SINGAPORE IS THE BEST AND I WILL KEEP TELLING THIS TO EVERYBODY.” - Mr Emmanuel Cordozo Da Silva, father of Brazilian passenger flying through Changi Airport

Kind deeds are exchanged at Changi Airport every day and many often slip by quietly, unnoticed. But every now and then, we encounter passengers so moved by the kindness and sincerity of our airport staff that they take the effort to pen a letter of appreciation, extending their heartfelt gratitude to their benefactors.

The Annual Airport Celebration (AAC), Changi's pinnacle award ceremony that recognises its frontline staff for their commitment to service excellence, shone the spotlight on some of our ordinary staff who made the extraordinary difference to passengers travelling through Changi Airport.

This year's AAC, held at The Ritz-Carlton on 12 February, saw Minister for Transport, Mr Lui Tuck

Yew, together with CAG Chairman, Mr Liew Mun Leong, hand out 24 awards to recipients who have demonstrated exceptional service contributions. These are staff members who have given passengers a fond and indelible impression of Changi Airport.

One such service hero is Mr Mohd Jumatdi Bin Ayub, a 58-year old Customer Service Supervisor who has worked at Changi Airport for 15 years with ground handling agent, dnata Singapore.

Jumatdi was working in May 2014 when he came across several uncollected baggage at the Arrival Services office. He checked with the airline and learned that an elderly Indonesian couple, Mr Karnadi and Mdm Sulastri, had been offloaded at Changi Airport from their flight to Jeddah. Mr Karnadi had suffered a stroke on the way from Surabaya and had been conveyed to Changi General Hospital.

Concerned over the couple's welfare, Jumatdi made several checks to obtain the passenger's contact information and whereabouts, before making a trip to the hospital personally to enquire on them.

At the hospital, Jumatdi learned that Mr Karnadi was warded in the Intensive Care Unit after an operation. He comforted and assured the distraught Mdm Sulastri that he would do his best to assist them. After delivering their baggage to the hospital, he contacted the couple's son, Mr Budi, in Surabaya. Mr Budi flew to Singapore later that evening. Jumatdi provided them his mobile phone number and became their pillar of support during their three-week stay in Singapore.

Jumatdi made regular visits to the hospital before and after his shifts, on his off-days and even applied for leave to offer them assistance on some occasions.



AWARD RECIPIENTS POSE FOR A GROUP SHOT WITH GUEST-OF-HONOUR, MINISTER FOR TRANSPORT, MR LUI TUCK YEW

When he found out that the couple's special passes had expired, Jumatdi coordinated with the airline, travel agent, the Immigration & Checkpoints Authority as well as the Indonesian Embassy in Singapore to make the necessary arrangements for the couple's return flight home.

The family later requested for an early discharge from hospital to reduce their expenses. With Mr Karnadi's condition, he had to be accompanied by a medical officer throughout the flight home. Despite being off-duty then, Jumatdi picked the medical officer up from the airport when he arrived close to midnight. The next day, he personally drove the family to the airport after Mr Karnadi was discharged and saw that they got onto their flight safely.

Even now, Jumatdi remains in touch with the family.

STAYING FOCUSED ON CUSTOMERS AND STAFF

For its commitment to service excellence and staff development, Certis CISCO Aviation Security (CAS) was presented the 'Service Partner of the Year' award for the second year running at this year's AAC. The award is assessed based on the company's commitment to service excellence, level of emphasis placed on staff development and overall improvements made over the past year.

CAS MANAGES A TEAM OF ABOUT 2,500 AVIATION SECURITY OFFICERS WHO PERFORM VARIOUS SECURITY, PATROLLING AND SCREENING FUNCTIONS ACROSS CHANGI AIRPORT. OVER THE PAST YEAR, IT HAS INTRODUCED SEVERAL NEW CUSTOMER-CENTRIC INITIATIVES TO RAISE THE BAR IN TERMS OF SERVICE STANDARDS.

One such example is the Fault Reporting & Service

Handling (FRESH) Centre which CAS launched last year. The new system allows its staff to conveniently report any faults or defects at their work environment across the airport's terminals on-the-go. This enables the airport to then rectify the problem expeditiously, reducing the impact on security operations and minimising potential inconvenience to passengers.

Focusing on the developmental needs of its staff, CAS' new Quality and Learning Management Centre encourages staff to constantly upgrade their skill-sets by picking up both functional skills as well as useful service tips, through an easily accessible e-learning facility at the airport.

SERVICE EXCELLENCE A HALLMARK OF CHANGI THROUGH THE YEARS

MR LEE SEOW HIANG, CEO OF CAG SAID: "OVER THE PAST 34 YEARS, CHANGI AIRPORT HAS CHANGED DRAMATICALLY. WE STARTED WITH A SINGLE PASSENGER TERMINAL AND WILL HAVE A FOURTH COME 2017, WITH THE ICONIC JEWEL CHANGI AIRPORT ALSO IN THE PIPELINE. PASSENGER TRAFFIC HAS ALSO GROWN SIGNIFICANTLY OVER THE YEARS AND TODAY, WE SERVE AN AVERAGE OF 148,000 PASSENGERS DAILY."

"But amid all the transformational changes, one thing has remained constant at Changi Airport - placing the passenger at the heart of all we do. Together with our airline and airport partners, our efforts have always been geared towards providing a personalised, stress-free and positively surprising experience for all our passengers and the awards presented tonight honour those who help us to fulfill this mission. We are grateful to the airport community for its continuous support and may their actions continue to inspire others," Mr Lee added. - SHERMAN PUN



SETTING THE STAGE FOR DREAMS AHEAD

In August 2013, the Singapore government announced the expansion of Changi Airport to bolster Singapore's position as a key aviation hub in the region. Part of that plan includes a mega Terminal 5 (T5) with a planned capacity to handle 50 million passenger movements a year in its first phase of development.

A Changi 2036 Steering Committee comprising several government agencies has been formed. At the same time, a Changi East team within CAG has been growing steadily to undertake this immense task of planning and building one of the world's biggest airport terminals.

Changi Connection speaks to Choy DaWen, CAG's SVP of the Changi East Programme Management Office, to find out more.

CC: CAN YOU TELL US MORE ABOUT WHAT THE CHANGI EAST DEVELOPMENT ENTAILS IN GENERAL?

The term "Changi East" refers to the land situated to the eastern side of Changi Airport on the other side of Runway 2, in case anyone wonders why it is called as such. To put it simply, the new developments for Changi East include:

- Strengthening and converting the third runway for civilian aircraft use by the early 2020
- Construction of T5 to be ready in the mid-2020s
- Earmarking land for industrial facilities
- Enhancing ground connectivity between the present Changi Airport and the new site

As you can see, there will be a lot of development work that includes soil improvement and ground strengthening, construction of new roadways and taxiways, excavation for tunnels and of course, the design and construction of a very large terminal building.

CC: HOW BIG IS THE CHANGI EAST PROJECT TEAM CURRENTLY?

To tackle this mammoth task, we are split into four key sub-divisions in these areas – programme management; planning, design and construction; T5 planning; and operations & commercial planning. Each division works on their respective areas concurrently

and is consulting various partners and stakeholders to gather the requirements from key airport users like airlines and ground handling agents.

The Changi East team has been growing steadily as the project ramps up, with more than 100 people in the team now. In time to come, we may need about 400-500 staff – whether full-time, contract or even outsourced staff.

CC: WHAT IS THE MOST EXCITING ASPECT ABOUT BEING IN THE CHANGI EAST PROJECT TEAM?

I would say it is the scale of the Changi East development. As our CEO has said before, the Changi East plot is roughly three times the size of the new Marina Bay central business district, which makes Changi East possibly one of the biggest projects in Singapore. All of us here are excited we have a chance to contribute towards building this national asset.

With a clean slate like Changi East, we also have an opportunity to deploy new technologies that might shape the future of air travel. T5 should not just be a bigger version of T3 or T4, but should break new ground in how Changi Airport serves its passengers.

CC: SO WHAT KEEPS YOU UP AT NIGHT?

There are many things that we have to worry about and overcome, given the scale of this project. But personally, I would say that safety is our biggest priority simply because it cannot be compromised. Other than worksite safety, the fact that we are developing Changi East beside an operational airport adds to that extra challenge and we cannot allow for any mistakes.

CC: DURING DPM'S BUDGET 2015 SPEECH, HE ANNOUNCED THAT S\$3 BILLION WILL BE SET ASIDE FOR THE CHANGI AIRPORT DEVELOPMENT FUND. WHAT DOES THIS MEAN TO YOU?

Having the government's commitment on such a massive airport expansion project is critical. The creation of the Changi Airport Development Fund is an indication that the development of Changi East is a national priority to secure Singapore's position as a key aviation hub in the region. It is a heavy responsibility but it is also what keeps all of us at Changi East excited and committed to the programme.

- MELVIN LEONG



MEMBERS OF THE PUBLIC POSTED CONDOLENCE MESSAGES TO FAMILIES OF QZ8501 WITH COLOURFUL POST-IT-NOTES ON A MESSAGE WALL PUT UP NEAR THE RELATIVES HOLDING AREA

CARE ANGELS

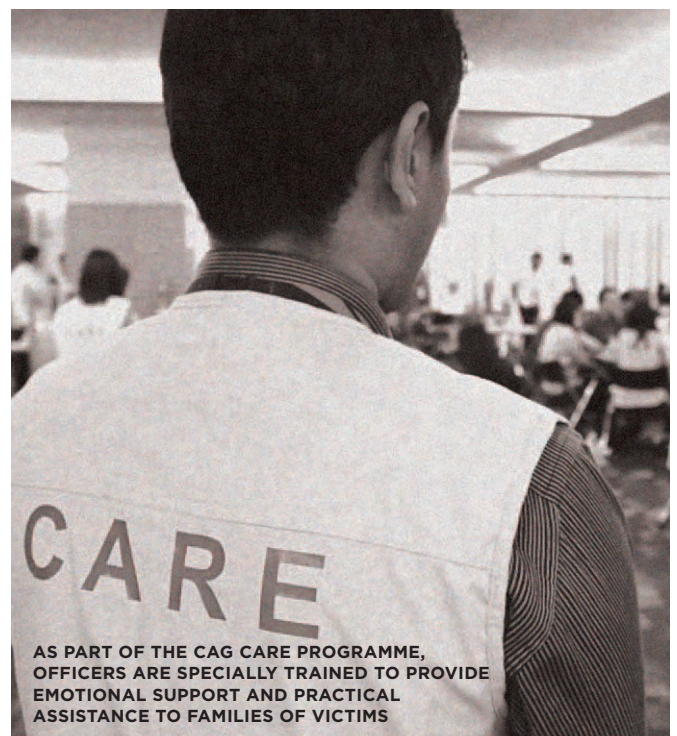
2014 will be remembered as one of the most difficult years in aviation history. With recent aviation tragedies still reeling in our minds, Changi Airport staff were jolted once again when Air Asia Indonesia flight QZ8501 from Surabaya - enroute to Singapore - lost radar contact over Indonesia airspace on the morning of 28 December 2014.

SUPPORT FOR RELATIVES

The Relatives Holding Area (RHA) at Changi Airport Terminal 2 was promptly set up within the hour upon notification, ready to receive any next-of-kin (NOK) of passengers and crew on board the flight. Despite the year-end holidays, many CAG Care officers, counsellors from Ministry of Social and Family Development (MSF), and officials from Ministry of Transport, Civil Aviation Authority of Singapore and airport agencies cancelled their new year celebration plans and responded immediately to provide emotional care and support to the families affected.

AS NEWS ON THE FLIGHT DISAPPEARANCE BROKE, MORE THAN 80 NOKS OF THOSE ON BOARD WHO WERE IN SINGAPORE, CAME FORWARD TO REGISTER AT THE RHA. GRIEF AND SADNESS FILLED THE AIR AS THE NOKS WEPT QUIETLY SEEKING UPDATES ON THE FATE OF THEIR LOVED ONES ON BOARD THE FATEFUL FLIGHT. CAG CARE OFFICERS AND MSF COUNSELLORS WERE ASSIGNED TO ASSIST INDIVIDUALS OR GROUPS OF FAMILIES, ATTENDING TO THEIR NEEDS. REPRESENTATIVES FROM THE INDONESIAN EMBASSY IN SINGAPORE WERE ALSO PRESENT TO MEET AND PROVIDE ASSISTANCE TO THE AFFECTED INDONESIAN FAMILIES.

At the same time, together with the RHA team, airline representatives and other officials worked tirelessly in making all necessary arrangements for the NOKs - from collating personal information of family members, making flight arrangements to fly the NOKs to the crisis centre in Surabaya airport, keeping abreast of news on search and rescue efforts in Indonesia and making careful and meticulous plans to ensure the NOKs safe passage in and out of Changi Airport, away from the media glare. - JULIA JEMANGIN & TEO XINYI



AS PART OF THE CAG CARE PROGRAMME, OFFICERS ARE SPECIALLY TRAINED TO PROVIDE EMOTIONAL SUPPORT AND PRACTICAL ASSISTANCE TO FAMILIES OF VICTIMS

OVER IN SURABAYA, INDONESIA

A CAG Care officer, Shafarudin Abdul Latiff, was assigned to fly to Surabaya together with one Singaporean family member. Shafarudin described this rare opportunity as "very challenging and emotional". Staying through the long hours waiting out in the crisis centre, with everyone's spirits at an all time low, it took a physical toll on him as well. Being well-versed in Bahasa Indonesia, Shafarudin also took up the role of translator, translating the daily news broadcast and conveying questions from the Indonesian officials to the NOK to assist in investigation. Reflecting upon his experience, Shafarudin said, "I thought I'm strong but it's very tough. I have to keep telling myself to prepare for the unexpected."

NOTE OF APPRECIATION

In all, more than 100 airport staff, and other officials were involved in managing the crisis involving QZ8501. Changi Airport Group would like to extend its heartfelt appreciation to all the airport staff and individuals who sacrificed their time to assist the families in grief.



MAKING IDEAS HAPPEN - CAG LEARNING FESTIVAL 2015

For most, learning is a journey, but at CAG, learning is a celebration of sorts – it is a festival! This year, the week-long Learning Festival was held from 12 to 16 January. Themed ‘Making Ideas Happen’ – it sought to inspire staff to transform ideas from vision into reality.

The Learning Festival was first introduced in 2011, spearheaded by CAG’s Corporate Development and International Relations (CDIR) division, to provide a fun and effective platform for continual learning. Sara Kim, Senior Manager at CDIR, shared: “The Learning Festival has gained much traction over the years. By testing different learning formats, we have been able to build on each progressive instalment, making the learning experience both engaging and appealing all at once.” The Learning Festival has been a catalyst in shaping a more innovative culture and creating an open environment where staff feel comfortable in volunteering new ideas, and are given the opportunity to test some of these out. Divisions have continued

SHIRLEY CHEONG, CAG ASSISTANT VICE PRESIDENT, HR, SHARED PERSONAL TIPS ON HOW TO GO ABOUT MAKING SMALL CHANGES TO ACHIEVE BIG DIFFERENCES

to embrace Design Thinking in their daily work and collaboration among staff members has increased.”

This year’s festival scored several firsts. CAG collaborated for

TEDx CAG SPEAKERS FROM VARIOUS WALKS OF LIFE SHARED PERSONAL STORIES AND ANECDOTES, IN THE VERY FIRST COLLABORATION BETWEEN TED TALKS AND CAG

the first time with TED, inviting prominent speakers from all walks of life to each share a single main idea that they were passionate about. TEDxCAG speakers included Aik Beng Chia, award-winning street photographer; Anna Lim, founder of The Soup Spoon; and Nurul Tahar, paralympian for Boccia for Team Singapore. Each talk was kept to within 18 minutes just like all TED talks, with key points captured by a pair of artists through a sketch on a large canvass, enabling everyone to relive the ideas conveyed by each speaker in an interesting way aimed at firing imagination and inspiration.

Everyone loves a good story, and that perhaps was the reason why the StorytellingLIVE@CAG segment proved the most popular. In this segment, staff could hear personal stories and experiences from fellow colleagues who shared on topics close to their hearts, such as the pursuit of happiness, or how Changi Experience Agents came about at Changi Airport. Set in a cosy kopitiam or a snazzy coffee-bistro setting, camaraderie was built as staff members saw each other in a more personal light, through a session that was both intimate and real.

THERE WERE ALSO THE POPULAR LEARNING JOURNEYS TO SOME BIG BRAND COMPANIES. THROUGH SITE VISITS TO CORPORATE OFFICES SUCH AS THE SINGAPORE EXCHANGE AND GOOGLE, OR TO HOSPITALITY PLAYERS LIKE CAPELLA HOTEL, CAG STAFF WERE GIVEN AN OPPORTUNITY TO EXPERIENCE FIRST-HAND HOW SPACES IN THESE TOP COMPANIES WERE DESIGNED CREATIVELY FOR DIFFERENT PURPOSES, BE IT FOR FLURRIED BRAINSTORMING OR QUIRKY ACCOMMODATION.

The festival was wrapped up by Ms Isabel Cheng, Chief Marketing Officer of Wildlife Reserves Singapore (WRS). An engaging speaker, Isabel highlighted the parallels between CAG and WRS, as both strive towards being world-class attractions. Her candid demeanor allowed the audience to gain a deeper understanding of the unique challenges faced by WRS, in attaining the balance between commercial demands to allow financial viability, and the imperative need to channel resources towards wildlife conservation.

A total of 405 CAG staff participated in the various activities across the week-long Learning Festival this year with many giving the thumbs up. CAG staff need not wait long for the next exciting learning experience, for the next Learning Festival will be here again in October 2015. - ABIGAIL CHUA





KOREAN POP STARS, TVXQ, AND CHINESE ACTRESS AND MODEL, ANGELABABY, THE STORES' OFFICIAL AMBASSADORS, ARRIVED AT CHANGI AIRPORT TO JOIN IN THE FESTIVITIES

TVQX AND ANGELABABY ADD GLITZ TO SHILLA

February was a month of celebrations not only because of Lunar New Year, but it was also the month when Shilla Duty Free marked a significant milestone. On 10 February, all 19 beauty stores across Changi's three terminals, were officially launched.

STAR POWER

Screams of excitement rang across the terminal as one of South Korea's top boy band groups, TVXQ (also otherwise known as Dong Bang Shin Ki or Tong Vfang Xien Qi) and Chinese model Angelababy arrived at Changi Airport as part of The Shilla Duty Free Official Opening festivities. An exclusive fan engagement event was held at the Terminal 3 Departure Hall, and participating fans were given the opportunity to meet their stars up close and win giveaways such as beauty hampers and autographed products.

Beauty aficionados will be excited to know that the 19 stores carry more than 180 Cosmetics and Perfumes brands at attractive prices up to 40% lower than prices found downtown. About 80 brands are available at the airport for the first time, and there are also 26 brands which mark their first footprint in Singapore.

In addition to international brands, Shilla has also brought in the widest variety of skincare and cosmetics brands from its homeland, setting up the world's first K-Cosmetics hub outside of South Korea. Shoppers can now look forward to a range of over 35 Korean cosmetic products, including popular brands such as Sulwhasoo, Whoo, Laneige, Hera, It's skin.

Coming soon would be Shilla's iconic beauty duplex store at Terminal 3, a world first in an airport, which is scheduled for completion in June 2015. The mezzanine level will house a Dior Makeup Flagship store, a beauty Café, and an SK-II Pitera Spa that is guaranteed to soothe the senses of every traveller. Stay tuned!

- KWAN SHU QIN



CHINESE MODEL ANGELABABY AND K-POP DUO, TVXQ, MET A CROWD OF 200 EXCITED FANS IN A FAN ENGAGEMENT ACTIVITY AT T3 DEPARTURE HALL



IN BARCELONA AND CATALONIA, COUPLES REJOICE THEIR LOVE BY EXCHANGING ROSES AND BOOKS AND HENCE THE SAYING "A ROSE FOR LOVE AND A BOOK FOREVER"

SHARE THE LOVE WITH COLUMBIAN ROSES

In celebration of St Valentine's Day, more than 4,000 Colombian roses were specially flown in to adorn two floral displays at Changi Airport. With their exceptional quality and size, the roses added a touch of romance at the Enchanted Garden in Terminal 2 Departure/Transit, as well as at the larger-than-life Mickey and Minnie Mouse festive display in the Terminal 2

Departure Hall. Growing up to 2m in height and with blooms of up to 8cm in size, the roses were a myriad of reds, yellows and pinks, with a total of six different varieties on display.

DID YOU KNOW?

In 2014, Changi Airport handled close to 16,500 tonnes of flowers, for distribution to more than 50 countries around the world. This is enough to fill 110 A380 aircraft, making Changi Airport the distribution hub for flowers within Asia. - ABIGAIL CHUA

EDITORIAL TEAM

Ivan Tan (Advisor)
Robin Goh (Editor)
Julia Jemangin (Deputy Editor)

CONTRIBUTORS

Corporate Communications Team
Teo Xin Yi
Abigail Chua
Cheyenne Ching

DESIGN

Full Bleed Pte Ltd

CHANGI AIRPORT GROUP (SINGAPORE) PTE LTD

P O Box 168, Singapore Changi Airport
Singapore 918146

Tel: (65) 6595 6868

Fax: (65) 6542 3223

www.changiairport.com

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