



# Changi connection

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## Honouring Changi's Airline Partners

Changi Airport Group celebrates its strong partnership with airlines at the Changi Airline Awards 2010.

Pages 6 and 7



**CHANGI**  
airport group



## Ride the **TALLEST** Slide in Singapore!

Don't be surprised to hear sudden shrieks of fun if you happen to be at Terminal 3. Changi Airport has become home to The Slide@T3 – a four-storey high twister that is Singapore's tallest slide, and also the first of its kind in an airport around the world.

The Slide@T3 is the latest addition to the diverse range of facilities at the world's most-awarded airport and heightens Changi Airport's growing popularity as a family weekend destination.

Located at the public area of Terminal 3's Arrival Hall (Level 1), the jumbo slide measures a whopping 12 metres high – the height of four standard basketball hoops stacked on top of one another. Open to riders at least 1.3 metres tall, adults and children alike can expect to have an exhilarating ride on the slide at a top speed of 6 metres/second. With every S\$30 spent at the airport, visitors can redeem tokens for two rides (up to a maximum of 10 rides per receipt) on the jumbo slide.

Apart from the giant four-storey slide at Level 1, there is another shorter, one-and-a-half storey tall slide available at Basement 2 for those who are at least 1.1 metres tall. No tokens are required for this slide.

The Slide@T3 is open from noon to 10.30 pm daily.



## The Million Dollar Feeling

Four hundred dance enthusiasts from all walks of life gathered at Changi Airport on 22 May for what was possibly the largest flash performance ever conducted in Singapore. Part of CAG's publicity campaign for the 'Be a Changi Millionaire' shopping promotion, the performance held at the heart of Terminal 3's Departure Transit mall was a spectacular celebration of 'The Millionaire Dollar Feeling', designed to convey the infectious excitement of winning a million dollars at Changi. The YouTube video of the flash mob has received more than 60,000 hits from viewers worldwide thus far.

With a diverse group of participants ranging from 10 year-old students to 70 year-old senior citizens, as well as an interesting mix of performers including percussionists, break dancers and

mass dancers, the four-minute performance provided passengers present at the scene with an entertaining time and a delightful surprise. To further spice up the performance, some dancers were dressed in uniforms of airport staff and cleaners, while others used props such as trolleys and luggage.

Preparation for the performance took about two months, and the recruitment of participants started in March, mainly through word of mouth. The response was overwhelming, with hundreds registering interest to participate within a span of a few weeks. Said 70-year old Mdm Ee Sim Peng, the most elderly participant: "I really treasure and enjoy this opportunity to dance with the youths and be part of such an exciting event. It makes me feel young again!"





# Australian is 1st Monthly Winner of Millionaire Draw

An Australian from the State of Victoria, on his first overseas holiday with his wife, has become the first monthly winner of the 'Be a Changi Millionaire' Draw after purchasing two bottles of perfume at Singapore Changi Airport.

Mr Philip Moody, 53, from Cape Paterson, two hours south-east of Melbourne, wins S\$5,000 in cash plus return airfare to Singapore with a three day/two night stay in a luxurious hotel as the June winner of the monthly Draw. The veteran police officer now has a one-in-six chance of becoming the Changi Millionaire.

"This can't be true, I'm not that lucky. I really thought it was some kind of a practical joke," said Mr Moody, when he was told that his name had been drawn as the Draw winner for the month of June. "My wife and I talked about it on our flight home, but I never really thought I would be picked out of all the people I imagine took part!" he added.

The 'Be a Changi Millionaire' Draw, which kicked off on 1 June 2010, offers a Grand Prize of S\$1 million in cash. This is possibly the largest cash prize ever to be given away in a retail draw in Singapore or by an airport anywhere in the world. The Millionaire will be selected from among six monthly winners. In addition, there are 188 other cash prizes totalling more than S\$200,000.

In May, Mr Moody and his wife embarked on the most exciting vacation of their lives – setting foot outside of Australia together for the first time. The couple spent one month in Europe exploring the beautiful sights of Ireland, England



and Paris. On their way back to Australia, they stopped over in Singapore for a short trip and had a great time exploring the city and experiencing cultural areas such as Chinatown and Little India.

Describing his visit to Changi Airport as "a great experience", Mr Moody said, "It might sound strange but even before this win, I had told many people that Changi Airport had been a highlight for me, I just loved the place."

Before boarding their Singapore Airlines flight back to Melbourne on 13 June, Mr Moody bought fragrances for his wife and daughter ("just because I love them") at the Perfumes and Cosmetics store at Changi's Terminal 3. Worth about S\$200, the purchase has turned out to be the winning lucky draw entry tagged with the incredible chance to win a million dollars for Mr Moody.

Come January 2011, Mr Moody will travel to Singapore for the 'Be a Changi Millionaire' Grand Draw alongside five other monthly finalists, whose names will be drawn upon the close of every month from July to November 2010. Should he win the S\$1 million Grand Prize, Mr Moody will be setting aside some of it to fulfill his dreams to see more of the world, especially Asian countries such as China, Japan and Singapore,

## 30 DAILY WINNERS

In addition to the monthly winner, 30 daily winners (one each day) have also been drawn from the qualifying entries submitted during the month of June. Each wins a cash prize of S\$1,000. The daily winners comprise nationals of many countries including seven from Singapore, six from China and five from Indonesia. Other winners come from Australia, Britain, Brunei, India, Japan, Malaysia, Maldives, Myanmar and Norway. Winning entries ranged from a purchase of just S\$88 at the Terminal 3 duty-free store to a S\$4,900 transaction at Terminal 2's DFS Watches.

To qualify for the Millionaire Draw, simply spend a minimum of S\$60 at Changi Airport between 1 June 2010 to 30 November 2010. The number of chances increases exponentially with the amount spent. For more information, please visit [www.changiairport.com/millionaire](http://www.changiairport.com/millionaire).

as well as pay off some loans, and share it with his children. "I'll just cross my fingers and hope my good luck will continue," he said.

# World Cup Fever Sweeps Changi



Like everywhere else in Singapore and around the world, the World Cup fever swept through Changi Airport in the months of June and July. Throughout the one month duration of the 2010 FIFA World Cup South Africa, almost 33,000 passengers from all over the world caught the World Cup action live while in transit at Changi.

All 64 of the World Cup matches were screened live at "mini stadiums" specially set up at the transit malls of Changi's three main terminals. Equipped with 10 46" Hi-Definition TVs, each "mini stadium" had a capacity of 400 spectators. Changi's terminals were brimming with excitement and occasional cheers could be heard as passengers rooted for their national or favourite teams. The quarter-final match between the Netherlands and Brazil on 2 July, which the Dutch won 2-1, was watched by some 1,170 passengers, the highest number recorded for a single match.

The live screening of the World Cup was applauded by passengers travelling through Changi, many of whom came from countries that played in the tournament finals, such as Australia, England, South Korea, Japan and Germany. "We have been starving for information during the flight from Bali and here, we saw the perfect game," said a German fan after watching Germany defeat Argentina to qualify for the semi-finals.

On top of not having to miss any World Cup match during their time at Changi, football fans also had the opportunity to get their hands on official South Africa 2010 merchandise at the world's first FIFA Official Store located at Terminal 3. To commemorate South Africa 2010, the FIFA Official Store had rolled out a wide range of apparel and memorabilia related to the momentous sporting event. As a result of the World Cup fever at Changi, sales at the FIFA Official Store surged about 50% during the month.

## Show Time at Changi!



Changi Aviation Gallery at Terminal 2 was abuzz with excitement on 24 May, as some 100 Changi Rewards members and their friends gathered there for an exclusive meet-and-greet session with Taiwanese celebrity Show Luo (罗志祥). Specially organised by CAG for members of the Changi Rewards programme, entry to the exclusive session with Show - affectionately known as Piglet (小猪) by his fans - was highly sought after, with more than 400 interested applicants vying for the rare opportunity to get up close and personal with the pop idol. 50 Changi Rewards members were eventually selected through a balloting process, and each brought along a friend.

Loud and affectionate cheers rose from the excited crowd as the popular star arrived at the gallery to meet his lucky fans. Show, a multi-talented artiste who hosts, acts, sings and dances, delighted the audience

with his friendly demeanour and impeccable charm during the meet-and-greet. Fans went into a photo-taking frenzy as he interacted with them during the question-and-answer session onstage. Five lucky fans also won special gift packs and secured the rare opportunity to pose with Show in a group photo.

In Singapore for his sold-out 3D World Live Concert, Show concluded the meet-and-greet session by thanking the enthusiastic fans for their support, "It's great to see my fans here today - I always look forward to any opportunity to interact closely with them. I have to give my fans and audiences in Singapore full marks for their infectious enthusiasm and passion! I'll definitely miss Singapore and hope to visit again very soon."

For more information about the Changi Rewards programme, please visit <http://www.changirewards.com/>





Singapore 2010 volunteers stationed at the baggage claim area

# A Changi Welcome for Singapore 2010 Guests

In the month of August, visitors to Changi Airport have immersed in the excitement and action of the Singapore 2010 Youth Olympic Games (Singapore 2010), as Singapore plays host to the inaugural YOG.

To celebrate the hosting of this momentous sporting occasion, CAG, an Official Sponsor of Singapore 2010, has organised a month-long sports carnival for passengers and visitors. Held at each of Changi's three main terminals, the carnival themed 'Challenge Your Limits' features fun and exciting sporting games including trampoline bungee jumping, boxing and football. Participants who break the pre-set targets of each game are presented special gold medals as souvenirs. In addition, to raise awareness of Singapore 2010 among international passengers, there has been screening of Singapore 2010 competitions at various areas across all the main terminals.

Together with the Singapore Youth Olympic Games organising Committee (SYOGOC), CAG has also put in place a series of special initiatives to provide a warm welcome and seamless passage at Changi for all Singapore 2010 athletes and officials. To ensure a world-class airport experience for the YOG guests, special booths and counters have been set up at strategic locations to provide various forms of support and assistance. Some 350 Singapore 2010 volunteers and staff have also been deployed airport-wide round-the-clock to offer arriving guests a warm welcome and a friendly helping hand.

For instance, at each Arrival Immigration hall, up to two dedicated immigration lanes have been set aside for YOG accredited guests, ensuring speedy immigration clearance for them. In addition, help desks and information are available at both the Arrival Immigration and Arrival Halls to assist guests on immigration-related issues as well as general enquiries. Volunteers are also stationed at the baggage claim areas to assist with baggage collection.

Meanwhile, transport arrangements for the athletes and officials to their accommodation venues are taken care of by the Singapore 2010 Transport Desk located at the Arrival Halls. To facilitate smooth transportation, dedicated coach and vehicle bays have been set aside for the use of Singapore 2010 vehicles.

Athletes can also deposit large sporting equipment such as bicycles, javelins, rowing oars and pole vaults at the Sport Equipment Handover Desk at the Arrival Halls, where arrangements are made for the equipment to be transported directly to the competition or training venues.

On top of these, Changi Airport and its surrounding vicinity have been decked out in cheerful Singapore 2010 decorations to welcome the Singapore 2010 guests. Banners and stickers of all sizes adorn both the interior and exterior of the terminal buildings, including pillars and walls in the terminal halls, as well as on lamp posts along Airport Boulevard.



Singapore 2010 mascots, Lyo and Merly, welcome guests at Changi



Children having fun at the 'Challenge Your Limits' sports carnival



**“As the gateway to Singapore, Changi Airport is proud to be the first to welcome all Singapore 2010 athletes and officials. We have been preparing for this event since last year, and we will do our best to provide our guests with smooth and seamless passage and a great experience at Changi. Together with the SYOGOC, we hope to create a lasting impression of Singapore as a wonderful host of the first YOG and Changi as the best airport in the world.”**

**Mr Lee Seow Hiang,  
CEO, Changi Airport  
Group**



# TNT is Changi's Partner of the Year



TNT, one of the world's largest express delivery services providers, was named Changi's Partner of the Year at the Changi Airline Awards 2010. The annual event, the fifth in the series and the first since the formation of CAG, was held on 13 July at Regent Hotel.

The awards, which recognise the contribution of airlines to Singapore's air hub status, were presented at a gala dinner graced by Minister for Transport and Second Minister for Foreign Affairs, Mr Raymond Lim.

Altogether, 25 airlines received honours for their contributions. Awards were presented in six categories, including the top airlines for passenger and cargo carriage as well as the fastest growing carriers for passengers and cargo.

This year saw the introduction of the Partner of the Year award to honour a Changi partner for its collaboration with CAG and for outstanding contributions to developing the air hub. The award's first winner, TNT, was recognised for its strategic efforts to develop Singapore as its Asian regional hub in its global network. Since 2008, when it picked Singapore as one of two destinations for its first freighter flights into Asia, TNT has grown its Singapore presence from just operating as a gateway to a regional hub. This has culminated in its S\$20-million Singapore Regional Hub facility,

Singapore's first integrated air and road hub linking Singapore through Southeast Asia into China.

TNT's Regional Managing Director for Southeast Asia & India, Mr Onno Boots, said, "Singapore is a critical business hub for the region and key to TNT's global strategy to establish our position in emerging platforms and promising markets, including Asia in which we are determined to further grow. We are honoured to be recognised by Changi Airport Group with its inaugural Partner of the Year award. Much of our success can also be attributed to Changi Airport's commitment to assist partners like us in facilitating our growth and development plans, for which we are most thankful."

In the other categories, the Top 10 Airlines by Passenger Carriage and Top 10 Airlines by Cargo Carriage categories saw the debut of AirAsia and Air Hong Kong respectively. Awards were also given to airlines from the different regions which registered the highest growth in passenger traffic last year. For cargo carriage, the top five airlines by growth were recognised.

Special Appreciation awards were presented to the Airline Operators Committee and Board of Airline Representatives for their support of Changi Airport.



Mr Raymond Lim presenting the Partner of the Year award to Mr Onno Boots of TNT



**"Changi's success is built on the sound fundamentals of close cooperation between the airlines, airport and government. The government will always be supportive of Changi and play a facilitative role to ensure its growth. We need to build on this common destiny to ensure that we continue to prevail in the face of increasing competition from other airports."**

**Minister Lim**





**Partner of the Year (New Award)**

TNT

**Top 10 Airlines by Passenger Carriage**

*(In alphabetical order, based on absolute passenger carriage in calendar year 2009)*

- AirAsia
- Cathay Pacific
- Emirates
- Garuda Indonesia
- Jetstar Asia
- Malaysia Airlines
- Qantas Airways
- Silkair
- Singapore Airlines
- Tiger Airways

**Top 10 Airlines by Cargo Carriage**

*(In alphabetical order, based on absolute cargo carriage in calendar year 2009)*

- Air Hong Kong
- Asiana Airlines
- Cathay Pacific
- China Airlines
- EVA Airways
- Federal Express
- Japan Airlines
- Korean Air
- Qantas Airways
- Singapore Airlines

**Top Airline by Growth in Passenger Carriage – By Region (New Award)**

*(Based on the airline's home region)*

REGION	- AIRLINE
Singapore	- Tiger Airways
Southeast Asia	- Cebu Pacific Air
Northeast Asia	- Cathay Pacific
South Asia	- Sri Lankan Airlines
Southwest Pacific	- Jetstar Airways
Middle East	- Qatar Airways
Europe	- Lufthansa

*\* No awards were given for Africa and the Americas.*

**Top 5 Airlines by Growth in Cargo Carriage**

*(In order of absolute growth)*

- Air Hong Kong
- Qantas Airways
- Delta Airlines
- TNT Airways
- China Eastern Airlines



**“Looking ahead, as Singapore continues to transform itself, we are deeply optimistic about the vibrancy and potential of our air hub at Changi. And in that context, we at Changi Airport Group are committed to do all that we can in supporting each of our airline partners in growing your business at Changi.”**

**Mr Lee Seow Hiang  
CEO, Changi Airport Group**



# A Strong First Half for Changi



For the month of June 2010, Changi Airport handled 3.62 million passenger movements, an increase of 19% compared to June 2009. Full service carriers (FSCs) and low cost carriers (LCCs) contributed two thirds and one third respectively of the growth.

For the first half of 2010, Changi handled 17% more passenger movements, totalling more than 20.2 million. The ratio between FSCs and LCCs was 4 to 1 in terms of passengers carried.

On the cargo front, 879,000 tonnes of airfreight were moved in the first half of the year, a 17% increase. The month of June alone saw almost 150,000 tonnes of cargo, an increase of more than 13%.

Aircraft movements also saw an increase, up 10% to 128,010 for the first six months, with more than 21,800 movements registered in June, an increase of 15%.

# New Look for AES

Changi Airport Group's Airport Emergency Service (AES) division has been given new uniforms – a move that improves its officers' operational performance while enhancing its image. Since July, all AES' officers have donned the newly designed uniforms which carry the new CAG AES emblem.

Unveiling the new emblem and uniforms at the launch event, CAG's CEO, Mr Lee Seow Hiang, outlined how the AES division has evolved since its inception in September 1948 as the Aerodrome Fire Service. "Over the past 62 years, AES has made various improvements in manpower, training standards and equipment procurement. It has transformed from the small fire fighting unit of yesterday to the mean and highly-trained operationally-ready fire fighting force of today," he said.

To meet the varying demands of today's operating environment, AES' uniforms have been improved to enhance the fire officers' safety and mobility during rescue operations. For instance, the new operational uniform in blue (second uniform from both left and right in picture) is made of fabric with thermal stability performance qualities, which protects officers from unexpected thermal exposure and helps prevent injuries during their course of work. This new uniform is also tailored with improved functionality, breathability and increased comfort for the rescuers. Additionally, it has been ergonomically designed



The full range of AES uniforms on display during the launch event

to remove pressure points on the officers' body thus enhancing their safety and mobility during rescue operations. The reflective strips across the back of the uniform and the side of the pants act as additional safety features for the crew during operations.

Senior Airport Emergency Officers (SAEO) have a new administrative uniform with long sleeves and a matching tie (first uniform from left in picture). This was designed to enhance the professional image of the officers, in line with CAG's new corporate identity. This uniform is worn by Commanders; Officers, Commanding of military bases; and SAEOs in staff appointments during their daily work routine. Meanwhile, the tunic, which is worn by Senior Officers during official ceremonies, has also been improved with material of better quality.

# The Green Market Debuts at Changi



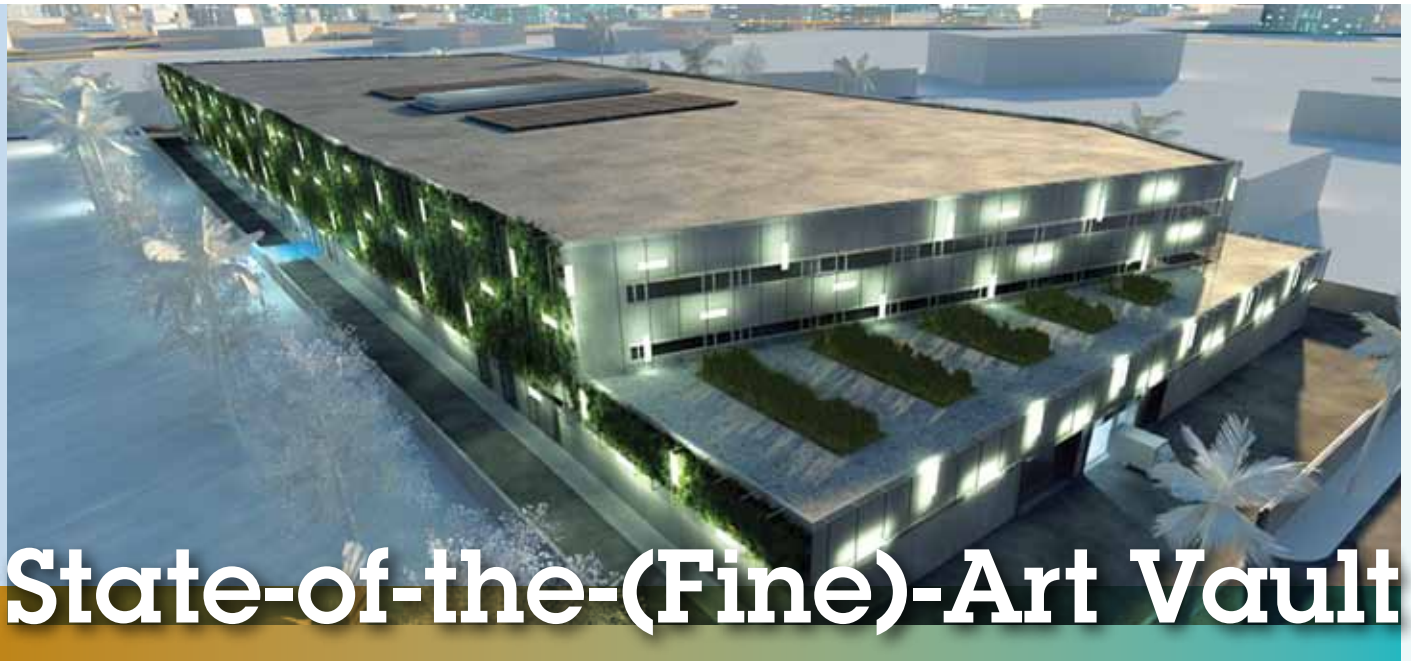
Health conscious travellers can now indulge in a relaxing and tranquil gourmet experience at The Green Market, a newly opened Japanese restaurant cum airport lounge located at the Departure Transit Mall of Changi Airport Terminal 2.

Offering a wide array of quality and fresh Japanese delicacies, as well as an all-you-can-eat salad and dessert bar, this brand new restaurant-lounge concept is an embodiment of relaxation and fine food. Fully equipped with Wi-Fi, computer terminals, internet points, television screens, newspapers and magazines, diners are able to make full use of their time while waiting for their flights.

Those in search of extra doses of fresh air should also visit The Green Market. The lounge uses Oxyvital, a green solution which purifies air safely and naturally. Throughout the day, fresh oxygen is released within the outlet, providing customers with a refreshing and rejuvenating experience.

The Green Market is open from 6.00am to 1.00am daily.





# State-of-the-(Fine)-Art Vault

*Artist's impression of The Singapore FreePort*

Collectors of high-value art and collectibles, gold and precious metals, vintage wines, jewellery, diamonds, vintage cars, antiques, cigars, carpets and confidential archives will find an ultimate safe haven in Singapore.

The Singapore FreePort – located at Changi Airport, with direct access to its terminals – offers international auction houses, art dealers, fine art logistics companies and private collectors, a one-stop world-class facility to store and trade freely their precious collections.

Modelled after the Swiss free ports in Zurich and Geneva, The Singapore FreePort, Asia's first, is the largest free port dedicated to the secure storage and trade of fine art and high-value collectibles in the world. With its location at Changi Airport providing ease of rapid and safe transfers of the collections, the 25,000 sqm (phase one) facility is highly secured with strong rooms, huge vaults, showrooms and photo studios. The facility also enjoys free trade zone status, and clients who store their artworks there do not need to pay duties or taxes.

The Singapore FreePort is the brainchild of Mr Alain Vandenborre, President of The Singapore Freeport, and his co-founder, Mr Yves Bouvier, Chairman of Natural Le Coultre. A few years ago, the duo had a vision to develop in Singapore a unique "Fort Knox" type of facility with a free port service that would appeal to high net worth individuals and boost Singapore's economy. Their proposal received the support of the Economic Development Board, and the Singapore FreePort now counts among its shareholders, the National Arts Council and the National Heritage Board.

As the facility resides within the restricted areas of Changi Airport, it is not open to the public. Owners and prospective well-heeled buyers from around the globe are whisked to the facility by limousine from the JetQuay Terminal, any time of day or night. Buyers view art pieces exclusively in the private vaults or museum-like viewing galleries, seal their deals with the owners before jetting off again.

Mr Vandenborre said, "The Singapore FreePort is like a vault in an international airport terminal. Given the easy accessibility, it

is the perfect partner of international fine art collectors, dealers, auction houses as well as sovereign state collections looking for a safe, stable, secure location to store their valuable collections and treasures."

The facility combines state-of-the-art technology with eco-friendly features. It is enveloped by thermal insulating structure, and vegetation covered facades and shades that require minimal maintenance. Advanced features include LED lighting, solar power, and heat recovery air-conditioning chillers that enable precise temperature and humidity level control. For example, in the storage zone, ambient conditions vary from 10 °C and 60% relative humidity for wine storage to 18 °C and 50% relative humidity for paintings. Other elements include nitrogen fire sprinklers and insulated, non-combustible flooring.

Mr Bouvier, who is also Chairman of The Singapore FreePort said, "It is an ultra high security warehouse with optimal sustainable climate controlled conditions and security features designed for the long-term conservation of collectibles."

The Singapore FreePort is an example of value-added services and market opportunities being introduced at Changi Airport for airlines and cargo agents to capture new trade flows. Changi Airport Group, CEO, Mr Lee Seow Hiang, said "The opening of The Singapore FreePort at Changi Airport is an exciting development which enhances Singapore's value proposition and service offerings as a trusted business hub. With its direct link to the airport terminals, The Singapore FreePort can leverage Changi's excellent air connectivity for the safe, reliable and efficient handling of high value goods for its global clientele."

The Singapore FreePort celebrated its official opening in May. Well-known art business, Christie's, has launched its Christie's Fine Art Storage Service (CFASS) at the facility, to provide customised storage solutions for multi-million dollars worth of treasures. Other tenants include Helutrans Group, Natural Le Coultre and Malca-Amit Far East Pte Ltd.

Phase Two, which will add about 24,000sqm, will be completed in 2014.



Lee Seow Hiang, CEO of CAG, and Diono Nurjadin, President Director of Mandala Airlines, exchanging gifts at the reception

# Changi Welcomes Mandala Airlines

On 25 June, CAG welcomed a new airline to the Changi family – Mandala Airlines, Indonesia's fifth largest carrier by seat capacity. Singapore is Mandala's first international destination.

Mandala, a privately-owned carrier, operates 14 weekly flights between Singapore and Jakarta, and six weekly flights between Singapore and Balikpapan. It utilises A320 aircraft on these routes. Mandala operates from Changi's Terminal 2.

The Indonesian carrier's commencement of operations brings the number of airlines operating between Singapore and Indonesia to 16. There are more than 790 weekly scheduled passenger flights between Singapore and Indonesia, further enriching the options for air travellers.

Speaking at a reception to welcome Mandala to Changi, CAG's CEO, Mr Lee Seow Hiang, encouraged the airline to grow from

Changi. "We are honored that Mandala Airlines has chosen Singapore as its first international destination. It is a testament to the strong link between Indonesia and Singapore, in trade, tourism and people-to-people ties. There are many opportunities for Mandala Airlines to grow from Changi and even to explore interlining opportunities with the airline partners that are already hubbed at Changi."

Passenger traffic between Singapore and Indonesia has grown steadily over the years. For January to May 2010, traffic between the two countries grew nearly 30%. Last year, despite the global downturn, traffic still rose nearly 8%. Bilateral trade was worth \$58.5 billion in 2009 with Indonesia as Singapore's fifth largest trading partner. Singapore is also one of Indonesia's top trading partners.

## Check-in Simplified with SIA



Passengers flying with Singapore Airlines (SIA) from Changi's Terminal 2 or 3 can now enjoy a more convenient check-in experience with the new Passenger Reconciliation System (PRS). This service was launched in partnership with Changi Airport Group in June. It allows SIA passengers who have checked in online and have self-printed boarding passes to proceed directly to immigration. Security officers with 2D barcode scanners will be present to verify their self-printed boarding passes.

Previously, all customers, even those travelling without check-in baggage needed to present their travel documents at the check-in counters for verification and endorsement. Noting that there is a growing segment of passengers who check in online and print their own boarding passes, SIA launched this service to cater to them and provide them with a friendlier travel experience. However, customers who have visa or credit card verification requirements will still need to present their documents at the check-in counters first. They should proceed to the designated self-service counters at Row 9 at Terminal 2 and Row 4 at Terminal 3.



# Airlines Connect at Changi

Changi Airport's status as a key aviation hub in Asia Pacific received a boost with two new airline agreements announced in June – an interline deal between Air France/KLM and the Jetstar Group, and an extension of the codeshare arrangement between Qantas Airways and China Eastern Airlines. At the same time, Jetstar also announced new long-haul destinations, Changi's firsts in the low cost carrier segment.

## Interline Agreement Between Air France/KLM and Jetstar

In a move that will promote passenger traffic from Europe to Changi, Air France/KLM and the Jetstar Group of airlines – including Singapore-based low cost carrier Jetstar Asia – will form an interline partnership. This will enable Air France/KLM's customers in Europe to travel more easily on a single ticket to all Jetstar ports including 21 markets directly linked to Singapore.

Similarly, Jetstar customers will enjoy the convenience of single ticketing to Europe through the Air France and KLM hubs in Paris and Amsterdam. This is the first interline agreement covering all Jetstar airlines as a collective signed with a full service carrier other than the parent company, Qantas.

Through its growing hub at Changi, the Jetstar Group operates close to 350 flights each week to destinations in Asia and Australia, while Air France/KLM, Europe's largest carrier, has services to Paris, Amsterdam and Denpasar from Changi.



From left: Marnix Fruitema, Senior Vice President, Asia Pacific, Air France KLM; Chong Phit Lian, CEO Jetstar Asia/Valuair; and Paul Rombeek, General Manager Singapore, Indonesia, Australia and New Zealand, Air France KLM

## Expanded Codeshare Between Qantas and China Eastern

Qantas and China Eastern passengers can now travel seamlessly between Australia and Shanghai via Singapore with the expansion of the airlines' codeshare arrangement. The new arrangement allows Qantas to codeshare on China Eastern services between Singapore and Shanghai and China Eastern to place its code on Qantas' flights between Singapore and Sydney, Melbourne, Brisbane, Perth and Adelaide.

The two airlines already had codeshare arrangements on China Eastern's domestic flights and Qantas' domestic and trans-Tasman services. With the expanded codeshare arrangement, they now offer daily connecting services to Shanghai from Sydney, Melbourne, Brisbane and Perth via Singapore, as well as three services a week from Adelaide to Shanghai via Singapore.



## Jetstar to Fly Direct to Melbourne and Auckland



In the next few months, passengers at Changi Airport will be able to fly long-haul at budget fares. Jetstar, the first low cost carrier to fly long haul from Changi, is launching its first long-haul non-stop flights from Singapore to Melbourne and Auckland, commencing 16 December 2010 and 17 March 2011 respectively.

The new A330 routes will form part of Jetstar's expanding pan-Asian network, and offer a Qantas codeshare and connectivity to Jetstar and Qantas flights through Singapore. With the new services, passengers will have more choice in terms of flights and airfares while travelling to and from Melbourne and Auckland through Singapore.

# Eco-learning at Changi



Do you know that slugs and snails are not pests, but play a very important role in the garden ecosystem? Or that plants are the first and oldest living organisms on earth? During this year's June holidays, visitors to Changi Airport, young and old alike, enjoyed gorgeous and colourful horticulture displays at the main terminals featuring interesting facts about garden and underwater creatures, as well as prehistoric plants. Sea creatures such as jellyfish and seahorses, and giant versions of garden inhabitants like snails and ladybirds were ingeniously created using plants and flowers, presenting a vibrant and cheerful sight.

#### editorial team

Ivan Tan  
Lee Ching Wern  
Kwan Shu Qin

#### designed by

Oculus Design  
Pte Ltd

#### our mission

To be the world's leading airport company, growing a vibrant air hub in Singapore and enhancing the communities we serve worldwide

#### our vision

Exceptional people,  
Connecting lives

#### our values

We value our People

We are committed to our Customers

We succeed with our Partners

We are the best in our Business

Integrity is at the heart of everything we do

## DID YOU KNOW?

**Singapore Airlines SQ101**

from Kuala Lumpur was the first flight to arrive at Changi Airport on 1 July 1981 – the day Terminal 1 began operations.

**KLM-Royal Dutch Airlines**

is the airline with the longest operating history in Singapore, with its first flight touching down in Singapore in 1933.

**Lion Air** is the first low cost carrier to operate at Changi, with its first flight to Singapore in November 2003.

CHANGI AIRPORT GROUP (SINGAPORE) PTE LTD

P O Box 168, Singapore Changi Airport, Singapore 918146 Tel: (65) 6595 6868 Fax: (65) 6542 3223 [www.changiairportgroup.com](http://www.changiairportgroup.com)

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