

CHANGI CONNECTION

DECEMBER
2012
ISSUE 18

A Quarterly Publication
of Changi Airport Group
MICA (P) 085/05/2012



Fans on Facebook.
 **We like!**

BUDGET TERMINAL BIDS FAREWELL

Changi Airport's Budget Terminal closed its doors on 25 September 2012, after handling more than 18 million passenger movements and 150,000 flights since opening in 2006.

Cebu Pacific Air's flight 5J804 to Manila was the last flight to depart the terminal at 12.40am while the last arrival flight was Tiger Airways' TR2727 from Manila.

All airlines that were operating at the Budget Terminal – Berjaya Air, Cebu Pacific, Firefly, Mandala Airlines, South East Asian Airlines and Tiger Airways, have moved their operations to Terminal 2. Prior to the move, Terminal 2 underwent several enhancement works to accommodate the increase in passengers.

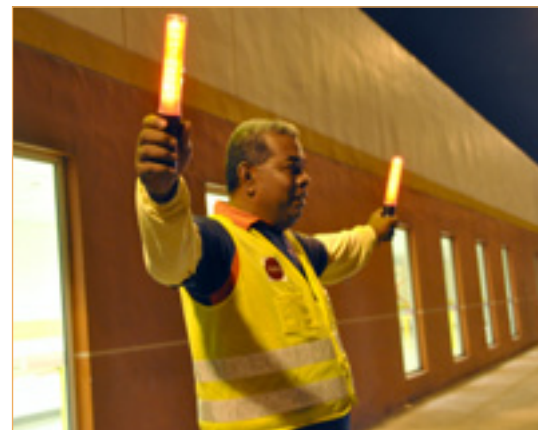
To cater for the increase in air traffic at Changi Airport and further strengthen Singapore's leading air hub position, the Budget Terminal has been closed to make way for the construction of a new Terminal 4, which will be ready by 2017.



(Top Right) Passengers checking in for the last departure flight at the Budget Terminal.



(Right) Workers tearing down collaterals on the last day of operations at the Budget Terminal.



(Top Left) An airport marshaller guiding the last arrival flight at the Budget Terminal.

(Top Right) The first Tiger Airways flight arrives at Terminal 2 on 25 September 2012 at 3.15am from Perth, Australia.



(Left) Airlines from the Budget Terminal now operate at Terminal 2.

CHANGI BLAZES AHEAD WITH IPAD APP

Visitors to Changi Airport can now enjoy an enhanced airport experience with the launch of the new iChangi HD application for the iPad. It offers users a suite of enhanced functions with improved visual quality.

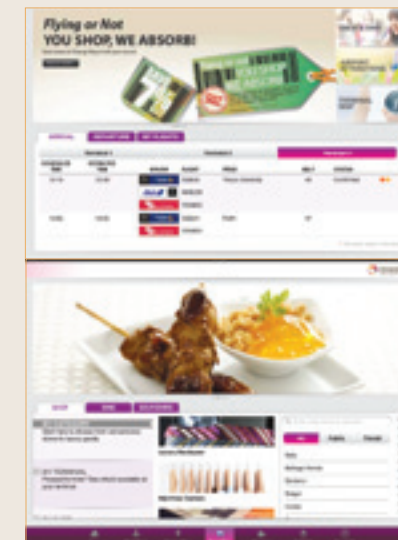
Real-time access to flight details, terminal maps and information about Changi's retail outlets and F&B eateries are important features of the app that are intended to smoothen the airport journey for passengers, and these have been enhanced to improve the overall app user experience.

Airport maps, a commonly used feature by passengers, have been improved to provide more details that are easy on the eye. In addition, real-time flight data now comes with push notification functionality to keep passengers up-to-date with the latest flight

information. Users will also receive information about travel deals and retail and dining promotions.

For iPad users, the app offers 360-degree visuals of popular facilities and attractions at Changi Airport, providing passengers and airport visitors with a menu of choices on things to do at Changi at their fingertips.

The original iChangi app for smartphones was launched in September 2010 and has been hugely popular with Changi's passengers and visitors. Often named one of the must-have apps in Singapore, the app has been downloaded close to a million times, with an average of more than a million uses each month. The iChangi HD app is available for free download at the Apple iTunes store.



- **Flight Check:** Provides real-time flight details - including scheduled and estimated times of departures and arrivals, gate numbers, check-in rows, and even the nearest available retail and F&B outlets. If there are any changes to flight details, users will be updated with push notifications in real-time via the application.
- **Terminal Maps:** Serves as the perfect tool for those looking for specific destinations across all three terminals. Also comes with a function allowing a search for specific amenities, attractions, shops and dining options.
- **Attractions:** Provides a sneak peek of key attractions at Changi Airport. Features 360-degree views of the Aviation Gallery, four themed gardens, the 24-hour Entertainment Deck, rooftop swimming pool and even the rooms at the Transit Hotels.
- **Airport Information:** Shares basic information about Changi Airport, including transportation options to/from the airport to the city and Customs information.
- **Travel Deals:** Features travel offers from participating airlines.
- **Shop & Dine:** Allows users to locate a specific outlet, category of products, or cuisine. This directory also provides directions via the map function.

PLANNING FOR TERMINAL 4

Preparatory works for the development of Terminal 4 (T4) have begun, with the Budget Terminal scheduled to be demolished in early 2013. T4 will be larger with a design capacity of 16 million passenger movements per annum, more than double the Budget Terminal's capacity. Passengers can expect a better airport experience, with a wide choice of retail and F&B offerings as well as passenger amenities.

Fast and Seamless Travel (FAST) initiatives are also being explored for implementation at T4, including self-service check-in kiosks, self-service bag drops and self-boarding gates. With travellers increasingly technology-savvy, the implementation of FAST is a direction air travel is heading towards.

Passengers who want more control over their travel process will appreciate the efficient use of time at the airport with automated processes that offer speed and convenience. At the same time,

airlines and ground handlers will benefit from reduced staffing needs, and space can be freed up to optimise use of the terminal infrastructure.

Ms Poh Li San, Vice President, Terminal 4 Programme Management Office, Changi Airport Group (CAG) is confident that T4 will delight passengers. "The needs of travellers are changing with the times and CAG can draw many lessons from our own experiences and those of other airports.

"We are presently working with various partners within the airport community on details of T4's concept and design, and are excited about what the new terminal will offer in terms of facilities and services. Coupled with the hallmark Changi Experience, T4 will be a terminal that all Singaporeans can be proud of in time to come."

CHANGI AIRPORT TOPS THE CLASS

Changi Airport started operations in 1981. Since then, it has become the world's most awarded airport, with over 400 awards under its belt.

25 years at the top

Changi Airport won its first "Best Airport in the World" award from Business Traveller magazine in 1988, just seven years after it opened its doors. The award, from a well-known travel publication based half-way around the world in the United Kingdom, was one to treasure.

Fast forward 25 years, and Changi Airport continues to win the hearts of travellers worldwide. For each and every one of the past 25 years, Changi has been named the "Best Airport in the World" by the same respected publication. A quarter of a century's affirmation that Changi Airport is the best airport in the world is no easy feat for the airport of a small island nation.

In recognition of this special achievement, a Silver award was presented to Mr Lee Seow Hiang, CEO of Changi Airport Group (CAG), in London on 17 September 2012 at the Business Traveller Readers' Choice Awards ceremony.



CAG CEO Lee Seow Hiang receives the Silver award from respected journalist Sir Trevor McDonald.

CAG scores hat trick for technology innovation

CAG has won the 2012 National Infocomm Awards for the most innovative use of infocomm technology in the private sector. This prestigious IT award, presented in October 2012, is the industry's highest accolade for innovation given to companies in Singapore.

CAG's winning innovation, ONE CHANGI, is a new centralised platform developed to facilitate collaboration and information-sharing with its tenants and airport partners. In addition to consolidating feedback and enquiries from the public across various customer touch points, the platform also tracks and monitors the responsiveness of CAG's own operations divisions, tenants and partners in their communications with customers.

Achieving a hat trick of IT awards, CAG also won the MIS Asia 2012 Award in the Best Business Enabler category, and the Singapore Infocomm Technology Federation Gold award in the Best Infocomm Productivity category for its SWIFT system in July and August 2012 respectively. SWIFT is deployed at key touch points to gather feedback and facilitate incident reporting for timely responses to corrective actions.



The SWIFT system ensures that complaints and feedback can be responded to immediately.

Changi Airport was presented with an award for being named Best Airport in the World for 2012 and a special Silver award for doing so for 25 consecutive years.



TAKE OFF TO SPACE WITH ANGRY BIRDS THIS CHRISTMAS!

This year, Christmas at Changi Airport has gotten more exciting than ever! The wildly popular Angry Birds theme last Christmas makes a much-anticipated return to Changi's terminals this year, and in an even bigger way. Until 6 January 2013, visit Changi Airport for an out-of-this-world Christmas, with attractions and activities galore – all based on the Angry Birds Space theme.

Giant Angry Birds Space Shuttle

Measuring 13 metres long and three storeys high, a giant Angry Birds spacecraft shaped in the form of a Super Red Bird takes centrestage at the Terminal 3 Departure Hall, taking off daily with an interesting display of interactive effects such as music, smoke and an astronaut emerging from the top of the spacecraft.

At the event area, visitors can pose for photos with special augmented reality markers and get their photos snapped by professional event photographers, for the creation of their own animated Angry Birds e-greeting Christmas card.



Angry Birds Space Lounge

Over at Departure Check-in Row 11, a paradise of fun and activity awaits the kids! The Angry Birds Space Lounge features four play areas including 'Space Adventure' – a space-themed indoor playground with a slide and gigantic ball pit; 'Out to Space' – featuring trampolines on a planet, where kids can experience the thrill of jumping up and down space surfaces; 'Bouncy Balls' – a toddler activity area with big bouncy balls and inflatable catapults; and 'Cool Zone' – a multimedia station, where die-hard fans can enjoy the popular Angry Birds Space game on large touch-screen monitors.



Handicraft Workshops

Over at Terminal 3 Basement 2, families can have great fun at the Christmas workshops, working on Angry Birds Space-themed handicraft – including a 3D model, a clock and tote bag. Painting, colouring, cutting and pasting; children and their parents work together to create special hand-made memorabilia of their visit to Changi Airport this Christmas!

At the same area, a life-sized set-up of the traditional Angry Birds game gives families much fun and laughter as children and adults alike try their hand at shooting down the Green Pigs using the catapult and the Red Bird plushies!



Angry Birds Space Plushies

Back by popular demand, Angry Birds Space collectible plush toys are available for collection this festive season, with each toy redeemable with a minimum spend of S\$60 in Changi Airport's public areas (S\$120 in supermarkets), and S\$150 in the transit areas. One new character is launched for redemption at the public areas each week.



For more information on the 2012 Christmas celebrations at Changi Airport, please visit www.changiairport.com/christmas.

CHANGI ON SOCIAL MEDIA

Not only is Changi Airport one of the leading airports in the world, today, it also has one of the most active social media programmes. Changi Airport started on its social media journey only in August 2009 – after corporatisation – when it launched its official Facebook, Twitter and Youtube accounts. Branding its platforms as “Fans of Changi”, Changi’s support and fan base has grown tremendously in tandem with the rise of social media.

Changi Airport Group’s (CAG) social media team is constantly thinking of new ways and means of using social media to connect and engage with fans by sharing interesting, useful and relevant content that excites and resonates with travellers and Singapore residents. The team’s hard work saw some reward last month, when a significant milestone was reached as the number of fans on its Fans of Changi Facebook page crossed the 100,000 mark.

HAVING A CUPPA WITH FANS

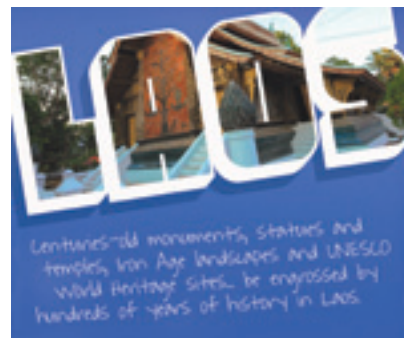
Taking engagement with its fans beyond the digital space, Changi Airport Group’s social media team occasionally organises sessions where it invites its fans to the airport to have a meet-up. For example, the team hosted a “Latte with Fans” event in September 2012. Participants were brought around on a guided tour of the transit areas to show them the mix of facilities, retail shops and dining options that they can enjoy before their flights. They were also given access to behind-the-scenes action with a fire-fighting demonstration by the Airport Emergency Service. Some participants were also given a rare opportunity to get into the action by getting hands-on experience in putting out a smaller fire.



A group shot of the invited fans who were given a tour of the airport by CAG’s social media team.

WE HAVE A WINNER!

To promote new destinations from Changi Airport which fans may not be familiar with, or to simply reward them for following us, the team regularly organises contests in which fans can win attractive prizes such as air tickets or gifts from Changi’s retail stores. As an example, to encourage fans to find out more about lesser-known destinations, the “Fall in Love with Laos” contest was launched on Facebook in June 2012. Participants had to submit their dream itinerary for a holiday in Laos, with the prize being an all-expenses paid holiday for two to visit the country. Through these contests on social media, the team helps to educate fans on exciting holiday destinations and broaden their knowledge about travel possibilities.



The “Fall in Love with LAos” contest was promoted through Facebook.



Scan this QR code with your mobile phone to visit and like Changi Airport’s Facebook page!

EXPECT THE UNEXPECTED

To celebrate crossing the 100,000 fans milestone, Changi partnered with Levitation SG to produce a series of levitation photos showing people hovering in mid-air at various locations in Changi Airport. These photos, uploaded on Changi’s Facebook page and used to symbolise the wonder of flight, received excellent feedback from fans, who marvelled at their artistic quality. This is an example of unexpected yet interesting social media content.



One of the levitation-themed photographs, taken in front of Terminal 1’s iconic Kinetic Rain sculpture.

ROMANCE AT THE AIRPORT



One day in October 2012, Changi received an unusual request: to help one of its fans get hitched! Mr Tan Qiming, the fan in question, wanted to make use of Terminal 3’s iconic Butterfly Garden to propose to his girlfriend of three years, Ms Gemi Tan, before leaving for their holiday. The social media team helped organise this truly special proposal and even helped to photograph and document this romantic moment. Needless to say, she said “Yes!”

Mr Tan Qiming going down on one knee in T3’s Butterfly Garden to propose to Ms Gemi Tan, who was all smiles.

TWITTER

The @fansofchangi Twitter feed serves to push out alerts on-the-go. Whether you’re a traveller in need of help or if you’re just interested to know about airline promotions, travel tips and developments at Changi Airport, the Changi Twitter team is at your service.

INSTAGRAM

The @fansofchangi Instagram channel showcases Changi Airport in a different light. Leveraging the application’s filters, the team presents facets of the airport in artistic and creative ways to connect with fans. Since the Instagram channel was launched in May this year, there has been a steady growth to 1,400 followers and Changi looks forward to connecting with many more.

More than **100,000** Facebook fans



More than **5,000** Twitter followers



More than **1,000** Instagram followers



CHANGI AIRPORT DASH – ADVENTURE RACE FOR 40 FANS

Changi Airport was transformed into an enormous playground recently for 40 lucky fans who participated in an adventure race in and around the airport. To engage fans of the airport in a refreshing yet exciting manner, Changi Airport Group (CAG) organised the Changi Airport Dash, with a top prize of \$5,000 in Changi Dollar Vouchers and a pair of SilkAir tickets to any destination on SilkAir's network up for grabs.

More than 300 Fans of Changi, active on Facebook and Twitter, signed up for the Changi Airport Dash. Twenty were then selected to form teams with a partner of their choice, to take part in the race.



In action: Participants solving location clues at different checkpoints using their mobile devices.



What's a Changi Airport Dash without some running, pushing, shooting and bowling?

The 20 teams competed against one another over a gruelling four hours on 22 September that was both physically demanding and mentally challenging. In a battle of both wits and guts, they had to solve location clues, scurry to checkpoints scattered across the public areas of the airport and complete challenges such as arranging all 40 SilkAir destinations in alphabetical order and hitting the bull's eye with a bow and arrow at a Bhutan-themed archery challenge.

To add a digital twist to the race, teams also had to post photos on Facebook and tweet on Twitter to accumulate time bonuses that would be taken off their total race timings. The 10 fastest teams that completed the first round subsequently made it to the finals on 13 October.



(Left) CAG Senior Vice President for Corporate & Marketing Communications, Mr. Ivan Tan, presents the top prize to the winning team.

(Right) Three cheers to a successful Changi Airport Dash! We look forward to the next one!

In a race to the finish line, the 10 remaining teams faced a sterner test in the transit areas of the airport. Brought into less familiar territory, location clues proved more difficult to solve as teams discovered spots in Changi Airport such as the rooftop swimming pool in Terminal 1 and the Entertainment Deck in Terminal 2, which some did not know existed.

Taking advantage of bonuses garnered by beating every other team in a Microsoft Xbox 360 Kinect bowling challenge, taking a photo with SilkAir's cabin crew and posting it on Facebook before anyone else did, Ms Hong Jingting, 24 and her friend, Mr Calvin Tan Zhi Yang, 28, edged out their closest rivals by a mere 46 seconds to emerge as the eventual winners of the Changi Airport Dash.

Savouring the sweet taste of victory, Ms Hong said: "Big thanks to Changi Airport Group for burning their weekends to organise such an awesome event for all of us. The race was a real eye opener for us and despite the stiff competition, the fact that we managed to forge new friendships along the way made the Changi Airport Dash a truly wonderful experience."

Here are the 20 finalists of the Changi Airport Dash!



GREAT DEALS FOR PASSENGERS TRANSITING AT CHANGI

Passengers transferring at Changi Airport on Singapore Airlines and SilkAir flights have more reasons to lengthen their stopover now. The popular Singapore Stopover Programme, which has delighted passengers for more than five years, has been improved with a lower price, and with free admission to almost double the number of attractions from last year.

Offered jointly by Changi Airport Group, Singapore Airlines and SilkAir, Singapore Stopover Holiday (SSH) packages start from

as low as S\$54, down from S\$60 last year, and comprise one night's hotel accommodation, complimentary airport transfers, unlimited rides on the SIA Hop-on Bus, and complimentary admission to 14 key attractions, up from eight last year. The attractions include the Singapore Flyer, Sentosa Island, Singapore River Bumboat Tour, Jurong Bird Park, Singapore Zoo and Chinatown Heritage Centre. A package like this would normally cost at least S\$200.



Singapore Stopover Holiday packages encourage passengers to lengthen their stopover to visit beautiful Singapore.

Besides the SSH, passengers on selected Singapore Airlines and SilkAir flights transferring at Changi can also take advantage of the Changi Transit Programme (CTP). By simply showing their electronic tickets and boarding passes of their Singapore-bound flight at any of the seven information counters located in the transit areas of Terminals 2 and 3, passengers can redeem a S\$20 Changi Dollar Voucher. These vouchers can be used for purchases at retail, food and service outlets located at the transit and public areas of Changi's terminals or for a one-time access to the airport's Ambassador Transit Lounges located in Terminals 2 and 3 for up to three hours. The vouchers, valid until 31 March 2014, are available while stocks last.

To be eligible for the CTP, passengers must be travelling from these countries: Bangladesh, Brazil, Brunei, Cambodia, China, Egypt, Hong Kong, India, Indonesia, Japan, Malaysia, the Maldives, Myanmar, Nepal, the Philippines, Saudi Arabia, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Turkey, the United Arab Emirates, the United States and Vietnam.

"Working with our home-based carriers Singapore Airlines and SilkAir, we hope, with these programmes, to showcase the many new attractions which have been introduced in Singapore in recent years, as well as entice passengers to explore more of Changi Airport to discover the many surprises that await them. We hope their excellent travel experience will leave lasting impressions that will make them repeat visitors to Singapore and Changi," said Mr Peh Ke-Wei, CAG's Vice President for Passenger Development.



(Top) A brochure introducing Singapore Stopover Holiday. (Below) Promotional banner for Changi Transit Programme.



WORLD'S COOLEST CANDY STORE LANDS AT T2!

One of the world's coolest candy stores has landed at Changi Airport! The newly opened M&M's flagship store at Terminal 2 is the largest dedicated M&M's store in Asia and the largest concept store opening for Mars International Travel Retail in the duty free channel.

Located on the Mezzanine level of Terminal 2's Departure Transit Mall near the Green Market restaurant, the store features a wide range of fun novelties, souvenirs, toys, candy dispensers, travel accessories and more, offering a fun and colourful shopping experience for chocolate lovers. Operated by retailer Focus Network Agencies (FNA), this is the third M&M's store to open at Changi in the last two years, following outlets at Terminals 1 and 3.

"At FNA we strive for excellence in everything that we do with a firm focus on creativity and innovation. The opportunity to partner with Mars ITR in the development of the M&M's concept stores at Changi has fully fitted in with this ambition and we believe that by using this "strength-in-partnership", we are really delivering an engaging and dynamic experience to the many chocolate lovers who pass through the stores," said Mr Loo Lip Giam, Group CEO of FNA.

Beyond just another store selling chocolates, the M&M's store at T2 takes the retail experience to another level, using theatre and interactive games to engage with shoppers. In the store, shoppers can literally enter the fun and colourful world of M&M characters by getting their photos taken with M&M's characters on a beach vacation or against Singapore's famous skyline and landmarks.



M&M's characters welcome customers at the largest dedicated M&M's store in Asia.

In another part of the shop, an interesting 3D luggage conveyor belt is used for display of chocolates, with Miss Green stewardess and Red captain M&M characters featured in a mini airport setting. One of the highlights of the store is the interactive games station where passengers are given the opportunity to play an M&M's game in which Red Captain M&M must rescue his fellow characters.

"With its strong brand following and a fun and innovative retail concept, Changi Airport Group (CAG) is delighted to count M&M's among the family of brands available at Changi Airport. We believe that the store's unique interactive features add a fun element of buzz and surprise to our passengers' retail experience, which is something we continually strive to provide at Changi Airport," said Ms Ivy Wong, CAG's Senior Vice President, Airside Concessions.



Invest in gold at Luvenus at Terminal 2.

Feedback from passengers, especially from India, has shown that there is demand for a specialised gold retailer at Changi Airport. With a good number of flights serving the Singapore-India sector at Terminal 2, the terminal was a suitable location to introduce Luvenus. Presently, over 80% of about 360 weekly Singapore-India flights at Changi Airport are handled at Terminal 2.

Said Mr M.K. Ghosh, Regional Operations Manager of Luvenus, "Since the opening of the Luvenus store at Changi, we have seen positive responses from a good mix of international passengers. In fact, Chinese and Filipino passengers are some of our biggest customers, on top of Indian passengers. To serve our global customer mix, we have a team of multi-national service staff on duty each shift to cater to the needs of shoppers of different nationalities."

BE DAZZLED BY LUVENUS

Forget diamonds, buy gold, as the investment-savvy might advise. At Changi Airport, travellers can now put that into practice. With the arrival of Luvenus, a gold concept store located at Terminal 2 which opened in August this year, Changi has become the latest spot for gold shopping.

Located at the central part of the Departure Transit Mall, the brightly-lit store can be spotted a good distance away, thanks to the dazzling spread of gold jewellery on display at its counters. The 24-hour outlet retails a wide selection of gold jewellery such as necklaces, bracelets, earrings, rings, as well as gold coins and bars. And its strongest value proposition is naturally great prices, thanks to competitive pricing, in addition to the 7% GST savings one enjoys when travelling.

The store is managed by Indian Jewellers, an established jeweller in Singapore which has been retailing gold items for over 25 years. Aside from retail, the company also exports gold jewellery to the Middle East, India and the US.

'TIS THE SEASON TO BE GIFTING!



Christmas is the season for cheer, and also the season for gifting! But how boring would it be to receive more chocolates or worse, the dreaded photo frame?

It can be difficult to find that right gift, so, here we proudly present some suggestions from Changi Airport that are bound to bring some joy (or raise an eyebrow!)



What: Furby

Where: Electronics Hub@T3 (Level 3, Terminal 3, Public Area)

Why: Furby was a very popular toy in the 90's and sold like hot cakes. They have now made a comeback, just in time for the holiday season. Furby's personality changes depending on how you interact with it and even talks and dances with other Furbys! This is guaranteed fun for children and adults alike at family gatherings.

What: Macarons

Where: TWG (Terminal 2, Transit Area)

Why: Who can resist this brightly coloured treat, especially during the festive season where candies and feasts are the order of the day? Infused with TWG's very own tea, each macaroon has a unique colour and taste, with flavours as varied as Bain de Rose Tea, Lemon Bush Tea and Moroccan Mint Tea. Fret not about wrapping them up because the macarons are also packed in beautiful classy boxes.



What: ROCKSTAR Vibration Speaker

Where: Relay (Terminal 1, Public Area & All Terminals, Transit Area)

Why: This is the time of the year when there will be loads of gatherings and parties. The ROCKSTAR speaker will be handy for any party animal who loves music. Without the hassle of bulky speakers, this device turns any object into a speaker making it a unique and interesting gift for the festive period!



What: Cup Boiler

Where: The Planet Traveller (Terminal 3, Public Area)

Why: Many people like to travel to countries in the northern hemisphere for a true snow-filled white Christmas, to experience sitting on a rocking chair in a log cabin, in front of a warm fireplace. What better present for them than a travel accessory that makes that warm cup of beverage so convenient? This quaint cup boiler, portable and easy to carry on travels, would make a perfect gift for those travelling this Christmas.

SNAPSHOT



AES officers may train with dummy aircraft, but the intensity of their training brings real danger.

ALWAYS PREPARED

Changi Airport is known for being world-class in many areas – its efficiency, shopping and dining options, and beautiful terminals. Lesser known to the public, but highly appreciated by the airport community, is that Changi also has a highly-trained and well-prepared Airport Emergency Service (AES) unit, providing for the safety of passengers in the event of an emergency.

Over the years, AES has constantly benchmarked itself against the leading teams in Airport Rescue and Firefighting. This excellence is achieved through painstaking training routines and exercises that help ensure that every time an AES officer is called for duty, he is ready.

Even when not called into action, AES officers check their vehicles to ensure that they are in tip-top condition, undergo drills, test their equipment, participate in rescue equipment training and train themselves physically and mentally to be at their peak to handle any incidents – whether in the Changi airfield, off the coast or in the terminals. They are a reason why airlines and passengers using Changi Airport can do so with confidence and peace of mind.

For the men who toil behind the scenes to keep Changi Airport prepared, we salute you.

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