

CHANGI CONNECTION

JUNE
2012
ISSUE 16

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



CAG reaches out to youths with Changi Foundation



T2 GEARS UP FOR BUDGET TERMINAL AIRLINES

On 25 September 2012 the Budget Terminal (BT) will close its final chapter as it makes way for the construction of a larger passenger building to cater to the strong air traffic growth at Changi. With the impending closure preparation works to ensure a smooth transition of operations from the BT to Terminal 2 (T2) have been put in place.

Since it began operations in March 2006, the passenger traffic at the BT has increased by more than four times from 978,000 in 2006 to 4.6 million passengers in 2011. While Changi Airport, has a current total capacity of more than 70 million passengers per annum (mppa) and still has room to accommodate air traffic growth, CAG believes in planning ahead to ensure that there is capacity to handle further increase in traffic demand.



BT passengers will depart from T2 from 25 September.

Airlines currently operating at the BT, namely Berjaya Air, Cebu Pacific Air, Firefly, Mandala Airlines, South East Asian Airlines and Tiger Airways, will move their operations to T2 and start operating there from 0200 hours on 25 September this year. To ensure minimal disruptions to airport operations at T2 and minimise passengers' inconvenience, CAG has introduced several initiatives to prepare T2 to handle the higher number of passengers and flights. For example, current airlines operating at T2 have been assigned new check-in counters for better operational

(Right) Departure and Arrival Immigration areas to be expanded to improve circulation space for anticipated increase in passengers.

(Far Right) Signs have been put up to inform passengers that some airlines in T2 have shifted their check-in rows as part of the preparation to make way for LCCs operations from the Budget Terminal.



The Budget Terminal will close on 25 September to make way for T4.

efficiency as well as to accommodate the arrival of airlines from the BT. The counter re-assignment ensures that airlines with heavier passenger loads are spread evenly across the terminal to avoid an uneven distribution of operational activity. The reassignment also takes into account airlines' flight schedules to ensure that there is no clash in operations at the check-in counters. In addition to working closely with the affected airlines to communicate these changes to passengers, Changi Airport has also put in place several measures such as directional standees and ground resources to guide passengers.

Ang Siew Min, CAG's Assistant Vice President (Terminal 2) who is spearheading the preparations plans for T2, said, "In the coming weeks, we will conduct tests on pertinent airport systems such as the Flight Information Display System and the Baggage Handling System. This is to test the systems' capabilities to handle the increase in the volume of flights and checked-in baggage. In addition, expansion works will be carried out at T2's departure and arrival immigration areas to improve the circulation space for the anticipated increase in passenger traffic. We will also roll out our communications activities closer to the cut-over date to ensure passengers as well as meeters-and-greeters are aware of the BT's closure date, last flight timings and the relocation of the airlines."

No stones will be left unturned to ensure T2 operational readiness. Other aspects of airport operations being addressed include taxi management, trolley services and even cleanliness of airport facilities so that service standards will remain high and passengers can continue to enjoy a positive Changi Experience.

On the commercial front, retail, service and food & beverage partners at T2 can look forward to increased patronage. As such, CAG has been working closely with them to review their operation plans to ensure that they will be able to cater to the higher passengers throughput. These include putting in place additional point of sale systems and manpower.

The new Terminal 4, will have a capacity of 16 million mppa, more than double Budget Terminal's capacity. It will be designed to enable efficient passenger processing and quick turnaround of aircraft, and will not have aerobridges. However, unlike the BT, travellers can look forward to a wider selection of retail and food & beverage offerings as well as better amenities in the new terminal.

The construction of Terminal 4 will begin in 2013 and the new terminal is expected to be ready by 2017.



CHANGI AIRLINE AWARDS

Jetstar Group is Changi's Partner of the Year, Finnair bags new Best Airline Marketing Award

The Partner of the Year award went to the Jetstar Group, which was recognised for growing and strengthening Changi Airport's passenger throughput, connectivity and air hub status. Besides strong year-on-year growth in its weekly flights out of Singapore, Jetstar was the first airline to launch long-haul low-cost services out of Changi Airport with its services to Melbourne, Auckland and Beijing. Jetstar also established new direct links with cities in China such as Shantou, Hangzhou and Ningbo, bridging Changi's connectivity to key emerging secondary Chinese cities.

For creating the busiest buzz on the launch of its new service from Helsinki to Singapore, Finnair bags the inaugural Best Airline Marketing award. Beating four other airline finalists, Finnair's 'Angry Birds' campaign jointly organised with CAG, and its advertising blitz featuring renowned Singapore classical violinist Min Lee earned it the highest votes from the audience that evening.

Mr Bruce Buchanon, Group CEO of the Jetstar Group, who was unable to attend the event but conveyed his message through a video clip, said, "Jetstar is absolutely delighted to accept this award. Partners like CAG are critical to our success and our ability to offer our low fares across the region. Good airlines require good partners like CAG who understand the nature of our low cost model and how to work together to maximise opportunities to build growth."

Finnair's Vice President for Global Brand and Marketing Communications, Mr Jarkko Konttinen, was elated over winning the Best Airline Marketing award. He said, "As an innovative European airline, we are honoured by the Best Airline Marketing award presented by Singapore Changi Airport. Launching Finnair's daily connections between Singapore and our European network via Helsinki has been a big marketing initiative and we are delighted to see that these efforts have been acknowledged."

The Changi Airline Awards 2012 ceremony held at the Shangri-La Hotel on 10 May 2012. CAG presented 24 awards to its airline partners for acing the competition at Changi Airport to emerge tops in passenger and cargo carriage in 2011. Into its 7th year, the awards recognise the commitment of the airline community in making Changi Airport a vibrant and world-class air hub, and celebrate the strong partnership between CAG and the airlines at Changi. Awards were presented in four other categories, namely top airlines by passenger and cargo carriage, and top airlines by growth in passenger and cargo carriage.

CAG CEO, Mr Lee Seow Hiang (front row: third from left), Minister for Transport and Second Minister for Foreign Affairs, Mr Lui Tuck Yew (front row: fourth from left) and CAG Chairman, Mr Liew Mun Leong (front row: fourth from right) together with the Changi Airline Awards recipients.



CHANGI AIRLINE AWARDS 2012 RECIPIENTS

Top 10 Airlines by Passenger Carriage

(In order of merit, based on passenger carriage in 2011)

1. Singapore Airlines
2. Tiger Airways
3. SilkAir
4. Jetstar Asia
5. Qantas Airways
6. Cathay Pacific Airways
7. AirAsia Berhad
8. Indonesia AirAsia
9. Thai Airways International
10. Emirates

Top 10 Airlines by Cargo Carriage

(In order of merit, based on cargo carriage in 2011)

1. Singapore Airlines Cargo
2. Cathay Pacific Airways
3. FedEx Express
4. EVA Airways
5. Qantas Airways
6. China Airlines
7. Korean Air
8. Air Hong Kong
9. China Cargo Airlines
10. Asiana Airlines

Top Airline by Growth in Passenger Carriage – By Region

(Based on the airline's home region, by absolute passenger growth in 2011)

Region	Airline
Europe	Turkish Airlines
Middle East	Qatar Airways
Northeast Asia	Cathay Pacific Airways
Singapore	Tiger Airways
Southeast Asia	AirAsia Berhad
South Asia	Jet Airways
Southwest Pacific	Qantas Airways

Top 5 Airlines by Growth in Cargo Carriage

(In order of merit by absolute cargo growth in 2011)

1. Singapore Airlines Cargo
2. United Parcel Service
3. Jetstar Airways
4. Air Hong Kong
5. China Cargo Airlines

THE GUARDIANS OF CHANGI'S AIRSIDE

Having facilitated 46.5 million passenger movements in 2011, many people are already familiar with Changi's signature clockwork efficiency. This is evident from the smooth flow of operations from the minute passengers arrive at the kerbside to the time they board their flight. Yet, unseen and unknown to the public, are the unsung heroes of Changi, who work around the clock to ensure that aircraft, ground equipment and staff operate in a safe environment. In this issue, the team at Airside Operations takes centre-stage and we speak to Wong Chee Hong, Assistant Manager to find out more.



Auditing operations – Wong Chee Hong (left) and his colleague checking on the speed limit of vehicles at the airside.

Changi Connection: The airside is one very complex area. What are some of the duties that the team handles to ensure that the airside remains safe for everyone?

WCH: CAG's Airside Operations plays a key role in maintaining a safe and efficient airside environment. We coordinate various complex and vital tasks at the apron which hundreds of aircraft rely on in order to take-off, land and taxi safely at Changi Airport.

Some examples include the timely allocation of aircraft stands and baggage claim belts. We carry out joint inspections with ground handlers, refuellers and the Airport Emergency Services on the apron areas and roadways to ensure they are safe and free from hazards. Our officers also survey the height of obstacles within and outside the airport (to ensure they do not exceed the stipulated height limits) and issue airside driving licenses and vehicle entry permits.

Not many people are aware of this but wildlife management is an important aspect of our work too. We have to minimise the possibility of bird strikes



at the airport and various initiatives are in place to do so. We engage our external stakeholders in managing wildlife activities, as well as wildlife experts and the International Civil Aviation Organization consultants to validate our wildlife management programme to ensure that these measures remain effective.

C: The airside is a hub of activity. How does the Airside Operations team manage the coordination with the different airport partners and ensure that operations go smoothly?

W: With more than 6,200 flights operating at Changi Airport each week, the airside is abuzz with a flurry of activities round the clock. With hundreds of aircraft, vehicles and staff moving around the airside, we have put in place various initiatives to ensure that the airside is kept safe for operations.

Issuing airside driving licenses and vehicle entry permits is one example of how we regulate driving and traffic safety at the airside. There are theory and practical tests to be taken and drivers have to comply with the airside rules and regulations. This includes the issuance of



finances and other penalties in accordance with the CAAS (Changi Airport) By-Laws. (We've even had to issue fines to our colleagues!). We recently installed speed indicators and speed cameras along busy roadways as another initiative to curb speeding at the airside.

When CAG recently built and operationalised the first MARS (Multiple Aircraft Receiving Stands) gate at Terminal 2, we collaborated with various partners to develop the handling procedures and risk assessment to ensure that all safety considerations are covered.

C: The airside can be likened to a huge roaming ground for thousands of aircraft. Who decides on the parking bay for each aircraft that lands at Changi?

W: Another important role of Airside Operations is to perform gate planning and allocation for all the flights flying into Changi. Gates and aircraft parking bays are precious assets in an airport. Thus, we have to plan and utilise these resources efficiently, while being mindful of air traffic movements and the dynamic nature of airline operations.

To do this, we rely heavily on the use of technology. Flight schedules are supplied to us by the Flight Information Display System Control System (FCS). We then use the Gate Management System (GMS) to plan and assign aircraft parking positions, arrival gates and also their corresponding baggage claim belts. In addition, various areas at the airside are now installed with CCTVs and this allows us to better observe and monitor activities at the apron.

C: If you have to entice a potential job-seeker to take up a job at Airside Operations, what would you say?

W: If I have to do a sales pitch, I would say Airside Operations gives one a really good understanding of aircraft and airside operations at the airport. Many people work in Changi Airport, but not many can actually claim that their office sits at the airport tarmac!

(Left) Auditing operations – checking on the proper compliance of airside rules and regulations.

(Right) Wong Chee Hong (standing) monitoring airside activities at the Airside Management Centre.

\$15 MILLION BOOST FOR AIR CARGO SECTOR



Overview of Changi Airfreight Centre where more than 1.87 million tonnes of cargo were handled in 2011.

For the second consecutive year, growth in the cargo sector worldwide, not to mention yields, are looking dismal. In February 2012, SIA Cargo announced a quarterly loss of S\$40 million and capacity cut of about 20% across all sectors. Cathay Pacific Airways, the second highest grossing freighter at Changi, also declared a decline of 10.9% in tonnage for the first quarter of the year. The International Air Transport Association (IATA) reported that the global air cargo market contracted by 0.7% in 2011, which further shrank to 0.9% in the first five months of the year, compared to the same period last year. This is evidenced by a marginal 2.8% year-on-year growth in cargo movements at Changi in 2011.

Anticipating the challenging economic conditions to continue for at least the near term, CAG has pledged a \$15 million support package under the Changi Airport Growth Initiative (CAGi) scheme to provide relief to the air cargo sector in FY 2012/13. The incentive scheme comprises multiple components to support airlines in various aspects, from providing relief on operating costs to identifying new growth opportunities for cargo development.

One main component of the incentive scheme is a 20% rebate on landing fees, which has been a mainstay support item since before the CAGi scheme was launched in January 2010. With Changi's landing fees being one of the lowest in the region, the landing fee rebates provide further relief to its airline partners in terms of operating costs. Cargo tenants leasing CAG cargo facilities at the Changi Airfreight Centre will also enjoy up to 20% rental rebates.

With funds set aside to identify new cargo growth opportunities with cargo partners, such as new markets, trade lanes or cargo segments, Mr James Fong, CAG's Assistant Vice President, Cargo & Logistics Development said, "Such new development initiatives enhance Changi's cargo handling capabilities, and at the same time strengthen the resilience of our freighter partners airlines in a downturn situation.

One example of such an initiative is the development of the Air Cargo Express (ACE) Hub at Changi Airport, a unique first-of-its-kind air cargo express facility in the region. Located within Changi Airport's free trade zone, the ACE Hub will house FedEx Express' regional operations. With direct airside access to facilitate the unrestricted flow of cargo to and from its aircraft, the ACE Hub enables FedEx to shorten its processing time for time-sensitive shipments to achieve greater efficiency and speed in transporting express cargo. ACE Hub is expected to commence operations in the second half of 2012.



Cargo loading/unloading operations.



CAG REACHES OUT TO YOUTHS WITH MILLION-DOLLAR FUND — LAUNCH OF CHANGI FOUNDATION

Students Cheryl Low* and Mohdhar Dahari*, were excited as any teenage student would, as they joined about 50 of their schoolmates from Assumption Pathway School (APS) in an afternoon tour around the Changi Airport Fire Station 1. The tour was organised as part of CAG's Corporate Social Responsibility (CSR) Youth Passport Programme (YPP) under the newly launched Changi Foundation.

The YPP provides youths with a rare first-hand experience on the management and operations of an airport with CAG's staff volunteers sharing with them life experiences and imparting the virtues of hard work, values of team effort and other life skills.

CAG's CSR programme aims to not only help them develop a mission and purpose in life but also guide them to realise their individual aspirations as they make their journey of transformation from adolescence to adulthood.

For youths like Cheryl and Mohdhar, the progress of growing-up is often more challenging. From a young age Cheryl struggles with dyslexia which affects her ability to read and impedes her academic progress and ability, while Mohdhar grapples with behavioural and anger management issues that have led him to succumb to the temptation of teenage gangsterism.

Studies have shown that if intervention programmes are not provided to "on the fringe" youths, a high number of them would drop out from the main stream of society and turn towards unhealthy anti-social norms and behavior.

Hence through the launch of the Changi Foundation, CAG hopes to provide help to youths-at-risk who face issues such as academic failures, lack of family support and financial difficulties by nurturing and developing them to become active contributors to society.

The Changi Foundation believes that a holistic approach is needed to help youths to address the needs and challenges that they face. The Foundation has identified three key thrusts of Education, Skills Development and Community Service to support youth community efforts and have structured programmes, activities and initiatives accordingly to help them. Book prizes and bursaries will be given out to motivate youths to improve and to recognise the academic efforts that they make.

The Changi Foundation will also seek to equip youths with the skill sets that would help them in future employment. For example, Changi Airport being renowned for its first-class service delivery will impart skills and techniques via a 2-day

* Names have been changed to protect the identities of the students

programme, "Be a Service Star". Youth can participate to gain confidence and pick-up service skills which they can readily use in their work in the future.

Mr Lee Seow Hiang, Chief Executive Officer, CAG, said, "CAG believes that human potential is unlimited in scope. In our business and in our community efforts, we seek to enhance lives – from the youngest child to the largest corporation. Through the Changi Foundation which provides a holistic range of programmes and activities, we are privileged that CAG is able make a difference in the lives of the youths to help them achieve their potential and be active contributors and leaders of tomorrow."

The Changi Foundation is administered by the Community Foundation of Singapore,

an independent non-profit organisation set up to inspire giving in Singapore through bridging donors with innovative grant-making on community causes.

The Foundation, will benefit youths from CAG's partner organisations currently Assumption Pathway School, Children-At-Risk Empowerment Association (CARE) Singapore, NorthLight School and Students Care Service.

"I am happy that Changi Airport has activities that are fun and staff who are encouraging. The YPP has helped me understand the different roles at the airport," said Cheryl towards the close of the Fire Station tour. "I am motivated and will study hard and also help others in the future."



A student dons on an aluminised fire protection suit.



Students taking aim with a water hose to practice aim and accuracy at fire fighting.

Cheryl's ambition is to be a childcare teacher, she said, "I like young kids as they are very innocent and do not judge anyone. I want to be able to care for them and teach them to work hard and not give up on their dreams – just like the kind CAG volunteers."

As for Mohdhar, the visit has convinced him of the importance of education. He said, "It was fun to ride on the fire-engines and do things that can save lives. The fire-fighters are doing important work and I want to become like them. This is definitely better than being involved in gangs and getting into fights and trouble over small incidents."

In addition to the CAG's CSR programme, and the intervention programmes offered to Cheryl and Mohdhar by APS, their personal determination has also seen them overcome their adversities. They are today among the few top-performers in their respective classes in school. Aside from doing well academically, Cheryl represented Singapore in the 2011 ASEAN ParaGames in swimming, clinching Silver in the 100m Breaststroke and Bronze in the 500m Breaststroke while Mohdhar has since distanced himself from his "gang", kicked his smoking habit and is active in sports.

THE CHANGI FOUNDATION IDENTITY



Connecting with Youths today,
Empowering them for a better tomorrow

The multi-coloured swirl represents the interconnectedness of all our lives and the vibrancy of CAG. The butterfly imagery emerging from the word Changi symbolises the transformation of the youths as he/she grows and learns from the various initiatives and events run under the Changi Foundation.

The tagline supports our belief and vision that the Changi Foundation is not just about providing funds. We want to equip these youths with skill sets and experiences to help them achieve their potential. We want to empower these youths to help them achieve a better tomorrow and to realise their dreams.

CAG HONOURED AT MAY DAY AWARDS

For its efforts in promoting good industrial relations, strong support for training initiatives and improving employees' welfare, CAG was conferred the Plaque of Commendation at the 2012 May Day Awards. The Plaque of Commendation is conferred on organisations that promote and support such initiatives. Past winners include the Public Utilities Board, Murata Electronics, Senoko Power and industrial gas company SOXAL.

For this year's awards, CAG was nominated by the Singapore Manual & Mercantile Workers' Union (SMMWU), a union partner. CAG CEO Lee Seow Hiang received the plaque from NTUC Secretary-General and Minister in the Prime Minister's Office Lim Swee Say.

In their nomination, the SMMWU recognised CAG for adopting an enlightened approach towards industrial relations and for actively engaging the Union in policy making processes with regards to employment matters. The Union also highlighted CAG's participation in the Union's tripartite initiatives like the SMMWU Tripartism Forum, while also being a supportive partner in the Union's fund raising efforts.

CAG reaches out to employees through communication sessions, as well as appreciation and celebration events such as the conferring of Long Service awards to our employees in recognition of their service and commitment. The importance of work-life balance is also given much attention at CAG. Employees are encouraged to participate in divisional get-together sessions and bonding sessions such as CAG Family Day/ Annual Dinner & Dance. Long term and sustained initiatives, such as the distribution of Monthly Health Snacks to all employees to promote good health, are also actively designed. In terms of staff development, CAG also advocates lifelong learning for employees by providing abundant training and upgrading opportunities through both in-house and external programmes.



CAG's CEO, Mr Lee Seow Hiang (right) receiving the Plaque of Commendation from Mr Lim Swee Say, NTUC Secretary-General and Minister in the Prime Minister's Office.

At CAG, there is no doubt that the value of its employees forms the backbone of the company's operations. Clearly, staff welfare and development will continue to remain top priorities. The Plaque of Commendation affirms the good work that is already being done by the company. As CAG continues to progress in the years ahead, it may be just one of many more such awards to come.



CAG staff deep in discussion at the CAG Learning Festival.

"We are deeply honoured by the union's recognition with this Plaque of Commendation. CAG aspires to build a good relationship and adopt an inclusive approach with all our partners, including our union partner. We will continue to engage our partners and we remain committed to provide our staff with the necessary assistance and development opportunities to fulfill their potential." — Mr Lee Seow Hang



Mr Lee (second from left) and the senior management team leading the festivities at the 2011 Annual Dinner & Dance event.

EXPERIENCE 'THE MILLIONAIRE LIFE' AT CHANGI AIRPORT

In town for the installation of his latest masterpiece at Terminal 3, world renowned 3D artist Kurt Wenner tells Changi Connection more about himself and the inspiration behind what he does.

'The Millionaire Life' is a magnificent 3D illusion art created by world renowned 3D artist Kurt Wenner specially for Changi Airport. Measuring 9m by 9m and 3m high, the giant 3D work of art located at the Terminal 3 Departure Hall marks the launch of the third run of the 'Be a Changi Millionaire' retail promotion on 12 May 2012.

Executed masterfully using pastels, the art piece is full of elaborate details gorgeously intricate and fine. The key features in the drawing are adapted from actual interior design drawings that Wenner has done for the homes of real 'millionaires'. For instance, the Italian villa in the background is the actual façade of an architectural project that Wenner had worked on. While the art piece is, in reality, simply a drawing installed on two perpendicular flat panels, Wenner's anamorphic technique creates an astounding effect that makes the elements in the drawing look three-dimensional, and so amazingly real that they seem to rise out of the picture or deep into the ground.

As the inventor of 3D pavement art, the 52-year old American artist has been creating 3D drawings for almost 30 years – way before the time of computer graphics technology and 3D glasses. He informs us that 3D art is in fact an ancient art form. A form of perspective, known as anamorphism, was used by the great European masters to give the illusion of soaring architecture and floating figures in ceiling frescoes. Wenner's work is inspired by this ancient use of perspective.

In 1982, at the age of 22, he quit his first job as an illustrator at NASA, sold all his belongings and moved to Rome to pursue his love for classical art. "I sat in museums, studied the work and biographies of the



Exuding a dream-like quality, the 'The Millionaire Life' is a fantasy depiction of the luxurious lifestyle of the immensely wealthy. Viewers can enjoy striking interesting poses at various interaction points within the drawing, and create the 3D illusion that they are part of this setting of grandeur.

ancient European masters and kept drawing." For a living, he busked on the streets and thrilled passers-by with stunning pavement drawings done in pastels. This turned out to be a phenomenally successful career move. "I ended up making three times the amount I did at NASA," laughed Wenner.

As he perfected his drawing skills on the streets of Italy, it occurred to Wenner that his art is not 'correct' when seen from the point of the viewer. He set out to address this. "I came up with this new pictorial geometry in 1984 to create compositions that appear real. I calculate and measure everything from the point where the viewer is going to see it, and make it look like what you would see if they were real objects. I took two years to perfect this geometry," said Wenner, who has never looked back since.

His anamorphic art was a hit. All over the world, people stop in their tracks and gape at his pavement art, marvelling at the realism of his work. People wanted to pose – sit, touch, walk – on his creations and of course, take photographs. On camera, the 3D illusion is most vivid.

And while Kurt has been doing this (manually, mind you) for a long time, it is technology, or more specifically, social media, that caused an explosion in the popularity of this art form he invented three decades ago. "The combination of anamorphic street painting and social networking is extremely strong," he says. "People are attracted to art that allows them to interact and participate. They take pictures of themselves in the art and send it to their friends, who pass it on to more people. They are part of the message which they disseminate," said Wenner.

ANOTHER MILLIONAIRE TO BE MADE

The unveiling of 'The Millionaire Life' marks the return of the popular 'Be a Changi Millionaire' retail promotion from 12 May to 11 November 2012. On top of the chance to win the grand prize of a million dollars, shoppers can stand a chance to win instant prizes including the new iPad, shopping vouchers, travel accessories and other gifts – just by spending a minimum of S\$30 in a single receipt at Changi Airport. The more they spend, the more chances they get. An additional chance will be allocated for Changi Rewards' card members. For more details of 'Be a Changi Millionaire', please refer to www.changiairport.com/millionaire.

At Terminal 3, throngs of thrilled passengers gazed in amazement and posed excitedly for photographs at the completed piece of 'The Millionaire Life'. It will be on display for 6 months throughout the period of the 'Be a Changi Millionaire' promotion.

THE PLANET TRAVELLER: LANDED



The Planet Traveller T3 Store Entrance.

The world's largest lifestyle travel store has opened its doors at Changi Airport!

Located at Terminal 3 Departure Hall Level 3, the Planet Traveller store is a premium, one-stop lifestyle travel store that offers modern jetsetters and discerning travellers what they need.

The 13,000 square feet flagship store has 16 distinct merchandising zones including Travel Gear, Female Traveller, Junior Traveller, Travel Books & Maps, Outdoor Gear, Travel Security and Organizers and Fine selection of Travel Gifts. In addition to common travel essentials such as luggage, winter wear and neck pillows, the store also offers interesting travel solutions such as Pacsafe RFID Blocking Ticket Wallet (a travel wallet made of a safe blocking material to ensure identity thieves can't access your personal information without you knowing), a wrinkle-free spray for shirts and even shampoo in film sheets!

For travellers who worry about a broken luggage wheel or defective lock after a holiday trip, or worse, just before, fret not. There is a Repair Section manned by experienced repair specialists who will be able to solve your woes in a jiffy.

On its opening of a flagship store at Changi, The Planet Traveller said, "The Planet Traveller is a lifestyle travel store and we have been looking for a sense of place to house our flagship store. It just makes sense to locate our flagship store at Changi Airport which is a crossroad for modern travellers including a vibrant community of people working in the airline and travel industry. Also, as a all-under-one-roof one-stop travel store, we will like to provide the convenience to travellers looking for last minute travel or interesting design gift items when they are already at Changi Airport. The Planet Traveller stocks a very wide range of travel accessories – definitely the largest range in the world."

All merchandises at The Planet Traveller are duty free. The Planet Traveller is also one of the participating outlets under the GST-absorbed programme at Changi, where customers will be able to enjoy 7% savings when they shop at the store.

There will also be promotions for airport staff, including special attractive pricings and exclusive items. For instance, from now up to 15 July, airport staff will be able to enjoy an additional 10% discount for all CROSSING items. In addition, staff will also be able to get a Polo Club Duffel Bag at a special price of \$9.90 (usual price at \$29) with a minimum purchase of \$120 storewide.



Travel Gifts Section.

GET YOUR TEA FIX AT CHANGI AIRPORT!

Addicts of tea and those chewy little tapioca balls have much to rejoice! You can even get your fix at Changi Airport, whether you're flying or not.

Gong Cha, one of the bubble tea chains which have taken Singapore over by storm and set off the dying bubble tea craze once again, has just landed at Changi Airport.

Located at Terminal 2 Arrival Hall, the outlet offers more than 64 types of drinks which ranges from milk tea, fruit tea to health tea. Top the drink with tapioca balls that are so chewy and addictive to munch on, or other toppings such as herbal jelly or pudding jelly. The refreshing cup of freshly brewed tea can definitely quench your thirst and brighten your day.

When asked what makes Gong Cha extend its footprint to Changi Airport, Gong Cha said, "We want to share what Singaporeans love with all our friends worldwide."

Gong Cha, which originated from Taiwan has 43 outlets in Singapore. The outlet at Changi Airport is the only outlet in Singapore which operates round the clock.

Flash your airport pass to enjoy a discount of 10%.



KAYA BREAD & TOAST – SIMPLE START TO YOUR DAY



Kaya Bread & Toast - Simple and delicious breakfast meal or snack.

Kaya bread & toast is a popular breakfast or teatime staple for many Singaporeans. As its name suggests, kaya or coconut egg jam is made from coconut milk and eggs, and flavoured by Pandan leaves and sugar. Kaya can be green or brown in colour, depending on the amount of Pandan leaves used and extent of caramelisation of the sugar. Kaya is usually spread over lightly toasted bread to make a delicious snack. Butter and sugar can also be added according to one's preference. For a satisfying meal, kaya toast is commonly taken with half-boiled eggs and coffee or tea.

How Kaya Toast came about

The history of Kaya Toast is not clear but one saying has it credited to the Hainanese who worked onboard British ships as kitchen helpers in the early days. When the Hainanese settled in Malaysia and Singapore, many set up their own stalls selling the food items they used to prepare for the British. These included coffee and toast commonly eaten for breakfast and tea. To suit the tastes of the local population, they gradually replaced the Western jams favoured by the British with native coconut egg jams, and kaya toast was born!

Ya Kun Kaya Toast – A Famous Brand in Singapore

One of the most famous brands dishing out Kaya Toast in Singapore is Ya Kun Kaya Toast. Ya Kun has been in the trade for more than half a century and is a household name in Singapore. From its humble beginnings in the 1940s, the chain has expanded rapidly all over Singapore and even abroad. The chain now boasts outlets in Taiwan, Japan and other Asian countries.

In Changi Airport, Ya Kun has an outlet at Terminal 3 which sells an average of 14,000 slices of kaya toast each month. HMS Host Singapore is the owner of the Ya Kun franchise outlet in Changi Airport. We interviewed the general manager, Mr Tan Say Peng to find out what makes their kaya toast special.

According to Mr Tan, what makes Ya Kun's kaya toast popular is their signature crispy toast that comes from toasting their bread in a traditional manner. The taste of their kaya also complements well with the cold slices of butter within the toasts. Above all, what makes their kaya toast special is that it's been done the same way since 1944.

Mr Tan added that the secret ingredient to Ya Kun's delicious kaya is the use of only the best and all natural ingredients together with years of experience, and love!

Indeed, fans of Ya Kun will tell you that their signature toast is light and crispy on the outside, while the kaya is irresistibly smooth on the inside.

Where to find Kaya Toast in Changi Airport

Besides Ya Kun, there are other places in Changi Airport that offer the local delicacy. The following is a list of outlets where you can satisfy your kaya toast craving.

If you want to make your own kaya toast at home, jars of ready-made kaya can be easily bought at major supermarkets. They will also make a memorable souvenir for friends and family!

24 Hr Food Gallery

Terminal 1, Transit (Level 3)
Terminal 3, Transit (Level 3)

Chinta Manis

Terminal 2, Transit (Level 2)
Terminal 2, Public, Arrival Hall (Level 1)

Coffee Kaki (Opening End May)

Terminal 2, Transit (Level 3)

Heavenly Wang

Terminal 2, Public, Departure Check-In Hall (Level 2)

Kaffee and Toast

Terminal 3, Transit (Level 2)

Killiney Kopitiam

Terminal 2, Transit (Level 2)
Terminal 3, Public, Arrival Hall (Level 1)

KOPI

Terminal 3, Public, Basement 2

Kopi Corner

Budget Terminal, Transit

Toast Box

Terminal 2, Public, Arrival Hall (Level 1)

Wang Café

Terminal 1, Public, Arrival Hall (Level 1)

Terminal 1, Transit (Level 2)

Terminal 2, Transit (Level 2)

Terminal 3, Public, Departure Check-In Hall (Level 2)

Xin Wang Hongkong Café

Terminal 3, Public, Departure Check-In Hall (Level 4)

Ya Kun Kaya Toast

Terminal 3, Public, Basement 2

SNAPSHOT



Female washrooms include a vanity corner overlooking Changi's airside in Terminal 1.

WASHROOMS WITH A VIEW

As part of the Terminal 1 upgrading, a set of premier washrooms near the Central Piazza (Departure/Transit) which have uniquely designed entrances, layout and finishes have been installed.

These male and female washrooms are not only big and spacious but also come with a great view. The washrooms are installed with full-length glass windows facing the airside, giving an unobstructed view of planes as they taxi along or are parked at the parking bay.

The female washrooms have also been specially designed to include a vanity corner with large back-lit mirrors and comfortable seats, making it convenient for ladies to touch up before or after their flights.

Visitors are usually pleasantly surprised that a routine trip to the washroom can turn out to be such a joy. Indeed, making every experience positively surprising is what the Changi Experience is all about!

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