



**CHANGI**  
airport group

# CHANGI CONNECTION

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Building Capacity for Growth



## A NEW RECORD, A NEW MILESTONE

A year after it broke its own previous record of 42 million passenger movements for 2010, Changi Airport has registered a new milestone with 51.2 million passenger movements for the year 2012 – a whopping 10 per cent increase over the 46.5 million passenger movements it handled in 2011.

December 2012 also became the airport's busiest month in its 31-year history, when 4.92 million passengers passed through its doors. 22 December 2012 – the Saturday before Christmas Day – will also go down in history as the single busiest day to date, welcoming some 180,400 passengers within 24 hours.

**CHANGI AIRPORT ROUNDED UP THE YEAR WITH A HAUL OF 30 BEST AIRPORT AWARDS PRESENTED BY VARIOUS AIRPORT AND MEDIA AUTHORITIES FROM ALL OVER THE WORLD.**

In tandem, the number of flight movements was also a record for the airport with 324,700 clocked for the year, trumping the 301,700 registered for 2011. However, due to the weak global economic climate, freight movements at Changi Airport declined 3.2 per cent from 1.87 million tonnes to 1.81 million tonnes, a trend that the world is currently experiencing.

Asia continues to be the key growth driver for Changi Airport. Passenger traffic to and from South Asia, Northeast Asia, Southeast Asia and the Southwest Pacific registered the highest growth – as reflected by Changi's top 10 country links. Of these, Thailand, China and Japan experienced the strongest increases in passenger traffic movements. In particular, Thailand jumped two spots to end as Changi's second country link, displacing Malaysia to fourth spot in 2012. Correspondingly, Bangkok outpaced Kuala

Lumpur and rose from fourth to the third most-loved route by passengers. Interestingly, Sydney, which had dropped out of the charts in 2011, made its way to ninth spot this year, ousting Shanghai from the list altogether.

Passengers chose from a wider platter of airlines last year with the addition of five new carriers to the Changi family. New hybrid carrier Scoot commenced operations to medium-haul popular destinations such as Taipei, Tokyo, Bangkok and Gold Coast, the last of which is a new city link for Singapore. Other airlines that started services at Changi include Bhutan flag-carrier Drukair, AirAsia Philippines, Shenzhen Airlines and all-cargo carrier Yangtze River Express.

Changi's global connectivity also expanded further in 2012 with the introduction of seven new city links – Australia's Gold Coast, Bhutan's Paro, China's Taiyuan, India's Visakhapatnam, Indonesia's Padang, Malaysia's Kota Bahru and the Philippines' Iloilo. Chinese cities Tianjin and Wuhan also became direct connects to Singapore through Scoot and SilkAir respectively in 2012.

To commemorate the 50 million passengers milestone, Changi Airport held an exciting game show at Terminal 3, where five passengers on board a Garuda Indonesia flight from Jakarta to Singapore were selected to pit their luck against one another. After three rounds of mini-games, Ms Prayanto Inkarani, a 24-year-old lawyer from Jakarta, walked away with the top prize of S\$50,000 worth of shopping vouchers and retail products from Changi Airport, as well as a pair of Singapore-Jakarta Executive Class air tickets sponsored by Garuda Indonesia. The other four passengers each received S\$1,000 in Changi Dollar Vouchers which can be used at any retail outlet at the airport. All 160 passengers on board the Garuda flight also received a special gift pack containing shopping vouchers and souvenirs, as well as a commemorative certificate to mark the hallmark occasion. The Jakarta-Singapore route is the second busiest international air route in the world.



LUCKY WINNER MS PRAYANTO INKARANI GAMESLY POSES FOR THE CAMERAS WITH HER ARRAY OF ATTRACTIVE PRIZES IN THE BACKGROUND



## A BUSTLING HUB OF CONNECTIVITY

**CAG CONTINUES TO CHAMPION SINGAPORE'S ALLURE BOTH AS A TRANSFER HUB AND DESTINATION**

Changi Airport rounded up the year with a haul of 30 Best Airport Awards presented by various aviation and media authorities from across the globe. With a tally of over 420 awards since it opened its doors in 1981, Changi Airport is proud to be the most awarded airport in the world, committed to working closely with its partners, and is poised to bring to passengers another year of personalised, stress-free and positively surprising Changi Experience.

**DESPITE ANOTHER RECORD-BREAKING YEAR, CHANGI AIRPORT WILL NOT BE RESTING ON ITS LAURELS. PLANS ARE IN THE PIPELINE TO CONTINUE TO ATTRACT EVEN MORE PASSENGERS TO TRAVEL THROUGH WHAT IS KNOWN TO MANY AS THE BEST AIRPORT IN THE WORLD.**

CAG has taken a multi-pronged approach, through developing emerging markets and new city links to nurture both inbound and outbound traffic, growing Changi even further as a transfer hub and promoting Singapore as a destination. This is an increasingly challenging task given the poor global economic outlook.

### EMERGING MARKETS

One of the emerging markets for Changi is the Russian market. Visitor arrivals from Russia to Singapore have been increasing year-on-year, and CAG is helping to grow this long-haul market through tradeshows such as Russia's biggest travel exhibition, the Moscow International Travel and Tourism exhibition. Joint networking events and road shows with airlines and trade partners were also held in Russia to spread awareness and to cement bonds with Russian partners and consumers. One other big market is of course, China. Joint collaborations with airlines and travel agencies were organised to promote both inbound and outbound travel.

Besides long-haul markets, CAG also continues to actively promote regional markets and secondary cities. An advertising campaign to promote Laos and Lao Airlines, which included an online contest that gave away air tickets, was also launched at City

Hall MRT station, with promotional materials taking over its walls and advertising boards. CAG also took part in consumer fairs in Makassar, Indonesia – one of Changi's newer city links, to promote traffic between the two cities.

### PREFERRED TRANSIT POINT

To promote Singapore and Changi Airport as the preferred stopover and transit point, CAG rolled out its Changi Connects initiative in 2012. This partnership with Scoot and Tiger Airways means that passengers travelling on these airlines and connecting to selected flights no longer have to pass through immigration nor collect their checked baggage during transit. This gives passengers more time to experience the array of amenities and services that Changi has to offer and of course, less hassle in terms of immigration requirements. With regional travel on the uptrend, this initiative, marketed as *Scoot-Thru* by Scoot and *Tigerconnects* by Tiger Airways, will enhance Changi's position as a definitive transfer hub.

### PROMOTING SINGAPORE

CAG also realises the role of Singapore's attractiveness as a destination and how this plays a crucial hand in encouraging traffic growth. In 2012, it rejuvenated the programme for its popular Free Singapore Tour in partnership with Singapore Airlines. The refreshed programme has two new itineraries, a Heritage Tour which includes visits to the Colonial District, Merlion Park, Chinatown and Little India. For the first time, an evening itinerary, the City Lights Tour, has been made available for passengers to visit the vibrant Marina Bay Waterfront Promenade. Singapore's newest attractions – Gardens by the Bay, Marina Bay Sands and the Singapore Flyer – are also included in the tour itineraries.

### WORKING WITH AIRLINE PARTNERS

Passengers who are en route to other destinations are also enticed to spend part of their journey in Singapore with the CAG-SIA Singapore Stopover Holidays programme, which offers discounted packages for hotel stays and visits to attractions. The Changi Transit Programme, a joint-promotion with SilkAir and SIA which offers Changi Dollar Vouchers to passengers on selected flights, also encourages travel through Changi Airport.

In the near term, it is expected that Changi Airport's performance will depend largely on how quickly markets recover from the global economic slowdown. However, CAG is confident that these initiatives and strong partnerships with our stakeholders will see Changi through the challenges that lie ahead.

## A DAY IN THE LIFE OF A DUTY TERMINAL MANAGER

Dressed in sharp-looking purple suits, the Duty Terminal Managers (DTMs) at Changi Airport make up a small but vital team that ensures the smooth and orderly daily airport operations that Changi Airport is synonymous with. They work shifts throughout the day and are first to respond to any incident across the airport. Changi Connection gets up close and personal with Alson Tan, one of Changi's DTMs, on the nitty-gritties of his daily grind.

What does Alson do?

Alson works in teams of five DTMs each. Within the team, one DTM oversees a terminal each. One DTM sits in the Terminal Management Centre, while the last is stationed in the Airport Ops Centre. The DTMs in each terminal are responsible for dealing with any situation that may arise within the terminal in their charge while the other DTMs are responsible for coordinating resources and working with the other agencies in the two nerve centres.

With such a lean team, one of the roles of a DTM is to ensure that operations in the terminal are in order. This is done by coordinating with other airport agencies such as trolley supervisors, cleaning supervisors, taxi coordinators, ground handling agents and customer service officers. Whenever an issue that needs rectifying crops up, supervisors from these airport partners will be activated. Hence, DTMs have to establish good working relationships together, to ensure that problems can be solved quickly.

Sometimes, when multiple incidents occur in one terminal, the other DTMs will be redeployed to help manage the incidents. Alson recalls a day when he experienced six different incidents happening at various parts of the terminal: a fire alarm sounded, resulting in the MRT shutters closing and cutting off access to Terminals 2 and 3. In addition, there were two medical incidents on-board incoming flights, a shattered glass panel at the departure kerbside and a cancelled flight with unhappy passengers stranded at the airport.

Alson and his team mates are usually the first to respond to any incidents, ranging from flight delays or cancellations, disruptive or rowdy passengers, accidents, medical cases and even just a simple case of passengers needing help with directions. In fact, Alson and his colleague Alex were recently commended by a visitor whose car wouldn't start. They went out of their way to jump start her car.

The more interesting incidents sometimes involve tipsy passengers. Once, a passenger was refused boarding by the airline because he was drunk and created a scene by stripping naked in front of the boarding gate in protest. The DTMs sought the help of the police to resolve the situation. Medical incidents also tend to be more memorable for Alson and the DTMs, because they have to react quickly and even provide first-aid. Undoubtedly, the DTMs have even saved some lives.

**HOWEVER, BEING A DTM ISN'T JUST ABOUT DEALING WITH PASSENGERS. AS PART OF THE AIRPORT COMMUNITY, DTMS HAVE TO ESTABLISH GOOD RELATIONSHIPS WITH FELLOW AIRPORT PARTNERS AND WORK CLOSELY WITH THEM TO DELIVER A FIRST CLASS EXPERIENCE TO TRAVELLERS.**

For example, in cases where passengers are faced with lengthy processes, they have to negotiate with the airport partner for the best possible outcome on behalf of the passenger. DTMs put passengers' interests first to ensure that their experience at Changi is not compromised and passengers do not end up missing their flights as a result of such delays. Balancing the interests of both parties is an art and it takes the delicate skills of the DTMs to ensure that passengers have a positive experience at the airport while airport partners continue cooperating with them.

The helpful acts of the DTM may not be seen by many. However, no matter how challenging the job is, the DTMs take pride and derive satisfaction out of being able to assist the millions of passengers who pass through Changi every year.

ALSON (FAR RIGHT) WITH HIS TEAM OF FELLOW DTMS



## HUSBAND. FATHER. MILLIONAIRE.

Changi Airport has unveiled the third Changi Millionaire!

20 January 2013 was no ordinary day for Mr Peh Hock Peng, a 45-year old Singaporean business development director. Gathered at Terminal 3's Departure Hall for the 'Be a Changi Millionaire' 2012 Grand Draw, Mr Peh and four other finalists competed in several dramatic rounds of games over a suspense-filled hour.

Five finalists were eventually whittled down to the final two - Mr Peh and Ms Sun Ming from China. Witnessed by hundreds of cheering airport visitors and shoppers, Mr Peh drew the correct key to the winning door in a nail-biting finish and triggered a dramatic shower of confetti, becoming an instant millionaire.

Bursting with excitement and happiness, an elated Mr Peh said he had never thought he would be selected as a finalist given the high participation rate for the popular retail promotion. Ever the down-to-earth family man, Mr Peh celebrated with his family over a simple dinner of fish porridge at a hawker stall after winning the top prize. Because his sons had never been to Europe, he planned to take the entire family on a trip to the United States and Europe at the end of the year.

Not a stranger to Changi Airport, Mr Peh is a frequent traveller who travelled overseas approximately 20 times in 2012. Last August, while en route to Chennai, India, on a business trip, he purchased over \$200 worth of cosmetics for his wife at the Perfumes & Cosmetics store at Terminal 2's Departure Transit Mall. As fate would have it, this proved to be his winning ticket to the million dollar windfall.

**THE 'BE A CHANGI MILLIONAIRE' DRAW IS THE MOST POPULAR RETAIL PROMOTION HELD AT CHANGI AIRPORT, WITH THE BIGGEST PRIZE PURSE IN SINGAPORE. THE 2012 CAMPAIGN SAW AN OVERWHELMING RESPONSE OF 2.1 MILLION LUCKY DRAW ENTRIES OVER THE SIX-MONTH PROMOTION PERIOD - AN ALL-TIME HIGH. THIS IS AN INCREASE OF APPROXIMATELY 2.5 TIMES THE NUMBER OF ENTRIES RECEIVED IN THE INAUGURAL DRAW IN 2010, WHICH REGISTERED 830,000 LUCKY DRAW ENTRIES.**

To all aspiring millionaires, they will be pleased to know that Changi will be organising the fourth installment of the popular retail promotion in 2013. Dreams can certainly come true, and Changi might just be the place to realise them.

## PLANNING FOR GROWTH

### INFRASTRUCTURAL INVESTMENTS CHART CHANGI AIRPORT'S NEXT PHASE OF DEVELOPMENT

To ensure that Changi Airport continues to uphold its position as a major global aviation hub, Changi Airport Group (CAG) has released its initial plans for the development of Changi Airport's Terminal 4 (T4) and its proposal to enhance the capacity of the airfield to provide for more aircraft parking stands. These infrastructural investments will enable Changi to meet the challenges of growing passenger and aircraft traffic in the years ahead.

T4, to be built on the former Budget Terminal site, will be a two-storey building with a height of 25 metres and a gross floor area of about 160,000sqm, or about the size of 22 football fields.

**WITH A PLANNED CAPACITY TO ACCOMMODATE 16 MILLION PASSENGER MOVEMENTS PER ANNUM, T4 WILL ENSURE THAT EVEN AS TRAFFIC GROWS, PASSENGER EXPERIENCE AT CHANGI WILL NOT BE COMPROMISED. TOGETHER WITH THE UPCOMING EXPANSION OF TERMINAL 1, CHANGI AIRPORT WILL BE ABLE TO HANDLE 85 MILLION PASSENGERS A YEAR WHEN BOTH PROJECTS ARE COMPLETED IN 2017.**

T4 will be designed with the flexibility to meet the operational needs of both regional full service and low cost carriers, to cater to the constantly evolving nature of airline business models. While the terminal will primarily handle narrow body aircraft and be designed to enable quick turnaround of flights, airside transfer facilities will be made available.

Passengers can expect T4 to offer a superior experience than the Budget Terminal – passenger-friendly facilities and attractive commercial offerings, with a look, feel and ambience comparable to Terminals 1 and 2. To enhance passenger convenience, accessibility and experience, especially in adverse weather conditions, aerobridges will be available at T4's boarding gates.

A multi-storey car park with 1,200 vehicle-spaces will be

constructed next to the terminal, providing convenience to drivers. Improvements to the road way system will also be made to ensure smooth traffic flow to and from the terminal. For example, a new road to funnel outgoing traffic directly from T4 onto the East Coast Parkway will be built to give drivers direct access to the expressway.

#### T4 TO FEATURE PRODUCTIVITY INITIATIVES

In light of expected manpower challenges, CAG will explore initiatives to increase productivity of resources and improve efficiency of processes for Changi's ground handlers and service partners. For a start, departure and arrival immigration control as well as pre-boarding security screening will be centralised for more efficient deployment of manpower and equipment.

In line with the trend of self-service options at airports around the world, T4 will provide more kiosks for self check-in, self bag-tagging and self bag-drops. As use of these options increases, airlines and their groundhandling agents will be able to reduce processing times and manpower required for each flight, hence improving productivity.

The streamlining of processes at key touch points including check-in, immigration and security through the use of technology and fast and seamless travel initiatives is being explored to make T4 more user friendly to passengers.

Another key change users can expect at T4 will be the installation of a fully automated baggage-sorting system to reduce reliance on scarce manpower. The baggage handling system will also be equipped with the latest technology to enable heavy and odd sized bags to be handled with ease even by older workers.

#### MORE PARKING STANDS FOR AIRLINES

Concurrent with the development of T4, major airfield works will also be undertaken at Changi Airport to increase the number of aircraft parking stands to support the growth ambitions of airlines at Changi.

A 38-hectare land plot south of Terminal 3, currently housing the nursery as well as a reservoir, will be converted into an aircraft parking area to house 17 narrow-body and nine wide-body aircraft stands. An overhead vehicular bridge across Airport Boulevard



CHANGI AIRPORT'S INFRASTRUCTURE INVESTMENTS WILL ENSURE IT STAYS AHEAD OF RISING COMPETITION

will be constructed to enable buses and other airside vehicles to move from T4 to these aircraft stands. Including new aircraft stands to be constructed at the T4 site, the number of parking stands at Changi Airport will be increased by 24% to more than 180.

With the additional built-up and paved surfaces, CAG will undertake major drainage works including the construction of a new reservoir to prevent flooding in the event of torrential rainfall.

CAG has estimated that the T4 terminal building will cost about S\$600 million with another S\$680 million estimated for the construction of additional parking stands as well as supporting airfield infrastructure, security requirements, specialised airport

systems, ancillary buildings, and road and drainage works. CAG will release more details of T4's design in due course. Construction of T4 will begin in the fourth quarter of the year with the terminal expected to be ready in 2017.

#### ENHANCING AIR TRAFFIC CAPACITY

To optimise the utilisation of Changi Airport's two runways, the Civil Aviation Authority of Singapore (CAAS) has implemented several enhancement measures such as the reduction of departure separation times, reconfiguring of flight routes and implementation of speed control for increased predictability. CAG is also leveraging technology to optimise runway inspection processes to reduce runway downtime.

In collaboration with NATS, the United Kingdom's main air navigation service provider, CAAS commissioned a year-long study in 2012 to examine Changi's air traffic capacity potential and to identify measures that will support the anticipated growth of aircraft traffic. Based on a projected air traffic growth of 5% per annum, the study found that Changi Airport will have sufficient capacity to meet anticipated growth until at least 2018. The study concluded that Changi Airport is capable of handling up to 430,000 aircraft movement annually.

Mr Lee Seow Hiang, CAG's Chief Executive Officer, said, "Throughout its history, Changi Airport has always stayed ahead of its capacity needs. This approach has underpinned Changi's success as an air hub – an airport that passengers love and airlines appreciate.

"Along with the measures announced by the Civil Aviation Authority of Singapore to improve runway capacity, our infrastructure investments over the next four to five years lay the groundwork for us to continue delivering a great Changi Experience and attracting more airlines to fly to Changi Airport. We are excited about these projects and look forward to their successful completion with the support of our many partners."



### TAKING THE 'B' OUT OF THE BUDGET TERMINAL!

#### Construction vehicles demolish the Budget Terminal to make way for the new Terminal 4.

Saying goodbye is never easy. Especially to something that has been a part of us for many years.

As soon as Changi Airport's Budget Terminal (BT) closed its doors on 25 September 2012, preparatory works for the development of Terminal 4 (T4) commenced, with BT making its final curtain call on 1 February 2013 when demolition works began.

Many would recall the opening of Budget Terminal in 2006 – one that was greeted with much fanfare, underscoring what was to many consumers the sudden affordability of air-travel, and to the airline industry, the bourgeoning of low-cost carriers. Over the years, BT became home to Tiger Airways, Berjaya Air, Cebu Pacific, Firefly, Mandala Airlines and South East Asian Airlines.

150,000 flights and 18 million passenger movements later, we bid farewell to an integral part of Singapore's aviation history.

However, all is not lost. We will retain some parts of BT, as in a bid to reinforce CAG's corporate social responsibility efforts to raise environmental awareness, CAG adopted the Building and Construction Authority's (BCA) green demolition protocol for the demolition of BT.

This sets the tone for green practices that it will be adopting for the design and construction of its new T4, with the hope of achieving at least the BCA Green Mark Platinum rating.

#### DID YOU KNOW: The eco-friendly processes for tearing down BT

- **Salvage of equipment for reuse and recycling**  
Automated immigration clearance gates were relocated to Terminal 2 and rooftop solar panels were transferred to Terminal 3.
- **Separation of demolition debris**  
Debris systematically sorted into different categories such as concrete, bricks, metals, wood/timber and plastic for ease of reuse and recycling.
- **Proper labelling and storage of waste**  
Waste generated in the demolition process were labeled so that contamination of non-recyclable items can be significantly reduced.
- **Delivery of sorted materials to accredited disposal or recycling facilities**  
Demolition waste were sent to approved disposal or recycling facilities for further processing into recycled products and aggregates for beneficial reuse or recycling.
- **On-site production of cleaner quality concrete demolition waste**  
To ensure maximum resource recovery of demolition waste.

## HOPING TO FLY WITH CAG WINGS

"What is it like to work at the world's best airport?"

The question was asked by one student, but was surely on the minds of 85 others who turned up at Changi Airport on the evening of 21 January 2013. These students, hailing from Singapore's universities, were at the airport to attend the Changi Airport Group (CAG) Talent Internship Programme (TIP) engagement talk.

The students had arrived - some singularly, some in pairs, most in groups - but with the same dream: to find the perfect launchpad for the impending start of their careers. Yet, at the same time, many did not know what to expect before stepping into the hall that served as CAG's Auditorium, characterised by their many nervous looks and hesitance upon stepping into the main foyer.

The task of calming frayed nerves fell to Mr Yam Kum Weng, CAG's Executive Vice President for Air Hub & Development, whose comprehensive explanation of CAG's structure and operations and earthy humour won him the attention of the students. Presentations by Ms Hazel Tan and Mr Leong Weihao, who were formerly interns under TIP, also helped the students understand the work environment and valuable experiences that could be gained from an internship at Changi.



AS THE CHINESE SAYING GOES: "ONE THOUSAND SOLDIERS ARE EASY TO ACQUIRE, BUT A SINGLE GENERAL IS HARD TO COME BY." IN THE SEARCH FOR TOP TALENT, THERE MUST SURELY BE NO METAPHOR MORE APT FOR AN EMPLOYER.

CAG treasures its people, as exemplified by its senior management who were out in full force to converse with the students over dinner at Fish & Co restaurant at Terminal 2. Both insights and laughter were shared amongst the participants, before CEO of CAG, Mr Lee Seow Hiang, took to the microphone to share his thoughts on leading Changi Airport.

It must have been a curious sight for the many patrons passing by the restaurant to see the CEO of one of the world's top airports making a speech candidly in the middle of a restaurant, but this

truly reflected the qualities that make CAG stand out: a place where everyone's opinion is valued, a nurturing environment where one can be open with others, and a can-do spirit that continually spurs the company to greater heights.

With their tummies filled and desire for information sated, the students were divided into groups for an airport tour, the highlight of the evening. Students were given access to areas of

CLOCKWISE FROM BELOW: PARTICIPANTS WERE GIVEN A GUIDED TOUR BY CAG STAFF; CEO OF CAG, MR LEE SEOW HIANG, OFFERING CANDID ADVICE; MR YAM KUM WENG, EVP (AIR HUB & DEVELOPMENT), TALKS ABOUT THE FUTURE OF CHANGI AIRPORT



the airport normally restricted, including the Departure Transit Mall and Terminal Management Centre, the nerve centre of the entire airport's operations. They witnessed what working at CAG entailed, and towards the evening, their initial uncertainty gave way to hushed internal discussions on their interest in joining the company.

With most of the students in the final year of their studies, there surely must have been much comparison between other potential employers that they have come across. Needless to say, CAG hopes that the challenges offered here resonate with them.

And the answer to THAT question - "As one of the top airports in the world, we don't follow benchmarks. Most times, there simply aren't any for us to follow. At CAG, we create the benchmarks," said by none other, than the CEO himself.

## CAG FAMILY DAY 2013

Screams, spills and thrills - three words that aptly describe CAG Family Day 2013, where 2,700 staff members and their loved ones take on the heart-thumping rides and exciting attractions at Universal Studios Singapore on 1 February.

Better yet, the entire theme park was closed to the public and devoted exclusively to CAG to ensure that everyone had nothing less than a roaring good time! And all this, under the cool evening weather from 7pm to 12 midnight.

After a rousing speech by CEO Mr Lee Seow Hiang, a lucky draw followed, which provided a befittingly exciting preamble to the thrilling rides afterwards.

Guests were also treated to a sensational performance of death-defying stunts and spectacular explosions of fire and water at the WaterWorld Stunt Show.

Needless to say, bustling with activity throughout the evening, the park offered its best rides and dining outlets. And what is a family day without memories to keep? Guests were encouraged to have their photographs taken at selected locations around the park, which were then uploaded onto Changi Airport's official Facebook page, where guests could freely download and tag themselves.



CLOCKWISE FROM TOP RIGHT: EVEN BABIES ARE OUT IN FULL FORCE; SESAME STREET'S ELMO GOT IN ON THE ACT TOO; CEO OF CAG, MR LEE SEOW HIANG, ADDRESSES THE 2,700 CROWD AT WATERWORLD; CAG STAFF PROUDLY SHOWING OFF THEIR OFFSPRING; EVEN THE CAST OF DREAMWORKS ANIMATIONS' MADAGASCAR ARE FANS OF CHANGI



## NONYA DELIGHTS

Chinta Manis is Singapore's first truly authentic Peranakan Cafe and Patisserie combining both heritage and innovation in one store. Meaning "Sweet Love" in Malay, the restaurant's famous Kuehs are made using traditional Peranakan techniques and are 100% handmade and served fresh daily. Taste the rich tradition of Peranakan food and culture with a range of their Nyonya kuehs, desserts and local Peranakan delights.

### CHENDOL AGAR AGAR

The Chendol Agar Agar is Chinta Manis' signature kueh. The jelly made from Chendol and red beans is topped with a delicate layer of Agar Agar. The light coconut taste of the chendol, coupled with the textured layers of red bean and agar agar, is delectable without being overly sweet.

### PULUT SERI KAYA

A delightful combination of layered coconut egg custard boiled and stirred by hand till formed, paired with the steamed glutinous rice at the bottom, the Pulut Seri Kaya is known for its perfect balance of smooth, creamy kaya and rice that is soft and chewy in texture.

**Location:** Arrival Hall (Public Area) & Departure Transit Mall



## PERANAKAN MAKAN HAVEN

Kim Choo's first outlet at Changi Airport opened in 2008 and has been listed as one of the top 20 world's best airport restaurants in 2012 in several international magazines. As a place where traditional cooking is preserved to an art, they serve traditional Peranakan dishes infused with Chinese, Malay and Indian cultural aspects and such unique fusion is prominently displayed in the food preparation. Their menu consists of Singaporean Nonya dishes like Nonya Ayam Buah Keluak, Babi Pongteh, Beef Rendang, Nonya Kuehs and Tarts.

### NONYA RICE DUMPLING

Made with ingredients like minced lean pork, wintermelon and Nonya spices, the Nonya Rice Dumpling is one of Kim Choo's signature dishes. Back in yesteryear, every lady had an embroidered kebaya that is fittingly tailored. To maintain their figures, lean pork and wintermelon cubes are used in the dumplings instead. Therefore, the sweet tasting chewy cubes are not juicy lard but actually wintermelon.

### BEEF RENDANG

Known as one of Kim Choo's classics, the beef rendang is a savoury delight of tender beef cuts complemented with thick and fragrant gravy. A robust blend of mixed spices called the rempah, together with coconut shreds and fried shallots, promise a rich Peranakan flavour to the tastebuds.

### NGOH HIONG

Nonya Ngoh Hiong literally means "5 spices". This Nonya styled five-spice meat roll is an ambrosial mixture of freshly minced pork, sweet prawns and crunchy water chestnut, wrapped in a crisp-fried bean curd skin. When dipped into the savoury sweet sauce, the amalgamation of the different flavours in your mouth is heavenly.

**Location:** Departure Transit Mall, Mezzanine Level 3



Win a free meal at these two restaurants! Simply scan the QR code and answer a simple quiz to qualify for this lucky draw.

Contest closes on 4 April 2013

## GELATO INDULGENCE



Fancy enjoying a scoop of freshly made Italian gelato (ice-cream) without the guilt of piling up the extra pounds? Gelato is considered a healthy dessert as it is both lower in fat and calories compared to traditional ice-cream. The most obvious is it's made from natural ingredients. From fresh hazelnuts and pistachios to the milk and water, gelato contains ingredients that are all found in nature.

The recently opened Gelateria Italia outlet at Basement 2 of Terminal 3 has a mouth-watering spread of over 100 delicious flavours of gelato as well as sorbets/sherbets (frozen dessert made from water sweetened with fruit juice). Handmade fresh daily using authentic Italian traditional methods to make gelato, visitors can enjoy a taste of Italy with the freshest ingredients, with no synthetic flavours or essences.

When asked to share about the special ingredients used for the desserts, Mr Philippo Hardegger, CEO/Founder and Board President said, "To ensure our products are of the highest quality, we use the freshest seasonal fruits, pure whole milk and the best French Cream. In addition, we add in the best hazelnuts from Piedmont, pistachios from Sicily, chocolates from South America and Africa, vanilla beans from Madagascar and Polynesia, freshly imported cheeses from Europe as well as the best selection of liquors for our famous spirit infused gelato." He added candidly, "You can't buy happiness. But you can buy gelato. And that's kind of the same thing!"

So indulge in this wholesome authentic Italian dessert to whet your sweet cravings. Airport pass holder also enjoy a 10% discount!

**Location:** Terminal 3 Basement 2 (Public Area)

## THE SOUND OF MUSIC



Audiophiles will have another reason to shop at Changi. Sprint Cass, a major retail operator at Changi Airport, has opened a new outlet, i-Sound, at the Terminal 2 Departure Hall.

i-Sound offers a good selection of electronics such as portable speakers, earphones and headphones and carries an impressive line of international brands, namely Nakamichi, Soul, McGear, and MobileGear, among other prominent labels. There is also a vast range of iPhone, iPad and smartphone accessories and peripherals to meet your mobile computing needs.

Mr Leong Chang Woei, Sprint Cass' Marketing Manager, quipped, "We want

to expand our presence in Changi Airport's public areas and established i-Sound in Terminal 2. We want to build a shop that specialises in audio and the latest IT gadgets and deliver a brand new shopping experience to every level of customers. Compared to downtown shops, i-Sound wants to differentiate ourselves through Changi Airport's reputed service, money back guarantee, genuine price offer and competitive prices. Visitors can also enjoy even more savings when they shop at i-Sound as we participate in Changi Airport's 'Flying Or Not, You Shop We Absorb' programme which absorbs the 7% GST."

**Location:** Terminal 2 Departure Hall North

## CHANGI GIVES BACK

Even as Changi Airport continues to make strides on the business front, CAG remains fully committed to giving back to society so as to continually enhance the lives of local youths, enabling them to achieve their fullest potential.

Hence, on New Year's Eve 2012, Mr Yam Kum Weng, CAG's Executive Vice President (Air Hub & Development) presented a cheque of \$360,000 to The Straits Times School Pocket Money Fund (SPMF), through our philanthropic arm, Changi Foundation.

In line with the three main pillars of the Changi Foundation - Education, Skills Development and Community Service, the contribution to The Straits Times School Pocket Money Fund resonates with CAG's social cause to support youths and help them be active contributors and leaders of tomorrow.

**THIS DONATION WILL BENEFIT 50 STUDENT BENEFICIARIES OF SPMF'S NEWLY LAUNCHED POST-SECONDARY EDUCATION FUND WHERE STUDENTS WILL RECEIVE FINANCIAL ASSISTANCE TO COVER THEIR DAILY NEEDS OVER A FIVE-YEAR PERIOD.**

Chairman of The Straits Times School Pocket Money Fund, Mr Han Fook Kwang said, "We are very grateful for this very generous donation which is one of the largest commitments we have received so far. It is very gratifying to know that amidst the year-end celebrations, we have many committed donors who made sure the needy among us are taken care of."

**CAG STAFF JOIN SPMF YOUTH BENEFICIARIES IN AN ADVENTURE RACE AROUND CHANGI AIRPORT TO CELEBRATE THIS HISTORIC EVENT**



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