



## ASIA'S BEST HOME COOKS READY TO WHIP UP A STORM!

The wait is just about over.

MasterChef Asia, the Asian edition of the global hit reality series, will make its debut in Singapore very soon. Slated to air in the second half of 2015, the 15-episode series, to be produced and filmed in Singapore, will feature aspiring home-cooks from China, India, Indonesia, Malaysia, the Philippines, Singapore, Taiwan, Thailand and Vietnam vying for the most coveted title of MasterChef Asia.

The panel of judges includes Hong Kong-born culinary genius Susur Lee; 3-Michelin Starred chef Bruno Ménard; and culinary TV personality and Singapore-born, Audra Morrice, a MasterChef Australia finalist.

The popular TV series, which will profile Asia's colourful and rich culinary heritage, is part of the line-up of exciting programmes jointly led by CAG and Singapore Tourism Board (STB) to boost awareness of and visitorship to both Singapore and Changi Airport.



COMING SOON: MASTERCHEF ASIA

Both organisations are investing a combined \$35 million in their largest strategic collaboration to date, and will embark on global marketing campaigns aimed at building greater affinity and emotional ties with travellers for the next two years. Watch this space for more upcoming happenings! - KWAN SHU QIN



OMAN AIR IS THE LATEST ADDITION TO THE FAMILY OF OVER 100 AIRLINES OPERATING AT CHANGI AIRPORT

## WELCOMING OMAN, GEM OF THE MIDDLE EAST

Avid travellers looking for new and exciting destinations now have a new option: Oman. Rich in heritage and filled with traditional charms and Bedouin values, Oman offers many incredible ancient Arabian sights.

The latest addition to the family of over 100 airlines operating at Changi Airport, Oman Air's inaugural direct flight to Singapore from Muscat arrived on 29 March 2015. The Gulf carrier operates a daily service from Oman's capital city of Muscat to Singapore. The new link brings an additional 3,490 seats to the Middle

East, making it especially convenient for business travellers. Muscat is a new city link for Changi Airport.

### OTHER NEW SERVICES AT CHANGI

Changi Airport saw a series of other new destinations in the first quarter of 2015. AirAsia Indonesia commenced flights in January to Solo, Changi's 14th Indonesian city link. In March, Lao Airlines extended its existing Singapore-Vientiane service onwards to Luang Prabang in northern Laos, a popular tourist destination. In the same month, Tigerair also introduced new services to Chinese cities of Guilin and Nanning, while Lucky Air resumed its service to Lijiang, bringing the total number of Chinese cities served by Changi to 29.

- SHANNON LIM





LET SINGAPORE'S SIGHTS AND SOUNDS ENTHRALL YOU ON THE FREE SINGAPORE TOUR!

## ENHANCED FREE SINGAPORE TOUR NOW READY FOR BOARDING!

Transit travellers rejoice: Changi Airport's perennially popular Free Singapore Tour programme now boasts refreshed itineraries that cover more iconic sights, more photo stops and more timings to choose from!

A tripartite collaboration between Changi Airport Group, Singapore Airlines and Singapore Tourism Board - the programme is designed especially for transit passengers, bringing them on a free guided tour of Singapore's vibrant landscape and a peppering of its best heritage attractions. Since its launch in 1987, more than one million passengers have taken this joy-ride around Singapore, giving them a taste of our garden city and a most delectable offering in the suite of services provided by Changi Airport.

Transit passengers with more than six hours to spare can choose between the day or night itinerary - now extended to 2.5 hours - to catch a glimpse of Singapore beyond Changi Airport. Cameras are a must!

**FOR PASSENGERS PASSING THROUGH CHANGI IN THE EVENING, CHANGI CONNECTION HIGHLY RECOMMENDS THE CITY LIGHTS TOUR WHICH SHOWCASES THE MAGNIFICENT CITYSCAPE OF SINGAPORE'S WORLD-CLASS ATTRACTIONS IN THEIR NIGHT-LIGHTS. THIS DAZZLING TOUR NOW INCLUDES A LATEST ADDITION - THE ENCHANTING LIGHT AND SOUND SHOW AT GARDENS BY THE BAY'S TOWERING AVATAR-LIKE SUPERTREES! GET SET TO BE MESMERISED BY THE GARDEN RHAPSODY.**

So the next time you know of someone transiting through Changi for a while, you know what to do!

For more information, visit [www.changiairport.com/at-changi/leisure-indulgences/free-singapore-tour](http://www.changiairport.com/at-changi/leisure-indulgences/free-singapore-tour)

- ANG KAI FONG

## MILLIONAIRE SEASON RETURNS!

The sixth installment of 'Be a Changi Millionaire' is back, and this time infused with a local touch to keep up with the celebratory mood of the nation's golden jubilee! Changi Airport has collaborated with homegrown designers Wang Shijia and Jo Soh to launch a set of six exclusive premiums specially for this retail campaign. From 6 May 2015 until 31 October 2015, airport visitors only have to spend a minimum of S\$30 at any of the retail and F&B outlets at Changi Airport or iShopChangi.com for an instant chance to win any of the six attractive prizes, on top of the chance to become a millionaire!

This year's booths for instant-giveaways will double up as nostalgic local icons of yesteryear, such as the dragon playground, the mobile tricycle ice-cream stall,



THE MUCH ANTICIPATED 'BE A CHANGI MILLIONAIRE' TAKES ON A LOCAL SPIN THIS YEAR

an old movie theatre as well as the laid-back 'Mama Shop'. For the first time, a seventh finalist will be picked at the end of the six-month promotion period from the pool of shoppers who shopped on Changi's very own e-commerce portal, iShopChangi.com

Come early 2016, all seven finalists will meet at Changi Airport for an exhilarating face-off in a bid to walk away a million dollars happier. Will you be one of the lucky seven? - CHEYENNE CHING



AWARD RECIPIENTS AT THE 10TH CHANGI AIRLINE AWARDS

## HONOURING SINGAPORE'S PIONEER AIRLINES

As Singapore celebrates its golden jubilee this year, CAG recognised the achievements of 12 pioneer airlines<sup>1</sup> that have been operating in Singapore since the country's independence, at the 10th Changi Airline Awards on 23 April.

The biggest award of the evening, Partner of the Year, was presented to British Airways for its steadfast and unwavering commitment to grow and develop the Singapore air hub. Operating twice-daily services between London and Singapore, with one of the services extending to Sydney, British Airways is the largest European carrier serving Changi Airport, registering close to 470,000 passenger movements in 2014. With the launch of thrice-weekly A380 services in October 2014, the airline increased capacity to give customers more travel options to the United Kingdom, Europe and North America. This connection is set to grow, with British Airways increasing its A380 service to daily flights from December 2015 that will boost the airline's total weekly seat capacity on the route by 15%. On the service front, the airline will unveil a refurbished lounge at Changi later this year to enhance the travel experience for its passengers.

Mr Keith Williams, Executive Chairman of British Airways, said: "It is a real honour to be named Partner of the Year. Singapore is a strategically important route for us, acting as the hub for all of our flights between the UK and Australia. We have served Singapore for over 80 years and our success and development here would not have been possible without the outstanding support we have received from CAG."

**THEMED SG50, THE AWARDS CEREMONY ALSO FEATURED A PIONEER-AIRLINES EXHIBITION TO COMMEMORATE THE HISTORY OF AIRLINE PARTNERS WHO HAVE COME A LONG WAY WITH THE SINGAPORE AIR HUB, CONTRIBUTING TO ITS GROWTH OVER THE PAST FIFTY YEARS.**

To honour deserving airlines for their contributions to the Singapore air hub, a total of 23 awards was presented across six categories that included top airlines by passenger and cargo carriage, top airlines by absolute growth in passenger carriage by region, top airlines by absolute cargo growth and best airline marketing award. - EUGENE WONG

<sup>1</sup> AIR FRANCE, AIR INDIA, BRITISH AIRWAYS, CATHAY PACIFIC, JAPAN AIRLINE, KLM ROYAL DUTCH AIRLINES, LUFTHANSA, MALAYSIA AIRLINES, PHILIPPINE AIRLINES, QANTAS, SINGAPORE AIRLINES AND THAI AIRWAYS.

### CHANGI AIRLINE AWARDS 2015 RECIPIENTS

**PARTNER OF THE YEAR**  
British Airways

**TOP 5 AIRLINES BY PASSENGER CARRIAGE**

(In order of merit, based on passenger carriage in 2014)

1. Singapore Airlines
2. Tigerair
3. SilkAir
4. Jetstar Asia
5. Cathay Pacific

**TOP 5 AIRLINES BY CARGO CARRIAGE**

(In order of merit, based on passenger carriage in 2014)

1. Singapore Airlines Cargo
2. FedEx Express
3. Cathay Pacific
4. EVA Airways
5. China Airlines

**TOP AIRLINE BY ABSOLUTE GROWTH IN PASSENGER CARRIAGE (BY REGION)**

(Based on the airline's home region, by absolute passenger growth in 2014)

REGION	AIRLINE
Europe	KLM Royal Dutch Airlines
Middle East & Africa	Emirates
Northeast Asia	Korean Air
Singapore	Scot
South Asia	Jet Airways
Southeast Asia	Garuda Indonesia

**TOP 5 AIRLINES BY ABSOLUTE CARGO GROWTH**

(In order of merit, by absolute cargo growth in 2014)

1. All Nippon Airways
2. Scoot
3. Air India
4. Cathay Pacific
5. China Airlines

**BEST AIRLINE MARKETING**

(Voted by guests at Changi Airline Awards event)  
Turkish Airlines

# MORE SUPPORT FOR AIRLINE AND AIRPORT PARTNERS

CAG recently announced several support measures to provide temporary cost relief for airlines and ground handlers amid challenging business conditions, while strengthening the competitiveness of the Singapore air hub. CAG will also roll out incentives for airlines and ground handlers as it accelerates the implementation of new processes and technologies - including Fast and Seamless Travel (FAST) and early check-in services - to boost Changi Airport's competitiveness. - EUGENE WONG

## Boosting transfer & long-haul traffic

Reduction in Transfer/Transit Passenger Service Charge from 1 Jul 2015

~~\$9~~ **\$3**



Landing rebates for long-haul flights  
**EXTENDED**  
until 31 Mar 2017



Lower landing fees from 1 May 2015  
**up to 5% for larger aircraft**



## Cost reliefs for airlines

Landing fee rebates for freighters

**50% rebate**  
until 30 Sep 2015

**30% rebate**  
from 1 Oct 2015 to 31 Mar 2016

**50%** parking fee rebate & **15%** aerobridge fee rebate  
**EXTENDED** until 31 Mar 2017

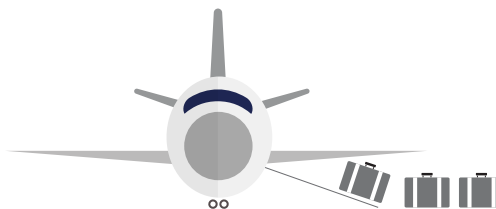


## Pursuing excellence for air hub competitiveness

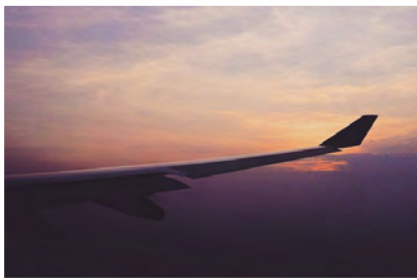
New rebates for franchise fees until 31 Mar 2017

**20% rebate**  
for first and second sector in-flight catering and ground handling

and, **strategic support measures** to support productivity measures, raising service & efficiency standards







## CHANGI, I'M HOME

As the nation moves into high gear to celebrate Singapore's 50th birthday, CAG has rolled out an exciting line-up of SG50 activities this year, centred on the theme 'Changi, I'm Home'.

To kick-start celebrations, Changi Airport has released a brand new video titled 'I'm Home' – embodying the emotions many Singaporeans have upon arriving at Changi Airport. At the same time, the video also alludes to our ability in making visitors feel at home. The video is directed by award-winning husband and wife duo Charles Lim and Wee Li Lin with a memorable song performed by Benjamin Kheng, singer and co-founder of popular local band The Sam Willows. Since the video's February launch, it has garnered more than 3.69 million views across social media platforms like YouTube and Facebook.

### 50 HOME SPOTS

By now, you would not have missed the stunning display of the largest topiary map of Singapore created by Changi at the Terminal 2 Departure Hall. Probably the MOST popular photo-spot these past months, this giant

tribute to our garden city's golden jubilee celebrations is just tip of the ice-berg for much more.

Even as this magazine was being printed, 49 other amazing displays in the transit and public areas across the three terminals are being unveiled gradually. Watch out for well-loved, familiar icons of Singapore's heritage and history as well as our aviation milestones. These icons will come in the form of a bumboat and trishaw; many a Singaporean's favourite fruit - the durian; models of the new Terminal 4 and Jewel Changi Airport; and specially-dressed Skytrains, just to name a few.

**WELCOMING SINGAPOREANS HOME AND VISITORS TO SINGAPORE WILL BE A MASSIVE CELEBRATION ARCH STRETCHING ACROSS AIRPORT BOULEVARD; WHICH WILL STAND TALL IN JULY.**

### MY CHANGI STORY

A marriage proposal with Changi Airport as backdrop; teenagers sharing their innermost dreams as they watch planes take off; heart-felt hugs as one returns from a long trip; the excitement of a family's first flight and even reminiscing precious moments at the airport with someone who is now gone...









## THE TEAM BEHIND SELETAR AIRPORT

You would be aware that CAG also manages Seletar Airport, but how well do you know Singapore's very first airport?

From a British Royal Air Force base back in 1929 to Singapore's international airport a year later, Seletar Airport has sure come a long way. Now an integral part of the Seletar Aerospace Park (SAP), it operates as a general aviation airport - home to international aircraft charters, private flights, medical evacuation as well as maintenance, repair and overhauls (MROs), freighter operations and flight training. In recent years, Seletar Airport has undergone several major upgrading works, including a runway extension and a significant increase in taxi ways and aircraft parking areas. And more is to come.

*Changi Connection* speaks to Mr See Seng Wan, General Manager of Seletar Airport, for more insights:

### CC: IN A NUTSHELL, WHAT DIFFERENTIATES THE SELETAR TEAM FROM THE CHANGI TEAM?

As the scale of operations in Seletar is much smaller, the overall team organisation is more condensed. While the core functions of airside and landside operations are similar, we face a different set of challenges, having to manage a spectrum of users such as training schools, MROs and business jet passengers. Being a small team, there is a need for learning across various functional roles, and to acquire breadth in competency, while maintaining areas of specialisation for individual officers. Teamwork is key.

### CC: HOW BIG IS THE SELETAR TEAM CURRENTLY?

We are a team of 87 strong, organised into four subdivisions - Airport Emergency Services; Engineering and Maintenance; Operations; and Planning.

### CC: WHAT ARE SOME PROJECTS THAT HAVE BEEN KEEPING YOUR TEAM BUSY?

We have recently completed construction of our new state-of-the-art Ground Run-Up Enclosure, which will support aircraft engine test runs for MRO

purposes while reducing noise levels. This, and the commissioning of our new Aircraft Fire Training Ground are two key milestones in enhancing our operational capabilities. Another major project underway is the planning and construction of a brand new Passenger Terminal Building (PTB). The new PTB will provide the capacity needed to facilitate the shift of smaller business jet operations from Changi to Seletar Airport. Business Aviation (BA) users can also look forward to an improved passenger experience with better BA facilities.

The team has also recently concluded our inaugural Ground Service Provider (GSP) organisational safety audit to ensure that the high safety standards of our eight GSPs are upheld. We have been organising safety campaigns, workshops, reward incentive programmes and off-site outreach talks to promote a safety culture amongst the airport community.

### CC: SEPARATELY, WHAT ARE SOME CHALLENGES THAT SELETAR AIRPORT FACE?

A key challenge for Seletar Airport is managing the broad mix of users with varied requirements and expectations. There is a constant need to balance the use of limited resources, notably space and budget constraints, versus competing needs of various user groups. For instance, in an effort to optimise aircraft parking space, Seletar Airport has implemented the concept of compact parking, which has proved effective in increasing our parking capacity with the same resource.

### CC: HOW HAVE BUSINESSES' EXPECTATIONS CHANGED OVERTIME? WHAT IS YOUR TEAM DOING TO MATCH UP TO THESE DEMANDS?

With increased activities and more operators at SAP, there is a need for more communication and consultation with the SAP stakeholders to better understand their operational needs. The team is stepping up engagement efforts with the airport community through both formal and informal platforms, such as seminars, regular forums and get-together events. Through these initiatives, we hope to foster a stronger working relationship with all our airport partners, and build a more cohesive Seletar Airport community. - ANG KAI FONG





## A LEGACY FOR ALL TO REMEMBER & UPHOLD

23 March 2015. A day many will always remember, as Singapore lost its founding Prime Minister, and the world mourned the passing of a global statesman. Even as the tens of thousands thronged across the island to pay respects and pen their tributes, closer to home at Changi – and in our hearts – the loss was more heartfelt as we paid tribute to the pioneer of Singapore aviation – Mr Lee Kuan Yew.

CAG paid a special homage to the man who personally molded Singapore’s aviation industry, with a commemorative mural that was set up by 9pm that evening. The tribute was designed to celebrate Mr Lee’s foresight, courage and personal dedication towards Changi, through a series of photographs that charted pivotal moments in Singapore’s aviation history. Interspersing the images were past quotes made by Mr Lee that revealed his strong conviction in putting Changi Airport on the world map of excellence, efficiency and connectivity. Screens at the departure halls and transit areas; as well as The Social Tree and iKiosks also projected past images of Mr Lee.

The tribute was both poignant and celebratory; poignant because Singapore had lost this mammoth of a leader and celebratory because we honoured the

success of Changi Airport and the Singapore air hub in his name.

Yet, I’d prefer to use another word to describe my sentiment – grateful. Grateful because Changi Airport would not be the world’s best airport and Singapore would not be the thriving air hub without his vision; and I would not be privileged to be working for this legacy called Changi Airport that he had left behind.

A legacy that will continue to grow as we forge ahead towards securing our aviation future with game-changing developments in the form of Terminal 4, Jewel Changi Airport and Changi East.

And on 29 March 2015, for one minute, alongside the whole of Singapore at 4.35pm – passengers, airport visitors and staff members from the airport community, across the terminals and even on the runways where aircraft landings and take-offs stopped for one minute – Changi Airport stood still; to remember Mr Lee.

Yet, it would also be the only time Changi Airport would have stood still, for we will push on in continuing Mr Lee’s vision for Changi – to continuously move ahead, to instill excellence in all that we do – as the nation’s icon and gateway, flying the Singapore flag up and high.

Thank you, Mr Lee. – ROBIN GOH



## CHANGI REWARDS - IN MORE WAYS THAN ONE!

21 March certainly wasn't quite the average Saturday for a special group of airport visitors. Early that morning, 30 Changi Rewards members eagerly turned up at Changi, their loved ones in tow, in anticipation of the first ever Changi Rewards airport tour that would offer them a rare peek into the lesser known aspects of Changi Airport. We'll let the pictures speak for themselves! - ABIGAIL CHUA



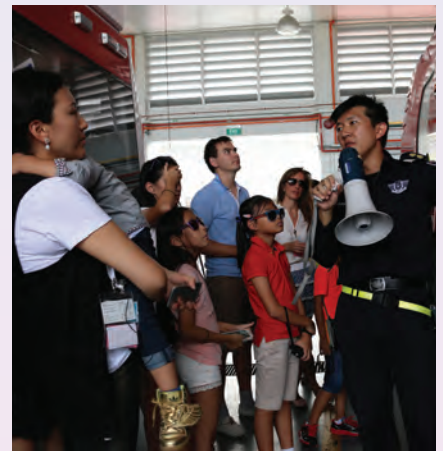
THE TOUR KICKED OFF WITH AN INTRODUCTION TO CHANGI AIRPORT, AND, MEMBERS HAD THE CHANCE TO VIEW THE INTRICATE SCALED MODELS OF OUR UPCOMING DEVELOPMENTS, TERMINAL 4 AND JEWEL CHANGI AIRPORT



THE GUIDED TOUR BROUGHT MEMBERS AROUND VARIOUS ATTRACTIONS IN THE TRANSIT AREA, INCLUDING THE ENCHANTED GARDEN, AND THE WORLD'S FIRST AIRPORT ROOFTOP SWIMMING POOL AT TERMINAL 2



A SHORT STOP AT THE SOCIAL TREE PROMPTED A ROUND OF CANDID SELFIES, AND THE EVER-POPULAR BUTTERFLY GARDEN WAS A HIT WITH THE KIDS AND ADULTS ALIKE



THE STRIKING FIREFIGHTING VEHICLES NATURALLY DREW ATTENTION AND AWE. AIRPORT EMERGENCY SERVICES STAFF INTRODUCED THE GROUP TO EACH SPECIALISED MACHINE



TO TOP IT ALL OFF, THE LIVE FIREFIGHTING DEMONSTRATION AT FIRE GROUND ENDED THE TOUR ON A HIGH NOTE, WITH BLAZING FIRES EXTINGUISHED IN A FLASH BY A THICK BLANKET OF FOAM



TO END THE DAY, GOODY BAGS FILLED WITH EXCLUSIVE CHANGI MEMORABILIA AND GIFTS WERE HANDED OUT AND THE SMILES ALL AROUND WERE INFECTIOUS. TILL NEXT TIME!

## EXPERIENCE INDIA, RIGHT HERE AT CHANGI

This June holidays, visit Terminal 3 and be awed by the vibrancy of India!

From 30 May till 28 June 2015, passengers and airport visitors can discover the colourful culture of a civilisation steeped with centuries of history and with

the second largest population in the world. Explorers can experience the Holi Festival by splashing colourful powder at each other while the fun-loving can have a go at a game of cricket or do a Bollywood dance. Mothers can take a break and have their hands painted with intricately beautiful henna designs as they leave the young ones at the ever-popular Bouncy Fun Station!

Find out more at [changiairport.com/VisitIndia](http://changiairport.com/VisitIndia)

- SXUANN SIM





MARRYING STATE-OF-THE-ART ARCHITECTURE WITH A UNIQUE EXPERIENCE, CHANGI'S NEW DFS DUPLEX STORE PROMISES TO TAKE THE RETAIL EXPERIENCE AT CHANGI AIRPORT TO NEW HEIGHTS

## A WHOLE NEW WORLD OF RETAIL

Changi Airport, together with DFS Group, celebrated the official opening of the new Wines and Spirits flagship two-storey store at Terminal 3 on 12 May. Spanning an incredible 11,400 square feet, the duplex store is DFS' largest single retail space for wines, spirits and tobacco.

Designed by award-winning interior designer Masamichi Katayama, the stunning double-volume store delivers a striking visual impact for travellers as they clear the Departure immigration.

Besides its stunning façade, the duplex raises the bar in terms of what customers can expect to take away by offering the largest airport selection of single malts and other innovative features such as expanded common areas designed for better lifestyle experiences. This includes an all-new Raffles Long Bar, created in

### 5 FUN FACTS ABOUT THE NEW T3 DFS FLAGSHIP DUPLEX STORE

- Over 1,400 products available
- Carries over 440 brands
- Carries over 50 single malt whisky brands
- On average, a bottle of wine or spirit is sold every 5 seconds
- 998 - The number of bottles on display within the double-height atrium

collaboration with Raffles Hotel - one of Singapore's oldest landmarks.

To welcome international travellers with the unique Singapore



BE SURE TO SWING BY THE RAFFLES LONG BAR TO SAMPLE THE ORIGINAL SINGAPORE SLING!

flavour, the Long Bar serves its famed original concoction - the Singapore Sling. Staying true to its heritage, travellers can expect to enjoy the same experience at Raffles Hotel - the

way drinks are mixed and quality of service - right here in Terminal 3.

Together with DFS' first-ever private lounge in an airport as well as tasting bars, these new spaces offer exclusivity and a premium experience with personalised service, hosted tastings and a slew of exciting activities such as bartending and master classes for cocktail mixology that features world-renown distillers and blenders. With knowledgeable brand ambassadors to take customers through their wide product offerings, the duplex store also serves as a window into the world of wine and spirit-appreciation.

Customers will also be thrilled to know that prices offered at the DFS store are the lowest amongst airports in the Asia-Pacific region. Those in doubt can verify this with ease, simply by running the product barcode through any one of the scanning kiosks to pull out an immediate price comparison across other airports.

With a stunning design concept, comprehensive product range, best-price promise and personalised service, the all-new DFS flagship duplex store looks set to impress. - SHERMAN PUN





## WHAT'S BEHIND CHANGI?

Ever wondered what it takes to be the world's most awarded airport?

Let actress-host Michelle Chia bring you on an exclusive behind-the-scenes tour of Changi Airport to find out! Viewers will see Michelle get her hands dirty – quite literally – in a series of three-minute

'webisodes' where we put her in the role of a chef, horticulturalist, airport emergency service officer and more! One thing for sure, Michelle holds her own in every situation so much so that even the veterans were impressed!

So, stay tuned for the upcoming launch of "Behind Changi" – coming your way on the Fans of Changi social media platforms very soon. - WONG SHINYI

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