

Major Milestones



1929

- Singapore's first airport, Seletar Air Base, a military installation is completed.

1930

- First commercial flight lands in Singapore (February)
- The then colonial government decides to build a new airport at Kallang Basin.

1935

- Kallang Airport receives its first aircraft. (21 November)

1937

- Kallang Airport is declared open (12 June). It goes on to function for just 15 years (1937–1942; 1945-1955)

1951

- A site at Paya Lebar is chosen for the new airport.

1952

- Resettlement of residents and reclamation of marshy ground at Paya Lebar commences.

Changi Airport Group (Singapore) Pte Ltd

Office: 60 Airport Boulevard #046-037, Changi Airport Terminal 2, Singapore 819643

Mailing: PO Box 168, Singapore Changi Airport, Singapore 918146

www.changiairportgroup.com

Registration No. 200910817N



Connecting Lives

1955

- 20 August: Paya Lebar airport is officially opened.

1975

- June: Decision is taken by the Government to develop Changi as the new airport to replace Paya Lebar. Site preparations at Changi, including massive earthworks and reclamation from the sea, begin.

1976

- Final Master Plan for Changi Airport, based on a preliminary plan drawn up by then Airport Branch of Public Works Department (PWD), is endorsed by Airport Consultative Committee of the International Air Transport Association.

1977

- May: Reclamation and earthworks at Changi is completed.
- June: Start of basement construction for Changi Airport Phase 1.

1979

- August: Foundation stone of main Terminal 1 superstructure is laid.

1981

- Start of Phase II development of Changi Airport. Work starts on Runway 2.
- 12 May: Changi Airport receives its first commercial aircraft.
- June: Construction of Terminal 1 is completed.

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- 1 July: Terminal 1 starts scheduled flight operations.
- 29 December: Changi Airport is officially declared open.

1983

- Construction of Runway 2 is completed.

1984

- 17 April: Runway 2 is commissioned.
- July: Ministry of Finance approves government grant for construction of Terminal 2.
- 1 September: The Civil Aviation Authority of Singapore (CAAS), formerly known as the Department of Civil Aviation, is formed.

1985

- January: Piling works starts for Terminal 2.

1986

- Construction on Terminal 2 and its associated works start.
- Changi Airport surpasses the 10 million passenger milestone.

1988

- Changi Airport wins its first 'Best Airport in the World' title from Business Traveller (UK) magazine.

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Connecting Lives

1990

- 22 November: Terminal 2 opens for scheduled flight operations.

1991

- 1 June: Terminal 2 is officially opened.

1994

- Changi Airport surpasses the 20 million passenger milestone

1995

- 6 January: Terminal 1's refurbishment, which cost S\$170 million, is completed.

1996

- 20 July: Opening of two new finger piers at Terminal 2. The construction project cost S\$330million.
- 2 December: Go-ahead is given for a third passenger terminal at Changi Airport.

1997

- 21-22 January: Singapore and the United States initial an open skies agreement, a first in Asia to conclude such an agreement with the US.
- 25 September: Changi Airport is voted 'Best Airport in the World' by Business Traveller (UK) for 10th consecutive year.

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1998

- 17 October: The fifth cargo agents building, Cargo Agents Building E (CAB “E”) is completed and officially opened.
- CAAS introduces Changi Airport’s Quality Service Management Programme focusing on awareness-building of Changi Airport among frontline staff, customer service training and incentive programmes.
- December: Commencement of works to extend Terminal 1's finger pier “C”.

1999

- Passengers transiting at Changi Airport are exempted from paying the passenger service charge from early 1999.

2000

- Completion of Terminal’s 1 Extension. The S\$420 million project adds two new finger piers consisting of 14 aerobridges.
- 7 October: Ground breaking ceremony for the construction of the new Terminal 3.

2001

- 28 May: CAAS receives its first ‘Eagle Award’ for Best Airport from the International Air Transport Association.

2002

- 27 February: Official opening of the Changi Airport Mass Rapid Transit (MRT) station.

The S\$850 million project involved a 6km MRT line extension from the Tanah Merah MRT station.

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- 1 March: Introduction of the Passenger Security Service Charge at Changi Airport and Seletar Airport.
- 1 March: Official opening of the Changi Business Aviation Centre (now replaced by the JetQuay CIP Terminal), specially catered for senior business executives flying into Changi Airport on their private jets.
- 25 November: CAAS announces a three-year (effective 1 January 2003 to 31 December 2005) S\$210 million Air Hub Development Fund to help airlines and the aviation industry tide over the uncertainty in the global aviation industry.
- November: Completion of a new Cargo Agents Building, Changi Megaplex 1.

2003

- 20 March: Official opening of Airport Logistics Park of Singapore (ALPS). The S\$35 million ALPS is located next to the Changi Airfreight Centre and is gazetted as a Free Trade Zone.
- April: Commencement of works to upgrade Terminal 2.
- July: CAAS is awarded the Singapore Quality Award by SPRING Singapore, a premier award presented to organisations in that have achieved the highest standards of business excellence.

2004

- 20 July: CAAS announces new S\$45 million terminal dedicated for use by low cost carriers, with commitment from Tiger Airways to operate.
- Changi Airport surpasses 30 million passenger milestone.

2005

- August: CAAS unveils the first A380-compatible gate holdroom, F31, and announces the installation of a third Passenger Loading Bridge (aerobridge) at all 19 A380-compatible gate

holdrooms at Changi Airport.

- 11 November: Changi Airport becomes the first airport outside Europe to welcome the A380 when the super jumbo double-decker aircraft arrives for airport compatibility verification tests. Changi is also the first airport in the world to have a completed third aerobridge ready for simulation tests with the A380 aircraft.
- CAAS announces the introduction of total passenger charge of S\$13 for travellers departing from the Budget Terminal.

2006

- 1 January: CAAS sets up the Air Hub Development Fund (AHDF) 2 of S\$300 million for a three-year period. AHDF2 is an enhanced extension of the S\$210 million AHDF which expired on 31 December 2005.
- 26 March: Opening of Budget Terminal for scheduled flight operations. The dedicated terminal for low cost carriers is Asia's first.
- CAAS awards a site at Changi Airport for lease to L.C. Development Ltd for the development and management of a nine-storey airport hotel.
- 3 May: CAAS holds its inaugural 'Changi Airline Awards' ceremony to celebrate the strong partnership between the Authority and airlines operating at Changi Airport.
- May: CAAS awards a tender to a joint venture company to develop and manage the JetQuay CIP Terminal.
- 29 May: Terminal 3 Topping-Out Ceremony.
- 1 July: Changi Airport celebrates its 25th birthday. A gala dinner for about 1,000 airport staff and guests, graced by Singapore's Minister Mentor Lee Kuan Yew, is held at Swissotel the Stamford.
- August: The Budget Terminal welcomes its second airline, Cebu Pacific Airways.
- 13 September: Official completion of S\$240million Terminal 2 upgrading project.
- 31 October: Official opening of Budget Terminal.

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2007

- CAAS embarks on a S\$50 million project to resurface Changi Airport's two runways and major parts of the taxiways pavement.
- April: Terminal 3 receives its Temporary Occupancy Permit, signifying the completion of its construction phase.
- 8 May: New aviation security measures are implemented for flights, restricting the amount of liquids, aerosols and gels (LAGs) that passengers can carry onboard in their hand-carried luggage.
- 9 October: Changi Airport receives a special award from Business Traveller (UK) magazine, "Twenty Years at the Top, Best Airport in the World".
- 25 October: The world's first A380 passenger flight takes off from Changi Airport. Singapore Airlines flight SQ380 departs from Changi Terminal 2 for Sydney, Australia.

2008

- 9 January: Terminal 3 commences scheduled flight operations.
- 14 February: CAAS awards a S\$500 million tender to upgrade Terminal 1.
- 19 February: CAAS awards a S\$12 million tender for the installation of a new intelligent system to detect foreign objects on runways.
- 6 March: CAAS embarks on a S\$10million expansion project at Singapore's Budget Terminal to increase the terminal's handling capacity from 2.7 million passengers per annum to 7 million.
- 28 August: The Butterfly Garden, a world's first in an airport, is opened in Terminal 3's Departure/Transit Mall. The 330 m2, two-storey open-air garden, designed as a tropical nature retreat, is home to more than 1,000 free roaming butterflies.
- 12 December: CAAS provides a S\$130 million relief package to aviation players hit by the global economic downturn

2009

- 11 February: CAAS announces a solar photovoltaic test-bed project, to convert electricity from direct sunlight, at the Budget Terminal.
- 12 February: CAAS increases relief package for aviation partners to S\$200 million for 2009.
- 1 July: Changi Airport is corporatised, with the Changi Airport Group (CAG) formed to undertake key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services.
- 5 September: The Changi Airport Race – the first-ever jetliner versus car race in Asia – takes place on Runway 1 and a parallel taxiway. The car wins by a split second.
- 17 November: CAG calls for expressions of interest in a third ground handling licence at Changi.
- 25 November: CAG announces the Changi Airport Growth Initiative, a programme (to be launched on 1 January 2010) that offers customised incentives to airlines and other airport partners to boost passenger and cargo traffic at Changi, and to strengthen Changi's air traffic network.
- 7 December: A new Taxi Management System is implemented at Changi to better match taxi supply with passenger demand across the four terminals.
- 19 December: A daily record is set at Changi Airport, with 140,000 passenger movements registered on this day, the Saturday before Christmas Day.
- December: Changi Airport ends 2009 with a monthly record of 3.83 million passenger movements.

2010

- 28 January: CAG and Jetstar Group sign an agreement that will see Jetstar continue to make Changi Airport its largest air hub in Asia for both short haul and long haul operations.
- 11 February: A new Changi Aviation Gallery opens in Terminal 2, providing interesting

insights on Changi's ground operations and Singapore's eventful aviation history.

- 25 February: Changi Rewards, a programme to reward shoppers and diners at Changi Airport, is launched.
- 1 March: CAG, through wholly-owned subsidiary CAI, acquires 5% stake in Gemina S.p.A, the holding company of Aeroporti di Roma. This acquisition is Changi's largest investment to date.
- 8 April: A premier check-in lounge for airlines served by SATS opens at Terminal 2.
- 26 April: CAG grants full apron handling licence to SATS, effective 1 May 2010.
- 27 May: Changi Airport opens The Slide@T3 – the tallest slide in Singapore and in an airport around the world.
- 1 June: CAG kicks off the Be A Changi Millionaire promotion, with possibly the largest cash prize ever to be given away in a retail draw in Singapore or by an airport anywhere in the world.
- 3 August: Changi welcomes athletes, officials, media and guests attending the first ever Youth Olympic Games.
- 6 August: CAG launches its Corporate Social Responsibility (CSR) initiative, working with Children-At-Risk-Empowerment (CARE) Singapore to reach out to youths at risk of academic failure, behavioural problems or delinquency.
- 17 September: CAI announces the award of the Design and Built Contract for Durgapur Airport by Bengal Aerotropolis Projects Limited (BAPL), to Simplex Infrastructures Limited, an Indian infrastructure construction company. The aerotropolis project is CAI's first investment in an Indian greenfield airport city project.
- 28 September: CAG launches a slew of customer service initiatives under the Customer-Centric Initiatives (CCI) programme. Passengers can look forward to a more enriching travel experience that is personalised, stress-free and positively surprising.
- 8 October: CAI commences consultancy work with the Brunei Economic Development Board for the upgrading and development of Brunei International Airport.
- 2 November: CAG, CAAS and Schipol Nederland B.V of the Netherlands sign MOU to

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enhance collaboration on the use and further development of paperless freight documentation for the transport of air cargo between Amsterdam Airport Schiphol and Changi Airport.

- 3 November: CAG announces changes to the aeronautical fees at Changi Airport which take effect on 1 April 2011.
- 4 November: CAG and Henan Civil Aviation Development and Construction Committee sign MOU to develop air connectivity between Singapore and Henan's cities, primarily the capital of Zhengzhou. Besides establishing direct flight, both parties will work together to support airlines and promote the air routes when these are established.
- 8 November: CAG and Munich Airport seal cooperation pact to enhance contacts between the two airports.
- 8 November: In its efforts towards a greener Changi Airport, CAG establishes a set of targets to cut energy use and to increase the proportion of recycled water use at Changi. The symbolic Changi Tree, Hopea Sangal, which used to be a landmark of what is now known as the Changi area, sets its roots at Changi Airport in a tree planting event.

2011

- 17 January: CAG signed agreement for development of new first-of-its-kind air cargo express facility to enhance Changi's status as leading air cargo hub.
- 28 April: Changi Airport awarded as the Best Airport in Asia and Best Green Service Provider – Airport at the 25th Annual Asian Freight and Supply Chain Awards (ASFSCA).
- 12 August: Changi Airport introduced the Changi Experience Agents (CEAs) initiative, where roving customer service officers are deployed airport-wide to help visitors and passengers. The Changi Contact Centre, a 24/7 one-stop centralised call centre facility which consolidates all telephone lines for the airport into a common number was also introduced.
- 14 September: Seletar Airport completed its runway extension, allowing it to support larger jet operations as well as heavier take-off loads.

- 24 November: Changi Airport connected via direct flights to all nine other ASEAN countries with the commencement of thrice-weekly services between Singapore and Vientiane.
- 28 November: Changi Airport conferred the inaugural Singapore Service Excellence Medallion by the Institute of Service Excellence. The award recognises the achievements of organisations and individuals in inspiring and sustaining a culture of service excellence.
- 31 December: Changi Airport closed the year with a record of 46.5 million passenger movements and 302,000 aircraft movements during the year.

2012

- 1 March: CAG announces that Budget Terminal will be closed in September 2012, to make way for the construction of Terminal 4 – a larger passenger building to cater to the continued growth of air traffic at Changi Airport and further strengthen Singapore’s air hub status
- 28 March: Changi Airport Group put in place a S\$15-million support package under the Changi Airport Growth initiative to support the air cargo sector. The package included a 20% landing fee rebate at Singapore Changi Airport for all freighter flights, partnership funding support for new cargo development initiatives, as well as up to 20% rental rebates for cargo tenants leasing CAG cargo facilities at the Changi Airfreight Centre.
- 26 April: CAG launched the Changi Foundation as part of its Corporate Social Responsibility efforts to enhance the communities it serves. With an initial capital of S\$1 million, the foundation will provide financial aid, fund programmes and activities to develop the potentials of youths-at-risk.
- 5 June: Singapore Changi Airport was honoured by the cargo industry as the Best Airport in Asia and Best Green Service Provider – Airport at the 26th Asian Freight and Supply Chain Awards (AFSCA).
- 12 July: Upgrading works for Terminal 1 were completed with about 22,000sqm being added to the building. The larger floor area provides for more spatial comfort, better passenger flow, additional facilities and expanded retail and F&B offerings.
- 18 September: Changi Airport named World’s Best Airport by Business Traveller for the 25th consecutive year.

- 25 September: The Budget Terminal was closed to make way for the construction of Terminal 4.
- 15 October: iChangi HD app launched to provide passengers with real-time access to flight details, terminal maps and information about Changi's retail outlets and F&B eateries.
- 31 December: Changi Airport ended 2012 with a new milestone in its history, crossing the 50-million mark for the first time, with a total of 51.2 million passenger movements for the year.

2013

- 11 April: Changi Airport named the World's Best Airport at the 2013 Skytrax World Airport Awards.
- 9 May: Changi Airport was inducted into Cargonews Asia's Hall of Fame after winning the Best Airport in Asia award for the 27th consecutive year.
- 17 June: The Social Tree – Changi Airport's largest interactive installation – was unveiled at Terminal 1. Using interactive technology, the 'social' attraction allows travellers to share their photo and video memories instantly and to retrieve them on subsequent visits to the airport.
- 15 July: Changi Airport's 5th themed garden – The Enchanted Garden – was unveiled in Terminal 2. The garden incorporates the use of interactive technology and vibrant displays to offer travellers an immersive experience.
- 24 September: Changi Airport's new online shopping portal – iShopChangi – was launched to offer passengers greater convenience, comfort and value.
- 5 November: The groundbreaking ceremony for the construction of Terminal 4 was held, with Mr Lui Tuck Yew, Minister for Transport gracing the occasion. It was announced that Terminal 4 would come with design and process innovations that were set to redefine passengers' travel experience, raise operational efficiency and manpower productivity for airlines and airport agencies.
- 20 December: CAG and CapitaMalls Asia signed a joint venture agreement to develop an

iconic mixed-use complex at Changi Airport. Codenamed Project Jewel, the development is envisaged to be a world-class lifestyle destination in Singapore.

- 26 December: CAG announced the awarding of a S\$985-million contract for the construction of Terminal 4.
- 31 December: Changi Airport handled a new record of 53.7 million passengers and 343,800 landings and take-off during the year.

2014

- 27 March: Changi Airport voted the World's Best Airport by air travellers for the second year in a row at the 2014 World Airport Awards by Skytrax.
- 30 April: Cathay Pacific announced as the first airline to operate at the new Terminal 4.
- 14 May: CAG and DFS Group revealed its innovative concept plans for a never-seen-before duplex store design that will house one of the world's most extensive curated selection of Liquor and Tobacco in any airport worldwide.
- 30 May: Changi Airport announces the commencement of trials for self service check-in, bag tagging and bag drop options, in preparation of the more extensive roll out of FAST initiatives at Terminal 4.
- 12 June: CAG rolls out Growth and Assistance Incentive programme, committing a total of S\$100 million through various initiatives and measures aimed at lowering costs for airlines, boosting passenger traffic and improving operational efficiency at Changi Airport.
- 17 June: Changi Airport named Best Airport in Asia for the 28th consecutive year at the prestigious Asian Freight and Supply Chain Awards.