



CHANGI
airport group

CHANGI CONNECTION

SEP 2014
ISSUE 25

**SPECIAL
PICTORIAL
EDITION**

Preparing for a Flight





SURABAYA – A POPULAR WEEKEND DESTINATION
FEATURED ON THE RELAUNCHED WEEKEND ESCAPADES

ESCAPE EVERY WEEKEND OF THE YEAR

Getting bored of the usual Bali, Phuket and Hong Kong getaways? Now, up for consideration (and inspiration) are lesser-known destinations, from Kunming to Kochi – right at your fingertips.

Changi Airport Group (CAG) has relaunched its Weekend Escapades mobile app, packed with new functions, more attractive flight promotions and even more destinations. In fact, with a total of 52 destination ideas, users are spoilt for choice with a possible holiday every single weekend of the year.

With content from the publisher of the popular travel guide series, Insight Guides, information is presented in a bite-sized format to appeal to the time-strapped holiday-maker.

Apart from tips on shopping, dining and accommodation, the app also provides itineraries for users to plan their trip, a photo gallery of what might await at each destination and a phrase book of common terms in the local language.

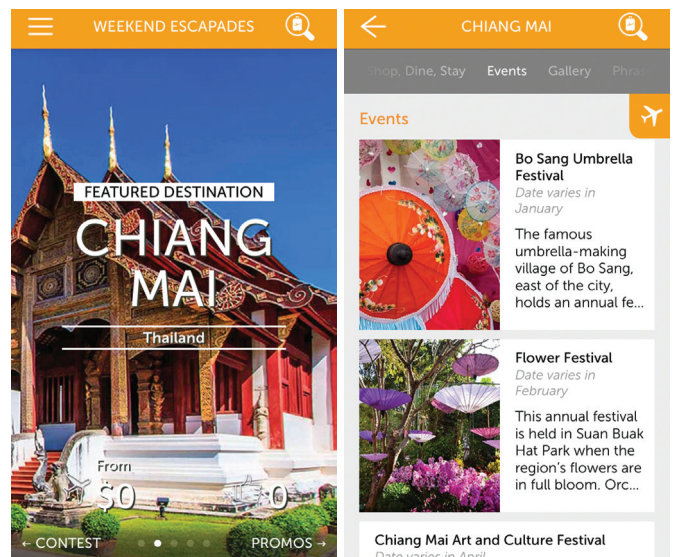
One of the enhanced functions of the free, all-in-one app is Top Picks, which ranks destinations according to users' votes, across different categories that include romantic getaways, foodie venues and kid-friendly destinations.

What's more, the app also boasts a new Match-me-up function, where travellers can ask for suggested destinations based on their profile, be they shopaholics or adventure seekers.

Another new and convenient feature is Bookmarking, allowing users to save their favourite destinations as they browse the app, enabling easy referencing at a later date.

FOR USERS WHO ARE RARING TO START THEIR WEEKEND ESCAPADES, THE NEW FLIGHT SEARCH FUNCTION COMPLETES THE SEARCH PROCESS. CAG WORKS CLOSELY WITH AIRLINES TO OFFER AIRFARE PROMOTIONS ON A REGULAR BASIS. CATERING TO TRAVELLERS OF ALL BUDGETS, OPTIONS FROM LOW-COST CARRIERS TO FULL-SERVICE CARRIERS ARE INCLUDED, OFFERING USERS A WIDE RANGE OF FLIGHT OPTIONS.

Download the app now from both the Apple iTunes and Android app stores. – NG KOON LING



CAG COMMITS S\$100M TO NEW GROWTH AND ASSISTANCE INCENTIVE

CAG's new GAIN programme aims to strengthen the airport's hub status through lowering costs for airlines and improving their operational efficiency.

To continue growing Changi Airport's global appeal as an air hub of choice, Changi Airport Group (CAG) launched a wide-ranging Growth and Assistance Incentive (GAIN) programme on 12 June, with a focus on strengthening the fundamentals of the airport business over the coming year.

Over the last few years, the needs of individual airlines have become more diverse and wide-ranging as they strive to improve operating efficiencies and yields amid challenges in the aviation sector. With uncertain passenger traffic due to regional political uncertainties, travel trends and the relative strength of the Singapore dollar against weaker Asian currencies, CAG has committed a

total of S\$100 million to work closely with airline and airport partners under the new GAIN programme.

ALL AIRLINES WILL ENJOY A 50% REBATE ON LANDING FEES FOR NON-STOP LONG HAUL FLIGHTS OF AT LEAST NINE HOURS FROM 1 SEPTEMBER 2014 TO 31 MARCH 2016. THESE MEASURES COMPLEMENT THE RECENT REDUCTION IN OPERATING COSTS FOR AIRLINES AT CHANGI AIRPORT, SUCH AS REBATES OF 50% ON AIRCRAFT PARKING FEES AND 15% ON AEROBRIDGE FEES FROM 1 JULY 2014 TO 30 JUNE 2015.

To further stimulate transfer traffic growth, CAG is introducing a new Gateway incentive that will reward all airlines, including those with interline arrangements at Changi Airport, with a \$10 incentive for every incremental departing passenger over a period of 18 months beginning 1 October 2014. Another key thrust for GAIN is the stimulation of travel demand in major source markets like China, India and Indonesia. CAG will invest in destination marketing campaigns in these markets with partners like the Singapore Tourism Board to spur demand for travel to Singapore. - EUGENE WONG

NEW PARTNERSHIP TO BOOST THE FLY-CRUISE MARKET

Changi Airport Group (CAG) and Singapore Tourism Board (STB) have teamed up with cruise line, Princess Cruises, on a new multi-million dollar initiative aimed at boosting Singapore as a fly-cruise hub. With a huge untapped potential for cruise holidays in Asia, the tripartite collaboration seeks to promote cruise holidays departing from Singapore in a number of countries including China, Hong Kong, Indonesia, Japan, Malaysia, South Korea and Taiwan.

This partnership is not new for CAG. In September 2012, CAG and STB jointly supported Costa Cruises, Princess Cruises' sister brand under Carnival Corporation, to deploy more ships and to market the latter's cruise liners within Asia-Pacific.

"CHANGI AIRPORT GROUP WELCOMES THIS OPPORTUNITY TO PARTNER STB TO GROW PASSENGER SOURCE MARKETS IN ASIA," SAID MR LIM CHING KIAT, CAG'S SENIOR VICE-PRESIDENT FOR MARKET DEVELOPMENT. "THIS SECOND TRIPARTITE COLLABORATION WITH CARNIVAL CORPORATION'S GROUP OF CRUISE BRANDS FURTHER HIGHLIGHTS OUR SYNERGISTIC EFFORTS TO GROW THE FLY-CRUISE SEGMENT IN SINGAPORE."

In tandem with the STB and cruise line partnerships,



CAG has also been actively collaborating with airlines and travel agents on marketing campaigns to promote fly-cruise packages in markets such as China and India. With the country's strategic location and excellent cruising infrastructure, Singapore is a choice port of call complemented by Changi Airport's strong connectivity to destinations across the world.

Princess Cruises will be operating 16 round-trip cruises, homeporting in Singapore and carrying approximately 40,000 passengers on the Sapphire Princess from November 2014 to March 2015. - JIANG KEJIA

A BIG THANK YOU!

Thanks to the strong support from its passengers and advocates, Changi Airport has been consistently named the world's best airport since the late 1980s. From its very first award in 1987 at the Asian Freight and Supply Chain Awards to its first passenger experience award as Business Traveller's Best Airport in the World in 1998, Changi has indeed received many accolades, averaging some 30 awards every year.

THIS YEAR HAS THUS FAR BEEN NO LESS EVENTFUL. FOLLOWING ITS FIFTH RECOGNITION AS SKYTRAX'S WORLD'S BEST AIRPORT IN MARCH, CHANGI AIRPORT HAS CONTINUED WITH ITS WINNING STREAK FROM APRIL TO JUNE 2014, WITH AWARDS FROM THE FOLLOWING PUBLICATIONS:

AWARD TITLE	AWARDING ORGANISATION	NUMBER OF TIMES WON
Best Airport (Asia)	Cargonews Asia	28 (1987-2014)
Best Overall Use of Social Media - Airport	Travel + Leisure	1 (2014)
World's Best Airport	Travel + Leisure	2 (2013 -2014)
Best Airport in Asia Pacific	Frequent Business Traveller	2 (2013-1014)
Best Airport for Frequent Travellers	Business Traveller Germany	21 (1993 - 2014)

CARGONEWS ASIA

In recognition of its efforts in supporting the air cargo industry, Changi Airport was named Best Airport - Asia for the 28th consecutive year.

TRAVEL + LEISURE

In June, Changi Airport collected its first-ever award at the Social Media in Travel + Tourism Awards 2014 (SMITTYS) for Best Overall Use of Social Media By An Airport. Organised by US-based travel magazine Travel + Leisure, the awards are decided by a panel of distinguished judges working in the media industry. The accolade acknowledges Changi Airport's use

BEST OVERALL USE OF SOCIAL MEDIA (TRAVEL + LEISURE)			
AIRLINE			
WINNER		VIRGIN ATLANTIC <i>@Virgin_Atlantic</i>	
RUNNER-UP		ALL NIPPON AIRWAYS <i>@FlyANA_USA</i>	
AIRPORT			
WINNER		SINGAPORE CHANGI AIRPORT <i>@FansofChangi</i>	
RUNNER-UP		SAN FRANCISCO INTERNATIONAL AIRPORT <i>@FlySFO</i>	

INTERNATIONAL AIRPORTS (TRAVEL + LEISURE)			
RANK (2014)	RANK (2013)	NAME	SCORE
1	1	SINGAPORE CHANGI AIRPORT	92.27
2	3	HONG KONG INTERNATIONAL AIRPORT	85.64
3	2	DUBAI INTERNATIONAL, U.A.E.	84.97
4	-	INCHEON INTERNATIONAL AIRPORT, SEOUL	82.87
5	-	ZURICH AIRPORT, SWITZERLAND	80.86



of Facebook, Instagram, Twitter and YouTube to effectively connect with its passengers and aspiring travellers, and in so doing, increase awareness of what the airport offers to travellers.

Readers of Travel + Leisure magazine also voted Changi Airport as the World's Best Airport for the second consecutive time.

FREQUENT BUSINESS TRAVELER

Changi Airport won the title of Best Airport in Asia Pacific for the second time at the GlobeRunner Awards 2014, organised by US-based Frequent Business Traveler. This award was the result of an online poll with over 150,000 votes cast by its readers.

BUSINESS TRAVELLER (GERMANY)

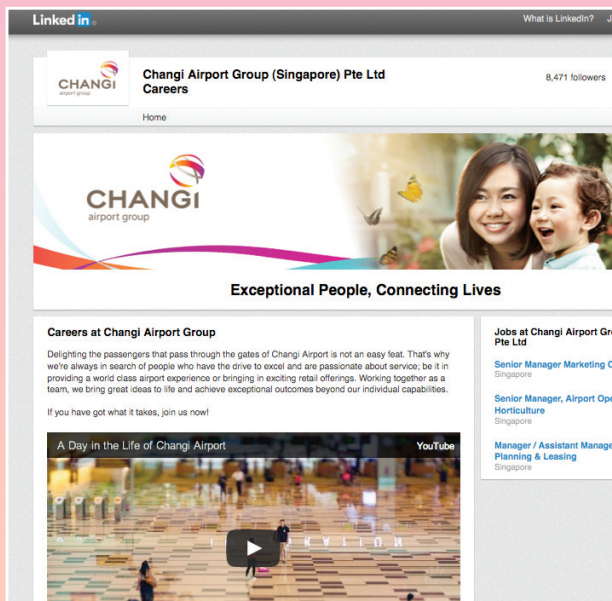
The German edition of Business Traveller continued to recognise Changi Airport as the Best Airport for Frequent Travellers, giving its seal of approval for the 21st consecutive time since 1993. Votes were cast by the magazine's readers.



As Changi Airport continues to serve its diverse profile of travellers from all walks of life and from every corner of the globe, it continues to strive to deliver the Changi Experience. We pride ourselves on enabling visitors to Rethink Travel, and these awards continue to validate our efforts and inspire us to do better.

To all who have contributed to our success in some way - a resounding THANK YOU!

- MELVIN LEONG



CAG IS NOW

Changi Airport Group (CAG) has launched its presence on LinkedIn. From a social media channel for professionals seeking to connect with others, LinkedIn has evolved to become an important recruitment tool. With LinkedIn, CAG seeks to engage those interested in the company – as potential employees or suppliers – with dynamic content including videos and updates on developments at Changi Airport and the aviation industry. The CAG LinkedIn platform even has customised landing pages to cater to different target audiences, such as undergraduates.

THE CAG LINKEDIN PLATFORM SHARES CONTENT ABOUT HOW THE COMPANY MANAGES THE WORLD'S MOST AWARDED AIRPORT AND CONTINUES WITH ITS EFFORTS TO PROMOTE THE SINGAPORE AIR HUB. THIS INCLUDES ONLINE-EXCLUSIVE CONTENT ON THE UPCOMING TERMINAL 4 AND HOW CAG CONTINUES TO ENHANCE THE AIRPORT EXPERIENCE FOR PASSENGERS AND VISITORS. THOSE KEEN ON A CAREER IN AVIATION SHOULD ALSO LOOK OUT FOR JOB OPPORTUNITIES THAT WILL BE POSTED PERIODICALLY.

Since its launch in May, its follower base on LinkedIn has grown to over 8,000. While many are potential business partners from various industries, there are also those interested in what aviation offers as a career option. In the months ahead, CAG intends to engage these followers with even more frequent posts of airport news and profiles of interesting jobs within CAG.

LIKE. FOLLOW. SUBSCRIBE.

Changi Airport has won multiple awards for its use of social media, most recently the Travel + Leisure accolade for Best Overall Use of Social Media by an airport. Besides LinkedIn, we are also on other social media platforms using our online moniker 'FansofChangi'.



FACEBOOK (WWW.FACEBOOK.COM/FANSOFCHANGI)

With more than 400,000 fans, Changi boasts the biggest following on Facebook. Not only do we excite our fans with news of new airlines and city links, store promotions and fun stuff in the airport, we also hold regular flash contests that are immensely popular with our fans.



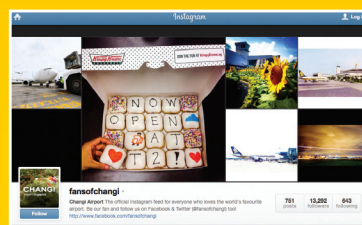
TWITTER (TWITTER.COM/FANSOFCHANGI)

Close to 19,000 followers on Twitter, many of whom regularly alert us whenever they are at Changi Airport. As much as a short, 140-character post will allow, we engage fans with interesting tidbits of what's happening. Fans also turn to Twitter as a feedback channel and we do our best to reply soonest! Something else to look out for – RT contests with the chance to win prizes like airline-exclusive gift sets.



INSTAGRAM (INSTAGRAM.COM/FANSOFCHANGI)

Instagram is an ideal way for Changi to share photos of its latest offerings, with over 13,000



followers on this channel. To cater to the many social media aficionados who do not go on Facebook but are on Instagram, we post about one photo a day, some of which

are quirky or unique mood shots from our fans. Sharing them as our 'photo of the day' makes them feel appreciated and proud to be a fan.



YOUTUBE (YOUTUBE.COM/FANSOFCHANGI)

Whether it's a sneak preview of Terminal 4 or a specially produced video to commemorate the launch of our Kinetic Rain moving sculpture in Terminal 1, you'll find it on our Youtube channel, where a curated selection of our best, timeless videos are featured to be enjoyed by viewers all year round.



SINA WEIBO (WEIBO.COM/CHANGI2013)

Changi Airport established its presence on Weibo in January 2013 to reach out to the burgeoning market of Chinese travellers. As a key social media platform in China, Weibo provides Changi a means to engage with those interested in travel in the Chinese language. We have created our very own persona 樟小宜 (Zhang Xiaoyi, a word play on the Chinese words for 'Changi') on Weibo. We aim to grow our current base of about 170,000 fans with interesting content, engaging activities and exciting promotions. – HO ZHI LI AND CHIA WAN FEN

WORKING FOR THE WORLD'S BEST

With third place honours in this year's edition of Randstad's 'Most Attractive Employer' award, Ms Justina Tan, Changi Airport Group's (CAG) Senior Vice President for Human Resource, does not intend to loosen her grip on efforts to better CAG's appeal to potential hires.

She said, "We are most happy that we have improved in our standing among Singapore employers since last year. We will continue to focus on developing and engaging the staff of CAG, by offering diverse opportunities and devoting resources to their personal and career development."

The annual Randstad award is based on a survey of more than 6,500 people on 75 of Singapore's largest companies. Despite CAG's relatively short history, it first appeared in the rankings at fifth place in 2013, and improved on its position by two notches this year, behind Singapore Airlines and Shell.

AT CAG, EXCELLENCE IS SECOND NATURE TO ITS PEOPLE BECAUSE OF THEIR PASSION AND LOVE FOR THE AIRPORT. "A LOT OF PEOPLE JOIN US BECAUSE THEY WANT THE OPPORTUNITY TO WORK FOR A WORLD-CLASS AIRPORT - A SINGAPORE BRAND THAT IS BOTH RECOGNISABLE AND RESPECTED WORLDWIDE," JUSTINA SAID.

CAG came out tops in many attributes measured by the survey, including a pleasant working atmosphere, good work-life balance, job security, training, strong management and good financial health.

An advocate for authenticity, Justina believes that CAG must practise what it preaches to potential hires. She said: "When we go out there and market our brand, it must be real and we must be able to deliver."

"Brands, at the end of the day, are about perceptions. But while perceptions can be shaped, if they are not based on reality, successful hires will not stay with us when they realise that the company is not what they thought it to be. It will then be a heavy cost to us."

With a career of more than 15 years at Changi Airport, Justina has a wealth of experience under her belt, covering air hub development, commercial retail and marketing, international relations, policies and strategy formulation. She moved to take on the human resource portfolio a few years before Changi Airport was corporatised.

Justina believes that a good HR team needs to consist of both HR specialists, as well as experienced staff from the line divisions. "I told my boss then that if



we wanted a professional HR outfit, we needed both people with the requisite HR skill-sets, as well as those with the knowledge and eye for the business. Only then, can we be effective HR partners." Today, the 48-strong HR team at CAG consists of a good mix of team members who joined from other internal divisions, as well as experienced HR practitioners hired in recent years.

On areas in the survey where CAG can do better, Justina believes that perceptions will improve as more people come to be aware of what the company is and what it stands for. One such area is career progression for which there are many opportunities available especially with the Changi East development that is coming up. She said, "CAG is planning for the future and given the scale and size of Changi Airport by the mid-2020s, there will be more opportunities, including leadership positions, available for those with the drive and potential. So the challenge for CAG is ultimately about how we can prepare our people to take on new and expanded roles and challenges when the time comes."

Another area of focus for Justina and her team is that of leadership development. "It is true that an organisation is only as good as its people. We believe that if we want to make a difference, we need to ensure that we have good leaders. As we all know, people join organisations, but leave managers," she added.

At the end of the day, CAG's HR team is focused on keeping staff engaged and motivated. Justina said, "At the heart of it, we hope to deliver a meaningful career for every individual so that they learn and grow in an environment where they have a sense of belonging, and are valued and supported. We want all the people of CAG to look forward to coming to work every day, knowing that they are making a valuable contribution to the success and growth of the world's best airport." - SHANNON LIM

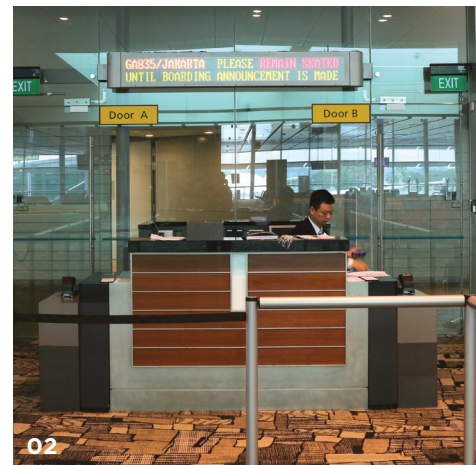


ALL IN 60 MINUTES

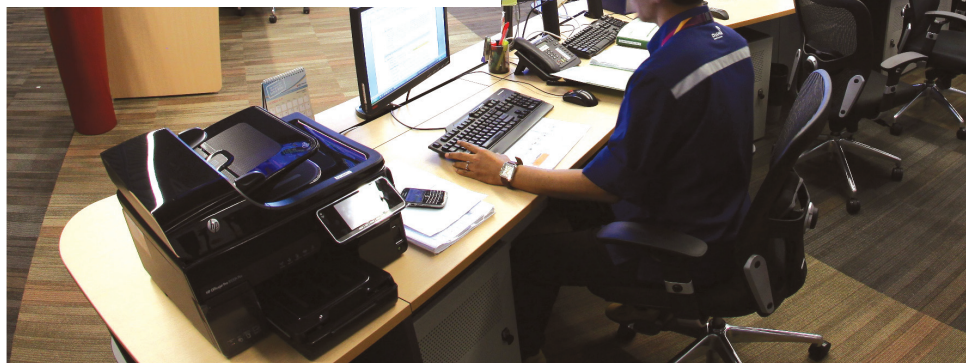
HANDLING MORE THAN 6,600 FLIGHTS A WEEK, CHANGI AIRPORT IS AN INTERNATIONAL GATEWAY FOR PASSENGERS ROUND-THE-CLOCK. BEHIND ITS GLEAMING TERMINALS AND EFFICIENT FRONTLINE SERVICE LIES A QUIET SYSTEM OF MAN AND MACHINE THAT DRIVES THE WORLD'S BEST AIRPORT WITH CLOCKWORK PRECISION AND INDEFATIGABLE ZEAL.

WITH A MINIMUM CONNECTION TIME OF 60 MINUTES, CHANGI CONNECTION TAKES A LOOK BEHIND-THE-SCENES AT WHAT HAPPENS WITHIN THIS SHORT PERIOD OF TIME ON THE GROUND TO TURN ONE FLIGHT AROUND FOR THE NEXT BATCH OF PASSENGERS.

Special thanks to dnata Singapore Pte Ltd for their assistance with this photo spread



- 01 THE JOURNEY STARTS HERE:** Passengers on Jakarta-bound Garuda Indonesia flight GA835 check in for their trip.
- 02 BOARDING PREP:** Even as the aircraft arrives - and the frenzy begins at the aircraft parking stand - the quick turnaround sees a ground staff preparing for the boarding of passengers on the outbound flight.
- 03 COLLABORATION:** Over at the Airport Operations Centre, the team leader monitors the Gate Utilisation System and works hand-in-hand with Air Traffic Control, ground handlers and airlines to plan, assign and guide all arriving aircraft from the runways to their designated parking stands.
- 04 TOUCHDOWN:** A ramp agent awaits the arrival of the aircraft, paying particular attention to safety by ensuring that the parking bay is free of obstacles or any items that may affect the aircraft. Guided by the Aircraft Docking Guidance System, the aircraft is parked safely at its designated parking stand.



05 THE FRENZY BEGINS: The ground handling crew springs into action once the pilot has turned off the aircraft's engines. One crew member quickly places wheel chocks around all the wheels to prevent accidental movements.

06 At the same time, the crew hooks up to the interphone unit located at the nose wheel that connects to the cockpit so they can communicate with the pilot.

07 Another ground staff then manoeuvres the Passenger Loading Bridge to the door of the aircraft.



08 UNLOAD AHOY: A member of the ground-handling crew, standing on a container loader, opens up the cargo hold door. Most passenger aircraft have a cargo hold that is used to carry checked-in baggage and commercial goods. The majority of these are loaded into containers.

09 LOADING THE MUNCHIES: While baggage is being unloaded, the catering team already starts to load trolleys of freshly-prepared meals from a nearby in-flight kitchen onto the aircraft, via a short bridge from the catering truck.

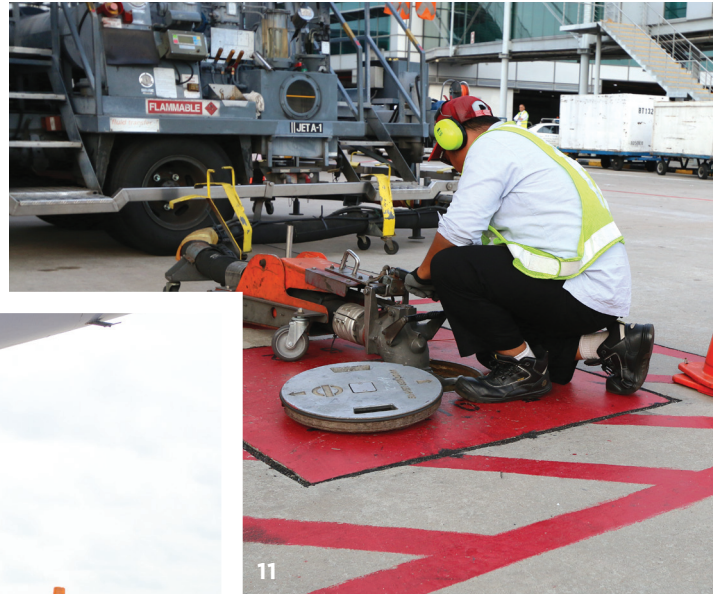
10 SMALL BAGS, SMALL COMPARTMENTS: Ground handlers unloading baggage such as prams, wheelchairs and bags that are too large to be stored within the cabin. Did you know that all conveyor belt ramps at Changi are fitted with rain covers to ensure that the bags do not get wet?



11 REFUELLING TIME: Aircraft at Changi Airport are refuelled using a pump vehicle, hooked up to a central fuel distribution port found at every aircraft stand. Jet fuel is pumped out of the fuel hydrant and fed into the aircraft through a high-pressure hose.

12 THIRSTY JUMBO: A ground crew fills up the aircraft drinking water tank. Killing an urban myth, drinking water is pumped from a separate vehicle from the vehicle that collects aircraft waste!

13 NEW SET OF BAGS: For larger planes such as this Airbus 330-200, checked-in bags are preloaded into these special containers called Unit Load Devices (ULDs), which are then loaded wholly into the aircraft. Each ULD can hold up to 50 pieces of luggage.



14 READY, GET SET, CLEAN: Cleaners moving in to clean up the aircraft after all the passengers have disembarked. A team of six cleaners have only less than 30 minutes to ensure the aircraft is spick and span.

15 GETTING TO KNOW MY GUESTS: After check-in operations have closed, the final passenger and cargo manifest is printed. A ground agent goes through the list with the captain and informs him if there are passengers with special needs on board and that the loading and refuelling of the aircraft have been completed.



16

16 BOARDING TIME: When the flight and cabin crew are ready, gate agents make the announcement to commence boarding. Most airlines allow passengers with special needs to board ahead of everyone else.

17 SETTING OFF: Tow tugs are used to push the aircraft onto the taxiway before they make their way to the runway for take-off. On seeing the safe start of the engine, a 'headsetman' from the tow tug gives the pilot the go-ahead for the aircraft to proceed.

18 ON TIME: With clockwork coordination from all parties involved, GA835 is now ready for take-off, all within just 60 minutes from the moment it landed at Changi.

PHOTOS AND TEXT BY SHANNON LIM AND EUGENE WONG, LAYOUT BY SHANNON LIM



17



18

WITH CLOCKWORK PRECISION, CHANGI AIRPORT SEES A FLIGHT TAKE OFF OR LAND EVERY 90 SECONDS.



THE SELF BAG-DROP IS ONE OF SEVERAL FAST INITIATIVES BEING ROLLED OUT AT CHANGI AIRPORT

HELP YOURSELF TO FAST@CHANGI

Following the implementation of Straight-to-Gate and Self-Boarding Gates last year, Changi Airport Group (CAG) has partnered Jetstar Asia to trial self-service options at the airline's T1 Departure Hall check-in counters.

Part of the Fast and Seamless Travel at Changi (FAST@Changi) programme that CAG is rolling out progressively across the airport – including the upcoming Terminal 4 – the trial provided an opportunity for Jetstar Asia and Valuair passengers to enjoy a speedy and more flexible check-in experience.

With two self bag-drop units and four self check-in kiosks, passengers can now check-in and print their boarding passes and baggage tags. After tagging their own luggage, passengers can simply drop them off at the self bag-drop counter where a receipt will be issued.

Currently, the whole process takes a matter of minutes and this is expected to be reduced even further as passengers become more familiar with this mode of operation, especially with the growing use of self-service options in airports around the world.

The trial saw more than 7,000 passengers successfully

going through the self-service process, with over 90% of them indicating satisfaction. CAG and Jetstar are currently studying feedback from the passengers to assess additional improvements ahead of a full roll-out. The FAST@Changi team will fine-tune operations and processes to achieve an optimal user experience.

MR TAN LYE TECK, CAG'S EXECUTIVE VICE PRESIDENT, AIRPORT MANAGEMENT, SAID: "AGAINST A BACKDROP OF GROWING PASSENGER TRAFFIC AND THE CURRENT MANPOWER SITUATION IN SINGAPORE, SUCH AS IN THE GROUND-HANDLING SECTOR, THE ADOPTION OF SELF-SERVICE INITIATIVES WILL HELP ALLEVIATE SOME OF THE PRESSURE FACED BY THE INDUSTRY. THE IMPLEMENTATION OF FAST@CHANGI IS IN LINE WITH A WIDER GLOBAL PUSH TOWARDS INCREASING AUTOMATION AT AIRPORTS TO IMPROVE PRODUCTIVITY AND EFFICIENCY, WHILE PROVIDING PASSENGERS WITH GREATER FLEXIBILITY AND CONVENIENCE."

With Singapore's tight labour market, the automation of the check-in process will see timely benefits such as productivity gains, better use of resources, enhanced operational efficiency and long-term cost savings. For example, the overall passenger handling capacity of existing airport infrastructure can be increased as less space will be needed for the same number of passengers to check in. This allows airlines to optimise their resources to serve their passengers, while ground-handling agents can then focus on providing more personalised forms of service. - SHERMAN PUN



ALL FUN AND LAUGHTER FOR STAFF AT THE 'DREAM BIG' EVENT

CAG TURNS 5IVE!

Changi Airport Group (CAG) turned 5 on 1 July 2014 and the company marked it with an entire week of fun, reflections and celebrations in the last week of July.

Kicking off the week-long fiesta was an exhibition at the Multi-Purpose Hall, showcasing CAG's achievements and key milestones since corporatisation. The exhibition was accentuated by interactive booths, such as a sure-win Be a Changi Millionaire instant draw booth and the hugely popular Changi Dollar Vouchers Grab game, with attractive prizes given out. Staff also discovered quirky facts about their workplace and were rewarded with prizes in the trivia quizzes.

In the same week, staff also went on specially tailored learning journeys to see parts of the airport such as the Airport Emergency Service sea rescue base and airport nursery. An online auction of gifts that CAG staff had received was also organised to raise funds for the Changi Foundation.



LOCAL COMEDIAN MICHELLE CHONG MADE A SPECIAL APPEARANCE

To top off the celebrations, all staff were invited to the 'Dream Big' celebrations held on 1 August at the Marina Bay Cruise Centre. The venue was transformed

into a massive party zone against the backdrop of the calm sea and a starry sky, adorned with festive colours and party favours such as photo booths and balloons. With a special appearance by local comedian Michelle Chong and performances by CAG's very own talents, staff enjoyed a night of good food, great company and memories to treasure.

Happy Fifth Anniversary, CAG! Here's to many more!
- SHANNON LIM

MUSIC TO HIS EARS

A musician's performance in Singapore has put him in the running to win one million dollars. No, he was not talent-scouted to be on the next Singapore Idol contest. Rather, Mr Chen Bao, a musician from China, was picked as the second of six monthly finalists for the 'Be a Changi Millionaire' 2014 Grand Draw.

The 62 year-old, who had the chance to visit Singapore and shop at Changi when he performed at a Chinese orchestra concert earlier in June, earned his chance at a million dollars with his purchase of a few boxes of chocolates and sweets for his family, as well as cigarettes for his personal consumption.

Mr Chen was both surprised and ecstatic at his good fortune. "It does not matter whether I win in the draw eventually, I already feel extremely happy that I am shortlisted as one of the six lucky finalists." He joins Mr Huang Xiao Qiang, a 35 year-old Singaporean, who was named the first finalist. Mr Huang had bought four boxes of chocolates from Cocoa & Co for his family and friends.

The six finalists in the Millionaire Grand Draw will win for themselves S\$5,000, a three-night stay in Singapore, as well as a chance at winning the million dollar prize during the grand draw in February 2015.

Changi Airport has also been building up excitement to the 2014 Grand Draw through other innovative promotional activities. In June, the airport featured 'Staticman', a renowned street performing artist from Portugal. Disguising himself as a golden statue while levitating against a giant tower of gold bars in Terminal 1's Departure Transit Mall, Staticman delighted passengers both young and old alike. - SHERMAN PUN



'STATICMAN' PROMOTING THE 'BE A CHANGI MILLIONAIRE' CAMPAIGN



THE CAG AND NORTHLIGHT DELEGATION AT PANTI ASUHAN AL-BARR, AN ORPHANAGE IN BANDUNG

A WORK TRIP WITH A HEART

This was not your usual Changi Airport Group (CAG) work trip. From 5 to 8 June 2014, 11 staff members from CAG represented Changi Foundation, CAG’s corporate social responsibility arm, to visit Bandung, Indonesia, on an art-themed community service project for two orphanages. This was the foundation’s inaugural overseas community engagement that also saw the participation of 17 art elective students and three teachers from NorthLight School. SilkAir sponsored part of the delegation’s air tickets.



BANDUNG ARTIST MR SUNARYO SHARES ABOUT ART

NorthLight School is Changi Foundation’s main charity beneficiary partner. Over the four days, the delegation cleaned and painted an orphanage in Bandung and shared their previous art experiences with

the orphanage residents. The students also attended an art workshop facilitated by Sunaryo, an Indonesian artist based in Bandung and visited the Institut Teknologi Bandung’s Fine Arts department.

Adric Ong, CAG’s Manager for Corporate Development and International Relations (CDIR), who helped organise the trip said, “Visiting the orphanages definitely gave me the opportunity to reflect on how fortunate we are in Singapore. I hope the kids at the orphanage will have good memories of our visit. I am glad to have had the opportunity to make them happy with the time spent with them and the gifts

we brought.” He cited the example of how the brief trip left an imprint on the orphanage residents - one of them took off his shoes before stepping onto the squeaky clean corridor that the delegation had just cleaned and painted.

As the oft-quoted saying goes that to teach a man how to fish is better than to give him one, not only did the NorthLight students gain exposure to life in Bandung during this learning journey, they were also challenged and empowered to contribute their experience and art expertise this time round to the less privileged orphans by leading the way in art and craft. For some of them, it was the first time they had ever left Singapore’s shores.

Ye Qianhui, a volunteer from Airport Emergency Service who went on the trip, said, “Interacting with the NorthLight Students gave my colleagues and I the opportunity to understand them better and encouraged them to open up to us. As volunteers, we tried to give them advice and support whenever we could. Despite the relatively short trip, we managed to bond and develop a sense of belonging as one group.”

THE CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES UNDERTAKEN BY CHANGI FOUNDATION SUPPORTS THE YOUTH COMMUNITY THROUGH THREE MAIN THRUSTS: EDUCATION, SKILLS DEVELOPMENT AND COMMUNITY SERVICE. OTHER EXISTING PROGRAMMES WITH NORTHLIGHT SCHOOL INCLUDE A READING PROGRAMME, WHERE CAG STAFF HELP STUDENTS TO IMPROVE THEIR READING SKILLS, AND SATURDAY NIGHT LIGHTS, A FOOTBALL PROGRAMME FOR THE SCHOOL’S FOOTBALL PLAYERS DESIGNED TO DEVELOP THEIR CHARACTER.

Changi Foundation has plans to execute more projects for youths to pick up project management and execution skills. There will also be activities to develop their leadership potential and sense of compassion and empathy for others through serving those less fortunate. - CHIA WAN FEN



THE REVAMPED KOPITIAM – BRIGHTER AND BETTER THAN BEFORE



MUGIHO OFFERS UNIQUE JAPANESE BREADS

KOPI, ANYBODY?

The airport community and visitors to Changi Airport are spoiled for choice with the new 24-hour Kopitiam at Terminal 3. The renovated food court, which is brighter and more spacious than before, houses over 20 stalls serving up various cuisine from all around Asia. Savour Taiwanese dishes such as oyster mee sua and braised pork rice, try handmade *xiaolongbaos* or have a

breakfast of *appam*, that South Indian pancake. Closer to home, the Thai stall serves up mango and papaya salads while those who enjoy Indonesian food can get their fill of *mee bakso* and *tahu telor*. Of course, there is no lack of local favourites from chicken rice to minced pork noodles.

MUST TRY: Mugiho Bakers, a Japanese bakery provides a quick bite on-the-go.

MUJI ON THE GO

Popular Japanese lifestyle brand MUJI has opened its “MUJI to GO” travel concept store at the Terminal 2 Departure Hall. The store, which is exclusive to airports, carries a range of products carefully curated for travellers, all with Muji’s trademark minimalist and compact look. From neck cushions to portable skin care and drinks, “MUJI to GO” is an ideal one-stop shop just prior to departure for both the casual and business traveller.

MUST GET: Almost everything, really.



MUJI TO GO CARRIES A LARGE VARIETY OF ESSENTIALS FOR TRAVEL



4 FINGERS CRISPY CHICKEN CARRIES MOUTHWATERING CHICKEN SET MEALS THAT ARE WORTH THE WAIT

ANOTHER FINGER LICKING GOOD?

4 Fingers Crispy Chicken, a popular Korea-style marinated chicken chain, is now open at Terminal 3’s Basement 2. Behind the eatery’s hot, fresh and juicy chicken is a special cooking method that produces a crispy skin, after which comes a process to ‘paint’ each piece with either a soy garlic or hot and spicy marinade that lingers in your mouth after every bite.

MUST TRY: Besides chicken, the salads are excellent. – ABIGAIL CHANG



KRISPY KREME CARRIES SPECIALLY DESIGNED T2 DOUGHNUTS THAT ARE EXCLUSIVE TO THE STORE AT CHANGI AIRPORT

DOUGHNUTS AND COFFEE

Following its debut in Singapore last year, the American doughnut chain that is all the rage is now at Changi Airport's Terminal 2! The first Krispy Kreme outlet in Singapore to open 24/7, airport visitors will be spoilt for choice with the variety of over 15 flavours it serves up, from the signature Original Glazed doughnuts to newer flavours such as red velvet and matcha.

MUST TRY: The exclusive T2 doughnut with a café latte filling – only available at Changi.

GO CHOCOLATE DIVA!

A premium chocolate manufacturer founded in Belgium in 1926, the new GODIVA outlet at T2 brings to Changi Airport the most decadent chocolates and chocolate products. Freshly made with premium cocoa beans and the finest dairy butter available, GODIVA's delicious chocolates, placed elegantly on étagères (French shelves to display small objects) is sure to please your taste buds. The GODIVA store also features cold desserts such as chocolate-mixed drinks and a soft serve for the sweet-toothed.

MUST TRY: Chocolate-mixed drinks such as dark chocolate Chocolixir. - ABIGAIL CHANG



CHECK OUT THE TRAVEL EXCLUSIVE COEUR ICONIQUE GRAND SET THAT IS EXCLUSIVE TO GODIVA AT CHANGI AIRPORT!

TRAVEL EXCLUSIVE
NET WT: 195g / 6.9 OZ

3x
3x6 Assorted chocol

14 ASSORTED CHOCOLATES • 14g NET WT

GODIVA
Belgium 1926



PASSENGERS AT CHANGI AIRPORT ENJOYED LIVE SCREENINGS OF ALL MATCHES AND INTERACTIVE FOOTBALL GAMES

CHANGI SPREADS THE WORLD CUP FEVER!

It comes around only once every four years, and Changi Airport again ensured that passengers and football fans could experience the 2014 FIFA World Cup - for free, even while travelling!

With 19 large high-definition TV screens at designated spots across all three terminals, passengers departing from or transiting through the airport were able to come together and cheer their favourite teams.

Outside of the match broadcasts, passengers could pit themselves to a game of table football, or samba their way through the popular football video game - FIFA14 on the latest PlayStation 4 game consoles. - JIANG KEJIA

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