

Changi Airport

Responding to the SARS Crisis

CHANGI AIRPORT



Impact of SARS on Changi Airport

AT THE PEAK

- Passenger Traffic ↓ 58%
- Aircraft Movement ↓ 35%
- Cargo Tonnage ↓ 10%
- Airport Duty Free Sales ↓ 50%

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Changi Airport's Response to SARS

3 LEVELS

- Operations – screening of incoming, outgoing and transit passengers
- Financial assistance to airlines
- Public Communications and Media Management



Operational Response (1ST Week April 2003)



*Visual screening by nurses
at aerobridges*



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Operational Response (2nd Week April 2003)

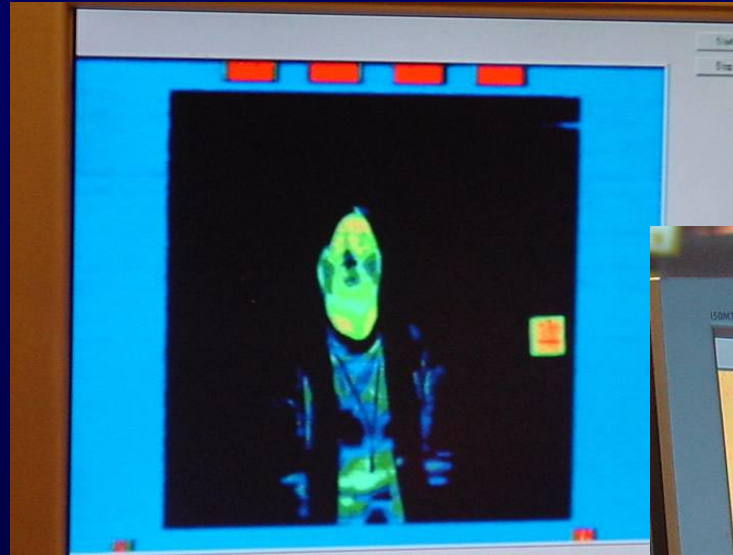


Nurses using ear thermometers

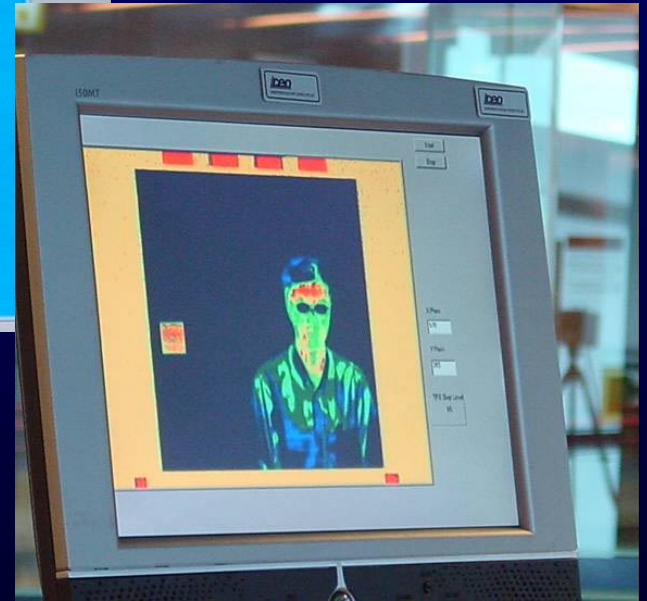


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Operational Response



Passenger with healthy body temperature



Passenger with fever

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Operational Response (3rd Week April 2003)



Screening at aerobridge with thermal scanners

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Operational Response (Late April 2003)



Thermal scanners to screen all departing passengers



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Operational Response (Late April 2003)



Thermal screening was conducted at ALL staff entrances



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Operations Summary

- Screened a total:
 - Over 2 million arriving passengers (April to July 03)
 - Over 2 million departing passengers (April to July 03)
 - Over 800,000 transit/transfer passengers (April to July 03)
- Screening picked up 8,432 passengers with temperature higher than 37.5 °C
- 158 passengers were sent for further medical examination at Tan Tock Seng Hospital
- Nil cases were confirmed to be SARS



Impact on Airlines

- SIA passenger traffic - ↓ 59%
- Cathay passenger traffic - ↓ 78%
- Thai passenger traffic - ↓ 66%
- 10 airlines suspended operation into Changi

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Financial Assistance to Airlines

- 30% discount on landing fees for 8 months from May 03
- 10% rebate on rentals for 8 months from May 03

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Financial Assistance to Airlines

- \$10 million Traffic Development Fund
- Airlines given grants equivalent to \$12 per incremental passenger over a base load in May 03

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Public Communication and Media Management

KEY MESSAGES

- Safety of travellers is of utmost importance to Changi Airport
- Changi Airport is safe

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Public Communication and Media Management

3 measures:

- Working with the media
- Reaching out directly to travellers, travel agents and foreign missions
- Get institutional endorsement that Changi Airport is “safe”

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Working With The Media

- Brought in local and foreign media to see the anti-SARS measures
- Thermal scanners attracted worldwide attention
- Track inaccurate media reports on SARS cases at Changi Airport and issued replies or corrections through the press

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Reaching Out Directly

- Produced a brochure “Peace of Mind” to communicate facts about SARS. Given to every passenger
- Produced in-flight video shown in aircraft before landing at Changi to reassure passengers
- Briefed the diplomatic corps including visits to airport to see anti-SARS measures
- Arrange visits by high-profile personalities including politicians and airline chiefs like Geoff Dixon of Qantas to endorse our anti-SARS measures

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COOL Singapore Award

Changi Airport awarded COOL – Gold Standard by Singapore Tourism Board for Best Practices in SARS Precautionary Measures



CHANGI AIRPORT

COOL

SINGAPORE AWARD

Gold Standard for
Best Practices in SARS
Precautionary Measures

You will be pleased to know that

Singapore Changi Airport

has implemented the following practices for your added peace of mind.

- ✓ 100% of the departing passengers have their temperatures checked.
- ✓ 100% of the arriving passengers have their temperatures checked.
- ✓ 100% of the working airport staff have their temperatures checked daily.
- ✓ None of the working frontline airport staff have visited any SARS affected areas or been in close contact with a SARS patient within the last 10 days.
- ✓ 100% of the staff, tenants, suppliers and contractors entering the transit areas have their temperatures checked.
- ✓ Provision of information on SARS prevention to passengers and staff.
- ✓ Daily disinfecting of all common facilities.
- ✓ All food and beverage outlets within the airport's passenger terminal buildings have achieved good ratings from the National Environment Agency's Eating Establishment Grading Scheme.
- ✓ Appointment of a SARS prevention manager who is in charge of ensuring compliance with the above measures as well as the development and updating of SARS prevention measures and SARS incidence contingency plans.
- ✓ Full compliance with the Ministry of Health's advisory on SARS for airport ground crew and work places.

We hope you have a pleasant visit.

Jointly awarded by:



Part of the COOL Singapore campaign initiated by the Singapore Tourism Board, the COOL Singapore Award is jointly awarded by Singapore Tourism Board and SPRING Singapore. It recognises tourism establishments and service providers with a Gold Standard for Best Practices in SARS Precautionary Measures. Nevertheless it is the responsibility of each individual to act in a socially responsible manner, and to take adequate safeguards to protect their own personal wellbeing.

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ICAO Anti-SARS Airport Evaluation Programme

Changi Airport was the first airport to be audited and certified to be in full compliance with ICAO Anti-SARS Protective Measures



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The Current Status At Changi Airport

- Passenger Traffic ↓ 10%
- Aircraft Movement ↓ 17%
- Cargo Tonnage ↓ 5%
- Airport Duty Free Sales ↑ 2%



Thank You

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