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## AirAsia Group, Korean Air and Vietnam Airlines to operate at Changi Airport's new Terminal 4 in 2017

**SINGAPORE, 9 July 2015** – Changi Airport Group (CAG) today provided an update on the development of Changi Airport's new Terminal 4 (T4), which is scheduled to commence operations in 2017.

Five more airlines – AirAsia Berhad, Indonesia AirAsia, Thai AirAsia, Korean Air and Vietnam Airlines – will operate at T4, joining Cathay Pacific. In total, these six airlines currently operate almost 800 flights every week at Changi Airport and collectively accounted for close to 7 million passenger

movements in 2014. With T4's breakthrough terminal design and innovative concepts, passengers of these airlines can expect enhanced travel experiences at T4.

CAG expects a few other airlines to operate at T4 from the start and forecasts between 8 and 10 million passenger movements in the initial period of operations. As the terminal has an annual handling capacity of 16 million passenger movements, there will be ample room to support the growth of the airlines operating at T4. Correspondingly, capacity for expansion will also be created for airlines in Changi Airport's three other terminals, which are already operating at more than 80% of the aggregate design capacity of 66 million passenger movements per annum.

### ***Seamless travel, efficient operations***

The biggest game changer at T4 resides in the extensive use of technology to improve passengers' experience, enhance operational efficiency and raise manpower productivity.

T4 will see the terminal-wide implementation of fast and seamless travel (FAST) initiatives such as a complete suite of self-service and automated options from check-in and bag drop to immigration clearance and boarding. For the first time at Changi Airport, facial recognition technology will be introduced at T4 to supplement FAST. This eliminates the need for manual identity verification by staff and enables the full automation of processing and checks from departure check-in to aircraft boarding.

Besides benefits accruing to airlines from manpower savings, passengers will also enjoy an enhanced airport experience. Apart from shorter queuing times, passengers will have the flexibility to check in at their convenience using the self-service kiosks.

In preparation for the wide use of FAST at T4, CAG will be working with airlines and ground service providers to implement FAST at Changi Airport's existing terminals. With an increasingly savvy travelling public, FAST is set to become a common feature in airports.

### ***Good progress with project development***

T4 construction works, which started in mid-2014, are progressing well with the terminal building more than 70% completed and the main superstructure visibly taking shape. Topping-out, when the superstructure is completed, is expected before the end of this year.

Following this, CAG will prepare T4 for operational readiness. This phase will include the installation and testing of key airport systems such as kiosks for check-in and bag-drop and the baggage handling system, as well as preparation of commercial spaces. Extensive trials and intensive equipment and systems testing, with volunteers playing the role of passengers, will be conducted during this period given the critical airport systems that are both complex and integrated. These will culminate in ‘live’ trial flights in the final preparatory phase to stress-test the entire departure and arrival processes within the terminal and in the apron.

### ***Commencement of leasing activities***

CAG has commenced the leasing of commercial spaces in T4 and has received expressions of interest from established travel retail companies as well as popular international and local brands. The 195,000sqm terminal will have 17,000sqm of retail and dining space for more than 80 outlets. The retail and dining options at T4 will be comparable to those offered in Changi Airport’s current terminals to meet passengers’ expectations of a consistent Changi Experience airport-wide.

In another Changi first, passengers will have a unique walk-through experience shopping for Liquor & Tobacco and Cosmetics & Perfumes. There will also be a cluster of double-volume retail shop fronts as well as innovative design concepts for a differentiated shopping experience. The Departure Transit Hall will feature facades of old Peranakan shop houses, providing a glimpse of Singapore’s unique cultural heritage.

### ***Breakthroughs in passenger travel***

Mr Yam Kum Weng, CAG’s Executive Vice President of Air Hub and Development, said: “We are delighted with the progress that we have made with the development of T4 and are particularly pleased with having Cathay Pacific, AirAsia Group, Korean Air and Vietnam Airlines as our launch airline

partners at the brand new T4. We look forward to working with them to offer new breakthroughs in the passenger travel experience.

“With T4’s emphasis on innovation and productivity, these airlines can look forward to longer-term growth coupled with lower operating costs from manpower savings. Passengers can expect passage through the various touch points to be smoother and stress-free, giving them more time to enjoy the facilities, and wide array of shopping and dining options. It is a model that both airlines and passengers will appreciate and we are excited to be working with our partners to realise this vision.”

Mr Tony Fernandes, AirAsia Group Chief Executive Officer, said “AirAsia Group is pleased to be among the launch airlines at Changi Airport’s Terminal 4. The brand new terminal has many new innovative features that will complement and enhance AirAsia’s brand value to our passengers.

“The full rollout of FAST will allow us to further streamline processes for our passengers and enjoy gains from higher manpower productivity. At the same time, the simple terminal layout and short walking distance to the gates are friendly for our passengers. Finally, the predominance of narrow body parking bays enhances the operational efficiencies of our aircraft.”

Mr Wilson Yam, General Manager, Southeast Asia, Cathay Pacific Airways, said, “As one of Singapore’s pioneer carriers and a keen adopter of innovation, Cathay Pacific is very proud to be the major carrier operating from T4. Its unique and thoughtful design will provide passengers an enhanced and delightful travel experience, which is closely aligned with Cathay Pacific’s strategy and core values.

“Passengers can look forward to our new lounge in T4 featuring state-of-the-art design and facilities that reflect Cathay Pacific’s new brand design ethos. Our passengers will be able to relax and enjoy the comfort as if they were in their own living room, before they embark on their next flight with us.”

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### ***About Changi Airport Group***

Changi Airport Group (Singapore) Pte Ltd (CAG) ([www.changiairportgroup.com](http://www.changiairportgroup.com)) was formed on 16 June 2009 and the

corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's sixth busiest airport for international traffic. It served a record 54.1 million passengers from around the globe in 2014. More than 350 retail stores and 160 F&B outlets are situated across three terminals to cater to passengers and visitors. With over 100 airlines providing connectivity to 320 cities worldwide, Changi Airport handles about 6,600 flights every week, or about one every 90 seconds.