



Mar 07, 2016 22:30 +08

Changi Airport honours its every-day heroes

SINGAPORE, 2 March 2016 – To commemorate a year of exceptional service, Changi Airport Group (CAG) today paid tribute to Changi Airport's every-day service heroes at its Annual Airport Celebration 2016.

A total of 21 awards across five categories– *'Outstanding Service Staff'*, *'Outstanding Custodial Staff'*, *'Outstanding Service Team'*, *'Service Partner of the Year'* and the prestigious *'Service Personality of the Year'* were given out at the event graced by Coordinating Minister for Infrastructure and Minister for Transport, Mr Khaw Boon Wan.

Going beyond the call of duty

Picking up the 'Service Personality of the Year' award a second time in his 35-year career with Certis CISCO Aviation Security is Senior Officer Commanding Arumugam Karupiah. He is a familiar fatherly figure to many who work at the airport. In November last year, the 55-year-old extended a warm, helping hand to an elderly Singaporean couple who had lost their only son to a stroke after he fainted outside a gate holdroom. The traveller, who was the sole breadwinner, had been on his way to Hong Kong to accept a new job to better support his family.

Concerned with the family's plight, Arumugam took the initiative to pool donations from his company's management and colleagues for the family. He also helped with the funeral arrangements. After learning that the family had to bring the ashes to Hong Kong, Arumugam went the extra mile to help them secure tickets on a fully booked flight. Understanding that the bereaved couple needed ample rest and space, he also helped to arrange for lounge access, and accompanied the family till they boarded their flight to ensure that all their needs were well taken care of. The family expressed their deep gratitude "for the help rendered, the love, the prayers, and for your (Arumugam's) presence."

The spirit of partnership

In recognition of its commitment to service excellence and staff development, Certis CISCO Aviation Security (CAS) was named 'Service Partner of the Year' for the third year running.

CAS manages a team of about 2,700 aviation security officers who perform various security, patrolling, access control and screening functions. Having consistently invested in customer-centric initiatives to partner CAG in upholding the Changi Experience, CAS continues to receive one of the highest number of passenger compliments across all Changi Airport's partners.

The organisation also prides itself on the close attention it pays to staff welfare. In 2015, CAS expanded and revamped its staff lounge, equipping it with more entertainment and relaxation amenities. To support employee well-being in the workplace, a para-counselling assistance programme aimed at building a pool of trained staff was introduced last year to provide in-

house counselling for officers in need.

Building a ONE Changi culture

As part of its ongoing journey of service excellence, CAG embarked on a ONE Changi culture-building initiative last year. This is spearheaded by 130 stakeholders from CAG and its various airport partners, from management members to frontline staff, including service award winners. Engagement initiatives include airport-wide campaigns and the launch of a ONE Changi TV platform in staff rest areas that will keep the community updated on the airport's latest news and events.

Speaking at the award ceremony, Mr Lee Seow Hiang, CEO of CAG said, "Service excellence boils down to our people; their passion and motivation to make the difference, and the strength of our community spirit to collaborate and ensure that while we have many partners with many missions, we are always One Changi."

"The stories of our award winners tell of outstanding displays of initiative and care by individuals and by teams, who have stepped up and changed the lives of the people they touched. They are truly testimonies of exceptional people, connecting lives. They are indeed our Stars of Changi! On behalf of everyone in the airport community, I thank them for inspiring us and whose spirit of excellence gives us full confidence that we will prevail ... whatever the challenges may be."

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (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 passenger

traffic. It served a record 55.4 million passenger movements in 2015. More than 360 retail stores and 140 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 6,800 flights every week, or about one every 90 seconds.