



Nine airlines to shift operations to T4 over a one-week period

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Changi Airport's new Terminal 4 scheduled to commence operations on 31 October 2017

SINGAPORE, 6 September 2017 – Changi Airport Group (CAG) today announced that the new Terminal 4 (T4) at Changi Airport is scheduled to commence operations on 31 October 2017. This follows the recent successful conclusion of major trials, with a small number of checks and reviews to be completed in the final phase of the preparations.

To ensure a smooth transition of flight operations from the existing

terminals, the operations of the nine T4 airlines – the AirAsia Group (of four airlines), Cathay Pacific Airways, Cebu Pacific Air, Korean Air, Spring Airlines and Vietnam Airlines – will be shifted to T4 over one week on the following dates:

Tuesday, 31 October 2017 - Cathay Pacific Airways and Korean Air

Thursday, 2 November 2017 – Cebu Pacific Air and Spring Airlines

Tuesday, 7 November 2017 – AirAsia Group and Vietnam Airlines

The first arrival and departing flights at T4 will be operated by Cathay Pacific – CX659 from Hong Kong (STA^[1]: 0540 hours) and CX650 to Hong Kong (STD¹: 0650 hours) respectively.

Since October 2016, CAG has collaborated with its airport partners to prepare T4 for flight operations. This began with table-top exercises to develop the standard operating procedures, and later progressed to ground deployment exercises to familiarise staff with the new terminal and processes. Volunteers from the airport community and members of the public were invited to role-play as passengers to test the critical airport systems and processes. These included the Fast and Seamless Travel (FAST) self-service options at check-in, bag drop, immigration and boarding, as well as security screening, baggage handling, flight information, ground transport, way-finding, and transfer processes etc.

In recent weeks, CAG conducted trials involving selected commercial flights with airline partners at T4, which were essential to validate , in a live setting, the inter-operability and process integration of the airport's and airlines' systems. Altogether, more than 100 trials have been conducted, involving over 1,500 volunteer participants and 2,500 airport staff.

Mr Tan Lye Teck, CAG's Executive Vice President (Airport Management), said, "The past months have been a very crucial period for us as we conducted intensive tests and trials, not only to ensure that the systems work well, but also to understand how passengers navigate the new terminal, including interacting with initiatives such as FAST which may be less familiar to them.

“We have identified areas of improvement following those trials. Feedback gathered from trial participants has also been very useful to CAG and our partners in fine-tuning our systems and processes. We will take the next few weeks to complete the last set of trials as we prepare for the commencement of operations at T4.”

T4 will add a capacity of 16 million passengers per annum to Changi Airport, bringing the airport’s total annual handling capacity to 82 million passenger movements.

Annex A: Details of T4 airlines’ first flights at T4 and last flights at existing terminals

[\[1\]](#) STA: Scheduled Time of Arrival, STD: Scheduled Time of Departure

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 traffic. It served a record 58.7 million passengers from around the globe in 2016. Including the soon-to-be-opened Terminal 4, Changi Airport will have 400 retail and service stores, as well as 140 F&B outlets. With over 100 airlines providing connectivity to 380 cities worldwide, Changi Airport handles about 7,000 flights every week, or about one every 90 seconds.