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The World's Best Airports 2016

Singapore Changi Airport has been voted the World's Best Airport by air travellers for the fourth year in a row at the 2016 World Airport Awards, held at Passenger Terminal EXPO in Cologne, Germany. This is the 7th time that Changi Airport has picked up this top title at the World Airport Awards.

"To be voted by customers as the world's Best Airport four years in succession is a most remarkable achievement for Changi Airport Singapore, and is clear testament to the airport's popularity amongst air travellers. Changi Airport continues to innovate in both product and service options for its customers, and focus on making the customer experience at the airport as enjoyable and relaxing as possible. To be named by global travellers as the world's

favourite airport for the 6th time in ten years is great reward not only to Changi Airport management, but for staff across every section of the airport who contribute in every little way to Changi Airport operations", said Edward Plaisted, CEO of Skytrax

Changi Airport celebrated further success at the Awards, receiving the award as Best Airport for Leisure Amenities. These leisure amenities include the music bar lounges, cinemas, music deck, swimming pool, napping and rest areas and the in-terminal Transit Hotel. Customers with more time to spare can also take in a free sightseeing Singapore Tour. The choice and availability of leisure and entertainment facilities are unique, stand-out features here at Changi Airport, and underline the dedication of the airport to truly satisfy customers.

Mr Lee Seow Hiang, Chief Executive Officer of Changi Airport Group said, "To be named the World's Best Airport by Skytrax for the fourth year running is a significant achievement for Changi Airport and a clear affirmation that we continue to hit the right notes in our pursuit of service excellence. We do not take this recognition for granted; it is the extraordinary effort and commitment of the entire airport community that drives Changi's success. We thank our passengers and partners alike for their continued support and confidence in us."

THE WORLD'S BEST AIRPORTS 2016

1 Singapore Changi Airport

2 Incheon International Airport

3 Munich Airport

4 Tokyo International Airport (Haneda)

5 Hong Kong International Airport

6 Chūbu Centrair Nagoya

7 Zurich Airport

8 London Heathrow Airport

9 Kansai International Airport

10 Hamad International Airport

WORLD AIRPORT AWARDS

The World Airport Awards are the most prestigious accolades for the airport industry, voted by customers in the largest, annual global airport customer satisfaction survey. The survey and awards process is totally independent and guaranteed free of any airport influence or interference in final results.

The 2016 World Airport Awards are based on 13.25 million customer nominations across 106 nationalities of air travellers, and included 550 airports worldwide. The survey evaluates customer satisfaction across 39 key performance indicators for airport service and product - from check-in, arrivals, transfers, shopping, security and immigration, through to departure at the gate.

<http://www.worldairportawards.com>

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 55.4 million passengers from around the globe 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.