

22 December 2021

ESCORTING OF CONNECTING PASSENGERS AT CHANGI AIRPORT

I refer to CAAS Directive No. 11/2021 that came into operation on 1559hrs GMT 31 July 2021 (“Directive”) (as amended by Amendment No. 3 with effect from 1559hrs GMT 14 November 2021).

2 Pursuant to paragraph 5 of the Directive, the Director-General of Civil Aviation (“DGCA”) has specified that the measures in paragraphs 5 and 7 of the Directive apply to every connecting passenger who boarded the air operator’s aircraft from any of the following countries or regions:

- (a) any country or region classified by the Singapore Ministry of Health as a Category IV country or region¹;
- (b) Denmark, France, Germany, the Netherlands, Switzerland, and the United Kingdom.

3 Pursuant to paragraph 8(a) of the Directive, the DGCA has specified that the measures under paragraphs 8(a) and 8(b) of the Directive apply to every connecting passenger who boarded the air operator’s aircraft from any country or region other than the country or region mentioned in paragraph 2 of this Circular.

4 Every connecting passenger who boarded the air operator’s aircraft from any of the countries or regions mentioned in paragraph 2 of this Circular are required to be escorted in a group when moving through Changi Airport, in accordance with paragraphs 5(c), 5(d) and 7(a) of the Directive, except the connecting passengers mentioned in paragraph 8 of this Circular. The number of staff assigned to the group must be in accordance with the escort ratio as specified by the DGCA in paragraph 5 of this Circular.

5 The escort ratio specified by the DGCA, pursuant to paragraphs 5(e)(i) and paragraph 7(b)(i) of the Directive, is set out in the table below:

Number of connecting passengers in the group	Number of staff escorting the group	Position of staff in relation to the group
1 – 15	1	Beside the group
16 - 30	2	One each at the front and back of the group
31 - 45	3	One each at the front, centre and back of the group

¹ Please refer to <https://safetravel.ica.gov.sg/shn-and-swab-summary> for the latest country/region classification.

6 An air operator whose connecting passengers mentioned in paragraph 2 of this Circular arrive at the A gates and are to be held in a transfer holding area (“THA”) that is located within the A pier may, instead of the escort ratio specified in paragraph 5, adopt a “human chain” model as follows:

- a) **Arrival at the pier gates A9 to A13:** A minimum of three staff must be deployed to direct such passengers to use the traveller to move between the gate and THA². The air operator must establish with the airport operator the deployment of barriers between the traveller and the thoroughfare or at least one roving staff to ensure that every such connecting passenger continues to walk on a traveller;
- b) **Arrival at the A cluster gates A1 to A8:** A minimum of six staff must be deployed to direct such passengers to use the Skytrain to move between the gate and THA³. The air operator must also ensure that only passengers on one flight disembark at any one time from the cluster gates, to avoid mixing of passengers from different flights.

7 The staff deployed must fulfil the following responsibilities when the human chain model is adopted:

- a) ensure that the connecting passengers are verified and tagged;
- b) control the flow of passengers and ensure the segregation of the connecting passengers from arriving and departing passengers that are moving along the A pier;
- c) lead the connecting passengers to the T3 THA;
- d) ensure that there are no more than 30 individuals (both passengers and staff) on board each Skytrain car at any one time, if the Skytrain is being used for the movement of the connecting passengers between the gate and THA;
- e) ensure that there is a distance of at least 1m between every individual in the group of connecting passengers (including the staff) at all times, including while they are being escorted (including in Skytrain), queueing to check-in to the THA; and
- f) account for all the connecting passengers during handover with THA staff.

8 Despite paragraph 7(a) of the Directive, the DGCA has specified that an air operator is not required to escort a connecting passenger mentioned in paragraph 2 of this Circular from the THA to his or her boarding gate.

9 Unless otherwise approved by Director of Airport Operations Regulation and Aviation Security (ARAS) in CAAS, the relevant air operator must establish with the

² The connecting passengers do not need to be escorted while on the traveller.

³ The connecting passengers do not need to be escorted while in the Skytrain.

airport operator a protocol for allowing the passenger mentioned in paragraph 8 of this Circular to only be released from the respective THA:

- a) no earlier than 60 minutes before the scheduled time of departure of their departing flight, if the passenger is departing from a gate located within the same pier as the THA that the passenger is being held in; or
- b) no earlier than 75 minutes before the scheduled time of departure of their departing flight, if the passenger is departing from a gate located in a different pier as the THA that the passenger is being held in.

10 To avoid doubt, the handover procedure established between the airport operator and relevant air operator pursuant to paragraph 7(e) of the Directive, as reflected in the air operator's operations plan submitted in compliance with the Directive, will still apply in implementing paragraph 8 and 9 of this Circular.

11 The measures specified herein form part of the Directive and must be complied with. An air operator that fails to comply with the Directive may be liable to a financial penalty pursuant to the Air Navigation (91 – General Operating Rules) Regulations 2018 or the Air Navigation (119 – Air Operator Certification) Regulations 2018, as the case may be. The DGCA may also suspend or revoke an approval to carry connecting passengers or impose restrictions imposed on an approved transfer route, under paragraph 12 of the Directive.

12 This Circular takes effect from 1559 hours GMT 22 December 2021 and supersedes CAAS Circular 2021/81.

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[no signature required]