

28 July 2021

ESCORTING OF CONNECTING PASSENGERS AT CHANGI AIRPORT

Under paragraphs 5(c), 5(d) and 7(a) of the CAAS Directive 11/2020 (“the Directive”), which will take effect on 31 July 2021, 2359 hours (Singapore time), all connecting passengers from a non-low risk country or region (“non-low risk connecting passengers”), as determined by the Director-General of Civil Aviation (“DGCA”), are required to be escorted in a group when moving through Changi Airport. The number of staff assigned to the group must be in accordance with the escorting ratio as specified by the DGCA.

2. The escorting 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 non-low risk connecting passengers in the group	Number of staff escorting the group	Position of staff in relation to the group
1 – 5	1	Beside the group
6 - 15	2	One each at the front and back of the group
16 - 20	3	One each at the front, centre and back of the group

3. An air operator whose non-low risk connecting passengers arrive at or depart from the A gates and are to be held, or are being held, in the T3 transfer holding area (“THA”) may, instead of the escorting arrangement specified in paragraph 2, adopt a “human chain” model as follows:

- a) **Non-low risk connecting passengers who arrive at or depart from 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 THA¹. 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 non-low risk connecting passenger continues to walk on a traveller;
- b) **Non-low risk connecting passengers who arrive at or depart from the A cluster gates A1 to A8:** A minimum of six staff must be deployed to direct such

¹ The non-low risk connecting passengers do not need to be escorted while on the traveller.

passengers to use the Skytrain to move between the gate and THA². 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.

4. The staff deployed must fulfil the following responsibilities:
 - a) Ensure that the non-low risk connecting passengers are verified and tagged;
 - b) Control the flow of passengers and ensure the segregation of non-low risk connecting passengers from arriving and departing passengers;
 - c) Lead non-low risk connecting passengers to/from the THA;
 - d) Direct non-low risk connecting passengers to the correct zone at the THA;
 - e) Ensure that there are no more than 20 individuals (both passengers and staff) on board each Skytrain car at any one time, if the Skytrain is being used for the movement of non-low risk connecting passengers between the gate and THA;
 - f) Ensure that there is a distance of at least 1m between every individual in the group of non-low risk connecting passengers (including the staff) at all times, including while they are being escorted (including in Skytrain), queueing to check-in to and check-out of the THA; and
 - g) Account for all non-low risk connecting passengers during handover/takeover with THA staff.

5. The Authority may direct an air operator who fails to adhere to the above to pay a financial penalty under 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.

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[no signature required]

² The non-low risk connecting passengers do not need to be escorted while in the Skytrain.