

**The Civil Aviation Authority of Singapore (CAAS)
Code of Practice for Changi Airport Service Standards, 2016**

- Advisory Guideline -

What this Code is about

1 The CAAS Act provides for the CAAS to issue a code of practice with respect to the quality of airport services and facilities.

2 The CAAS had issued the Code of Practice for Changi Airport Service Standards 2009 to the airport licensee operating Changi Airport (“Changi Airport licensee”) on 1 July 2009. The intent was to specify the standards of performance to be observed by the Changi Airport licensee in its operation of Changi Airport as an international aviation hub; and the penalties and other measures to be imposed by the CAAS on the Changi Airport licensee for any breach of such Code.

3 The Code of Practice for Changi Airport Service Standards 2009 was revoked on 1 April 2016. A new Code of Practice for Changi Airport Service Standards ("Code") was issued on 1 April 2016.

4 The CAAS will monitor and enforce the standards of performance under the Code with the aim of providing Changi Airport passengers with high standards of service. High standards of service will help maintain Changi Airport as a leading airport and enhance its reputation as one of the best airports in the world. Travelers would also enjoy an efficient, hassle-free, welcoming and fun experience at Changi Airport, and would be attracted to use Changi Airport as their hub of choice. On the whole, high service standards benefit passengers and can further the growth of the aviation hub and civil aviation in Singapore.

5 In framing the Code, the CAAS took into consideration the need to ensure that:

- (a) there is continued focus on service quality at Changi Airport; and
- (b) the service standards remain relevant in the face of developments and changes in the operating environment.

6 The following paragraphs outline the main provisions of the Code.

Review and amendment

7 The CAAS may from time to time review and amend the Code to ensure its continued relevance, taking into account developments and changing conditions where warranted. Where the CAAS has made amendments, a notice that the amendments had been made shall be published.

8 The Code sets out the review process. The CAAS will first consult and after considering comments received, may revise, amend, add to or modify a service metric, a performance standard for a service metric, penalty or any other provision of the Code.

Duty of airport licensee under the Code

9 The Code sets out the service metrics and associated performance standards which the Changi Airport licensee has to comply with.

10 The Code also requires the Changi Airport licensee to measure and report service performance as well as record keeping. The Code requires the Changi Airport licensee to engage independent surveyors, at their own cost, to measure the performance of the service metrics at Changi Airport. The Code also provides for the CAAS to audit and verify the survey results as needed.

Inquiry

11 The Code sets out the inquiry process in the event of a potential contravention of the Code by the Changi Airport licensee.

Enforcement

12 The CAAS may impose a penalty for a contravention of the Code or require the Changi Airport licensee to implement rectification plans to address the situation.

Appeals

13 The Changi Airport licensee aggrieved by any direction or decision of the CAAS in relation to the Code may appeal to the Minister in accordance with the CAAS (Appeals to Minister) Rules 2009.

Advisory guideline

14 This advisory guideline provides a summary of the key provisions of the Code. In the event that any of the parts of this guideline is inconsistent or incompatible with the Code, the provisions of the Code issued to the Changi Airport licensee shall prevail.

Dated 1 April 2016