

Flying safe

With Covid-19 slowing air travel to a near standstill, SIA has been working on solutions to make flying safe when it eventually resumes. This hinges on a system of alerts, enhanced hygiene and safe distancing efforts.

1 ALERTS BEFORE FLIGHT



- SIA has developed a new function in its app that, from end-July, will let passengers check on travel restrictions and visa information at their destination country
- They will get real-time alerts of flight and service changes due to Covid-19 regulations
- Travel advisories and information are also online at SIA's website



2 TOUCH-FREE CHECK-IN



- Counter staff will take the temperature and do a verbal health assessment of each passenger



- From end-July, check-in kiosks can be controlled by the passengers' phones via QR code or SIA's app



- Staff will be in masks



- Safe distancing markings

3 LOUNGE



- A la carte food to be served instead of buffets to reduce indirect contact between travellers



- Digital copies of magazines and newspapers will replace physical ones, and can be accessed via SIA's app



- Digital system to order food to be developed by end-July



- Hand sanitiser available at multiple locations
- Regular cleaning with disinfectants

4 BOARDING



- Digital queueing system to be developed by SIA, Changi Airport Group and Sats
- Passengers could queue digitally through the SIA app, and be told individually when it is their turn to board the plane so that crowds around the boarding gate can be avoided

5 IN THE AIR



- Passengers to receive care kit with masks, wipes and sanitiser from June 8, but they will not get hot towels



- All passengers will be required to wear masks on board the flight
- Cabin crew will wear masks, and wear gloves while serving food



- Business-class passengers will have one-tray service rather than different courses



- SIA already has a function on some planes to let customers operate in-flight entertainment from their phones through free Wi-Fi connection



- In-flight shopping to become digital from end-July; goods to be picked up after the flight



- High-touch surfaces are wiped regularly and an air freshener with disinfectant properties is sprayed



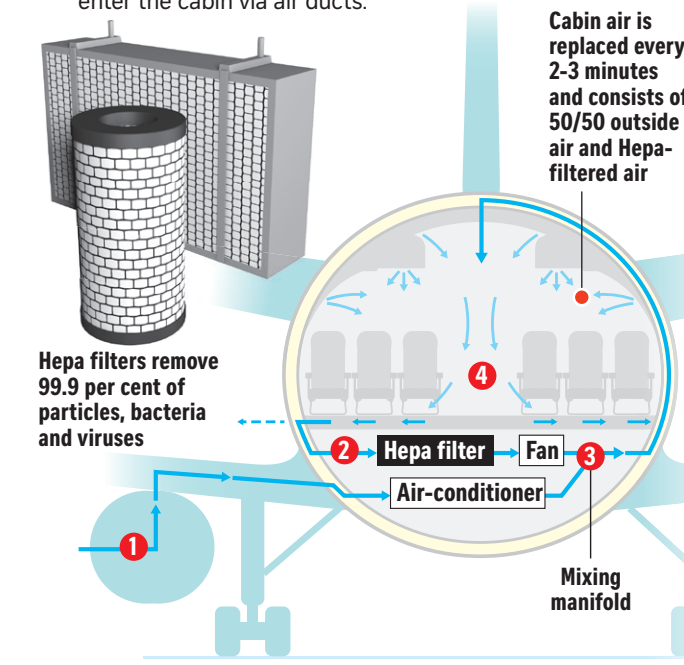
- Safe distancing where possible



- High Efficiency Particulate Air (Hepa) filters installed on board planes that can filter 99.9 per cent of airborne microbes

How air cabin system works

- 1 Outside air enters the plane and goes through an air-conditioner.
- 2 Filtered air from the cabin goes through the Hepa filter and a fan.
- 3 Fresh Hepa-filtered air and air-con air are mixed and enter the cabin via air ducts.
- 4 Air then travels through the air vents on the floor. Half of the cabin air is dumped overboard while the remaining air circulates.



6 WHEN FLIGHT LANDS



- Contact tracing function in SIA app to launch at end-August to help track at-risk passengers should there be a Covid-19 case on board



- Various surfaces such as tray tables are cleaned with Calla 1452 disinfectant that can kill Covid-19 virus; fogging is done
- More than double the time is spent cleaning the plane, with 30 per cent more staff



- Use of UV light technology to disinfect plane toilets being studied



- Customer surveys to get feedback on needs and concerns