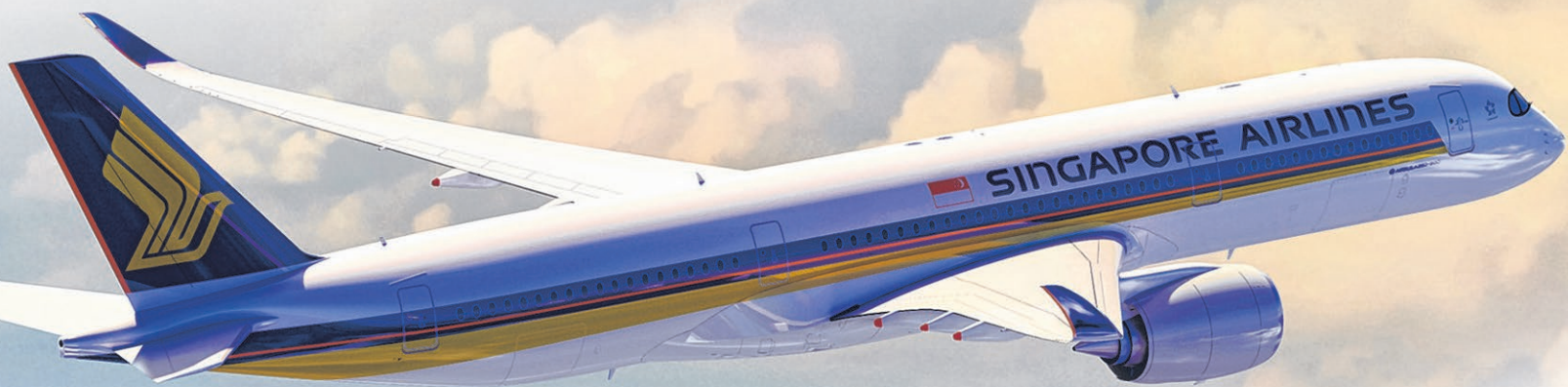


# Flying amid the pandemic



## 1 Pre-flight



- Passengers will be able to check on travel restrictions and requirements in their destination country through SIA's website and mobile app



- Passengers will receive alerts in case their flight is affected by the Covid-19 situation

## 2 Touch-free check-in



- Temperature-taking for passengers, who may be asked to do a basic health assessment and provide their travel history



- Passengers can use SIA app to check in and generate boarding pass; bags can be dropped off at automated bag drop kiosks



- Safe distancing markings

## 3 Lounge



- A la carte food served instead of buffets



- Digital copies of magazines and newspapers on SIA's app
- Digital system to order food



- Hand sanitiser at multiple locations
- Regular cleaning with disinfectants

## 4 Boarding



- Passengers to get care kit with face mask, hand sanitiser and disinfectant wipe
- Hand sanitiser dispenser at all boarding gates
- Safe distancing markings

## 5 In the air



- All passengers must wear masks during the flight
- Cabin crew will wear masks, don gloves while serving food



- Additional anti-bacterial wipes available on request in place of towel service



- One-tray service for business-class passengers rather than different courses



- Toilets cleaned more frequently with disinfectant



- SIA app can be used to browse digital menu, control in-flight entertainment system and access e-library

## 6 Arrival



- Various surfaces like tray tables are cleaned with Calla 1452 disinfectant that can kill Covid-19 virus; fogging is done



- Regular application of long-lasting antimicrobial coating on high-touch surfaces
- UV light technology to disinfect plane being studied



- Customer surveys to get feedback on needs, concerns