

Media Release



Changi Airport's new Terminal 4 scheduled to commence operations on 31 October 2017

Nine airlines to shift operations to T4 over a one-week period

SINGAPORE, 6 September 2017 – Changi Airport Group (CAG) today announced that the new Terminal 4 (T4) at Changi Airport is scheduled to commence operations on 31 October 2017. This follows the recent successful conclusion of major trials, with a small number of checks and reviews to be completed in the final phase of the preparations.

To ensure a smooth transition of flight operations from the existing terminals, the operations of the nine T4 airlines – the AirAsia Group (of four airlines), Cathay Pacific Airways, Cebu Pacific Air, Korean Air, Spring Airlines and Vietnam Airlines – will be shifted to T4 over one week on the following dates:

Tuesday, 31 October 2017 - Cathay Pacific Airways and Korean Air

Thursday, 2 November 2017 – Cebu Pacific Air and Spring Airlines

Tuesday, 7 November 2017 – AirAsia Group and Vietnam Airlines

The first arrival and departing flights at T4 will be operated by Cathay Pacific – CX659 from Hong Kong (STA¹: 0540 hours) and CX650 to Hong Kong (STD¹: 0650 hours) respectively.

Since October 2016, CAG has collaborated with its airport partners to prepare T4 for flight operations. This began with table-top exercises to develop the standard operating procedures, and later progressed to ground deployment exercises to familiarise staff with the new terminal and processes. Volunteers from the airport community and members of the public were invited to role-play as passengers to test the critical airport systems and processes. These included the Fast and Seamless Travel (FAST) self-service options at check-in, bag drop, immigration and boarding, as well as security screening, baggage handling, flight information, ground transport, way-finding, and transfer processes etc.

¹ STA: Scheduled Time of Arrival; STD: Scheduled Time of Departure

In recent weeks, CAG conducted trials involving selected commercial flights with airline partners at T4, which were essential to validate , in a live setting, the inter-operability and process integration of the airport's and airlines' systems. Altogether, more than 100 trials have been conducted, involving over 1,500 volunteer participants and 2,500 airport staff.

Mr Tan Lye Teck, CAG's Executive Vice President (Airport Management), said, "The past months have been a very crucial period for us as we conducted intensive tests and trials, not only to ensure that the systems work well, but also to understand how passengers navigate the new terminal, including interacting with initiatives such as FAST which may be less familiar to them.

"We have identified areas of improvement following those trials. Feedback gathered from trial participants has also been very useful to CAG and our partners in fine-tuning our systems and processes. We will take the next few weeks to complete the last set of trials as we prepare for the commencement of operations at T4."

T4 will add a capacity of 16 million passengers per annum to Changi Airport, bringing the airport's total annual handling capacity to 82 million passenger movements.

Annex A: Details of T4 airlines' first flights at T4 and last flights at existing terminals

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About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's sixth busiest airport for international traffic. It served a record 58.7 million passengers from around the globe in 2016. Including the soon-to-be-opened Terminal 4, Changi Airport will have 400 retail and service stores, as well as 140 F&B outlets. With over 100 airlines providing connectivity to 380 cities worldwide, Changi Airport handles about 7,000 flights every week, or about one every 90 seconds.

Airlines' First Flights at T4 and Last Flights at Existing Terminals*

Cathay Pacific and Korean Air					
Airline	Schedule	Last Flights at T1 30/31 Oct 2017	City	First Flights at T4 31 Oct 2017	City
Cathay Pacific	Arrival	CX715 STA: 2355hr (30 Oct)	Hong Kong	CX 659 STA: 0540hr	Hong Kong
	Departure	CX714 STD: 0115hr (31 Oct)	Hong Kong	CX 650 STD: 0650hr	Hong Kong
Airline	Schedule	Last Flights at T2 30/31 Oct 2017	City	First Flights at T4 31 Oct 2017	City
Korean Air	Arrival	KE641 STA: 0010hr (31 Oct)	Seoul	KE643 STA: 1955hr	Seoul
	Departure	KE642 STD 0130hr (31 Oct)	Seoul	KE644 STD: 2230hr	Seoul
Spring Airlines and Cebu Pacific					
Airline	Schedule	Last Flights at T1 1 Nov 2017	City	First Flights at T4 2 Nov 2017	City
Spring Airlines	Arrival	9C8549 STA: 2140hr	Shanghai	9C8549 STA: 2140hr	Shanghai
	Departure	9C8550 STD: 2300hr	Shanghai	9C8550 STD 2300hr	Shanghai
Airline	Schedule	Last Flights at T2 2 Nov 2017	City	First Flights at T4 2 Nov 2017	City
Cebu Pacific	Arrival	5J803 STA: 0300hr	Manila	5J813 STA: 0915hr	Manila
	Departure	5J804 STD: 0400hr	Manila	5J814 STD: 1035hr	Manila
AirAsia Group and Vietnam Airlines					
Airline	Schedule	Last Flights at T1 6 Nov 2017	City	First Flights at T4 7 Nov 2017	City
AirAsia	Arrival	AK1727 STA: 2225 hours	Penang	AK701 STA: 0710hr	Kuala Lumpur
	Departure	AK1726 STD: 2255 hours	Penang	AK700 STD: 0735hr	Kuala Lumpur
Airline	Schedule	Last Flights at T3 6 Nov 2017	City	First Flights at T4 7 Nov 2017	City
Vietnam Airlines	Arrival	VN659 STA: 1925hr	Ho Chi Minh	VN651 STA: 1215hr	Ho Chi Minh
	Departure	VN658 STD: 2025hr	Ho Chi Minh	VN650 STD: 1315hr	Ho Chi Minh

* Flight information is correct as at 6 September 2017. Passengers are advised to check changiairport.com or the iChangi app for the latest flight information.