

# UNIGLOBE TRAVEL **IN**SIGHT

**A SAFE JOURNEY**  
travel with confidence



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AIRLINES**



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# Bio

The Singapore Airlines Group, comprising of the parent company Singapore Airlines and no-frills subsidiary Scoot, has its history dating back to 1947. Since its establishment, Singapore Airlines' commitment to service excellence, product leadership and network connectivity has distinguished it as a world-class international airline group.

Today, Singapore Airlines continues to expand their horizons to offer more than just a Great Way to Fly. With their world-famous Singapore Girl as the iconic symbol of quality customer care and service, Singapore Airlines strives to push the boundaries of what they can achieve, both on the ground and in the air.

Singapore Airlines operates flights to Singapore from numerous European gateways, amongst others Amsterdam, Frankfurt, Munich, Paris and Zurich. These are served by their Airbus A350, A380 and Boeing 777 aircraft. Depending on aircraft type, they are equipped with Suites, First Class, Business Class, Premium Economy Class and Economy Class.

With its hub in the heart of Southeast Asia at Singapore Changi Airport, the world's most awarded airport, Singapore Airlines is able to establish a wide network with great connections from Europe to destinations in Asia and Southwest Pacific.



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# Benefits



Even as they scaled back operations due to the border closures, the Group persisted with services to key cities for as long as possible to bring many of our customers home. They do not take the support and understanding of their customers for granted and have taken steps to keep in touch and communicate regularly during this time. The Group revised its global waiver policy to offer refunds or bonus flight credits for customers who choose to keep the value of their bookings for future travel. Customers were given the option to book their new flights when they are ready and have more clarity on their plans.

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# Benefits

In appreciation of the support of their KrisFlyer members over the years, Singapore Airlines also renewed all PPS Club and KrisFlyer Elite membership statuses. They are extending their PPS Club, Solitaire PPS Club, KrisFlyer Elite Silver and Gold memberships for a second year at the end of their membership year for membership renewal between March 2021 through February 2022. KrisFlyer miles that will be expiring between July 2021 and March 2022 will also be extended by six months.

For customers who wish to book new travel with Singapore Airlines, they are offered complimentary rebooking for all Singapore Airlines tickets issued during the Covid-19 outbreak. This gives customers the ability to adjust their travel plans without incurring change fees. These measures will provide their customers with the reassurance that they have full flexibility when they begin to travel with Singapore Airlines once again.



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# Perspectives

The Covid-19 pandemic has had an unprecedented impact on the aviation industry, with the airline sector facing the greatest crisis in its history. As countries around the world imposed border controls and travel restrictions to prevent the spread of the virus, airlines faced a sudden and precipitous fall in the demand for air travel. In response, the Singapore Airlines Group had to significantly reduce capacity to cut operating costs and ground a large part of its fleet. The impact on the Group has been exacerbated by the absence of a domestic market to fall back on.

With the significant decline in passenger revenue, the Group took active steps to build up its liquidity. Preventive measures to conserve cash and reduce costs were taken. Capital expenditure was deferred, and discretionary operating expenditure was tightened. Singapore Airlines' discussions with aircraft manufacturers to adjust the progress payments for aircraft orders also helped to reduce near-term cash outflows. The Group also tapped on lines of credit maintained for contingency situations.

The Group however remains steadfast and agile during this period of uncertainty and continues to act nimbly in responding to evolving market conditions. Its portfolio strategy, with a presence in both the full-service premium and low-fare segments, gives them the ability to offer the right products to match the demand when it recovers.

The Group continues to work hard to further strengthen its operational and financial capabilities. Singapore Airlines' global footprint, their talented and committed employee base, their strong and trusted brands that allow them to capture both the premium and budget segments, and their loyal customer base, will enable them to be competitive in the post-Covid-19 landscape. All of this provides them with the confidence that they can ride on the recovery from a position of strength.

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# Safety precautions

The well-being of Singapore Airlines' crew and passengers is their priority. From the start of the Covid-19 outbreak, Singapore Airlines enhanced its cleaning procedures and implemented precautionary measures to keep them safe.

Every aircraft undergoes a thorough cleaning process, in which common surfaces such as windows, tray tables, and in-flight entertainment screens are wiped down with a strong disinfectant. If there is a confirmed Covid-19 case on a flight, rigorous deep-cleaning procedures are activated, and this includes the fogging of the entire cabin with disinfectants.

Before every flight, cabin crew and pilots are required to have their temperatures taken. Crew were provided with Personal Protective Equipment (PPE) like eye goggles, masks and gloves which they wear while operating flights.

Other precautionary measures to ensure the safety of their passengers and crew include but are not limited to digitization of processes and offerings throughout the journey to limit physical contact, providing Singapore Airlines Care Kits containing a face mask, hand sanitizer and disinfectant surface wipe, and the removal of high-touch items such as inflight menus and in-seat literature. The inflight menu can now be found digitally via their onboard KrisWorld Entertainment System while passengers can access the e-library via the SingaporeAir Mobile App.

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Due to their continuous efforts on safety, Singapore Airlines has been awarded the Diamond rating – the highest level attainable – in the APEX Health Safety powered by SimpliFlying audit of global airlines.

For more information on our promise of care, please visit:  
[https://www.singaporeair.com/en\\_UK/be/travel-info/covid19-measures/](https://www.singaporeair.com/en_UK/be/travel-info/covid19-measures/)



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