

Another record breaking year for Changi Airport

Annual passenger traffic crosses 45-million mark for first time in 2011

SINGAPORE, 20 January 2012 – Singapore Changi Airport registered a strong performance last month to achieve new records for passenger traffic and aircraft movements in 2011. Celebrating its 30th anniversary in 2011, Changi Airport managed 46.5 million passenger movements and 302,000 aircraft movements during the year, an increase of 10.7% and 14.5% respectively. Airfreight movements recovered to 2008 levels with 1.87 million tonnes of cargo handled, up 2.8% from 2010.

December 2011 was Changi Airport's busiest month ever with 4.53 million passenger movements, 11.4% more than a year ago. Changi's daily record was also broken on 17 December 2011 with 165,000 passengers passing through during the 24 hours, surpassing the previous record of 148,000 passengers on 19 June 2011.

There were 27,700 aircraft movements last month, an increase of 16.0% compared to December 2010. As at 1 January 2012, Changi Airport handles more than 6,300 scheduled flights each week, an increase of 16.7% from a year ago. More than 100 airlines now connect Singapore to 210 cities in 60 countries globally.

In terms of cargo movements, steady demand for airfreight enabled Changi Airport to close the year on a positive note. Some 167,000 tonnes of cargo were handled in December, an increase of 6.9% on-year, representing Changi's busiest month in three years. In 2011, Changi's cargo community welcomed the launch of freighter flights to Chengdu and Chongqing in China, and the introduction of all-freighter flights by Emirates and Lufthansa Cargo. At the same time, Cargolux and Cathay Pacific Cargo commenced operation of the new B747-8F aircraft to Singapore.

Changi Airport's full year passenger, cargo and aircraft movements statistics are provided in Annex A and are also available at

http://www.changiairportgroup.com/cag/html/the-group/air_traffic_statistics.html

Growth underpinned by strong Asia-Pacific traffic

Strong travel demand in Asia-Pacific was a key growth driver for Changi Airport in 2011. Southeast Asia and Northeast Asia were the two best performing regions registering double-digit growth while traffic to and from South Asia and Southwest Pacific also enjoyed good growth.

Long-haul traffic between Singapore and Europe continued to increase as Changi Airport Group (CAG) worked with airlines to drive demand and enhance connectivity. Significant developments in 2011 include the commencement of Finnair's daily non-stop Helsinki-Singapore service and the introduction of Lufthansa's A380 service on the Frankfurt-Singapore route. Changi Airport is now the world's busiest multi-carrier¹ A380 hub.

There was little change to the rankings of Changi Airport's top 10 routes with Jakarta, Hong Kong, Kuala Lumpur, Bangkok and Manila occupying the top five positions (See Annex B for list). Despite a significant drop immediately after the March earthquake and tsunami, air travel to Japan recovered in the second half of the year and Tokyo has retained its position as one of Changi's busiest routes. For the year, passenger traffic between Singapore and Japan grew by 2%, buoyed by industry efforts to revive travel demand.

Among sectors with at least half a million passengers, Taipei, Manila, New Delhi, Melbourne and Hong Kong registered the strongest percentage growth, reflecting the addition of capacity as well as an increase in demand to and from these markets.

In 2011, seven new carriers joined Changi's family of airlines. Changi Airport welcomed Air Macau and Hong Kong Airlines while Finnair became the latest European airline to launch passenger flights to Singapore. Taiwanese carrier TransAsia Airways, India's largest low-cost carrier (LCC) IndiGo and Lao Airlines also began operations to Singapore.

¹ Lufthansa, Qantas and Singapore Airlines operate more than 200 weekly A380 flights at Changi.

Changi Airport retained its position as one of the world's most connected air hubs with 11 new city links added in 2011. These included Changsha, Nanning, Ningbo and Zhengzhou, bringing Changi's connectivity to China to 25 cities and cementing Singapore's position as the most connected point to China from Southeast Asia. Other highlights include Changi's first connection to South America via Singapore Airlines' thrice-weekly service to Sao Paulo (via Barcelona) and Lao Airlines' services to Vientiane, completing Singapore's connectivity to all nine ASEAN neighbours.

In 2011, LCCs carried 26.3% more passengers while passenger movements on full service airlines grew 6.2%, albeit from a larger base. In terms of flight movements, LCCs accounted for 28.6% (2010: 26.3%) of all flights at Changi. One in four passengers passing through Changi currently travels on an LCC, compared to around one in five in 2010.

Changi Airport continues to be world's favourite

Travellers from around the world continued to rate Changi highly. In 2011, the airport received 23 accolades (see Annex C) including the inaugural Singapore Service Excellence Medallion organised by the Institute of Service Excellence. The Medallion is the first of its kind in Singapore to recognise achievements by organisations and individuals in inspiring and sustaining a culture of service excellence.

In addition, Changi was also highly regarded by business travellers with readers of Business Traveller (UK) and Business Traveller (Asia-Pacific) magazines voting for Changi as the Best Airport for the 24th and 20th consecutive year respectively. Changi Airport remains the world's most awarded, having garnered more than 390 accolades since it opened in 1981.

CAG's Chief Executive Officer, Mr Lee Seow Hiang, said, "It was an eventful 2011 for Changi Airport. Despite continuing economic uncertainty and environmental factors, we continued to develop the air hub and delivered another set of strong operating results. This can be attributed to the resilient support of our airline partners and passengers from around the world, and the dedication of all who work at Changi.

“Besides focusing on Changi Airport’s connectivity to the world, we remain committed to refreshing our in-airport service offerings so that our customers continue to enjoy the first-class Changi Experience they have come to expect. To that end, passengers can look forward to a brand new-looking Terminal 1 when upgrading works are completed later this year.

“At the same time, we are mindful that continued growth will increase pressure on Changi Airport's ground and air traffic capacity. We are keeping a close watch on this and are working closely with the authorities and airlines to manage the situation, including implementing a number of changes to our on-the-ground operations.

“The outlook for 2012 remains hazy with the aviation industry expected to face volatile conditions. Demand for travel may moderate as a result of more subdued consumer confidence. Nonetheless, CAG will continue to work with its stakeholders to face these challenges and capture opportunities to grow together.”

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Attached

Annex A – Passenger, cargo and aircraft movements statistics for 2011

Annex B – Top 10 Changi City Links in 2011

Annex C – Changi Airport’s Awards in 2011

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 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. Through its subsidiary Changi Airports International, the Group invests in and manages foreign airports to spread the success of Changi Airport internationally.

Changi Airport (www.changiairport.com) is the world’s most awarded airport having garnered more than 390 accolades since it opened in 1981. To serve passengers and visitors from the world over, there are 290 retail stores and 130 F&B outlets across the airport's four terminals. Changi handled more than 46 million passenger movements in 2011, an annual record. Today, it serves some 100 airlines flying to over 210 cities in about 60 countries and territories worldwide. A flight takes off or lands at Changi roughly once every 100 seconds.

Passenger, airfreight and aircraft movement statistics for 2011

Month	Passenger traffic		Airfreight movements		Aircraft movements	
	Number	Growth %	Tonnes	Growth %	Number	Growth %
January	3,787,070	11.9	147,224	4.4	24,000	11.6
February	3,390,264	9.1	128,048	(1.9)	22,013	12.2
March	3,708,592	7.5	166,148	5.7	24,403	13.0
April	3,731,875	13.7	155,812	6.1	24,266	13.9
May	3,773,137	11.3	157,286	2.7	24,994	12.8
June	4,011,823	10.8	153,208	2.3	25,059	14.8
July	4,172,971	13.6	160,120	1.2	25,908	14.7
August	3,855,722	11.2	153,120	(0.9)	25,708	14.9
September	3,817,720	12.5	154,359	2.2	25,513	16.4
October	3,878,788	8.3	163,114	0.4	26,270	16.8
November	3,890,535	7.4	160,206	4.6	25,923	15.9
December	4,525,348	11.4	166,607	6.9	27,654	16.0
Total	46,543,845	10.7	1,865,252	2.8	301,711	14.5

Top 10 Changi City Links in 2011*

<u>2011</u>	<u>2010</u>	
1	1	Jakarta, Indonesia
2	3	Hong Kong, S.A.R.
3	2	Kuala Lumpur, Malaysia
4	4	Bangkok, Thailand
5	5	Manila, Philippines
6	6	Tokyo, Japan ⁺
7	7	London, United Kingdom
8	10	Denpasar (Bali), Indonesia
9	8	Shanghai, China
10	11	Ho Chi Minh City, Vietnam

* *By passenger traffic*

⁺ *Includes Narita and Haneda traffic*

Annex C

Changi Airport's Awards in 2011

S/N	Award	Publication/ Organisation
1)	Singapore Service Excellence Medallion	Institute of Service Excellence, Singapore Management University
2)	Top Worldwide Airport	Wanderlust
3)	Best Airport in Asia Pacific	DestinAsian
4)	Best Airport in the World	Business Traveller (UK)
5)	Asia's Leading Airport	World Travel Awards
6)	Best Airport in the World	Business Traveler (USA)
7)	Best Airport in the World	Business Traveller (Middle East)
8)	Best Airport in the World	Ultratravel Magazine
9)	Best Airport – Asia	Cargonews Asia
10)	Best Green Service Provider – Airport	Cargonews Asia
11)	Best International Airport	TravelWeekly China
12)	Best Airport in the World	Business Traveller (China)
13)	Best Airport in the World	Business Traveller (Asia Pacific)
14)	Best Airport in the World	Business Traveller (Germany)
15)	Best Foreign Airport	Travel.ru (Russian travel portal)
16)	Airport of the Year	Centre for Aviation
17)	Travel Hall of Fame	Travel Trade Gazette (Asia)
18)	Best Airport Dining	Global Traveler
19)	Best International Airport	Travel Media Awards
20)	Airport Authority in Asia Pacific with the Most Supportive Approach to Travel Retail	Duty Free News International & Travel Retailer International
21)	Best Airport	Conde Nast Traveller (India)
22)	Best Long Haul Airport	Selling Long Haul
23)	Deficiency-free Rating	International Federation of Airline Pilots' Associations (IFALPA)