

Singapore Government

**PRESS RELEASE**

Information Division, Ministry of Communications &amp; Information, 36th Storey, PSA Building, 460 Alexandra Road, Singapore 0511. Tel: 2799794/5.

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Release No: 33/OCT03-1/91/10/26**SPEECH BY MR MAH BOW TAN, MINISTER FOR COMMUNICATIONS,  
AT THE BEST AIRPORT CELEBRATION AT SINGAPORE CHANGI AIRPORT  
TERMINAL 2 ON SATURDAY, 26 OCTOBER 1991 AT 11.30 AM**

It is my great pleasure to be here with you this morning. This is the first time that I am here with you to celebrate such a happy occasion. I am sure there will be many more.

Changi Airport has won the Best Airport award from the Business Traveller magazine for the fourth consecutive year. We have now matched Amsterdam's Schiphol Airport's record. They also won the award for four years, from 1984 to 1987.

This year, Changi Airport has won the prestigious award by a record margin of 49% of the votes (Annex 1). Changi Airport has also come out tops in three important sub-categories, namely, incoming passport control, luggage retrieval and customs clearance.

Winning the Best Airport for four straight years in a row is an impressive performance. The award is all the more precious when we consider that Terminal 1, which was designed for a capacity of 10 million passengers per year, was straining under the load of more than 15 million passengers annually before Terminal 2 started operating. When Terminal 2 came on line in November 90, there were the inevitable teething problems in the transition from operating a single terminal to a dual-terminal airport. But you have overcome all these difficulties and have even increased your margin of success.

These achievements have been possible only because each of the 17,000 strong workforce in the airport community has put

in an extra effort. From the frontline staff to the ground handlers who work behind-the-scenes, you have worked together as a team. You have brought honour and glory to Singapore, to Changi Airport, and also to yourself. I want to thank you and congratulate you for a job well done. I am sure that Singapore can count on you to deliver the world's best airport service the next year, the year after and for many more years to come.

To help you do your work better, the Civil Aviation Authority of Singapore must continue to provide the best infrastructure, both software and hardware. The next important task of CAAS is to upgrade Terminal 1 so as to put it on par with the newly completed Terminal 2.

Although Terminal 1 still looks good after 10 years of faithful service, it is in need of a general facelift and upgrading so as to match the excellence of Terminal 2. The upgrading of Terminal 1 is essential if we want to attract more and more world airlines to come to Singapore, and more and more travellers to visit, transit or transfer from Singapore.

Plans for the refurbishment of the Terminal 1 building is now being finalised. The refurbishment programme will include more than 20 projects costing a total of \$200m. Works to be carried out in Terminal 1 will commence from the middle of 1992. The projects include upgrading the day-rooms at the airport as well as building a business traveller lounge and a swimming pool. This is expected to be the first swimming pool in any airport in the world.

Winning awards is always very satisfying. All of you fully deserve the recognition and the praise for your hard work. To continue winning awards will require the same dedication you have given all these past years and more. I urge you to continue to keep up the Changi Airport spirit of giving your best each and every time.

## Percentage of votes for Best Airport Award

	<u>1991</u>	<u>1990</u>	<u>1989</u>	<u>1988</u>
Changi	49%	36%	29%	35%
Schiphol	14%	22%	21%	24%
Zurich	6%	8%	9%	7%