

Scoot Trials New Digital Solutions for COVID-19 Tests and Verification at Check-in

- *Scoot gets onboard Singapore Airlines' pilot trials for one-stop pre-departure testing solution and digital verification process at check-ins*
- *Initiatives simplify customer's overall travel experience in new normal and enhance integrity of health status verification process*
 - *Trials to be expanded to other destinations in Scoot network if successful*

Singapore – Two new digital initiatives being trialled by Scoot will offer customers a one-stop solution for COVID-19 pre-departure tests (PDTs) and a more seamless process when verifying their test results.

From 17 March 2021, a complimentary online portal will allow customers departing on flights from Singapore, Indonesia and Hong Kong SAR, China to book PDT appointments with recognised and accredited partner clinics, make payment for the tests, and receive results in digital form within 36 hours¹.

The portal may be accessed via the Scoot website or mobile app during and after booking their flights, as well as via email reminders from Scoot, and is created and managed by Collinson, a global leader in the provision of traveller experiences, including medical assistance, to travellers.

PDT results² obtained through the portal bear QR codes which can be authenticated digitally, streamlining verification³ and strengthening the integrity of the process. To this end, Scoot is trialling a digital verification solution from Affinidi, a Temasek-founded technology company, at check-in for selected flights from Singapore, Malaysia, and Indonesia. By scanning the QR code with a secure app, check-in agents are able to quickly and reliably determine the authenticity of digital or printed COVID-19 test results bearing a verifiable QR code, issued by

¹ Regulations and restrictions are changing rapidly so customers are encouraged to check that the test result certificate produced meets their destination country's entry requirements prior to travel.

² Currently, results from serology tests booked through the portal will be provided directly to travellers via the test clinic and will not contain a QR code.

³ Manual verification can still be done for customers without a digital certificate with the QR code.

selected clinics. This will in turn shorten the time required for customers to complete the check-in process, thereby improving their travel experience.

“Through both solutions, we hope our customers can be assured of a more convenient, efficient and reliable experience when they travel with us,” said Campbell Wilson, Scoot CEO. “These, among other initiatives by Scoot, not only support the gradual re-opening of borders with robust safeguards in place, but also aim to meet customers’ expectations in a post-COVID world.”

Todd Handcock, President, Asia Pacific, Collinson added: “We are delighted to further expand our successful partnership with Singapore Airlines by offering COVID-19 pre-departure testing for Scoot passengers. Helping to reopen key routes for travellers in a safe way is our utmost priority and this partnership is another step forward in our aim of achieving the long-term return of global travel. Whilst the roll-out of vaccines is gathering pace across the world, there remains a complex road ahead. With Collinson [managing over 190,000 COVID-19 tests to date](#) since the start of the pandemic, we remain dedicated to restoring confidence in travel through the implementation of robust testing protocols across the globe.”

“We applaud Scoot for being among the first few airlines in Singapore to prioritize travellers’ needs and safety while maintaining privacy; ensuring travel experience is as seamless and efficient as we reunite people to families and jobs to economies as they take to the skies,” said Glenn Gore, Affinidi CEO.

Since the advent of the COVID-19 pandemic, Scoot has focused on safeguarding the health of crew and passengers, as well as mitigating the uncertainties faced by travellers. Such initiatives span from providing up to date COVID-19 travel information on the Scoot website and establishing a flexible travel waiver policy, to implementing stringent safety measures and introducing more low-touch, self-service solutions across the customer journey. Scoot also became the first low-cost carrier in the world to operate a flight with a full complement of vaccinated cabin crew and pilots in February 2021.

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About Scoot

Scoot is the low-cost arm of the Singapore Airlines Group. Scoot took to the skies in June 2012 and merged with Tigerair Singapore in July 2017, retaining the Scoot brand and positioning it well for a new chapter of growth. Scoot has carried over 65 million guests and now has a fleet of 20 state of the art, widebody Boeing 787 Dreamliners and 26 young and modern Airbus A320 family aircraft, with five more

Boeing 787 Dreamliners, 29 Airbus A320neo and 16 A321neo aircraft on order. Scoot's network presently encompasses 63 destinations across 15 countries and territories, with five more destinations from Indonesia to join the network. Scoot provides – in addition to fantastic value airfares – a safe, reliable and contemporary travel experience with a unique attitude – Scootitude. Offering amenities including on-board Wi-Fi Internet connectivity and in-seat power on selected flights as well as the ability to redeem and accrue Singapore Airlines Group KrisFlyer miles, Scoot was voted 2015, 2016, 2017 and 2018 Best Low Cost Airline (Asia/Pacific) by AirlineRatings.com and ranked in the Top 10 of the World's Best Low-Cost Airlines in 2015 and 2018 by Skytrax. In 2019, Scoot won "Best Low-Cost Carrier" at the 30th TTG Asia Awards and the Travel Weekly Asia 2019 Readers' Choice Awards. Scoot is passionate about making travel attainable for all and enabling people to embrace the full potential of traveling and seeking new experiences. Find out more on FlyScoot.com, Facebook.com/FlyScoot, Instagram.com/FlyScoot, and Twitter.com/flyscoot.

About Collinson

[Collinson](#) is a global leader in the provision of traveller experiences including medical and security assistance and travel medical services. Its travel medical and security assistance business unit has more than 55 years' experience in the delivery of international medical assistance and emergency care, including the handling of pandemics such as Ebola, Zika and the coronavirus. Last year alone, Collinson responded to over 95,000 emergency calls, managed over 40,000 medical cases and conducted over 3,000 aero-medical evacuations across the 170 countries it serves. Collinson has over 2,000 employees operating out of 17 locations globally, all working to deliver a broad range of traveller experiences that ensure the safety, welfare and comfort of 55 million people as they travel for business and leisure around the world. Collinson's traveller experiences include the world's leading airport lounge and experiences programme, [Priority Pass](#), as well as travel insurance, identity assistance, flight delay, international health and travel risk management solutions. We work with clients including: American Express, Cathay Pacific, CBA, Mastercard, Radisson Hotel Group, UnionPay and Visa.

About Affinidi

Affinidi is a business founded by global investment company, Temasek, that builds core technology solutions to enable the creation and sharing of digital identities that are portable and verifiable. Institutions and entities use Affinidi's solutions to issue verifiable credentials to customers. These credentials can in turn be used with other applications to access services in an open and interoperable ecosystem. Individuals and organisations are empowered with control of their verifiable data, and can unlock value across platforms and borders. Affinidi is headquartered in Singapore, with a hub in Berlin, Germany. For more information on Affinidi, please visit www.affinidi.com.

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Appendix

Trial flights employing the digital health verification process at check-in.

10 March 2021

- TR426 Singapore-Penang
- TR427 Penang-Singapore
- TR606 Singapore-Bangkok

14 March 2021

- TR486 Singapore-Ipoh
- TR430 Singapore-Kuching
- TR265 Surabaya-Singapore

21 March 2021

- TR431 Kuching-Singapore

28 March 2021

- TR485 Ipoh-Singapore

Here is an example of a customer’s journey when both online portal solution and digital verification process for PDTs come together:

During Flight Booking

When a customer searches for a flight on Scoot's booking platforms, they are informed of the relevant pre-departure testing requirements. They are offered a link to the one-stop portal should they wish to access it.



After Completion of Booking

Upon booking confirmation, the customer is again offered a link to the one-stop portal. Upon clicking the link, they are guided to a page with a list of accredited partner facilities where they can book an appointment for their PDTs. The customer makes payment for their tests on the same portal.

Customers may access the link to the portal at the Manage My Booking page. They will also be sent email reminders to use the service if they wish to but have not done so.



At Test Facility

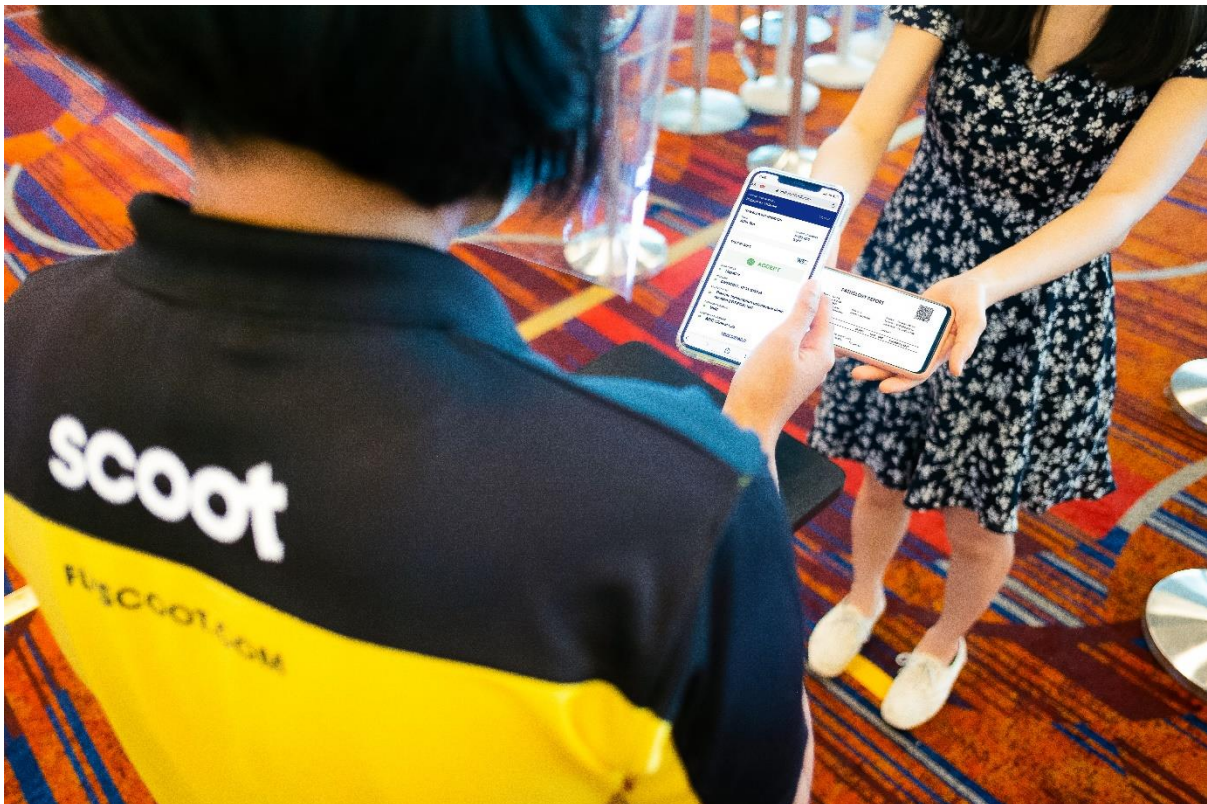
Customer undertakes test at their preferred test facility.
The test facility will issue a digital PDT result certificate with a QR code, which the customer can access via a link to their profile sent to their email.

For flights departing from Singapore, customers are required to notarise their results on <https://www.notarise.gov.sg/> as part of a requirement from Singapore authorities.



During Flight Check-in

Customer presents QR code at check-in to be scanned and verified by Scoot's check-in agents for authenticity.



New trial on one-stop portal allow Scoot customers to conveniently manage their pre-departure test bookings and easily receive and present results for verification in digital form.



Scout trials new app to reliably scan and verify passengers' COVID-19 test results and improve check-in time