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LIONS BEFRIENDERS PARTNERS SCOOT TO BE FIRST COMMUNITY CARE/SOCIAL SERVICE IN SINGAPORE TO ALLOW CABIN CREW TO WORK FROM HOME DURING QUARANTINE & TELEBEFRIEND SOCIALLY ISOLATED SENIORS

SINGAPORE – 8 July 2021 – The impact of the COVID-19 pandemic on the aviation industry paved the way for the first collaboration in community care and social service sector allowing cabin crew to work from home during self-isolation periods in between routine rostered tests, upon return from flights. This initiative is supported by the Agency for Integrated Care (AIC) and Public Service Division (PSD), which allows the cabin crew to telebefriend socially-isolated seniors, support the manpower needs in community care and social services, whilst actively contributing to the economy during this pandemic period, minimising the loss in productivity and income.

Since April 2021, 15 Scoot cabin crew tele-befriended some 900 seniors during their non-flying days, working from their homes during self-isolation periods in between routine rostered tests upon return from flight duties. This 900 is part of 7,600 seniors under care of Lions Befrienders, who live mainly in rental flats and some on financial assistance.

After attending training sessions which include interpersonal communication skills and techniques to build relationships, the Scoot tele-befrienders were each assigned to tele-befriend 60 seniors. They supported the emotional and psychological needs of the seniors through weekly calls and checked in on their well-being. Subsequently, relevant updates on seniors' progress and needs such as medical escort services were conveyed to LB's ground staff, who will then follow up in-person.

"The pandemic crisis is particularly acute for seniors living alone. Regular routines, opportunities to socialise and get out of the house halted by lockdowns left them high and dry, and because of the need to socially distance. Now, more than ever, especially with Phase 3 (heightened alert) and increasing community cases and COVID-19 clusters, we need tele-befrienders to help keep our seniors' spirits up and reduce the feeling of isolation. The timely collaboration with Scoot fills a big gap and we have received very positive feedback, specifically in terms of service delivery and engagement with the seniors," said LB Chairman Mr Anthony Tay.

"In the past I was able to go out and do certain things, but now with the pandemic I'm stuck in the house and at times it can get very lonely. I am so happy to talk to Jessica (Scoot telebefriender). She is very friendly. We chit-chat about how we spend our days," said 75-year-old LB senior Mr Andrew Chin.

Through their interactions, the Scoot telebefrienders also identify areas that can improve the senior's day-to-day environment and flag unusual behaviour. In a recent case, a Scoot telebefriender alerted LB to a senior grappling with thoughts of engaging in potentially self-injurious behavior, the LB staff then moved in swiftly to intervene. The support from tele-befriending complements the LB ground staff to ensure seniors are kept safe and sound.

"Building relationships with seniors isolated by COVID-19 measures and checking on their emotional and psychological well-being – these are natural extensions of our cabin crew's professional

responsibility to care for passengers. Our cabin crew have provided feedback that they get fulfilment and joy from contributing to the community and knowing that their efforts positively impact the seniors. It is yet another demonstration that giving really goes both ways, and Scoot is proud to partner Lions Befrienders in this extremely meaningful initiative," said Scoot Vice President Cabin Services Andrew Goh.

"This opportunity to tele-befriend senior members of our community has made me appreciate the little things in life more and not take things for granted. Listening with patience and empathy is part of my job as a crew, and it has been very relevant in this role too. I have come to understand better the loneliness that our seniors experience, especially in this time of social distancing, and I'm glad I'm able to provide some warmth through a call," said Jessica Chua, Scoot Cabin Crew-In-Charge.

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About Lions Befrienders

Lions Befrienders (LB) - Connecting Seniors, Enriching Lives

Established in 1995, LB has more than 26 years of experience in befriending and caring for seniors in order for them to age in place in the community. Over the years, LB strives to address the varied needs of more than 86,000 seniors by adopting a senior-centric approach in its eldercare services. Leveraging on the support of some 1,500 regular volunteers, we actively engage more than 7,600 at-risk seniors via a spectrum of integrated eldercare service from preventive to intervention through comprehensive programmes, including social, emotional, mental and physical, to improve their quality of life.

Amid the challenges in the eldercare landscape, LB undertakes constant review and adjustment to its programmes and services. Under our Community Outreach arm, we currently operate 5 Active Ageing Centres, 5 Senior Activity Centres, 3 Cluster Support, 2 Senior Group Homes and Home Personal Care services. Our Befriending arm extends island-wide befriending services to socially isolated seniors. For its exemplary disclosure and corporate governance practices, LB was conferred the Charity Transparency Award by the Charity Council in 2016 and 2017. For more information, visit www.lionsbefrienders.org.sg.

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 29 young and modern Airbus A320 family aircraft, with seven more Boeing 787 Dreamliners, 28 Airbus A320neo and 13 A321neo aircraft on order. Scoot's network presently encompasses 68 destinations across 15 countries and territories. 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. Scoot won "Best Low-Cost Carrier" at the 30th TTG Asia Awards and the Travel Weekly Asia 2019 Readers' Choice Awards. In 2021, Scoot was awarded Diamond status in the APEX Health Safety powered by SimpliFlying global audit of airlines. Scoot is passionate about making travel attainable for all and enabling people to embrace the full potential of traveling and seeking new experiences. Book your tickets at FlyScoot.com or contact our Call Centre. Find out more on FlyScoot.com, Facebook.com/FlyScoot, Instagram.com/FlyScoot, and Twitter.com/flyscoot.