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## SINGAPORE AIRLINES AND SCOOT AWARDED SKYTRAX 5-STAR HEALTH AND SAFETY RATING

Singapore Airlines (SIA) and Scoot, the two passenger airlines within the SIA Group, have been awarded the highest 5-Star rating in the Skytrax Covid-19 Airline Safety Audit. This follows a comprehensive assessment of their health and safety measures for customers and staff across the entire travel journey. Scoot is also the first low-cost carrier in the world to get this 5-Star rating from Skytrax.

Skytrax evaluated over 190 safety and hygiene protocols at SIA and Scoot during the audit. This included cleanliness at the airport and on board flights, social distancing measures, usage of face masks and sanitisers, and other hygiene improvement systems. These were then certified based on a professional and **scientific investigation of the airlines' standards.**

The Skytrax 5-Star Covid-19 Safety Ratings are the latest recognition of the SIA **Group's industry-leading** response to the Covid-19 pandemic. SIA and Scoot have implemented wide-ranging measures to enhance customer and staff health and safety, and ensure the highest level of care, across the end-to-end journey. They have also introduced innovative digital solutions to enhance the travel experience, mitigate risks of Covid-19 transmission, and reduce friction for customers.

Mr Lee Lik Hsin, Executive Vice President Commercial, Singapore Airlines, said: **"Since the onset of the pandemic, we have reviewed and reinforced health and** safety measures in more than 100 touchpoints along the travel journey. This will be an ongoing process, as our priority is to do everything possible to keep our customers and staff safe at all times.

“The 5-Star rating from Skytrax is a welcome recognition of our unwavering commitment to this goal. SIA has long been recognised for our industry-leading products and award-winning customer service. Today, world-class health and safety standards are also an integral part of our brand promise as we gradually rebuild our network and welcome customers back **on board our flights.**”

**Mr Campbell Wilson, CEO of Scoot, said:** “In addition to value, comfort, convenience, and safety, travellers increasingly seek assurance on airlines’ hygiene measures. Since the earliest days of the pandemic, Scoot has made health and safety a priority, strengthening our cleaning and other procedures, and introducing new low- or no-touch self-service options across our touchpoints.

**“We are proud to be** the first low-cost carrier in the world to be awarded the 5-Star rating by Skytrax. This achievement affirms the commitment and hard work of our employees through this challenging period, and provides our customers with **additional reassurance.**”

**Edward Plaisted, CEO of SKYTRAX, said:** “We are delighted to confirm that Singapore Airlines and Scoot are providing hygiene and safety standards at the highest levels across the entire passenger experience. Both of the airlines have implemented the most comprehensive Covid-19 safety programme to ensure the well-being of their customers and staff at every point of the journey. It is the very detailed attention to the consistency of this that is a key factor to Scoot and Singapore Airlines achieving this highest 5-Star Covid-19 Airline Safety Rating. Being able to provide such a high level assurance to customers of a safe travel experience, is most important factor in **restoring the confidence in air travel.**”

## Note to Editors:

### Health and safety when travelling with Singapore Airlines and Scoot

SIA and Scoot have introduced comprehensive health and safety measures to ensure the well-being of their customers and staff members. Pre-departure measures include basic passenger health assessments, as well as contactless services such as web check-in<sup>1</sup>, mobile check-in<sup>2</sup>, and digital in-flight menus.

Both SIA and Scoot regularly apply anti-microbial coating on high-touch surfaces including various sections of the aircraft cabin such as the lavatories, as well as areas in the SIA lounges. On selected aircraft, electrostatic spraying machines containing a disinfecting agent are used to sanitise the cabin.

During the flight, SIA and Scoot require all customers and staff members to wear masks unless they are eating or drinking. Cabin crew are also required to wear goggles or face shield, as well as gloves when necessary, including while interacting with customers. They are also required to be in protective gowns on flights from certain sectors.

While all physical newspapers and magazines have been removed, SIA offers customers a free e-Library via their personal tablets and mobile devices that provides access to more than 1,000 global publications. Meal services have been simplified to reduce contact, but SIA has managed to reintroduce favourites such as its satay and garlic bread for premium classes within one tray.

Scoot introduced a new inflight portal, ScootHub, in December 2020 to serve as a one-stop shop for all customer needs inflight. It also reduces surface contact and physical interactions between customers and crew. With ScootHub, customers are able to order food and beverages, play games, and browse inspirational travel content from the convenience of their own device.

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<sup>1</sup> Currently only available on selected Scoot flights.

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All SIA and Scoot aircraft are equipped with High Efficiency Particulate Air (HEPA) filters, which remove more than 99.9% of particles including airborne viruses and bacteria in the cabin. The cabin air is refreshed every two to three minutes throughout the flight. Post-flight, headsets, headrest covers, pillow covers, bedsheets and blankets are replaced on SIA flights, while headrest covers are replaced for Scoot flights. Linens are washed at high temperatures to disinfect them after every use.

**More information on SIA's health and safety measures can be found [here](#).** More information on **Scoot's health and safety measures can be found [here](#).** Images of **SIA and Scoot's health and safety measures can be found [here](#).**

In December 2020, SIA also launched trials on a digital health verification process, the first in the world to be based on the International Air Transport **Association's** Travel Pass framework. This allows customers to securely store and present information related to Covid-19 tests, as well as their vaccination status in the future. **This helps to support the industry's safe and calibrated recovery from the Covid-19 pandemic.** Scoot also plans to trial the IATA Travel Pass app for selected flights soon, and more details will be shared when ready.

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