



OUTSTANDING STAFF AWARD

Manjit Kaur
Certis Aviation Security Pte Ltd

On 14 June 2022, Service Operations Executive Manjit Kaur was on duty at gates A16-A20 when a passenger approached her. She noticed that the passenger was mumbling and repeating sentences to herself. Manjit suspected that the passenger could be suffering from dementia as her mother has similar behavioural traits. Manjit found out that the passenger had just arrived and her phone battery was flat. Manjit assisted the passenger to charge her phone, hoping to contact her family but to no avail. She then brought the passenger to the Arrival Immigration Hall for further assistance. The immigration officer asked the passenger a few questions to which she could not reply. Upon further probing, the passenger shared that she would like to return home to Frankfurt. Upon hearing this, the immigration officer made arrangements with the airline to book her a flight ticket home. Manjit then brought the passenger to the special services lounge to rest before her departure flight. As the passenger appeared worried and anxious, Manjit constantly reassured her that she would be escorted to her flight safely. As she had not eaten since arriving at Changi Airport, Manjit also bought her water and an apple before saying goodbye. Thank you for extending your care and empathy to a passenger in need, Manjit!

Nominated by:
Besario Mitchel Medina
Certis Aviation Security Pte Ltd



Sarojini Naidu Parthiban
Certis Aviation Security Pte Ltd

On 19 May 2022, Service Operations Supervisor Sarojini was at Gate A18 when she spotted an anxious-looking female passenger. Sarojini approached the passenger and learnt that she had missed her flight. Sarojini brought the passenger to the Transfer Counter where she was advised by the airline that she would need to purchase a new air ticket. However, all flights were fully booked till the next day. The passenger became very distressed and upset when she heard the news as she had already been stuck in Tokyo for two days before landing in Changi Airport. Sarojini calmed her down and assured her that she would assist her in finding the next available flight. After searching, Sarojini found an available flight the next day at 09:15 AM. However, the passenger was unable to complete the booking as she had lost her phone and could not access the one-time password required for payment. Sarojini assisted the passenger to book the ticket using her personal credit card. As the passenger did not have anything to eat, Sarojini brought her to a cafe and guided her to a resting place in Terminal 3 thereafter. Sarojini remained in contact with the passenger and reminded her of her flight details again the next morning. Thanks to Sarojini's kind assistance, the passenger was able to return to Vietnam safely!

Nominated by:
Besario Mitchel Medina
Certis Aviation Security Pte Ltd



Han Jun, Stephen
Certis Aviation Security Pte Ltd

Experience Concierge Stephen was roving around Level 2 of Jewel when he observed a worried guest at the counter. He approached the guest and understood that he had arrived in Singapore from Kuala Lumpur. When he reached home, he realised that he had retrieved the wrong luggage that looked identical to his. Stephen immediately escorted the passenger to Terminal 1 Departure Hall and assisted the passenger to contact Lost and Found for further assistance. Upon further investigation, it was found that another passenger had taken the passenger's luggage by mistake. Lost and Found quickly contacted the other passenger to facilitate the baggage exchange. 30 minutes later, Stephen met the passenger at Jewel, Level 2 again and he thanked Stephen for going the extra mile to assist him in locating his missing luggage. Good job, Stephen!

Nominated by:
Nur Hazirah Binte Mohd Razali
Certis Aviation Security Pte Ltd