



## HONESTY AWARD

Muhammad Afiq Bin Ahdan  
Certis Aviation Security Pte Ltd

On 9 March 2022, Aviation Security Officer Muhammad Afiq discovered a brown handbag containing an iPhone, S\$1,000 worth of cash and other personal belongings inside Terminal 3 Gate B5. He checked with other passengers around the vicinity before reporting the handbag to the Information Counter. Thanks to his honesty, the passenger managed to retrieve the handbag on the same day. Good job, Afiq!

Nominated by:  
Jeremy Yeoh Hock Hua  
Certis Aviation Security Pte Ltd



## OUTSTANDING TEAM AWARD

From Left to Right

• Shahidah Gihan Binte Mohd Parwaze • Hareesh S/O Chandran • Siti Rostina Binti Mohd Radzi  
Certis Aviation Security Pte Ltd

On 19 June 2022, Service Operations Executive Shahidah and Siti encountered an unconscious male passenger in transit. Shahidah immediately activated the medical team, while Siti called the Duty Terminal Manager to inform him of the situation. The team also asked the airline staff to inform his family members who were already in the gate hold room. The medic declared that the passenger was unfit to travel due to intoxication. Service Operations Executive Hareesh was also roped in to assist the nurse in transferring the passenger from the stretcher to the clinic bed for further observation. The team then booked his family a resting spot at a lounge. On 20 June 2022, the passenger was certified fit to travel. The team then assisted to rebook their flight tickets. As the next available flight was on 22 June 2022, the team helped the family to search for accommodation and arranged for transportation to the hotel after they cleared immigration. On 22 June 2022, the team assisted the family to book a transport back to the airport. After clearing immigration, the team also brought the family to the food court for dinner. The family was so grateful for the excellent service rendered and invited the team to visit them back in Poland in the future! Amazing teamwork, Team Certis!

Nominated by:  
Aaron Soo  
Certis Aviation Security Pte Ltd

