



## OUTSTANDING TEAM AWARD

From Left to Right

- Tan Hua Yong James • Wong Chanel | Changi Airport Group (Singapore) Pte Ltd
- Bian Huiyang (Ivan) | P-Serv Pte Ltd



On 1 March 2022, Duty Terminal Manager Chanel responded to a medical incident at the T3 Transit Hotel involving a transit elderly passenger who had dislocated her hip. Her husband was visibly distressed when the passenger was sent to the hospital for further treatment. The next day, the husband returned to the airport and requested assistance to retrieve their belongings. He got in touch with Chanel and shared that he was worried as he had no means to pay for the large amount of medical bills. Empathising with his plight, Chanel shared the contact of the Australian High Commission in Singapore so that he could try to reach them for assistance. As he did not have a local number, Chanel also purchased a SIM card for him out of goodwill. The number was shared with the airline so that they could contact the passenger's husband easily regarding the rebooking of flights. Changi Experience Ambassador Ivan assisted him to look for suitable accommodations to serve his Stay-Home Notice while waiting for the passenger's discharge. After calling many hotels, he eventually found a hotel which was within budget and located near to the airport. Meanwhile, Duty Terminal Manager James assisted to seek the necessary clearance to retrieve the passengers' luggage. An airline staff made the necessary arrangements to send the passenger's husband to the SHN facility. The elderly passenger was discharged on 3 March 2022 and the couple departed for Adelaide on 6 March 2022. They expressed their appreciation for the assistance and kindness rendered to them in times of need. Amazing teamwork!

Nominated by:  
Mohammed Jailani  
Changi Airport Group (Singapore) Pte Ltd