



## OUTSTANDING TEAM AWARD

From Left to Right

• Seow Khim Boon | Changi Airport Group (Singapore) Pte Ltd  
• Aranton Rowena Dorado • Salimbot Michelle Nacar  
Certis Aviation Security Pte Ltd

On 2 May 2022, Service Operations Executive Rowena was activated before her shift to assist a passenger who had missed her connecting flight to Kuala Lumpur. The passenger was flying to Kuala Lumpur for her connecting flight to Manila. Upon arriving at Terminal 1, she quickly updated Duty Terminal Manager Khim Boon on the issue. They realised that the passenger had gone missing. They went around to search for her and eventually located her at Terminal 1 Gate D41. When the passenger saw Rowena, she hugged her and explained in Tagalog that there were people who were trying to harm her. Rowena tried to calm the passenger down while Khim Boon tried to locate her missing phone but to no avail. Quick-witted Khim Boon and Rowena contacted the passenger's family through social media. The passenger's eldest son responded and said that the family was worried about her as she had been uncontactable. Without delay, Rowena assisted to find her a direct flight ticket to Manila. After feeling more at ease, the passenger shared that she might have left her mobile phone in one of the bins in the washroom. Rowena rummaged through the bins and successfully retrieved the mobile phone. When Rowena's shift was ending, Service Operations Supervisor Salimbot took over the task of looking after the passenger. At home, Rowena prepared some clothes, money and an amethyst bracelet for the passenger. The following day, the passenger was feeling better. Rowena bought her a farewell meal and reassured her constantly that she would be home safely. Rowena remained in close contact with the passenger's family until she reunited with her family! Excellent job, guys!

Nominated by:  
Teo Sin Yang  
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