



# OUTSTANDING STAFF AWARD

Osman Mat Isa  
dnata Singapore Pte Ltd



On 6 February 2022, two passengers arrived in Singapore with a connecting flight to Sydney. At the Transfer Counter, the passengers were informed that they would not be able to board as they did not have a Letter of Exemption which was an entry requirement to Australia. Upon hearing this, the passengers became very distressed and Supervisor Osman immediately stepped in to provide assistance. With his quick thinking, he sought assistance from an Australian Liaison Officer (ALO) stationed at the departure gate. The helpful ALO advised Osman on the applications required. Thereafter, Osman assisted the passengers with the necessary applications. Osman assured them that he would follow through and took the initiative to show them around the rest areas and food outlets while they waited for the approval. A few hours later, Osman received a text from the ALO that the passengers' applications were successfully approved. He immediately informed the passengers of the good news. With Osman's quick-thinking and perseverance, they managed to depart to Australia the following day. Good job, Osman!

Nominated by:  
Ng Peck Geok  
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