



HONESTY AWARD

Shaun Law Soo Beng
Certis Aviation Security Pte Ltd

On 7 February 2022, Aviation Security Officer Shaun discovered a black passport holder, containing a passport and \$500 worth of cash, at the seating area near Terminal 3 Gates A1-A8. Shaun checked with the passengers around the vicinity before reporting the lost item to the Information Counter. Thanks to Shaun's honesty, the owner managed to retrieve the lost item. Well done, Shaun!

Nominated by:
Nicholas Sua Jin Hai
Certis Aviation Security Pte Ltd



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 duty to assist a passenger who had intentionally missed her connecting flight to Kuala Lumpur. Passenger was transiting through Singapore, before flying to Kuala Lumpur for her second transit to her final destination, Manila. Upon arriving at Terminal 1, she quickly updated Duty Terminal Manager Khim Boon on the issue. They soon realised that the passenger had gone missing. They went to search for the passenger and 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 female passenger's family member 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. Eventually, after feeling more at ease, passenger shared with Rowena 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 amethyst bracelet for the passenger as she did not have any belongings with her. The following day, the passenger displayed signs of improvement in her condition. Rowena bought her a farewell meal and reassured her constantly that she would be home safely. Rowena remained in closed contact with the female passenger's family members, until passenger reunited with her family members! Excellent job, guys!

Nominated by:
Teo Sin Yang
Certis Aviation Security Pte Ltd

