

Disclaimer: This document is correct as of 06 Aug 2020.

New updates can be found in W@VES, particularly Announcement Updates and Flight Sectors/Service.

In view of the current COVID19 Situation, there has been several changes to the way we operate on all flights. This document hopes to cover all aspects that may have changed, as a quick reference guide to the Cabin Crew family. Each content has been hyperlinked for convenience. Click at the footer to return to the content page at any time.

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No Go Items:

1. Passport
2. CEAC Card
3. SEP Card (Check Expiry on Crew Access or Crew App)
4. Staff ID
5. Covered Shoes (For ladies)
6. Top Coat (If required)
7. Download TraceTogether App (Turn on BlueTooth Mode)
8. Personal Safety Goggles (Please collect at Control Center, to be reused for all subsequent flights)
 - The staff ID is required to be scanned for the collection of the goggles
 - Upon collection, please check for potential defects and make the exchange immediately.
 - Safety Goggles must be worn throughout the flight.
 - Should crew be required to report straight to aircraft, CIC or next ranking crew will collect on your behalf.
 - Crew without goggles are not allowed to interact with passengers. A CCVR must be raised to indicate the reason to why crew are without the goggles
 - Safety Goggles can be T-Loaned from control, and to be returned immediately after landing. Limited stock available.
 - Crew may use their own goggles, which is of the same model, or purchase another pair from control at \$10.
 - Goggles can be washed with soapy water and dried with a clean cloth.
9. Scan QR Code for Safe Entry Check-In/Check-Out at Control Centre.
10. Crew should also take their temperature before flight (ex-SIN & ex-STN) and submit via CrewApp.

Checking in of Crew Cargo

Crew cargo can be checked in for all non-cargo flights.

Crew cargo check in counter: Changi Airport Terminal 3, Row 6, Counter 12

Immigration Ex-SIN

Crew are to clear immigration through Immigration Officer channels.

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Enhanced PFS

Effective 14 May 2020, an enhanced Pre-Flight Safety briefing (PFS) must be conducted prior to every flight. The additional segments that are required to be covered during the PFS include:

1. Normal Door Operations Video
2. Emergency Door Operations Review
3. Emergency Evacuation Procedures
4. Safety Equipment Check Procedures
5. Cabin Crew Rest Facilities (CCRF) Check Procedures

PFS timing should be kept to 30 mins (15 mins for KUL). It is mandatory to cover the questions in bold during the PFS. Each aircraft specific PFS questions are listed below.

Enhanced PFS (Mandatory Questions for all Aircraft Types)

Aircraft Safety Aspects

1. What are the steps for normal door opening from inside?

- Check mode selector lever is disarmed
- Check Girt bar flag viewing window
- Assess condition outside is safe
- Rotate (B777/B787) or Lift (A330/A350/A380) door handle fully in direction of the arrow
- (B777/B787/A330/A350) Push door outwards until gust lock engages
- (A380) Press and hold the OPEN push-button on DSIP until gust lock engages
- (A380) Check door fully open indicator

2. Before primary crew opens door in disarm mode from inside, a Cabin Door Checker is required to verify:

- Door is properly disarmed
- that ground staff (if any) has stepped away from cabin door (clear of the external door control handle movement)

3. When CMD/CIC gives command on “arm door and cross check”, crew should:

- Select door to ARM and check girt bar flag viewing window
- Cross-check by sighting door mode selector on opposite side
- Give “thumbs up” signal to confirm that opposite door mode selector is in correct position

Emergency Door Operation Review

- How do you open doors in an Emergency Evacuation? Assess outside condition for safe evacuation, open door in Armed mode and check slide is properly deployed and fully inflated.

Emergency Evacuation Procedures

- How do you review silent thirty-second review (STS)?
 - Brace for impact position & commands
 - Door operations
 - Evacuation commands
 - Evacuation Route
 - Passenger Control

Safety Equipment Check

1) Instructions: All crew are to check the equipment located at their respective crew seat for correct complement & location, stowage, quantity, gauge, security seals, serviceability indicator and any other sign of obvious unserviceability. Cabin crew who are required to demonstrate live safety demo, must ensure the demo kit is available.

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2) Equipment Cluster: Serviceability checks on Emergency Flashlight, smokehood, Extinguisher (LHS- Halon/Halon free, RHS- water), demo kit and lifevest.

3) Equipment That Requires Additional Inspection: Serviceability checks on mask & oxygen cylinder, power megaphone and defibrillator (AED).

Cabin Crew Rest Facility (CCRF) Check (B777-200ER)

- The secondary escape route from the CCRF is via: [The Emergency Escape Hatch located above bunk number 3.](#)

Cabin Crew Rest Facilities (CCRF) Check (B777-300ER)

- The Emergency Hatch is located below [Bunk 6.](#)

Cabin Crew Rest Facilities Check (A350-900LH)

- The secondary escape route from the CCRF is via: [The Emergency Hatch located on the floor between the middle bunks.](#)

Cabin Crew Rest Facilities (CCRF) Check

- (A380) The secondary escape route from the CCRF for is via: [The Emergency Escape Hatch - located above Bunk 11](#)
- (A380R) The secondary escape route from the CCRF for is via: [The Emergency Escape Hatch - located above Bunk 13 and Emergency Escape Panel at Bunk 8.](#)

PPE Requirements

For Passengers

All pax on board are required to wear a mask at all times unless the pax is:

- less than 2 years old.
- has breathing difficulties.
- unconscious.
- unable to remove a mask without assistance.
- eating, drinking, or taking oral medication; or
- removing the mask under a crew member's direction.

These are the handling procedures for passengers who refuse to wear the mask inflight:

- Check with pax the reason why the mask is not worn
- If the reason is not acceptable, inform pax to wear the mask (provide pax with a mask if pax does not have one or has one that is unwearable)
- If pax refuses to comply, the CIC will alert the Commander and the Commander may make a reminder announcement on the mandatory wearing of masks inflight.
- Depending on the severity of the situation, the Commander may alert the station for follow up. Station will provide the follow up depending on the local handling procedures
- A CCVR (Pax Matters) with pax and handling details must be raised.
- For pax who demonstrate unruly behavior, the management is as per Flight Security Procedures Manual (FSPM) M, Chapter 4.6 – Unruly Passenger Management (Note: There is no need to use restraints on the passenger unless absolutely necessary)

Information on the mask wearing requirement has been communicated to all passengers via SAA, social media and at check in

Please make the amended BT-3 announcement to inform pax that they are always required to wear a mask.

For Crew

Masks

All crew are always required to wear surgical masks unless in specified circumstances (eating /drinking etc.). It must be worn during the commute to and from the airport, both in Singapore and at layover stations. This is on top of the requirement to don a mask while working on-board the aircraft.

Mask must be worn during food and drink preparation on board Crew may remove mask momentarily, but it must be away from the view of passengers.

When mask is worn, it must not be torn or damaged

Crew should don company-issued masks onboard. If company mask is fully utilized, crew may use their personal masks.

Personal masks in pastel colours of blue, green, light pink, light grey, light yellow and white may be used. Government-issued re-useable masks of all colours can also be used.

*wef 6th July 2020, N95 mask is not required for all CHN flights. Reusable masks are not permitted for CHN flights as well.

Goggles

In addition to the surgical masks, crew are required to wear goggles inflight

The goggles should be worn prior to pax boarding and removed after pax disembarkation.

- Goggles can be removed in circumstances when the use of goggles impedes his or her ability to discharge safety duties

Safety Considerations When Wearing PPEs

All PPE must be removed during an evacuation as the surgical mask can impede crew ability to shout the evacuation command.

Wearing of masks, goggles and protective gowns should not impede any safety or emergency handling. Crew should exercise discretion and remove the PPEs in circumstances when the use of such equipment impedes the crew's ability to discharge safety responsibilities

During firefighting, crew must remove all PPE (surgical mask, goggles, rubber gloves, protective gown [if worn]) before donning on the Personal Breathing Equipment (PBE).

During decompression, crew must first remove the surgical mask and put on the oxygen mask that has been deployed

After putting on the oxygen mask, signal / shout out to pax to remove the surgical mask and replace it with the oxygen mask

Following the automated decompression announcement, make an announcement informing pax to remove the surgical mask and replace with the oxygen mask.

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Hotel Dos & Don'ts

Masks must be worn at all times until crew has checked into the room.

Observe safe distancing at all times.

Crew to strictly always remain within the assigned room except where:

- necessary to obtain medical treatment for a suspected COVID-19 infection or urgent medical treatment
- to follow the lawful directions of a law enforcement or an emergency service officer to evacuate the room
- to evacuate the room due to fire, flood or earthquake affecting the crew accommodation

IFM to report to the Commander of the flight at check out that all crew had complied to the stay in room requirement

For crew who flout the stay in room rule, crew will be suspended for 60 days and be put on LOA and position home. A DI will be conferred against the crew.

Announcement Updates

On all flights into SIN (09 Apr 20)

To be made after CIQ-22 (SIN):

English

To minimise the spread of COVID-19, Singapore has implemented precautionary measures for all passengers. Please also refer to the notices at the airport. If you are unwell, please identify yourself to the crew and ground staff upon arrival.

All passengers entering Singapore, including Singapore citizens, must complete the electronic Singapore Arrival Card with Health Declaration before proceeding to arrival immigration. Please refer to the inflight brochures, or approach the ground staff for more information.

Mandarin Translation

为进一步减低新型冠状病毒的传播，新加坡将对所有入境旅客实施边检管控。请在机场查询更多相关信息。如果您出现任何不适，请在抵境时及时告知乘务员或地勤人员。

同时，包括新加坡公民在内的所有抵境旅客，在入境前都必须填写电子入境卡以及完成健康情况的申报。还没有完成的旅客，请您参阅机上手册或与地勤人员联络。

Korean Translation

코로나 19의 확산을 최소화 하기 위해, 싱가포르 정부는 모든 승객을 대상으로 예방 조치를 시행하고 있습니다. 공항에 있는 안내 표지판을 참고하여 주십시오. 이상 증상이 있으신 분은 도착 즉시 승무원이나 지상 근무 직원에게 알려 주시기 바랍니다.

싱가폴 시민권자를 포함하여 싱가포르로 입국하시는 모든 승객은 입국 심사 전에 건강 확인서가 포함된 전자 입국 신고서를 작성해 주십시오. 자세한 내용은 기내에 있는 안내서를 참고 하시거나 지상 근무 직원에게 문의해 주십시오.

Japanese Translation

新型コロナウイルスの感染拡大を防ぐため、シンガポールでは、到着される全てのお客様に感染予防の措置をとっております。

詳しいことにつきましては、空港到着後に表示されているご案内をご覧ください。

尚、体調がすぐれないお客様は、すみやかに、客室乗務員または、地上係員までお申し出ください。

さらに、シンガポール国民を含む、シンガポールに入国される全てのお客様に、健康申告書を伴った電子入国カードの

オンライン申請が義務づけられております。

まだ登録のお済みでないお客様は、パンフレットをご参照ください。

質問などございましたら、到着後、地上係員にお尋ねください。

French Translation

Pour minimiser la propagation du COVID-19, Singapour a mis en place des mesures de précaution pour tous les passagers. Merci de vous référer aux panneaux installés à l'aéroport. Si vous ne vous sentez pas bien, identifiez-vous auprès d'un membre de l'équipage ou du personnel au sol dès votre arrivée.

Tous les passagers qui entrent à Singapour, y compris les citoyens singapouriens, doivent remplir un formulaire électronique d'arrivée à Singapour ainsi qu'une déclaration de santé avant de se présenter à l'immigration. Référez-vous aux brochures disponibles à bord ou approchez un membre du personnel au sol pour plus d'informations.

German Translation

Um die Ausbreitung des COVID-19 zu minimieren, hat Singapur Vorsichtsmaßnahmen für alle in Singapur ankommenden Passagiere eingeführt. Weitere Informationen bekommen Sie im Flughafen. Sollten Sie sich unwohl fühlen, melden Sie sich bitte sofort bei der Ankunft bei einem unserer Flugbegleiter und dem Bodenpersonal.

Jetzt müssen alle Passagiere bei der Einreise nach Singapur das elektronische Einreiseformular mit Gesundheitserklärung ausfüllen, bevor sie zu den Einreiseschaltern gehen können. Bitte lesen Sie die Broschüren an Bord oder wenden Sie sich an das Bodenpersonal, wenn Sie noch Fragen haben.

On flights with Transit Pax only (2 pages)

ASSISTANCE ¹ For all flights except for FQ/GQ flights ² Only for applicable flights with FQ/GQ	¹ (Please approach our cabin crew if you require assistance.) ² (Please approach our cabin crew including _____, (_____ and _____)* who (is / are)* our (French / German)* speaking crew if you require assistance.)
HEALTH ADVISORY To be made for all flights	In view of COVID-19, adjustments have been made to some of the services on this flight for your well-being. Please note that wearing a mask onboard is compulsory. However, in the event of decompression where oxygen masks are deployed, do remove your mask before donning the oxygen mask. Please also practise safe distancing when queuing for the lavatory.
¹ For flights with transit passengers	¹ (Do minimise movement around the aircraft and refrain from changing seats. You are encouraged to stow your luggage in the overhead compartments within your designated seating zone.)
FOR ALL FLIGHTS (Not to be made if flight is severely delayed / uncomfortable)	Thank you for your understanding. We wish you a pleasant flight.
BT - 3 Updated: 11Jun20	

On flights with Transit Pax only (Cont'd)

<p>AFTER LANDING - TERMINATING STATIONS (When aircraft is taxi-ing)</p> <p>¹For all flights</p> <p>²Into Tokyo (HND / NRT)</p> <p>³Into SIN (applicable for English announcement text only)</p> <p>⁴For stations listed in <i>Table A</i> on page AL-2</p> <p>⁵For flights with transit passengers</p> <p>AL - 1 Updated: 11Jun20</p>	<p>Welcome to _____¹(city), _____²(airport).</p> <p>³(And to all Singaporeans and residents of Singapore, a warm welcome home.)</p> <p>⁴(All electronic devices must remain off until doors are opened.)</p> <p>⁵(Disembarkation will be carried out in groups. Please remain seated until your row number is announced. You may unfasten your seatbelt when the seatbelt sign is off.)</p>
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Cargo Flight Details

As part of resource management during the Covid-19 period, arrangements have been made for passenger aircraft to be used for cargo delivery only. There will be no commercial passengers on these flights. If cargo is loaded in the cargo hold only, no cabin crew are required to operate. However, if cargo is loaded in the cabin (in addition to cargo in the cargo hold), 3 crew are required to operate as per CAAS regulations.

i. Roster/ Reporting Details

- The COP will be reflected as a passenger flight i.e. SQXXX/SIN-STN for both outgoing and incoming flight, there is no indication on the roster that it is a 'Cargo Only' flight.
- There will be 1 Chief Steward (male), 1 Leading Steward and 1 Flight Steward rostered per COP.
- The COP for cabin crew is the same as pilots' COP (either turnaround or layover).
- There is no change to the reporting time -90mins to STD (for KUL flights) and -120mins to STD (for all other flights), FDP will be calculated as per current.
- There is no need for crew to conduct PFS. However, CIC to ensure that 1 BEST device is collected from BDU. The device is to be used for SEP manual reference only and no flight will be mapped to the device.
- The aircraft may be parked at the gate or at the remote bay. CIC to check with the duty officer at Control Centre on the location of the aircraft and any remote bay details (including transport pick up location and timing).
- Hardcopy flight record must be completed for allowance payment. Payment will be made as per existing cabin crew IFA and LMA rules based on Station.

ii. Inflight Duties

- In addition to cargo loaded in the cargo hold, some cargo items will be loaded in the overhead compartments or secured to the seats in the cabin. All compartments will already be closed upon crew boarding and screened by Security prior. There is no requirement for crew to open and check the loaded compartments as part of ground Safety checks.
- In the unlikely event that cargo item falls/ dislodges during the flight, crew are not required to lift/ secure the item back into the original location.
- Ensure cabin temperature is maintained at 65-67 °F (18.33-19.44 °C).
- IFE system must remain switched off throughout the flight due to potential fire safety hazard from overheating.
- The following items will be uplifted at Door 2 galley:

Block Time	Number of Crew Meals
2hrs and below	Refreshment
Above 2hrs, up to 6hrs	1 meal
Above 6hrs, up to 7hrs	1.5 meals
Above 7hrs	2 meals

Type of meal uplifted (e.g. Breakfast etc) is as per meal policy for commercial flights.

Certain Europe stations may not be able to support main course uplift due to shutdown of catering operations. If so, ambient meals will be uplifted ex-STN.

On all other flights, uplift will be as per current crew meal policy.

- Refer to [Annex](#) for drystores/ amenities uplift.
- Sufficient pillows, blankets and toilet articles (e.g. paper towels) will be uplifted for use.

Crew are required to arm/disarm doors and ensure Door 2 galley/ cabin is secure for TTOL. Please check with Commander on which doors to be armed.

Crew are required to manage all other safety aspects of the flight as per SOP (e.g. submission of safety/security checklist to Commander, fire-fighting if necc etc).

Crew are to survey and access all areas of the cabin during all phase of flight, to address possible risk of fire, leakage, equipment damage or other unforeseen circumstances. Checks should be done:

- After take off
- After every turbulence encounter
- At top of descent
- At least every 15 mins during the flight

Crew are to serve tech crew meals as per current commercial flight.

Crew rest duration to be calculated as per current commercial flight, with minimum 1 crew not on rest.

Crew are to ensure the necessary defect logs/ ACARS are raised for any equipment damage inflight from cargo carriage in the cabin (e.g. damage to overhead bin, tray table, armrest, IFE monitors).

CIC to ensure galley switches are turned off before disembarkation.

iii. Departure/ Arrival Procedures

Ex-SIN Departure

- Crew are not to check in any cargo bag, all crew luggage must be stowed in the cabin. Please note LAG restrictions for layover flights.
- If the aircraft is parked at the remote bay, shared transport for pilots and crew will be arranged to bring crew to the aircraft.

Arrival in STN & Transit Procedure:

- As there is no bar uplift etc, there is no requirement for Bar Customs declaration for these flights. There is no change to all other CIQ requirements by Station, please refer to Station Information accordingly.
- For layover flights, proceed to the transport pick up with the pilots. All pilots and crew will be allocated the same accommodation (as per existing accommodation arrangement at Station).
- Please be reminded to adhere to the prohibitions to remain in your hotel rooms during layover due to the current Covid situation.

Ex-STN Departure (Layover Flights)

- Crew are not to check in any cargo bag, all crew luggage must be stowed in the cabin. Please note LAG restrictions for layover flights.
- Hotel transport pick up will be shared transport with the pilots.
- If aircraft is parked at remote bay, transport will be arranged to bring crew and pilots to the aircraft.

Arrival in SIN

- There is no requirement for Bar Customs declaration for these flights. There is no change to all other CIQ requirements, please refer to Station Information accordingly.
- Crew to use the hardcopy health declaration card and the manual crew lane when they return to SIN.
- CIC to return BEST device to BDU and submit signed hardcopy Flight Record to the Flight Record Box in Control Centre.

iv. Security Search

Search Before Cargo Loading

Prior to any loading of cargo into the aircraft cabin, a cabin security sweep search to be conducted to ensure that no security threat or explosive is hidden in the aircraft cabin.

At SIN, the security vendor (SATS Security/Certis) will perform this search. It will require about 20 minutes for a normal cabin security search.

At overseas stations, the security vendor will perform the search. If cabin crew is in the aircraft prior to the loading of the cargo in the cabin, the cabin crew will perform the search as per current procedures.

Search After Cargo Loading

After the cargo loading is completed, another security check is required around the cabin. This is a brief visual check of all lavatories, crew rest facilities, seats and galley to see that no stowaway or unauthorized person is hiding within the aircraft cabin.

This check is implemented at about 15 minutes before the Standard Time of Departure (STD).

Preflight & Post Landing Checks

- Flush the coffee percolator, coffee maker and water boiler before and after flight.

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Flight Sector/Service

SIN-CHN/SEA flights	Snack Bag Service
CHN-SIN/NRT/KIX/ICN/ADL/HKG/SYD/MEL	Tray Service (1 Tray)
AKL/CHC	Tray Service (2 Meal Service, no snacks)
AMS/BCN/CPH/FRA/LHR/ZRH	Tray Service (2 Meal Service, with snacks)

Please refer to [Generic Inflight Offerings](#) for more information on the changes to the inflight service.

Snack Box Service

Snack Boxes will be given out to China Flights, as well as South East Asian Flights. These Snack boxes are prepared by SATS, and will be given out at the holding room by the ground staff for EYCL. Premium classes Snack boxes will be kept in respective chiller compartments in the galleys, to be given out by the crew. Any excess Snack boxes will be returned to crew by station staff. Please stow them in the original uplift position and bring back to SIN for reinjection.

With effect from 07 August 2020, flights on SEA routes (excluding KUL) departing from 1830hr onwards will feature enhanced chilled snack box in YCL comprising a sandwich, dessert, pre-cupped juice and bottled water. As the contents of the box have to be kept in a cool environment, they cannot be displayed at the aerobridge for passengers to self-help. The ground staff will instead preset the chilled snack boxes on all occupied passenger seats.



Bottled Water Uplift for Passengers

Bottled water will be uplifted for passengers to self help from the trolley for all flights (*except routes featuring Snack boxes/bags ex-SIN*) departing from 07 August 2020, 1830hrs onwards. Cabin crew should set up the trolley for SATS caterers to display the bottled water.

In order to minimize contact with passengers, drinks service will not be carried out. Please serve passengers only on request. [List of modified Inflight Offerings can be found here.](#)

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Tray Service

LUNCH/DINNER/ SUPPER	EX SIN (Mostly similar between EX SIN and EX STN except for alcoholic beverages)				EX STN (Mostly similar between EX SIN and EX STN except for alcoholic beverages)			
	FCL	JCL	SCL	YCL	FCL	JCL	SCL	YCL
SERVICE	ONE TRAY SERVE - CGK style	ONE TRAY SERVE - BKK style	International tray only	International tray only	ONE TRAY SERVE - CGK style	ONE TRAY SERVE - BKK style	International tray only	International tray only
SATAY	Only chicken satay To be served on single meal tray	Only chicken satay To be served on single meal tray			Only chicken satay To be served on single meal tray	Only chicken satay To be served on single meal tray		
PAX TABLE SETUP	Table linen	Table linen			Table linen	Table linen		
BREAD	Rectangular bread plate instead of round plate to fit on tray with main course 1 soft roll and 1 garlic bread to be placed on bread plate for each pax	1 soft roll and 1 garlic bread to be placed on condiment dish for each pax	No bread for SEA except MNL All sectors preset bread.	No bread for SEA except MNL All sectors preset bread.	Rectangular bread plate instead of round plate to fit on tray with main course 1 soft roll and 1 garlic bread to be placed on bread plate for each pax	1 soft roll and 1 garlic bread to be placed on condiment dish for each pax	No bread for SEA except MNL All sectors preset bread.	No bread for SEA except MNL All sectors preset bread.
BUTTER	No change	No change	No butter if preset bread is sweet roll	No butter if preset bread is sweet roll	No change	No change	No butter if preset bread is sweet roll	No butter if preset bread is sweet roll
APPETISER	Appetizer, soup, salad combine as one course - pax are to select maximum 2 out of 3 items for them to fit on the tray. No choice of appetiser - No caviar due one tray serve. Normal appetiser featured	In bowl		No appetiser	Appetizer, soup, salad combine as one course - pax are to select maximum 2 out of 3 items for them to fit on the tray. No choice of appetiser - No caviar due one tray serve. Normal appetiser featured	In bowl		No appetiser
SOUP								
SALAD	No choice of soup - Asian soup featured				No choice of soup - Asian soup featured			
MAIN DISHES	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	3 choices, 2 Asian & 1 Western. No ICP, COMO & CR	2 choices	2 choices	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	3 choices, 2 Asian & 1 Western. No ICP, COMO & CR	2 choices	2 choices
CHEESE	No cheese due one tray serve	Preset on meal tray on applicable flights	Remove cheese and cracker	Remove cheese and cracker	No cheese due one tray serve	Preset on meal tray on applicable flights	Remove cheese and cracker	Remove cheese and cracker
FRUITS	No fruits due one tray serve	In bowl, for one tray serve			No fruits due one tray serve	In bowl, for one tray serve		
DESSERT	In bowl, for one tray serve	In bowl, for one tray serve	Ice cream dessert until inventory finish. After that only preset dessert If bread is preset, ice cream to be on cart top and served during tray distribution.	Ice cream dessert until inventory finish. After that only preset dessert If bread is preset, ice cream to be on cart top and served during tray distribution.	In bowl, for one tray serve	In bowl, for one tray serve	Ice cream dessert until inventory finish. After that only preset dessert If bread is preset, ice cream to be on cart top and served during tray distribution.	Ice cream dessert until inventory finish. After that only preset dessert If bread is preset, ice cream to be on cart top and served during tray distribution.
PRALINE	No pralines due one tray serve	No pralines due one tray serve			No pralines due one tray serve	No pralines due one tray serve		
BAR CARTS	1 champagne 1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 champagne 1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 champagne 1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 champagne 1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 red wine 1 white wine Beer Spirits (effective 1 Aug)	1 red wine 1 white wine Beer Spirits (effective 1 Aug)
DRINKS DURING MEAL SERVICE	Take drink order with meal order, to deliver altogether on meal tray	Take drink order with meal order, to deliver altogether on meal tray	Offer drinks while asking for meal choice, deliver both meal and drinks on meal tray No need to conduct 2nd round drinks during collection, but pax's requests can be fulfilled as ad hoc	Offer drinks while asking for meal choice, deliver both meal and drinks on meal tray No need to conduct 2nd round drinks during collection, but pax's requests can be fulfilled as ad hoc	Take drink order with meal order, to deliver altogether on meal tray	Take drink order with meal order, to deliver altogether on meal tray	Offer drinks while asking for meal choice, deliver both meal and drinks on meal tray No need to conduct 2nd round drinks during collection, but pax's requests can be fulfilled as ad hoc	Offer drinks while asking for meal choice, deliver both meal and drinks on meal tray No need to conduct 2nd round drinks during collection, but pax's requests can be fulfilled as ad hoc
BREAKFAST SERVICE	One tray serve	One tray serve	International tray only	International tray only	One tray serve	One tray serve	International tray only	International tray only
Fruits	Fruits	Fruits	No fruits	No fruits	Fruits	Fruits	No fruits	No fruits
Appetiser (CEREAL & YOGHURT)	No cereal Yoghurt served with fruit until stock is depleted	No cereal Yoghurt served with fruit until stock is depleted	Yoghurt for all	Yoghurt for all	No cereal Yoghurt served with fruit until stock is depleted	No cereal Yoghurt served with fruit until stock is depleted	Yoghurt for all	Yoghurt for all
MAIN DISHES	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	2 choices	2 choices	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	3 choices, 2 Asian & 1 Western No ICP, COMO & CR	2 choices	2 choices
BREAD	No change	No change	No bread for SEA. All sectors preset bread.	No bread for SEA. All sectors preset bread.	No change	No change	No bread for SEA. All sectors preset bread.	No bread for SEA. All sectors preset bread.
BUTTER/JAM	Jam uplift only in dry store, no preset on tray	Jam uplift only in dry store, no preset on tray	Butter only for standard rolls No butter for sweet rolls No Jam for all	Butter only for standard rolls No butter for sweet rolls No Jam for all	No jam	No jam	Butter only for standard rolls No butter for sweet rolls No Jam for all	Butter only for standard rolls No butter for sweet rolls No Jam for all
BEVERAGE	No change	No change	OJ&A	OJ&A	No change	No change	OJ&A	OJ&A
DELECTABLE/SNACK /REFRESHMENT								
DELECTABLE SERVICE	Dry reinjectable snacks for all flights e.g. chips, dried fruit Reduced noodle bar and only available on day flights No sandwich & muffin	Dry reinjectable snacks for all flights e.g. chips, dried fruit Reduced noodle bar and only available on day flights No sandwich & muffin	Only dry reinjectable snacks for all flights e.g. chips, dried fruit	Only dry reinjectable snacks for all flights e.g. chips, dried fruit	Dry reinjectable snacks for all flights e.g. chips, dried fruit Reduced noodle bar and only available on day flights No sandwich & muffin	Dry reinjectable snacks for all flights e.g. chips, dried fruit Reduced noodle bar and only available on day flights No sandwich & muffin	Only dry reinjectable snacks for all flights e.g. chips, dried fruit	Only dry reinjectable snacks for all flights e.g. chips, dried fruit
REFRESHMENT/ CONTINENTAL BREAKFAST	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary	Removed To add on the extra snacks in air larder where necessary
DRY SNACKS/ DRYSTORES UPLIFT	All uplifted ex SIN				NONE. No auto uplift or aircraft order			
ITEM								
MENU CARD	No menu card for pax. Printed 4 copies per sector for crew by caterer	No menu card for pax. Printed 10 copies per sector for crew by caterer	No menu card for pax. Printed 10 copies per sector for crew by caterer	No menu card for pax. Printed 12 copies per sector for crew by caterer	No menu card for pax. Printed 4 copies per sector for crew by caterer	No menu card for pax. Printed 10 copies per sector for crew by caterer	No menu card for pax. Printed 10 copies per sector for crew by caterer	No menu card for pax. Printed 12 copies per sector for crew by caterer
SEATBACK LITERATURE	Remove except for safety card, airsick bag and amenity menu where available	Remove except for safety card, airsick bag and amenity menu where available	Remove except for safety card and airsick bag	Remove except for safety card and airsick bag	Remove except for safety card, airsick bag and amenity menu where available	Remove except for safety card, airsick bag and amenity menu where available	Remove except for safety card and airsick bag	Remove except for safety card and airsick bag
PILLOWS & BLANKETS				Removed from seats. 50% will be spread out in overhead bins for pax to self-help. 1 bulk bag of blankets will be uplifted in selected YCL locations ⁹				Removed from seats. 50% will be spread out in overhead bins for pax to self-help. 1 bulk bag of blankets will be uplifted in selected YCL locations ⁸

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FCL Tray Setup for All Flights

*Soup may be replaced by Salad depending on the passenger's choice.



JCL Tray Setup for All Flights

Lunch/Dinner with Satay



Lunch/Dinner with Cheese



Breakfast



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Generic Inflight Offering

No.	Modified Crew Service Procedures/Duties to Minimize Contact Between Pax and Crew	Applicable to		
		R/FCL	JCL	S/YCL
1	Dedicated lavatory for crew use	General guideline		
2	Crew movement between cabins is discouraged	General guideline		
3	Ensure hands are washed frequently, especially after each meal service	General guideline		
4	Ensure gloves are worn whenever tray/trash collection is conducted, as well as during housekeeping and toilet checks	General guideline		
5	Flush the coffee percolator, coffee maker and water boiler before and after flight	✓	✓	✓
6	No inflight sales – only pre-orders to be delivered	✓	✓	✓
7	No seatback literature – only safety info card and air sickness bag	✓	✓	✓
8	No hot towel service	✓	✓	✓
9	No offering of ground drinks	✓	✓	N/A
10	No active offering of hanging pax jackets (only upon request)	✓	✓	N/A
11	Nil uplift of newspapers (wef 22May20) and magazines (wef 01May20)	✓	✓	✓
12	No children amenities uplifted	N/A	N/A	✓
13	No distribution of menu cards	✓	✓	✓
14	No after take-off drinks	✓	✓	✓
15	No meal offerings for all S.E.A. flights	✓	✓	✓
16	'One tray serve' meal service for non-S.E.A. flight	✓	✓	✓
17	No need to conduct drinks during lull period, drinks strictly on request During lull period, display a jug of water and some plastic cups on the galley top to facilitate pax self-help	✓	✓	✓
18	Toilet checks			
	• Conduct lavatories checks every 1 hour			✓
	• Conduct lavatories checks after every pax	✓	✓	
	• Wipe mirror / sink area dry (including the removal of visible foreign matter/rubbish)			
	• Wipe toilet cover / seat area dry (including the flushing of toilet an additional 1 or 2 times)	✓	✓	✓
	• Replenish items (such as toothbrushes, toilet rolls, tissue box, etc)			
	• Spraying of air freshener / disinfectant			
19	No offering of mint before landing	✓	✓	N/A
20	No distribution of any hardcopy forms or arrival cards	✓	✓	✓




Bar Cart Uplift: With immediate effect, the full range of spirits will be uplifted on flights with meal service, available for passengers to order on request basis.

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 New updates can be found in W@VES, particularly Announcement Updates and Flight Sectors/Service.

Care Kits



Care kits were introduced on all pax flights since 08Jun20 to promote a safe and hygienic travel experience for our passengers and crew.



Contents in the Care Kit

	Current	New *wef 13Aug20
Packaging		
Contents	 <ol style="list-style-type: none"> 1. Mask x 1 2. Hand sanitiser x 1 3. Anti-bacterial wipes x 2 	 <ol style="list-style-type: none"> 1. Mask x 1 2. Hand sanitiser x 1 3. Disinfectant wipe x 1 <p>Note: 01pc anti-bacterial wipe will be uplifted on each meal tray/snack bag (all classes)</p>

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Please take note of the handling procedures for the care kits as follows:

	Ex-SIN	Ex-STN
Uplift Quantity	<p>Pax booked load</p> <p>Each pax should only take 1 care kit.</p> <p>Note: Extra 10pcs of care kits will be uplifted, for contingency purposes for crew to top up if the care kits run out, in the children amenities bags with the masks and hand sanitiser bottles.</p>	
Uplift Mode	<p>Care Kit bags with yellow strap (previously used as magazine bags)</p> 	<p>Care Kit bags with blue strap (previously used as magazine bags)</p> 
Uplift Location	SATS caterer will deliver the care kits bags to the aircraft and pass to crew	SATS caterer will uplift the care kits bags at the specific positions as indicated in ELP*

	Ex-SIN	Ex-STN
Distribution Procedures	<p>1. Crew to set up trolley at the aerobridge and display the laminated poster and care kits in drawers for pax to self help</p>  <p>2. Please continue to display the big bottle of hand sanitiser on trolley</p> <p>3. Crew to assist with topping up of the drawer when the care kits are running low</p> <p>4. Please do not use the care kits meant for the return sector in the event the care kits run out</p> <p>5. If there are excess care kits, please return them to the care kits bags, seal with yellow security seals and to stow in specific positions as indicated in ELP*</p>	<p>All stations except ADL, LAX and PVG</p> <p>1. Crew to pass the care kits bags to ground staff for distribution at the holding room</p> <p>For stations with restrictions on distribution of items at holding rooms such as ADL, LAX and PVG, the same distribution procedure as ex-SIN applies</p> <p>1. Crew to set up trolley at the aerobridge and display the laminated poster and care kits in drawers for pax to self help</p>  <p>2. Please continue to display the big bottle of hand sanitiser on trolley</p> <p>3. Crew to assist with topping up of the drawer when the care kits are running low</p> <p>4. Crew may use the balance care kits from the first sector in the event the care kits run out</p> <p>5. Crew to return all excess care kits to care kits bags, seal with yellow security seals and to stow in specific positions as indicated in ELP*</p> <p>6. Upon arrival in SIN, SATS caterers will record all the returned care kits with flight number, even if nil returns</p>

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ELP For Care Kits

Aircraft Type	Positions	Aircraft Type	Positions
A359	C1L-04 (D1L Closet)	B787	S1C-04 (D1L Stowage)
	S23C-2L (Stowage between D2L and D3L)		S2FCL-L2 (D2 Stowage)
	S3F-1L (D3L Stowage)		S2FCR-R2 (D2 Stowage)
	S3F-1R (D3R Stowage)		S4FL-L1 (D4L Stowage)
A359M	S1ACR_1R (D1R Stowage)	B77WR	CCF (FCL Closet)
	S1ACR_2R (D1R Stowage)		CJF 293 (JCL D2 Closet)
	S1AL_2L (D1L Stowage)		
	S4FL-1L (D4L Stowage)		
A359U	C1L-04 (D1L Closet)		
	S4FL_3L (D4L Stowage)		

Carriage of Transit Pax Information Pack for Cabin Crew

As part of the enhanced measures for air travel during the COVID-19 period, flights which carry transiting passengers into Changi Airport will be required to have stringent measures to ensure segregation of transiting and non-transiting passengers.

Passengers travelling on Singapore Airlines and SilkAir flights from selected cities in Australia and New Zealand to other destinations in the SIA Group network operated by SIA will be allowed to transit in Changi Airport. For more information, please refer to [here](#).

Transit passengers can only be accepted if they are travelling on a confirmed operating flight on the approved routes above, operated by one of the SIA Group airlines (SQ, MI, TR). The transit time in Singapore must be more than 50 min, but not more than 48 hours. Stations will oversee passenger acceptance and cabin crew need not conduct checks on a passenger's eligibility to fly.

[Click here for the Announcement Texts for Transit Passengers Flights.](#)

Roster/Reporting Details

- The COP will be reflected as per normal, there will be no indication on the roster that it is a flight carrying transit passengers.

Pre-Boarding Duties

- Due to CAAS regulations, transit passengers must be separated from non-transit passengers at all points of their journey.
- CIC will be notified by airport staff on the day of operation if the flight is carrying transit passengers.
- Airport staff will ensure that transit passengers are seated at the back of the cabin for all classes.
- A highlighted graphical seat map will be provided by airport staff prior to boarding to illustrate the different seating zones.
- The two seating zones will minimally be separated by a row of seats, aisle, galley or equivalent distance on board.
- Transit passengers will have the word "TRANSIT" written in red on the bottom of their boarding passes.
- Transit passengers will be boarded before non-transit passengers, as per current boarding procedures (e.g. PRMDs/Families with infants, FCL/JCL/PPS Club members, etc.)
- Due to the increased boarding complexity, please note that precision boarding time might have to be adjusted on an ad-hoc basis, depending on the needs of the flight.

Inflight Duties

- If assisting pax with carry-on luggage during boarding, please use the overhead compartments within their designated seating zones.
- There will be additional announcements required to ensure passengers remain segregated on board and during disembarkation. Please refer to Annex A for the additional announcements.
- The existing modified inflight service offerings will still applicable on these flights.

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New updates can be found in W@VES, particularly Announcement Updates and Flight Sectors/Service.

- With limited number of lavatories and to reduce long queues for lavatories, in line with safe distancing measures, there will not be designated lavatories for transit passengers. Please ensure that the lavatories are cleaned regularly.
- Crew may serve transit and non-transit passengers from the same galley.
- Please note that any requests for seat change can only be accommodated within the same zone. There should be strictly no seat changes for AU flights due to Australian regulatory requirements.

Arrival Procedures

- Transit passengers will disembark after non-transit passengers.
- Please make the amended After Landing announcement in Annex A to inform all passengers about the disembarkation procedures.
- Please assist to ensure that passengers remain seated during the disembarkation process to ensure segregation.
- Airport staff will take over disembarkation announcements once the aircraft doors have been opened.
- If transit passengers were to approach crew about their tight connection, please inform them that the airport staff are aware and will make the necessary arrangements.
- There could be exigencies where airport staff will allow selected transit passengers to disembark first. Please liaise closely with airport staff in such cases, especially in the event of a flight delay.

Transit Procedures

- Upon disembarkation, transit passengers will be welcomed by ground staff and issued wristbands for access to the transit holding area (THA).
- Transit passengers will then be ushered directly to their next boarding gate (<75 mins) or the THA (>75 mins), depending on their transit time.
- The THA will have facilities such as food kiosks and vending machines. Transit passengers will also be able to order food from the eateries at the airport to be delivered to the THA.
- No swabbing is required at Changi Airport, but all transit passengers will undergo a temperature screening upon arrival.
- Transit passengers will not be able to access the SilverKris Lounge in T3 due to segregation requirements. There will be a premium waiting area within the THA.
- Transit passengers will not be able to visit the airport shops while in transit.
- No transit hotels are currently available.

What to do when a Passenger/Crew is Unwell?

Management of Unwell Pax

- Unwell pax will be treated as a suspected case of infectious disease
- **Designate the last 3 rows on the left of the aircraft as the emergency quarantine area. Pax to be seated at the window seat (including premium class passenger who are unwell).**
- If the last 3 rows are occupied by other pax, reallocate these pax to another seat and be mindful of the distancing measures
- Pax must wear a mask at all times
- A dedicated lavatory must be reserved for the suspected pax's use and pax informed accordingly
- Notate the lavatory details in the CDL and ACARS to station for disinfection
- ACARS to station to arrange for pax to seek medical attention after landing o Station will advise on the handing over procedures
- Pax should be the last to disembark
- If there are 2 or more unwell pax, they should be seated with at least an empty seat between and use the same lavatory
- CCVR with pax details and handling must be raised

Management of Unwell Crew

- For crew who develop any sickness symptoms inflight, the crew will be treated as a suspected case of infectious disease
- The management is similar to the management of unwell pax.
- CCVR (Safety) must be raised with crew details and the handling of the crew

Crew Complement

Selected flights have resumed since 01 Apr 2020. When the PLF (YCL) $\geq 70\%$, the full set of crew complement will be deployed. However, in view of the weak demand on some of these flights, the crew complement will be reduced when PLF (YCL) $< 70\%$.

For Layover Flights (LAX/AMS/BCN/CPH/FRA/LHR/ZRH/SYD/MEL/AKL/CHC):

Flights	Reduced Crew Complement when $50\% \leq \text{PLF(YCL)} < 70\%$			Reduced Crew Complement when $\text{PLF(YCL)} < 50\%$		
	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)
A359LH (LAX)	13 crew due ANR requirement for ULR ops					
A359LH	-1	J5	11	-2	J5, C5	10
A359MH	-1	C6	11	-3	J4, C5, C6	9
787	-1	J3	11	-3	J3, B4, C4	9
77WR	-2	J5, J6	13	-4	J4, J5, J6, C3	11
77WR (OJY)	-1	J6	12	-2	J5, J6	11

“One-tray serve” meal service has been implemented for across all classes for these flights.

Type	Flights
1 Meal Service	SYD / MEL
2 Meal Service without snacks	AKL / CHC
2 Meals Service with snacks	AMS / BCN / CPH / FRA / LHR / ZRH

CREW BUNK

With immediate effect, crew are not allowed to reuse pillows and blankets in the crew bunk when going for crew rest. There will be additional sets of beddings* uplifted on flights more than 10 hours for crew to change out when there's a swap in rest period. Each crew member must personally remove and store his or her own bedding from the crew rest area after use.

3 sets of spare beddings (1 set per sector for crew to do the changeout themselves + 1 set for STN AIC to dress the bunks) will be stowed in crew bunk if space permits, otherwise they may be stowed in the cabin compartments by AIC. They will be labelled “For ex-SIN crew use”, “For ex-STN crew use” and “For STN AIC use”.

Please only use the set meant for your sector to ensure all crew have sufficient beddings to change for their use during their rest period.

*1 set will include bedsheets, pillow covers and blankets for every bed in the crew bunk.

For Short Haul Flights (KUL/CGK/SGN)

Selected flights have resumed since 01 Apr 2020. When the PLF (YCL) $\geq 70\%$, the full set of crew complement will be deployed. However, in view of the weak demand on some of these flights, the crew complement will be reduced when PLF (YCL) $< 70\%$, or at minimum crewing when PLF (YCL) $< 50\%$. Please see summary below and attachment for changes to crew complement.

Flights	Reduced Crew Complement when $50\% \leq \text{PLF(YCL)} < 70\%$			Reduced Crew Complement when $\text{PLF(YCL)} < 50\%$		
	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)
A359LH	-1	J5	11	-3	J4, J5, C5	9
A359MH	-1	C6	11	-4	J2, J4, C5, C6	8
787	-1	J3	11	-4	J3, B4, C3, C4	8

*Added note

Selected S.E.A flights, such as SGN, HAN, BKK, MNL, will be operated with one-way cargo in bellyhold (ex-SIN) and one-way pax (ex-STN) due to restrictions imposed by local authorities. Although there are no pax on the ex-SIN sector, all crew are still required to perform ground preparations, checking of meals, aircraft equipment and “no-go items” etc. As work positions are assigned ex-SIN, crew should also be seated in their respective crew seats for TTOL for all sectors. The 2 crew that are operating in the FWD cabin will also need to check on the tech crew as per current procedures. Crew will be paid for the entire COP.

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For Turnaround Flights (NRT/KIX/ICN/ADL/HKG) – 2x Set of Crew except HKG

Flights	Reduced Crew Complement when 50%≤PLF(YCL)<70%			Reduced Crew Complement when PLF(YCL)<50%			** Seat Blocks for 2 nd Set of Crew
	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)	No. of Crew Changes	Work Positions Removed	Total Crew (Revised)	
A359LH	-1	J5	11	-2	J5, C5	10	60HJK 61DEGHJK 62DEG
A359MH	-1	C6	11	-3	J4, C5, C6	9	68HJK 69DEGHJK 70DEG
787	-1	J3	11	-3	J3, B4, C4	9	73EGHJK 74DEGHK 75HK
77WR	-2	J5, J6	13	-4	J4, J5, J6, C3	11	59HJK 60DEGHJ 61DEGHK 62HK
77WR (OJY)	-1	J6	12	-2	J5, J6	11	

“One-tray Serve” with 1 meal service have been implemented across all classes.

Each CIC operating the respective sector can create and submit the eFR specific for their sector. The reporting time of the second sector should reflect the same reporting time as that of the ex-SIN sector. Please assign work positions based on the crew complement table in the previous sections. An additional device will also be issued to the set of crew paxing on the flight to facilitate flight preparation.

In the event that eFR fails or there is a missing CIC in crew list, paper FR with flight level details should be submitted to speed up the payment processing. CC Finance will accept GD list in lieu of crew listing as a supplement to paper FR forms.

Crew Rest in Premium Classes

Crew who are operating turnaround flights with paxing in one sector, crew seats are blocked for the paxing sector in EYCL. Premium classes can be used for paxing crew at the discretion of the CIC. No VR is required.

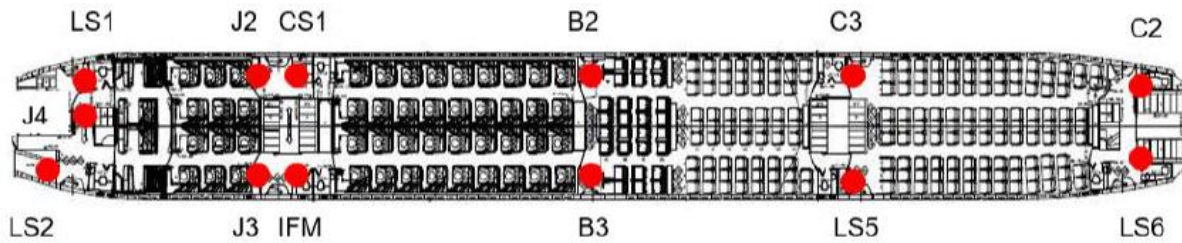
The crew complements have been included below for each varying aircraft type.

B777-300ER (7WR)

FJY Config

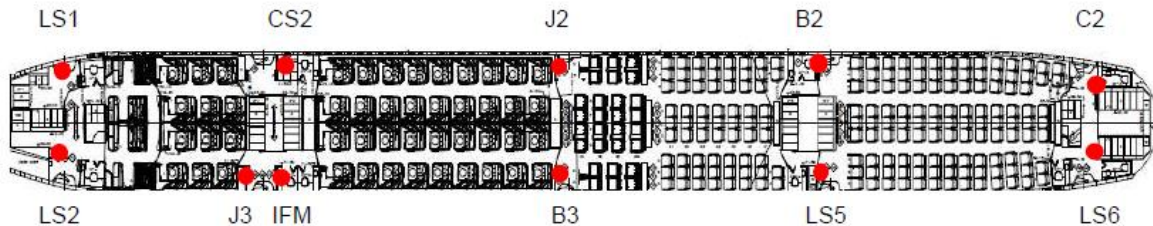
	R/FCL	JCL		YCL			Total Pax	Total Crew
77WR Galley: 4	4	48		212			264	
		12	36	28 (S)	67	117		
YCL PLF ≥ 70%	3	6		3	3		15	
112227	IFM, LS1, LS2	CS1, J2, J3, J4, J5, J6		LS5, B2, B3,	LS6, C2, C3			
50% ≤ YCL PLF < 70%	3	4		3	3		13	
112225	IFM, LS1, LS2	CS1, J2, J3, J4		LS5, B2, B3	LS6, C2, C3			
YCL PLF < 50%	3	3		3	2		11	
112223	IFM, LS1, LS2	CS1, J2, J3		LS5, B2, B3	LS6, C2			

13 crew



- **J6** (primary crew) removed; **B2** to replace as primary crew at D3R, **C3** to replace as primary crew at D4R.
- **J5** (secondary crew) removed.

11 crew

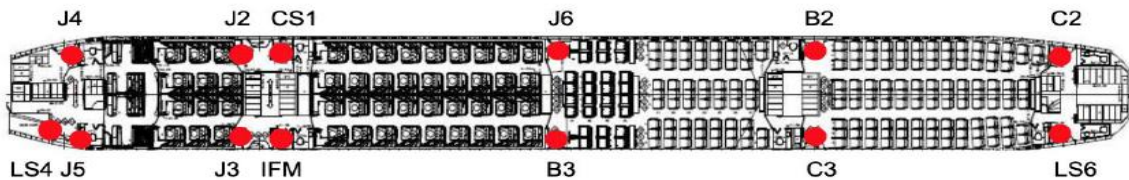


- **J6** (primary crew) removed; **J2** to replace as primary crew at D3R
- **C3, J4, J5**, (secondary crew) removed

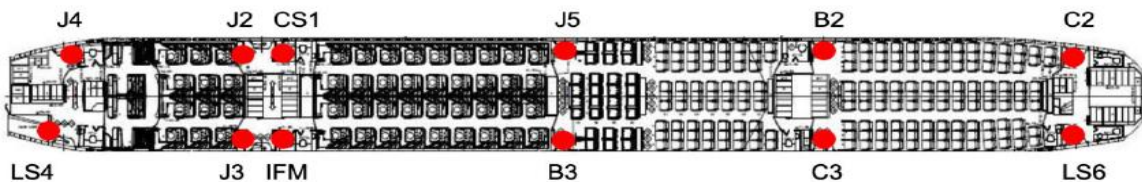
OJY Config

	R/FCL	JCL		YCL			Total Pax	Total Crew
77WR Galley: 4		48		212			260	
		12	36	28 (S)	67	117		
YCL PLF ≥ 70%		7		3		3		13
111127		IFM, LS4, J2, J3, J4, J5, J6		CS1, B2, B3		LS6, C2, C3		
50% ≤ YCL PLF < 70%		6		3		3		12
111126		IFM, LS4, J2, J3, J4, J5		CS1, B2, B3		LS6, C2, C3		
YCL PLF < 50%		5		3		3		11
111125		IFM, LS4, J2, J3, J4		CS1, B2, B3		LS6, C2, C3		

13 crew

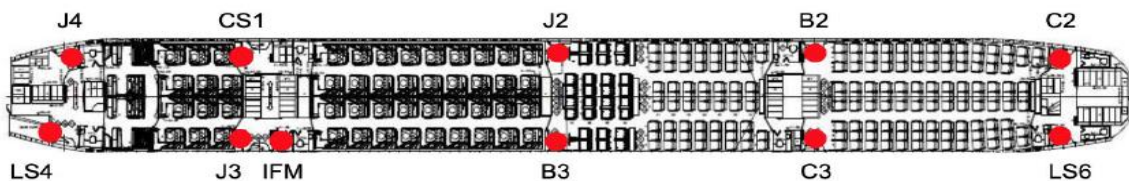


12 crew



- **J6** (primary crew) removed; **J5** to replace as primary crew at D3R

11 crew

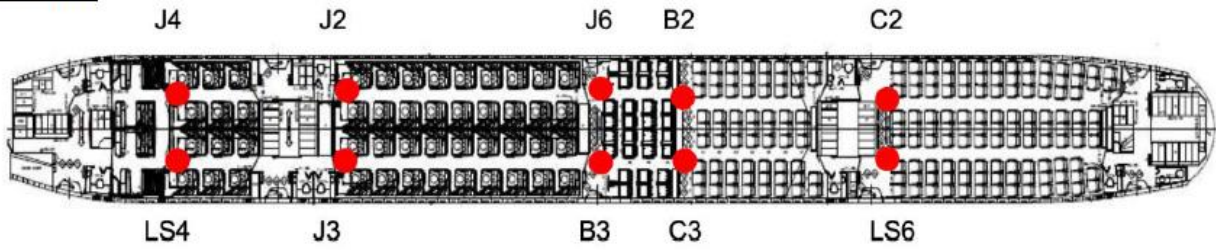


- **J5** (secondary crew) removed & **J6** (primary crew) removed; **CS1** to replace as primary crew at D2R & **J2** to replace as primary crew at D3R

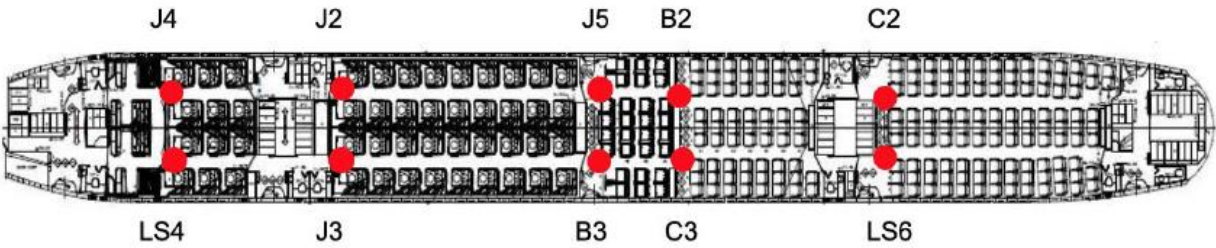
Crew Take-off/Landing Stations (OJY Ops)

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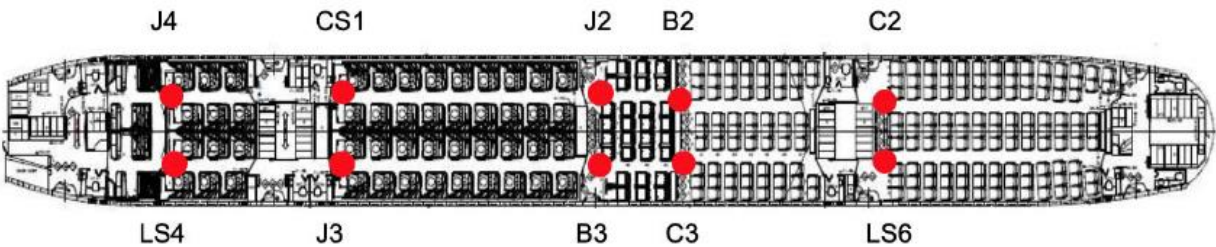
13 crew



12 crew



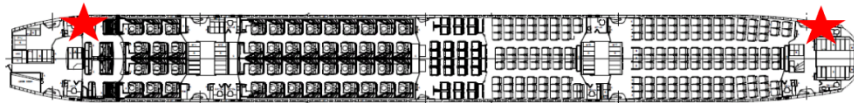
11 crew



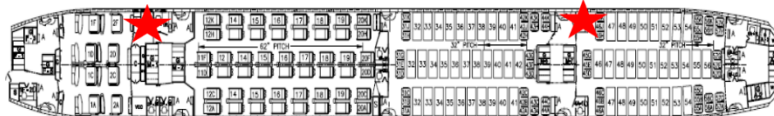
Crew “Live” Safety Demonstration Position (OJY Ops)

★ Proposed location for crew use only lavatory

1. **77WR (D1R FCL LAV and D5R YCL LAV)**



2. **773R (D2R FCL LAV and D4R YCL LAV)**

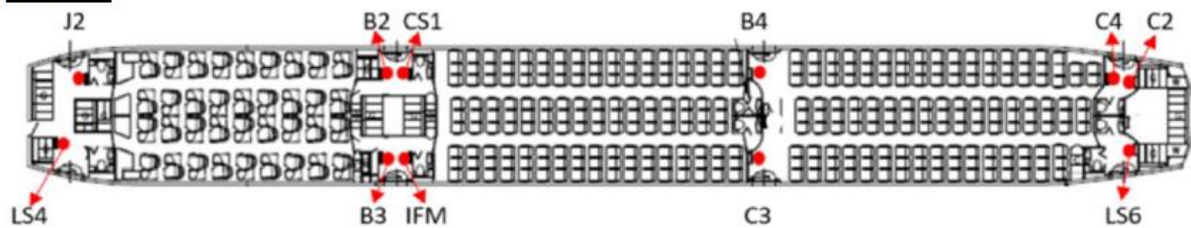


Proposed location for Crew use only lavatory

B787-10

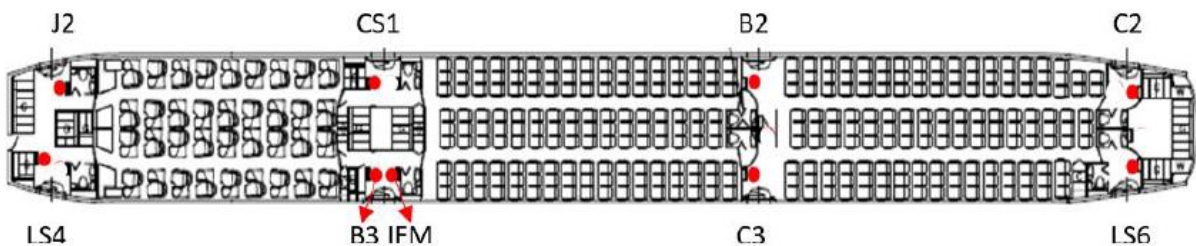
	JCL	YCL		Total Pax	Total Crew
787 Galley: 3	36	301		337	
		150	151		
YCL PLF ≥ 70%	4	4	4		12
111126	IFM, LS4, J2, J3	CS1, B2, B3, B4	LS6, C2, C3, C4		
50% ≤ YCL PLF < 70%	3	4	4		11
111125	IFM, LS4, J2	CS1, B2, B3, B4	LS6, C2, C3, C4		
YCL PLF < 50%	3	3	3		9
111114	IFM, LS4, J2	CS1, B2, B3	LS6, C2, C3		

11 crew



- **J3** (secondary crew) removed

9 crew

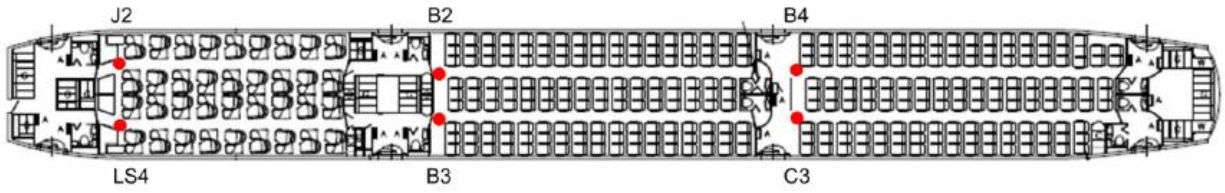


Crew Take-off/Landing Stations

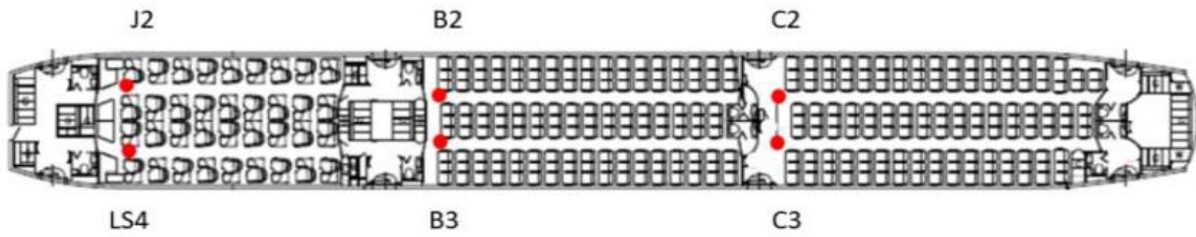
- (11 Crew Config) J3, C4 (Secondary Crew) removed
- (8 Crew Config) B4 (Primary Crew) removed, B2 to replace as primary crew at D3R

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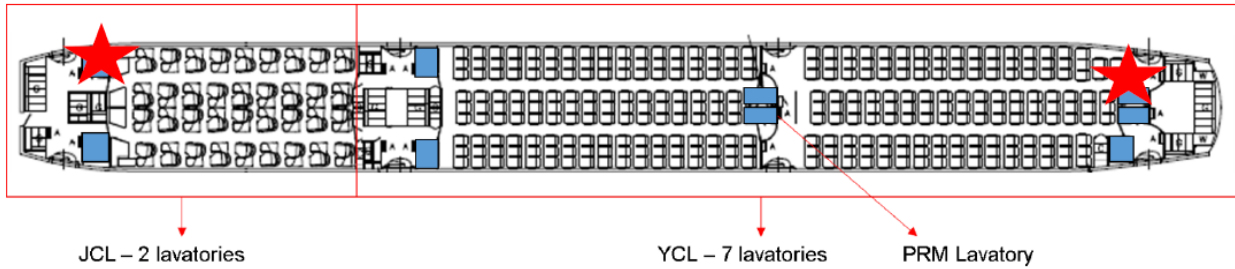
11 crew



9 crew



Crew "Live" Safety Demonstration



Proposed Location for Crew use only Lavatory

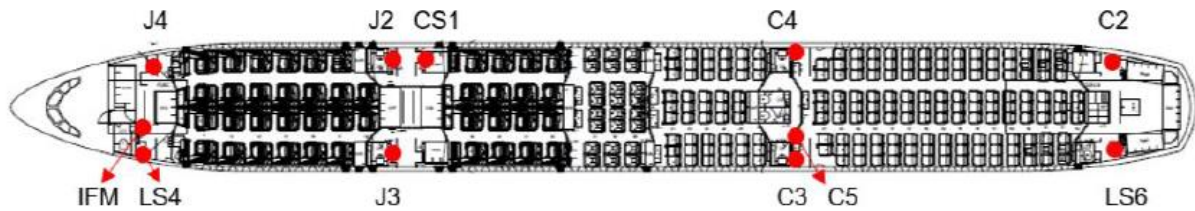
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A350-900LH

	JCL	YCL		Total Pax	Total Crew
A359LH Galley: 2	42	211		253	
		24 (S)	187		
YCL PLF ≥ 70%	6	6			12
111126	IFM, LS4, J2, J3, J4, J5	CS1, LS6, C2, C3, C4, C5 , * C6			
50% ≤ YCL PLF < 70%	5	6			11
111125	IFM, LS4, J2, J3, J4	CS1, LS6, C2, C3, C4, C5			
YCL PLF < 50%	5	5			10
111124	IFM, LS4, J2, J3, J4	CS1, LS6, C2, C3, C4			

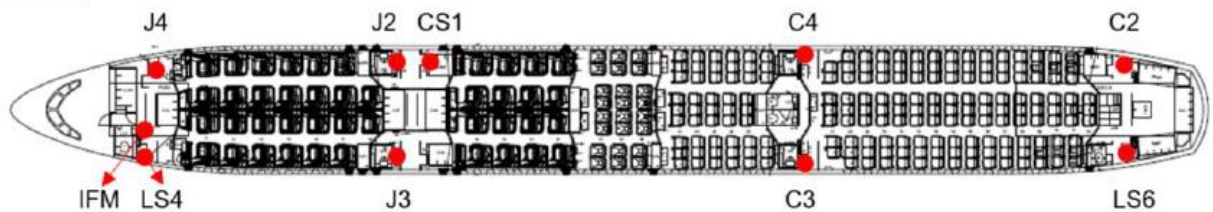
* +1 crew on all long haul flights with FDP >13hrs

11 crew



- **J5** (secondary crew) removed

10 crew

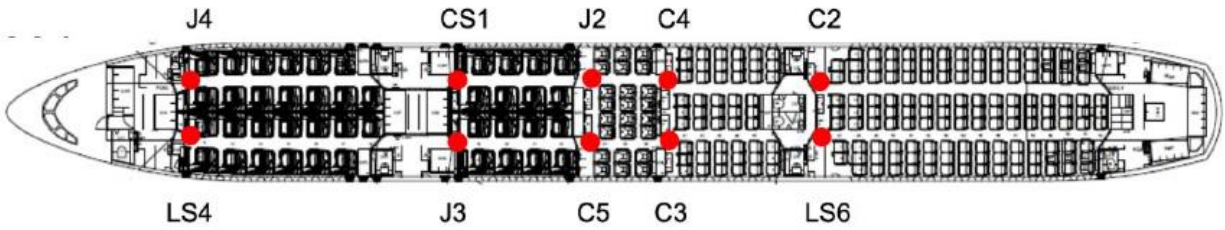


- **J5, C5** (secondary crew) removed

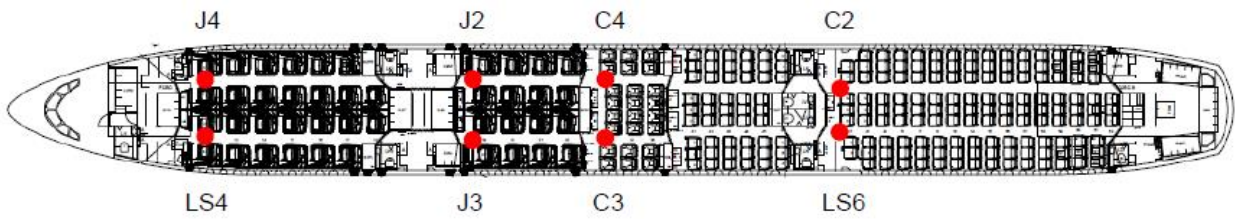
Crew Take-Off/Landing Stations

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11 crew

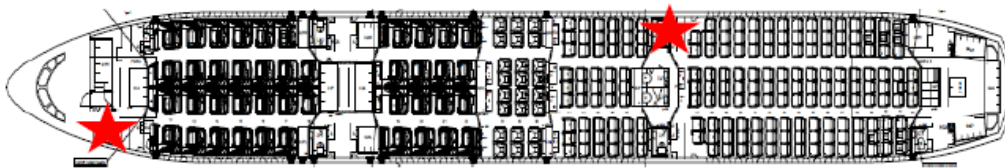


10 crew



Crew "Live" Safety Demonstration Position

6. **A350LH (D1L JCL LAV and D3R YCL LAV)**

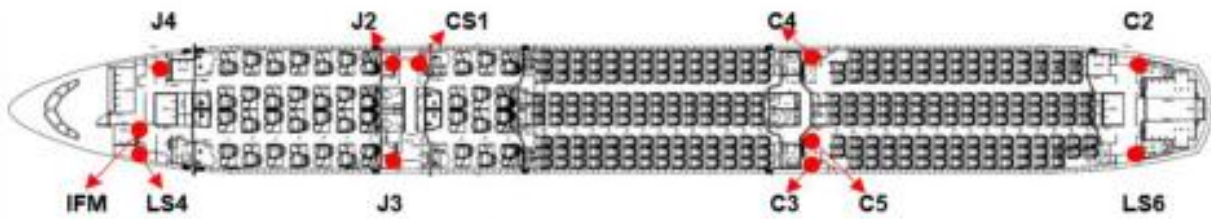


Proposed Location for Crew use only Lavatory

A350-900MH

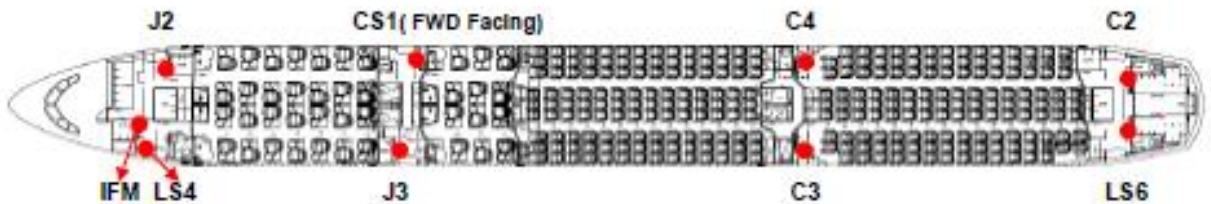
	JCL	YCL	Total Pax	Total Crew
A359MH Galley: 2	40	263	303	
YCL PLF ≥ 70%	5	7		12
111126	IFM, LS4, J2, J3, J4	CS1, LS6, C2, C3, C4, C5, C6		
50% ≤ YCL PLF < 70%	5	6		11
111125	IFM, LS4, J2, J3, J4	CS1, LS6, C2, C3, C4, C5		
YCL PLF < 50%	4	5		9
111114	IFM, LS4, J2, J3	CS1, LS6, C2, C3, C4		

11 crew



- **C6** (secondary crew) removed

9 crew

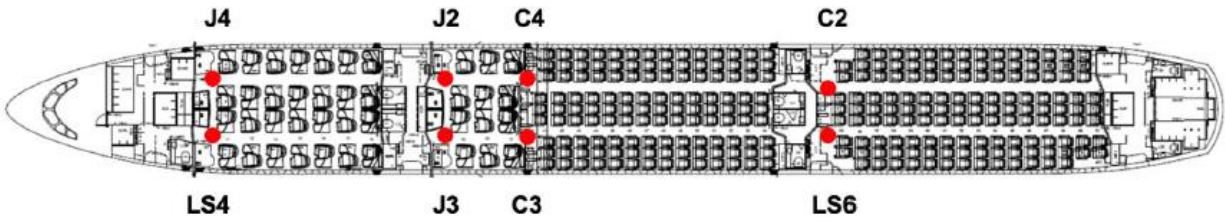


- **C5, C6** (secondary crew) removed
- **J4** (primary crew) removed; J2 to replace as primary crew at D1R

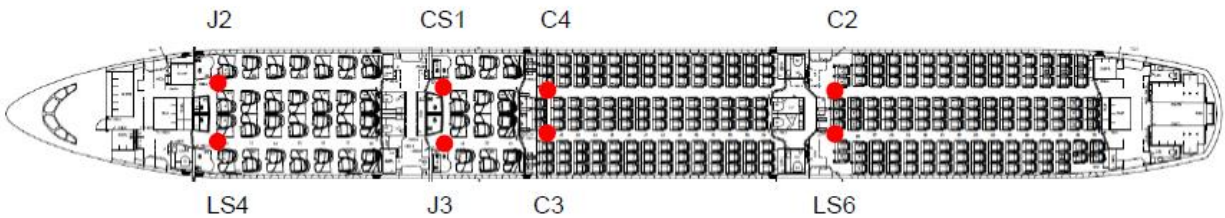
Crew Take-Off/Landing Position

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11 crew

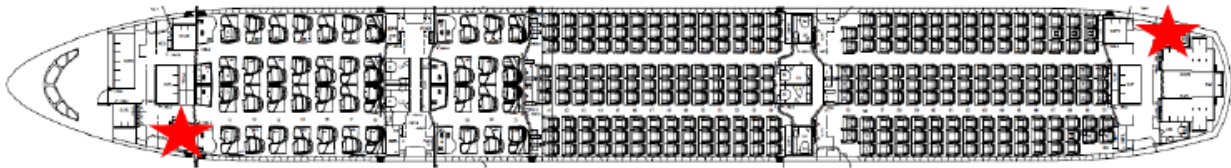


9 crew



Crew "Live" Safety Demonstration Position

5. A350MH (D1L JCL LAV and D4R YCL LAV)



Proposed Location for Crew use only Lavatory

ICA Clearance

1. Immigration & Checkpoints Authority (ICA) is running low on manual Health Declaration Cards used by crew for clearance at immigration coming back into Singapore.
2. In the event that crew cannot obtain these manual cards for immigration clearance, please proceed to the manned counters upon arrival for assistance.
3. **Crew must REFRAIN from submitting their electronic health declaration via the SGAC e-Service Portal / App.**
 - Doing so will result in crew being issued an electronic Stay-Home Notice (SHN).
4. All operating crew positioning back to SIN (on GD or as a ticketed passenger) must be in uniform when clearing SIN immigration.
5. Crew should clear immigration at the terminal where the aircraft docks. Please do not clear immigration from a different terminal.
6. Crew who face difficulties on arrival can politely request for permission to call Station SIN for immediate assistance at **9725 3010**.

CAAS Questions

1. Which side of the last 3 rows of the aircraft must be blocked?
2. Which Lavatories are blocked for Cabin Crew use?
3. How many Transit Passengers are there in each class of travel?
4. For flights with Transit Passengers, who are the first group of passengers to disembark?

Additional Info

- Transit Passengers are disembarked in batches of 15 per group