

For Immediate Release

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## **Scoot Becomes World's First Low-Cost Carrier Awarded Diamond Status in Global Airline Health Safety Audit**

Singapore – Scoot has been awarded the Diamond status in the APEX Health Safety powered by SimpliFlying global audit of airlines, becoming the first low-cost carrier (LCC) in the world to be accorded this highest attainable standard.

The audit was jointly conducted by the Airline Passenger Experience Association (APEX), one of the world's largest international airline associations, and aviation strategy firm SimpliFlying. Assessing the health safety measures adopted by Scoot in response to the Covid-19 pandemic against a 58-point checklist across 10 stages of the customer journey, the review spanned check-in and other pre-departure processes, inflight measures as well as postflight.

Only airlines that reach hospital-grade standards of health and safety, scoring at least 200 points above the baseline Gold standard, are awarded the Diamond status. The standards are based on independently verified, validated, and certified airline health safety measures.

Campbell Wilson, Scoot's CEO, said, "Scoot is committed to providing customers with the highest level of confidence when they travel. Since the start of Covid-19, we have enhanced procedures and implemented measures across the customer journey, ranging from increased cleaning and distancing, deploying contactless check-in<sup>1</sup> and inflight ordering, and trialling of digital pre-departure test verification tools amongst other initiatives. Scoot is proud to be the world's first LCC to receive the highest Diamond status, and we're heartened by this affirmation of our efforts to safeguard the health and safety of our customers and staff."

"Scoot's leading steps for health safety including safe distancing measures in place across the customer journey and provision of care kits demonstrate the highest level of passenger care," APEX CEO Dr. Joe Leader stated. "For the dozens of customer-centric steps taken in the care of travellers, we are honoured to award Scoot the Diamond status of the APEX Health Safety powered by SimpliFlying."

"Scoot has raised the bar for health and safety among LCCs by being the first LCC in the world to certify for a Diamond standard. Measures such as vaccinating all front-facing staff, adjusting its onboard services to a contactless one that can be accessed from one's personal devices, and coming up with a 24/7 running Covid-19 risk assessment framework make the airline stand out among others," said SimpliFlying CEO Shashank Nigam. "Taking these above and beyond measures in ensuring health safety will help Scoot bolster trust among travellers," he added.

In an airline safety rating by Airline Ratings, an international airline safety and product rating review website, Scoot also scored a full seven stars in both safety and Covid-19 compliance.

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<sup>1</sup> Except where physical documentation is required by local regulatory authorities.

The safety rating system considers factors such as the airline's fatality and incident records, audits from aviation governing bodies and leading associations, as well as the airline's compliance with international Covid-19 standards.

For more information on Scoot's health and safety measures, kindly refer to [Annex](#).

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## About Scoot

Scoot is the low-cost arm of the Singapore Airlines Group. Scoot took to the skies in June 2012 and merged with Tigerair Singapore in July 2017, retaining the Scoot brand and positioning it well for a new chapter of growth. Scoot has carried over 65 million guests and now has a fleet of 20 state of the art, widebody Boeing 787 Dreamliners and 27 young and modern Airbus A320 family aircraft, with seven more Boeing 787 Dreamliners, 28 Airbus A320neo and 16 A321neo aircraft on order. Scoot's network presently encompasses 63 destinations across 15 countries and territories, with five more destinations from Indonesia to join the network. Scoot provides – in addition to fantastic value airfares – a safe, reliable and contemporary travel experience with a unique attitude – Scootitude. Offering amenities including on-board Wi-Fi Internet connectivity and in-seat power on selected flights as well as the ability to redeem and accrue Singapore Airlines Group KrisFlyer miles, Scoot was voted 2015, 2016, 2017 and 2018 Best Low Cost Airline (Asia/Pacific) by AirlineRatings.com and ranked in the Top 10 of the World's Best Low-Cost Airlines in 2015 and 2018 by Skytrax. In 2019, Scoot won "Best Low-Cost Carrier" at the 30<sup>th</sup> TTG Asia Awards and the Travel Weekly Asia 2019 Readers' Choice Awards. Scoot is passionate about making travel attainable for all and enabling people to embrace the full potential of traveling and seeking new experiences. Book your tickets at [FlyScoot.com](http://FlyScoot.com) or contact our [Call Centre](#). Find out more on [FlyScoot.com](http://FlyScoot.com), [Facebook.com/FlyScoot](https://Facebook.com/FlyScoot), [Instagram.com/FlyScoot](https://Instagram.com/FlyScoot), and [Twitter.com/flyscoot](https://Twitter.com/flyscoot).

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## Annex – Scoot’s Health and Safety Measures

### PRE-FLIGHT

- All aircraft are equipped with High Efficiency Particulate Air (HEPA) filters, which are up to 99.98% effective at trapping microscopic particles such as bacteria and viruses. Air flows into and out of the cabin continuously, from top to bottom, with cabin air refreshed every two to three minutes. The aircraft air-conditioning and cabin ventilation systems are closely monitored to ensure they are fully operational.
- High-touch surfaces in cabins are treated with long-lasting antimicrobial coating, which is re-applied monthly.
- Passenger care kits consisting of a surgical mask, hand sanitizer, and anti-bacterial wipes, are pre-placed on passenger seats.
- To give customers added confidence in case they need to amend their travel plans after booking, a one-time free date change is available to all bookings made from now till the end of June 2021. Customers whose flights are cancelled during this period are also offered a refund via two options – 100 per cent refund via original mode of payment or 120 per cent of booking value in Scoot travel vouchers, valid for 24 months.
- Scootsurance coverage<sup>2</sup> has been enhanced to include Covid-19 cover at no extra charge. The enhanced Scootsurance coverage covers pandemic-related overseas medical expenses, quarantine and hospitalisation allowance, and other costs arising from Covid-19 infection.

### CHECK-IN

- Temperature screening is conducted prior to boarding and passengers with a temperature of 37.5 degrees (or as otherwise stipulated by local regulation) will not be allowed to board.
- Scoot is prioritising rolling out self-service check-in options across our network, subject to local regulatory approvals. Web check-in is currently available for flights departing from 40 out of 63 stations, including all operating points in Australia, India, Japan, Malaysia, Singapore, South Korea, Taiwan, Thailand, and Vietnam, among others. Check-in via chatbot M.A.R.V.I.E. is also available for flights departing Singapore.
- Safe distancing measures are in place at gate-hold rooms and queuing areas, including check-in kiosks and before boarding.

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<sup>2</sup> Scootsurance is currently available for flights departing Singapore, Indonesia, Mainland China and Malaysia.

- In March 2021, Scoot began its trial of two new digital initiatives to offer a one-stop solution for Covid-19 pre-departure tests (PDT) and a digital verification process during check-in to provide a more convenient and seamless travelling experience for customers.

## **INFLIGHT**

- All operating crew undergo pre-flight temperature taking, are required to monitor their health, and must wear the appropriate Personal Protection Equipment (PPE) while on duty. For Scoot crew, these comprise of a 3-ply surgical mask, gloves and face shield. Crew members reporting for duty must not have any symptoms or physical contact with confirmed or suspected cases. Crew will also be seated at a designated section of the aircraft, at least 2m away from passengers and will be using a separate lavatory.
- Safe distancing measures are in place when not seated, including during embarkation and disembarkation, and when queueing to use a lavatory.
- Hand sanitisers are available on board our flights for use by customers and crew. Lavatories will also be regularly cleaned and disinfected, at least three times in an hour.
- Flights operate with limited inflight service to minimise contact between crew and passengers. Extra cabin bag, inflight seat upgrade and onboard purchase of duty-free products have been suspended.
- Scoot's new inflight portal, ScootHub, was introduced in December 2020 to serve as a one-stop shop for all customer needs inflight. The portal allows passengers to purchase food, beverages, and duty-free shopping<sup>3</sup>, and access other inflight services such as games and inspirational destination content. This serves to reduce the risk of surface transmissions, as it replaces the physical Scoot Cafe Menus, in-flight magazines and Scootalogue duty-free magazines.

## **POST-FLIGHT**

- All arriving aircraft in Singapore are fogged entirely and all surfaces are wiped down with the Calla 1452 disinfectant.
- All headrest covers (antimacassars) are replaced after every flight arriving in Singapore.

For more information on our health and safety measures, kindly refer to our website: <https://www.flyscoot.com/en/announcements/safetravels>.

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<sup>3</sup> Duty-free shopping via ScootHub will be available from the second half of 2021.