

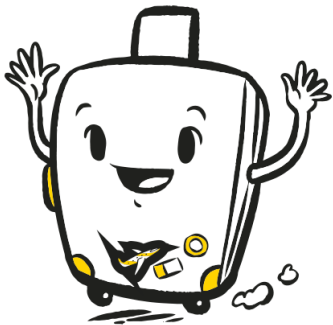


YOUR SAFETY MATTERS

We are committed to safeguarding your health and have taken proactive steps to implement additional precautionary measures to make traveling with Scoot a safer experience. As we usher in a new era of travelling, let's work together to make flying safe for everyone.

Before booking your flight

What you need to do:



Check your travel eligibility

Please ensure that you are eligible to travel before booking your flight. To manage the COVID-19 outbreak, many countries have imposed entry restrictions and border closures. Please refer to the [International Air Transport Association \(IATA\) Travel Centre website](#) for more travel information related to the destinations.



Submit accurate passenger details

This is required for contact tracing purposes.

What you need to know:

Temporary suspension of products/services

To adhere with new safety measures, we will be suspending the following products/services to minimise contact between crew and passengers:

1. Extra Cabin Bag
2. Online Seat Selection
3. Inflight seat upgrade
4. Meals will be unavailable for purchase onboard. However, they can be purchased online and must be preordered before your flight
5. BoardMeFirst



YOUR SAFETY MATTERS

Pre-flight

What you need to do:



Bring your own mask

You are required to bring and wear a mask to board your flight.



Check-in online

To minimise surface and physical contact, you are highly encouraged to check-in online via [Flyscoot.com](https://flyscoot.com) or our mobile app.



Pack one small piece (max 3kg) of carry-on baggage

It must fit under the seat in front of you. Remaining cabin baggage (up to 7kg for Economy and 12kg for ScootPlus) must be checked in at no additional cost. This is to ensure safe distancing among passengers during security screening, boarding and disembarkation.



Submit health declaration form prior to check-in

You may complete the form at the check-in kiosks or access the online form via an SMS notification to be received 24 hours prior to your flight.

What you need to know:

Temperature screening will be done prior to boarding

Passengers with a temperature of 37.5 degrees and above will not be allowed to board.

Implementation of safe distancing measures

Safe distancing measures will be put in place at gate-hold rooms and queuing areas, including check-in kiosks and when boarding your flight.

Usage of self-service check-in kiosk

To minimise physical interactions, we encourage passengers to use the self-service check-in kiosks and automated bag-drop facilities.

Early check-in

We encourage all passengers to arrive for your flight earlier to give yourself more time for these additional safety procedures.



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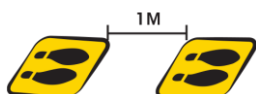
Inflight

What you need to do:



Always wear a mask

You are required to keep your mask on throughout the flight, except in specified circumstances (e.g. when eating).



Observe safe distancing measures

Observe safe distancing measures when not seated, including during embarkation and disembarkation, and when queueing to use a lavatory.

What you need to know:

Assignment of seats

To facilitate contact tracing and social distancing onboard flights, guests will be assigned seats when they check-in and seat selection has been suspended. Where possible, passengers traveling with family or loved ones in the same booking will be seated together, unless restricted by regulations in the departure or arrival country. Inflight seat upgrades have also been suspended.

Limited inflight service

To limit physical interactions, there will be no sale of any food and beverage items and duty-free products onboard. Meals are available for purchase online and must be preordered before your flight.

HEPA Air Filtration Systems

Scoot's aircraft are equipped with cabin air filtration systems that have High Efficiency Particulate Air (HEPA) filters, which are up to 99.98% effective at trapping microscopic particles such as small as bacteria and viruses. These air filters have a similar performance to those used in hospital operating rooms and are replaced at regular intervals in accordance with manufacturer's guidance. Air flows into and out of the cabin on a continuous basis, from top to bottom, with cabin air refreshed every two to three minutes (or 20-30 times hourly).

Infectious disease handling protocol

Scoot has in place a set of standard operating procedures for crew to handle inflight medical emergencies, including managing and segregating customers who may develop symptoms of potentially infectious diseases during flights. This includes a designated seating area for passengers who become unwell.

Precautionary measures taken by cabin crew & pilots

All operating crew undergo pre-flight temperature taking, are required to monitor their health, and must wear the appropriate Personal Protection Equipment while on duty. Crew members reporting for duty must not have any symptoms or physical contact with confirmed or suspected cases. Our crew will be seated at a designated section of the aircraft, at least 2m away from passengers and will be using a separate lavatory.

Removal of seatback literature

Seatback literature such as the Scoot Café Menu, the Scoot in-flight magazine and Scootalogue duty-free shopping catalogue have been removed from seat pockets to reduce surface contact. The safety card and airsick bag will remain.

Enhanced cabin cleaning procedures

We have enhanced operating procedures in place for cleaning of our aircraft, which includes thorough cleaning of interior surfaces of the aircraft, deep cleaning of the aircraft's lavatory systems with the appropriate disinfectants, and fogging of the aircraft to ensure disinfectant mist is evenly spread across all surfaces in the interior of the aircraft. Hand sanitisers will be made 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.

Provision of passenger care kit

Care kits consisting of items like anti-bacterial wipes, sanitizer and a surgical mask will be pre-placed on the seats for passengers' personal use.

