
Singapore Airlines boosts health and safety measures

By **Jeremy Clark** on June, 8 2020 | Airline & Terminal News



[Singapore Airlines](#) (SIA) has announced that it has introduced a range of health and safety initiatives and enhanced several existing measures in recent weeks as part of a review of the end-to-end customer journey.

These measures are part of the airline's new #SIAcares initiative, which includes corporate social responsibility projects that will be rolled out in coming weeks, according to the press release.

Singapore Airlines Chief Executive Officer Goh Choon Phong said, "These initiatives help to ensure that, amid the COVID-19 outbreak, our industry-leading health and safety standards remain an integral part of SIA's world-class service promise. This allows our customers to travel with us with full confidence, knowing that we have taken the necessary steps to safeguard their well-being throughout their journey."

Enhanced hygiene standards

Singapore Airlines has stepped up the cleaning procedures at all premises, including its SilverKris Lounges. A la carte meals are available instead of a buffet service, where staff wear masks all the time and gloves when necessary.

Every aircraft undergoes an enhanced cleaning process before a flight, including aircraft fogging and disinfecting surfaces and areas such as windows, tray tables, handsets, inflight entertainment screens, lavatories and galleys. Headsets, headrest covers, pillow covers, bed sheets and blankets are washed and replaced after every flight.

The press release also says ceiling-to-floor air flow patterns within the cabin help to limit the spread of viruses and bacteria. "The air is refreshed every two to three minutes. Every aircraft in the Group's fleet is equipped with High Efficiency Particulate Air (HEPA) filters, which remove more than 99.9 percent of particles including airborne viruses and bacteria," it reads.

Almost all lavatories in Singapore Airlines aircraft feature contactless faucets and have anti-bacterial hand wash. The airline is also looking at a trial of an ultra-violet (UVC) light cleaning procedure on the ground for its lavatories before every flight.

Inflight products and service



Singapore Airlines has boosted health and safety measures

From June 8, all airlines in the Singapore Airlines Group will provide passengers with a Care Kit: a surgical mask, anti-bacterial hand wipes and a hand sanitizer

The airline's e-Library is the digital replacement for the newspapers, magazines and seatback literature that have been removed from our aircraft. This is available via the SingaporeAir mobile app, and provides access to more than 150 international newspapers, magazines and other reading material.

The airline also offers the Companion App, which allows customers to control KrisWorld and inflight entertainment via mobile devices.

The crew, called "inflight health and safety ambassadors," will wear face masks throughout the flight, with eye goggles when interacting with customers and gloves during the meal service.

Meal services

Singapore Airlines has modified the inflight food and beverage service. Meal services are suspended for flights within South East Asia and services to Mainland China. Snack bags are provided instead.

On long-haul flights, a single tray service has been introduced in First and Business Class in place of table layout service. From mid-June, the airline is bringing back customer favorites, such as the signature satay and garlic bread.

According to the press release, discussions are under way apparently with regulators how they can resume a course-by-course dining experience.

Upcoming digital solutions

Digital food ordering services in the lounges and an inflight e-menu will be introduced in the coming months. The app is also being updated to provide customers with more information about the travel and health restrictions across the Singapore Airlines network. This will be personalized according to their booking.

It is also working on a "Print-n-Go" solution so that passengers can print boarding passes and baggage tags at airport self-service kiosks via the SingaporeAir Mobile App or a QR code.

Booking in confidence

The COVID-19 Information Centre in the Singapore Airlines provides information about booking policies, flight schedules and travel advisories. The airline has also revised its global waiver policy to offer bonus flight credits or provide refunds. It has also extended the validity of KrisFlyer and PPS statuses, as well as the expiry dates for miles.