

**AIR NAVIGATION ACT
(CHAPTER 6, Section 22(1)(a))**

**DIRECTIVE NO. 2/2022 (COVID-19 – MEASURES FOR CARRIAGE OF
CONNECTING PASSENGERS)**

Part 1

Citation and Commencement

1. This Directive is the Directive No. 2/2022 and takes effect from 1559hrs GMT 24 February 2022.

Part 2

Applicability

2. Unless otherwise specified, this Directive applies to any air operator that is carrying, or intends to carry, a connecting passenger through Singapore.

Part 3

Measures

Carriage of every connecting passenger

3.-(1) An air operator that carries connecting passengers through Singapore must —

- (a) ensure full compliance with the relevant requirements in paragraphs 4 to 11 below;
- (b) where full compliance with paragraphs 4 to 11 below cannot be assured, notify the Director-General of Civil Aviation (called in this Directive DGCA) and implement mitigation measures that achieve an equivalent level of public health protection; and
- (c) ensure compliance with any other measures applicable to connecting passengers as the DGCA may specify.

(2) The DGCA may, if he considers necessary in respect of any country or region specified by him, and for such period if necessary:

- (a) prohibit an air operator from carrying into Singapore any connecting passenger from that country or region; or
- (b) require an air operator to take additional measures for connecting passengers who boarded its aircraft from that country or region.

(3) Any requirement imposed or specified by the DGCA under paragraph 3(2) may be in addition to or supersede, the requirements in this Directive.

Connecting passenger who is denied boarding, etc

4.-(1) An inbound air operator must make arrangements for the custody and care, and repatriation, of a connecting passenger who is denied boarding for his or her connecting departure flight from Singapore due to a travel restriction or for not meeting all applicable entry or transit requirements, including any health-related requirements, of the destination beyond Singapore, including his final destination.

(2) An outbound air operator which carries on a flight a connecting passenger who is refused admission or entry into a country at the destination beyond Singapore and is transported back to Singapore, must make arrangement for the custody and care, and repatriation, of that connecting passenger in Changi Airport.

Pre-flight measures to be taken by an inbound air operator for every connecting passenger

5.-(1) An inbound air operator must ascertain, by reasonably practical means, if a passenger who boards its aircraft for a flight to Singapore is a connecting passenger.

(2) An inbound air operator must, before operating a flight that is a connecting passenger's first flight in the transfer route to Singapore, ensure that the connecting passenger –

- (a) has a valid connecting flight from Changi Airport to an immediate destination beyond Singapore;
- (b) meets all applicable entry or transit requirements, including any health-related requirements, of Singapore and the destination beyond Singapore, including his final destination; and
- (c) checks in, including any baggage, at the first point of his or her transfer route until the next point after Singapore.

Measures to be taken by an air operator for every general connecting passenger at Changi Airport

6. An inbound air operator must undertake responsibility for the safety, health and well-being of every connecting passenger who boarded the operator's aircraft from a country or region other than that specified by the DGCA pursuant to paragraph 9(1) (called in this Directive a general connecting passenger) until such a passenger crosses Door 4 of the arrival gate following disembarkation from the aircraft in Changi Airport.

7. An outbound air operator must undertake responsibility for the safety, health and well-being of every general connecting passenger, from the point when such a passenger crosses Door 4 of the arrival gate following disembarkation from the aircraft in Changi Airport until disembarkation at the immediate destination beyond Singapore.

8. If a general connecting passenger becomes unwell while in Changi Airport, the inbound air operator or outbound air operator, as the case may be, must:

- (a) ensure that the passenger is brought to the closest clinic in the transit area by an escort, who must remain with that passenger at all times until the passenger has undergone a medical assessment;
- (b) where that passenger requires further attention at a hospital facility —
 - (i) provide a Letter of Guarantee to the Singapore Immigration & Checkpoint Authority (“ICA”) to guarantee that passenger’s carriage out of Singapore after medical treatment;
 - (ii) arrange for that passenger to be conveyed via ambulance to the hospital facility; and
 - (iii) arrange for that passenger to be escorted, via private transport, from the time he or she is discharged from the hospital to the time he or she boards the aircraft for his departure flight.

Measures to be taken by an air operator for every restricted connecting passengers at Changi Airport

9.(1) An inbound air operator must undertake responsibility for the safety, health and well-being of every connecting passenger who boarded the operator’s aircraft from any country or region specified by the DGCA (called in this Directive a restricted connecting passenger):

- (a) until such a passenger crosses Door 4 of the arrival gate following disembarkation from the aircraft in Changi Airport, if such a passenger is able to board the aircraft for his or her connecting departure flight immediately upon arrival in Singapore; or
- (b) from the point of disembarkation from the aircraft in Changi Airport until such a passenger needs to leave the transfer holding area (“THA”), airline lounge or transit hotel, as the case may be, to board the aircraft for the connecting departure flight, if such a passenger is not able to board the aircraft for his or her connecting departure flight immediately upon arrival in Singapore.

(2) Without limiting sub-paragraph (1), an inbound air operator must implement the following measures for the management of every restricted connecting passenger:

- (a) ensure that every such passenger is physically segregated from other passengers during disembarkation from the aircraft at Changi Airport and throughout their movement within Changi Airport;
- (b) ensure that every such passenger who is not a child below 2 years of age¹ is tagged with a physical identifier at the point of disembarkation from the aircraft, to be visibly and distinctly identified as a restricted connecting passenger throughout the time that the passenger is in Changi Airport ;
- (c) if such a passenger is not able to board the aircraft for his or her connecting departure flight immediately upon arrival in Singapore, arrange for that passenger to be escorted to a designated THA, and to wait at the THA until the connecting departure flight is ready for boarding;
- (d) if the passenger intends to use any airline lounge or transit hotel facilities:
 - (i) ensure that the airline lounge or transit hotel is approved under CAAS Direction No. 2/2021 to provide facilities for connecting passengers who boarded its aircraft from a country or region as specified by the DGCA under this paragraph;
 - (ii) arrange for that passenger to be escorted upon disembarkation or from the THA, as the case may be, to that lounge or transit hotel; and
 - (iii) arrange for that passenger to be escorted from the lounge or transit hotel to the THA, or arrange with the air operator carrying that passenger out of Singapore to escort that passenger from the lounge or transit hotel to the gate for boarding the aircraft for the connecting departure flight;
- (e) take all practicable measures to ensure that every such passenger who is required to be escorted pursuant to sub-paragraphs (c) and (d):
 - (i) is escorted in a group, where the number of escorts assigned to the group is in accordance with the escorting ratio as specified by the DGCA;
 - (ii) does not leave the group throughout his or her journey, enter the premises of any tenant or concessionaire at the airport , or interact with any other passenger or airport worker while being escorted, except in the circumstances specified in sub-paragraph (f); and

¹ To illustrate, the age is calculated based on calendar year. If passenger is transferring through Changi Airport in year of 2022, those born in or after 2021, are not required to be tagged.

- (iii) complies with the prevailing safe management measures as determined by the Singapore Ministry of Health².
- (f) if such a passenger becomes unwell at any time while being escorted to, or is within, a THA, or while being escorted to or from an airline lounge or a transit hotel pursuant to sub-paragraph (d):
 - (i) ensure that the passenger is brought to the closest clinic in the transit area by an escort, who must remain with the passenger at all times the passenger has undergone a medical assessment;
 - (ii) where that passenger requires further attention at a hospital facility —
 - (A) provide a Letter of Guarantee to the Singapore Immigration & Checkpoint Authority (“ICA”) to guarantee that passenger’s carriage out of Singapore after medical treatment;
 - (B) arrange for that passenger to be conveyed via ambulance to the hospital facility; and
 - (C) arrange for that passenger to be escorted, via private transport, from the time he or she is discharged from the hospital to the time he or she boards the aircraft for his departure flight;
- (g) deploy resources to locate any such passenger who is unaccounted for while being escorted to, or is within, a THA, or while being escorted to or from an airline lounge or a transit hotel pursuant to sub-paragraph (d); and
- (h) establish handover procedures with the outbound air operator, the airport operator, and the lounge or transit hotel operator, where applicable.

10.(1) An outbound air operator must undertake responsibility for the safety, health and well-being of every restricted connecting passenger:

- (a) from the point such a passenger crosses Door 4 of the arrival gate following disembarkation from the aircraft in Changi Airport until disembarkation at the immediate destination beyond Singapore, if such a passenger is able to board the aircraft for his or her connecting departure flight immediately upon arrival in Singapore; or
- (b) from the point such a passenger leaves the THA, airline lounge or transit hotel, as the case may be, to board the aircraft for the connecting departure flight until disembarkation at the immediate destination beyond Singapore, if such a passenger is not able to board the aircraft

² Please refer to Singapore’s Ministry of Health website at www.moh.gov.sg/covid-19-phase-advisory

for his or her connecting departure flight immediately upon arrival in Singapore.

(2) Without limiting sub-paragraph (1), an outbound air operator must implement the following measures for the management of every restricted connecting passenger:

- (a) arrange for every such passenger to be escorted:
 - (i) from the THA, airline lounge or transit hotel, as the case may be, to the gate for boarding the aircraft for the connecting departure flight; or
 - (ii) in the case of a tight connection, from the arrival gate directly to the boarding gate for boarding the aircraft for the connecting departure flight;
- (b) take all practicable measures to ensure that every such passenger who is required to be escorted pursuant to sub-paragraph (a):
 - (i) is escorted in a group, where the number of escorts assigned to the group is in accordance with the escorting ratio as specified by the DGCA;
 - (ii) does not leave the group throughout his or her journey, enter the premises of any tenant or concessionaire at the airport or interact with any other passenger, or airport worker while being escorted, except in the circumstances specified in paragraph 8(b); and
 - (iii) complies with the prevailing safe management measures as determined by the Singapore Ministry of Health³.
- (c) ensure that every such passenger is physically segregated from other passengers throughout his or her movement within Changi Airport;
- (d) deploy resources to locate such a passenger who is unaccounted for while being escorted to the boarding gate for boarding the aircraft for the connecting departure flight pursuant to sub-paragraph (a);
- (e) establish handover procedures with the inbound air operator, the airport operator, and the lounge or transit hotel operator, where applicable.

Part 4

Reporting

11.-(1) A report to the DGCA must be made of any occurrence of non-adherence to the measures mentioned in paragraphs 4 to 10, by the air operator that is responsible

³ Please refer to Singapore's Ministry of Health website at www.moh.gov.sg/covid-19-phase-advisory

for implementing the measures specified in each of those paragraphs (called in this paragraph the relevant air operator).

(2) Without limiting sub-paragraph (1), the relevant air operator must report to the DGCA any incident involving a connecting passenger, that occurred at any time from embarkation at the first point of a transfer route until disembarkation at the immediate destination beyond Singapore (“a reportable incident”), briefly, as early as practicable, and in full, not later than 24 hours after occurrence, including an incident where:

- (a) a connecting passenger left the group of such passengers on his or her own without being escorted by authorised personnel, or went missing while being escorted between locations at Changi Airport;
- (b) a connecting passenger is assessed to be unfit to fly, or is conveyed to any medical facility at or outside Changi Airport;

(3) An air operator mentioned in paragraph 4(1) must inform the DGCA as soon as reasonably practicable of a connecting passenger who is denied boarding for his or her connecting departure flight;

(4) An air operator mentioned in paragraph 4(2) must inform the DGCA as soon as reasonably practicable of a connecting passenger who is refused admission or entry into a country at any point after Singapore, and is transported back to Singapore;

(5) An air operation mentioned in paragraph 9 or 10, as the case may be, must inform the DGCA of the carriage of any restricted connecting passenger, including providing information on the number of such connecting passengers (booked load and actual load), the transfer routes and flights, and any other information as may be necessary to demonstrate compliance with the measures required under paragraphs 9 and 10, at least 24 hours before the arrival of such connecting passengers in Changi Airport.

Part 5

Compliance

12. Every air operator to which this Directive applies is required by regulation 9A of the Air Navigation (119 – Air Operator Certification) Regulations 2018 (“ANR-119”) or regulation 20A of the Air Navigation (91 – General Operating Rules) Regulations 2018 (“ANR-91”), as the case may be, to comply with this Directive.

13. An air operator who contravenes regulation 9A of ANR-119 or regulation 20 of ANR-91 may —

- (a) be directed by the Authority under regulation 37 of ANR-119 or regulation 112 of ANR-91, as the case may be, to pay a financial penalty not exceeding the higher of:
 - (i) \$500,000; or

- (ii) 5% of the air operator's annual revenue derived from the regulated activity.

14. The DGCA may require any air operator to which this Directive applies to demonstrate compliance with the arrangements, measures and requirements set out in this Directive.

Part 6

Miscellaneous

15. In this Directive, unless otherwise specified:

“air operator” means any of the following aviation safety instrument holders:

- (a) a holder of an air operator certificate granted under Regulation 6 of the Air Navigation (119 – Air Operator Certification) Regulations 2018;
- (b) a holder of an operations permit issued under paragraph 87A of the Air Navigation Order;

“connecting passenger” means a passenger who arrives in Singapore and thereafter departs from Singapore for an immediate destination beyond Singapore, without seeking arrival immigration clearance at Changi Airport;

“inbound air operator” means an air operator that is carrying any connecting passenger on a flight into Singapore;

“outbound air operator” means an air operator that is carrying any connecting passenger on a flight out of Singapore;

16. The DGCA considers that, due to the need for swift measures to prevent the spread of COVID-19, it is not practicable to give a notice under section 22(5) of the Air Navigation Act.

17. The CAAS Directive No. 11/2021 (COVID-19 Measures for Air Operators) is revoked.

Issued on 24 February 2022.

HAN KOK JUAN
Director-General of Civil Aviation
Civil Aviation Authority of Singapore