

18 March 2021

SINGAPORE AIRLINES AND COLLINSON INTRODUCE ONLINE SOLUTION FOR COVID-19 PRE-DEPARTURE TESTING FROM THE UK

- *Service available to all Singapore Airlines customers booking RT-PCR tests*
- *Expansion makes UK the fourth market to benefit from 36-hour turn-around testing packages, as an expansion of the existing testing pilot through Collinson for Singapore Airlines customers in Singapore, Indonesia and Hong Kong*

LONDON, 18 MARCH 2021 Today, Singapore Airlines customers departing from the UK will be able to book their pre-departure Covid-19 polymerase chain reaction (RT-PCR) via a dedicated [online booking portal](#), operated by Collinson – a global leader in the provision of traveller experiences, including medical assistance.

The [expansion](#) sees the UK become the fourth Singapore Airlines market to benefit from accessing 36-hour turn-around pre-departure tests, as part of an ongoing pilot, in partnership with Collinson, for customers based in Singapore, Indonesia and Hong Kong.

With pre-departure testing now a mandatory and frequently evolving requirement for many countries, this new service makes it easier for Singapore Airlines' UK customers to obtain and demonstrate the correct testing documentation required for their travel journey.

Customers will be directed to book their pre-departure test securely and seamlessly via Collinson's [online booking portal](#) after making their flight bookings. Collinson is the leading private sector testing provider in the UK, with dedicated and accredited medical facilities located across six major airports, including London Heathrow, Manchester, Luton, Stansted, London City and East-Midlands. In addition, a testing facility is available at the O2 Arena. Tests are priced at £99 for the RT-PCR swab test.

Within 36 hours, customers will receive their test results through the same secure portal, which will then generate a digital certificate and a QR code that is to be presented to airport staff upon check-in. Passengers are also able to print out their results to present to airport staff.

The [link](#) for customers to access the portal will be featured across the [Singapore Airlines website](#) and [SingaporeAir mobile app](#), as well as being included in customers' booking confirmation and pre-departure emails. When customers have booked travel via travel agency partners, they will need to book their pre-departure testing packages independently and may be provided the link via their agency, or can find it directly on the [Singapore Airlines website](#) or app.

Mohamed Rafi MAR, General Manager UK & Ireland, Singapore Airlines, commented: "Expanding the one-stop pre-departure testing portal to our UK based customers is part of our ongoing efforts to provide passengers with a vital service during this time. By housing all necessary pre-departure information on one platform, our passengers can enjoy a much more streamlined and seamless booking and pre-flight experience with Singapore Airlines".

Todd Handcock, President, Asia Pacific, Collinson said: “Testing remains crucial to reopening global borders, restoring confidence in travellers and getting the world travelling safely again. This new pre-departure testing service for Singapore Airlines’ UK passengers is an extension of our partnership, which saw the testing service launch in Singapore, Indonesia and Hong Kong in recent months. Our goal is to provide airlines with the support they need to help passengers test with ease and reach their destination as easily and safely as possible. The travel industry is inextricably linked to economic progression and we are dedicated to helping the industry get back on its feet. Continuing to implement robust testing protocols is key to long-term stability.”

Last week, Collinson was announced as the [first private sector](#) testing provider in the UK to offer the mandatory Covid-19 tests required for all arrivals into the UK.

Leveraging the pre departure testing solution managed by Collinson, Singapore Airlines was recently announced as the first airline in the world to partner with the International Air Transport Association (IATA) to pilot the [IATA Travel Pass app](#), which aims to provide Covid-19 status and vaccination information as part of an overall digital health verification process to further facilitate future international travel. If successful, the pilot will pave the way for the integration of the entire digital health verification process into the [SingaporeAir mobile app](#) from around mid-2021, again using IATA’s Travel Pass framework. Passengers are able to learn more details about the pre-departure testing [here](#).

-Ends-

NOTES

Understanding Testing – what each kind of test means:

RT-PCR Testing is the most sensitive test that is currently available, able to detect active infection some days before the patient is infectious or symptomatic. PCR testing takes around 5 hours to be performed, but as assays sometimes have to be repeated, a turnaround time of 24 hours is often given. PCR testing is performed in machines than cycle through different temperatures. As the process of changing temperature takes some time, the process is longer than other processes such as LAMP.

Serology Testing (or antibody) testing is a blood test that identifies the presence of antibodies manufactured by the body in response to infection by COVID-19. A positive test for IgM antibodies indicates that the patient may have been recently infected, and their immune system has started to respond to the virus. This type of test is required for most passengers entering China.

About Collinson

Collinson is a global leader in the provision of traveller experiences including medical and security assistance and travel medical services. Its travel medical and security assistance business unit has more than 55 years’ experience in the delivery of international medical assistance and emergency care, including the handling of pandemics such as Ebola, Zika and the coronavirus. Last year alone, Collinson responded to over 95,000 emergency calls, managed over 40,000 medical cases and conducted over 3,000 aero-medical evacuations across the 170 countries it serves.

Collinson has over 2,000 employees operating out of 17 locations globally, all working to deliver a broad range of traveller experiences that ensure the safety, welfare and comfort of 55 million people as they travel for business and leisure around the world. Collinson’s traveller experiences include the world’s leading airport lounge and experiences programme, Priority Pass, as well as travel insurance,

identity assistance, flight delay, international health and travel risk management solutions. We work with clients including American Express, Cathay Pacific, CBA, Mastercard, Radisson Hotel Group, UnionPay and Visa.

About Singapore Airlines (www.singaporeair.com)

Since its founding in 1972, Singapore Airlines (SIA) has evolved from a regional airline to one of the most respected travel brands around the world. Flights to London launched 50 years ago, on 2 June, 1971 and have operated continuously ever since.

Throughout its history, Singapore Airlines has developed a reputation for innovation and this has continued to be evident with the onset of the current global health pandemic. The airline's top priority has always been the safety of its customers and crew, so inflight services have been redesigned to reflect this and new technologies introduced in line with current health requirements and regulations.

The airline's long history of firsts has also continued, from becoming the world's first airline to pilot the [IATA Travel Pass app](#), to piloting the one-stop online solution for Covid-19 [pre-departure testing](#) with Collinson and being among the first carriers in the world to operate flights with a full complement of [vaccinated pilots and cabin crew](#).

As of end-May 2021, the Group's total passenger capacity is expected to be at around 25% of pre-Covid levels and the airline expects to serve around 45% of the points that were part of the network before the crisis.

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