

## **CHANGI AIRPORT'S TERMINAL 4 TO SET NEW BENCHMARKS**



Lee Seow Hiang, Chief Executive Officer of Changi Airport Group (CAG), articulating the thoughts behind T4's design and layout to VIP guests. (Left to right: Lee Seow Hiang, Chief Executive Officer of Changi Airport Group, Josephine Teo, Senior Minister of State, Ministry of Finance and Ministry of Transport, Lui Tuck Yew, Minister for Transport and Liew Mun Leong, Chairman, CAG). *Photo courtesy of Changi Airport Group.*



Changi Airport will introduce self-service options on a large scale for check-in and bag-drop. *Photo courtesy of Changi Airport Group.*

Changi Airport's Terminal 4 (T4) is set to redefine the travel experience for passengers as well as raise operational efficiency and manpower productivity for airlines and airport agencies. At the groundbreaking ceremony on 5 November graced by Lui Tuck Yew, Minister for Transport, guests were given the first glimpse of T4's lush and comfortable design with touches of Singapore's culture.

"We have conceptualised and designed the terminal for passengers who view the time spent at the airport as very much part of their travel and holiday. Hence, we are introducing new breakthroughs that will enhance their travel experience and excite them at the same time," said Lee Seow Hiang, Chief Executive Officer of Changi Airport Group.



T4 will boast a walk-through retail concept, a first in Changi Airport. *Photo courtesy of Changi Airport Group.*

Part of the Changi Experience will see the roll-out of a suite of fast and seamless travel (FAST) initiatives. These self-service and automated options will be offered at check-in, bag drop, immigration clearance and departure- gate boarding. T4's FAST initiatives are part of a global trend towards self-service options in airports and necessary in Singapore, which faces a very tight labour market, especially in the ground handling and security sectors.

In keeping with Changi Airport's passenger-centric model, immigration and pre-board security screening areas will be centralised at the south end of the terminal, so as to create a clear single directional path for passengers towards their boarding gates. This reduces manpower requirements by improving deployment efficiency of immigration and security officers.



A centralised double-volume Arrival Hall gives passengers a sense of space in natural light. *Photo courtesy of Changi Airport Group.*

The design of T4 draws inspiration from an orchid petal. To be built on the site of the former Budget Terminal (BT), T4 will be a two-storey, 25-metre-high building with a gross floor area of 195,000 square metres. The terminal's showpiece is a 300-metre-long Central Galleria, which separates the public zone from the restricted zone. A first for Changi Airport, T4's visual-transparent concept will provide a clear view of the attractive offerings in the Transit Lounge from the Check-in Hall. Taking public feedback into consideration, the T4 transit area will also feature local culture and heritage-themed features such as retail stores with facades of old Peranakan shop houses. In another Changi Airport first, T4 will sport a new walk-through retail concept with more than 15,000 square metres of space dedicated to shopping and dining.

Designed to enable quick turnaround of aircraft, T4 will have the flexibility to serve both regional full-service and low-cost carriers. With 17 contact stands for narrow-body and four for wide-body aircraft, the terminal will also have its own Ramp Control Tower to oversee and manage aircraft movements in the apron and surrounding taxiways. This tower is needed to enhance the air traffic controllers' visual line of sight of aircraft parking stands and associated

taxiways near the southern end of Runway Two. The 68-metre tall tower will provide clearance to pilots on when they can push back from the gates, as well as convey instructions on the taxiway to use, before handing communications over to Changi Air Traffic Control Tower.

With the ability to handle 16 million passenger movements a year, T4's completion in 2017 will bring Changi Airport's total annual passenger capacity to 82 million\*. To support the terminal's operations, another 17 narrow-body and nine wide-body aircraft stands are being built at a land plot south of Terminal 3, in preparation for increased demand for aircraft parking space as air traffic continues to grow into the next decade. There will be up to 1,500 parking spaces for private vehicles in an open-air car park in front of the T4 terminal as well as in a multi-storey car park. A bridge across Airport Boulevard will be constructed to enable buses and other airside vehicles to move from T4 to these aircraft stands. To facilitate the smooth movement of passengers boarding aircraft at the remote stands, T4 will also house a centralised departure bus lounge with up to nine bus bays.

Despite its relatively small size, T4's architecture, layout and technology design plans are future-proof to allow the airport to adjust to the dynamic changes in the industry.

*\*The expansion of Terminal 1 as part of the Project Jewel development will increase Changi Airport's capacity to 85 million per annum.*