



The revamped entrance to the T2 Departure Immigration Hall will be defined by layers of overhanging planters set against a new colour palette of earthy tones.

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Changi Airport begins Terminal 2 expansion works to increase capacity and enhance passenger experience

SINGAPORE, 16 January 2020 – Changi Airport Group (CAG) announced today that expansion and renovation works at Terminal 2 (T2) will commence after the Chinese New Year holidays, beginning with check-in rows 9 to 12 in the Departure Hall. This marks the beginning of a multi-year expansion project which will increase T2's handling capacity, as well as to replace facilities and amenities which are nearing the end of their shelf lives.

The expansion project will add 15,500 square metres to the terminal building and increase Changi Airport's capacity by five million passengers per annum (mppa). This brings Changi's total capacity to 90 mppa when the works are completed around 2024.

Last refurbished in 2006, the refreshed T2 will sport even more greenery and natural elements at every turn, in keeping with Changi's signature garden theme in its terminals. There will also be space added in the Departure and Arrival Halls, giving more room to airport operations such as check-in and immigration clearance. Additional retail and F&B outlets will be introduced in both the public and transit areas, providing passengers and visitors with wider and refreshed options. At the same time, passenger touchpoints will be enhanced for a smoother and more seamless experience.

Transformed check-in layout in Departure Hall

The refurbished T2 Departure Hall will feature a spacious common-use central Fast And Seamless Travel (FAST) zone, with more automated check-in kiosks and bag drop machines. With this, more passengers will be able to use these self-service options to check-in early. Concurrently, the existing rows of check-in counters in the Departure Hall will be transformed to better serve passengers. All in all, the passenger handling capacity in the hall will be increased by as much as 20%.

To facilitate the expansion works, some airlines operating in T2 will be shifted to alternative check-in rows within the terminal during the course of works. The two flight information display flip boards will be retired, with the one between Check-in Rows 9 and 10 to be decommissioned next month.

A duplex F&B concept will be introduced at the north end of T2's landside leading to Jewel Changi Airport, to provide visitors with a fresh dining experience, while transforming this gateway to Jewel.

Refreshed offerings in Departure Transit Hall

In the Departure Transit Hall, the Orchid Garden, which has provided calm reprieve to many passengers with its elegant orchids since 1997, will be closed to make way for a new garden. This new garden will showcase a revolutionary landscape design, incorporating a plethora of new plant species

for the enjoyment of passengers when it re-opens.

To cater for more retail and F&B offerings for passengers, the commercial spaces within the Departure Transit Hall will be increased. In particular, the food street areas along the length of the Departure Transit Hall and overlooking the tarmac will undergo refurbishment. Designed to provide passengers with a garden dining experience, this area will incorporate dramatic green walls, hanging plants and soft lighting. More F&B kiosks options will be brought in, along with additional seating and a newly curated tenant mix for an enhanced dining experience.

In addition, all passengers, whether transferring, transiting or departing, can also look forward to refreshed waiting areas with more comfortable seating, relaxation zones and a new play area for children. New experiential zones will be introduced at various locations within the Departure Transit Hall to keep passengers entertained during their time at Changi.

Expanded Immigration Halls and more belts for baggage claim

To cater to higher passenger traffic passing through T2, the Departure and Arrival Immigration Halls will be expanded. Specifically, the Immigration Halls will be reconfigured to support additional automated immigration lanes. The Immigration Halls will similarly incorporate lush greenery, extending a warm welcome to our passengers.

To handle a higher volume of bags at T2, two existing baggage belts will be lengthened and another two new belts will be added, bringing the total number of baggage belts to 10. The Early Baggage Storage system will also be upgraded from semi-automated to fully-automated, allowing some 2,300 bags to be stored at any time.

Enhanced experience at Arrival Hall

In the Arrival Hall, a garden-like lounge will be created, where meeters and greeters can wait comfortably for their friends and families to arrive.

For the dining outlets in the public area of the airport, McDonald's in the Arrival Hall will close on 31 January 2020, while Starbucks in the Departure Hall will cease operations in April 2020. The remaining F&B outlets in T2's public areas will remain open for passengers and visitors until the later phases of the expansion works. With the refurbishment, a new cluster of F&B kiosks will offer additional quick bites options at the south end of the Arrival Hall.

Continuing operations amidst expansion works

Mr Tan Lye Teck, CAG's Executive Vice President of Airport Management said, "The expansion and renovation works will rejuvenate T2, while the upgrades in the key operating infrastructure such as the baggage handling systems will enhance the terminal's capacity and efficiency, allowing us to serve more airlines and passengers when the works are completed. T2 will continue to operate and welcome passengers, even as we work to minimise disruption to operations and inconvenience to passengers and visitors."

The main contractor appointed for the T2 expansion works is Takenaka Corporation. The project is designed by JH Boiffils and a panel of multi-disciplinary consultants comprising RSP Architects Planners & Engineers (Pte) Ltd as the lead architect, with J Roger Preston (S) Pte Ltd, Rider Levett Bucknall LLP, Infoline Technologies Pte Ltd and Ignesis Consultants Pte Ltd.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

The world's seventh busiest airport for international traffic, Changi Airport

managed a record 65.6 million passenger movements in 2018. The airport's latest gem, Jewel Changi Airport, opened in April 2019 and now attracts millions of visitors every month. Including Jewel, Changi Airport's retail and dining offerings total more than 500 stores and over 260 F&B outlets. With over 100 airlines connecting Singapore to 380 cities worldwide, Changi Airport handles about 7,400 flights every week, or about one every 80 seconds.