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Engineering and expansion works at Changi Airport Terminal 2 completed

SINGAPORE, 28 September 2023 – Changi Airport commences operations in the northern wing of Terminal 2 (T2) today after three and a half years of engineering works to extend the life of critical systems, and expansion works to bring Changi's overall capacity to 90 million passengers per annum (mppa). T2's handling capacity has increased by five mppa to 28 mppa.

This boost in capacity is timely as air travel in Changi Airport continues to recover. Passenger traffic at Changi Airport for August 2023 was about 87% of pre-Covid levels. The southern wing of T2 was reopened in May 2022

(arrivals) and October 2022 (departures) to provide capacity to serve an increasing number of passengers following the easing of international border restrictions earlier in the year.

While a number of shops and dining options, as well as facilities and amenities are already open, passengers can look forward to the full suite of T2 attractions, stores and restaurants as these are launched progressively in the coming weeks. The full reopening of T2 will be celebrated with an event in early November 2023.

More space to serve passengers better

The T2 expansion project has added 15,500 square metres to the terminal building to support additional infrastructure, new systems and more retail offerings. The departure hall now houses a central common-use Fast and Seamless Travel (FAST) zone, with more automated check-in kiosks and bag drop machines, while the immigration halls have been expanded to support additional automated immigration lanes. T2 is the first terminal in Changi to have automated Special Assistance Lanes at both arrival and departure immigration.

T2's critical systems and building equipment which have reached end of life were upgraded to more efficient models. A new chiller plant delivers cooling at 30% lower energy consumption. At the baggage claim hall, two existing baggage belts have been lengthened to handle a higher volume of bags, to cater to wide body aircraft. The terminal's baggage handling system has enhanced security features, and its early baggage storage system has been upgraded from semi-automated to fully-automated, allowing some 2,400 bags to be stored at any time. These features significantly enhance manpower productivity.

The design concept of T2 draws inspiration from nature. It incorporates natural materials in its wall cladding and flooring, complemented by lush green columns showcasing a distinctive array of plants. The terminal design creates a serene and soothing atmosphere for both passengers and visitors, fostering a sense of tranquility and relaxation.

Mr Tan Lye Teck, Changi Airport Group's Programme Director for the Terminal 2 Expansion Project, said, "We extend our deep gratitude to the Ministry of Transport, Civil Aviation Authority of Singapore and Immigration &

Checkpoints Authority, as well as other agencies and partners for their support toward the T2 Expansion Project. We also greatly appreciate the entire airport community for their close collaboration and steadfast partnership. We commit to delivering exceptional customer service and look forward to taking the passenger experience to new heights with the refreshed T2.”

Airlines operating at T2

Since May 2022, the terminal has handled over 8.7 million passenger movements served by 12 airlines^[1]. Effective today, Lufthansa, Singapore Airlines (flights to Southeast Asia, Bangladesh and Sri Lanka), and Swiss will begin operating from the northern wing of T2. Singapore Airlines’ First Class Check-In Reception and the SATS Premier Check-In Lounge have also opened in the terminal.

Air Japan, All Nippon Airways, Etihad, Indigo and Singapore Airlines’ flights to Maldives and Nepal will move to T2 next month. This will bring the total number of airlines operating at T2 to 16.

New shops and concepts in F&B and retail

Dine amid draping foliage at Gourmet Garden

A raft of exciting new retail and food & beverage (F&B) stores are available in both the public and transit areas. With eight in 10 shops open at T2, more shops will join the lineup of commercial offerings in the coming weeks.

The public areas of T2 have welcomed several new-to-Changi brands, both local and international. *Dim sum* lovers can indulge in their favourites at homegrown brand Swee Choon. Its Hong Kong milk tea gelato, developed in collaboration with local ice cream café Creamier, will be launching first at Changi Airport. Another new-to-Changi brand, Kenangan Coffee, from Indonesia, is known not just for offering high quality coffee at an accessible price point, but a wide selection of beverages where Asia meets the world. One of its specialties to look out for is the Kenangan Latte which blends espresso and *gula aren*, a natural sweetener. Chagee, a premium tea brand which is also making its Changi debut, brings with it a specially curated

selection of milk and fruit teas.

Familiar brands making their return to T2's public areas include bakery Paris Baguette, with a digital concept store, and traditional Chinese medicine retailer, Eu Yan Sang.

Savour quick bites and plane spot through floor-to-ceiling windows

In transit, hungry travellers will find a trove of culinary delights in the lush Gourmet Garden. Not only does this dining area offer a stunning panoramic view of the apron, allowing diners to sit back and take in the sight of planes taxiing, but the draping foliage also imparts a sense of serenity to the space.

Grab quick bites at new-to-Changi Korean chain GOPIZZA, coffee house Hudsons, smoothie stand Boost Juice, and donut kiosk Dunkin', or indulge in Asian fare with more new-to-Changi brands like Buk Chang Dong Soon Tofu and Chef Wei HK Cheong Fun.

Travellers can also indulge in retail therapy at a variety of newly opened shops, including luxury Italian jeweller, Pomellato, and Old Seng Choong, which specialises in heritage recipes and nostalgic baked goods, perfect for souvenirs with a taste of Singapore.

New amenities at T2

Expend your energy in this imaginative playscape

2 Bears Hideout invites children to embark on an exciting playtime adventure. Explore the wilderness with mother bear and baby bear companions in a delightful blend of adventure and wonder.

Enjoy the first TV lounge on an LED wall in Changi

Also in transit, passengers can enjoy the latest sports and live TV programmes at the new TV lounge on a large LED screen. Comfortable plush seating and multiple charging points, including wireless charging pods are

available.

Eligible passengers can also use the DBS Private Access Lounge, KrisFlyer Gold Lounge, SATS Premier Lounge, and SilverKris Lounge before their departure flights. The Ambassador Transit Hotel and Lounge, as well as the Connect at Changi lounge (a space for the business community to network) are also available in transit.

More information is available at <https://changime.com/T2>.

[1] Air India, Air India Express, Air Macau, Ethiopian Airlines, Firefly, Lufthansa, Malaysia Airlines, Royal Brunei Airline, Sichuan Airlines, Singapore Airlines, Swiss International Air Lines, United Airlines

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.

As one of Asia's most connected international aviation hubs, Changi Airport links Singapore to some 140 cities globally, with over 100 airlines operating more than 6,000 weekly flights. Jewel Changi Airport, a multi-dimensional lifestyle destination, opened in April 2019, adding to Changi Airport's shopping and dining offerings of over 600 F&B and retail outlets across the airport. The world's most awarded airport, Changi has won over 660 accolades for its consistent and excellent airport staff service, passenger experience and safety standards.

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