



FACT SHEET

Changi Airport Terminal 1 Expansion & Airport Facilities at Jewel Changi Airport

Terminal 1 Expansion

The T1 Expansion (T1E) project commenced in March 2015, with Takenaka Corporation appointed as the main contractor. The project was undertaken concurrently with the development of Jewel Changi Airport (Jewel) to boost passenger handling capacity in the terminal.

With its completion in 2019, the T1E project raises Changi Airport's total handling capacity from 82 million passengers per annum (mppa) to 85 mppa.

Departure and Arrival Halls

For T1's Departure Check-in Hall, upgrading works have included the replacement of check-in counters, the implementation of the central FAST zone (at Check-in Rows 6 to 9) and other furnishing improvements.

T1's Arrival Hall has received a facelift and a 35% expansion in floor area to 8,500 sqm. The new Arrival Hall for meeters and greeters opened progressively from April 2018. Within the Arrival Hall, Changi's first Arrival Garden has opened. The 460 sqm garden features palm trees of up to 15 m in height, and a diversity of flora with dragonfly topiaries and sculptures. The Baggage Claim Hall floor area has also been expanded by 90%, with an increase of two baggage belts to ten. T1's Arrival Hall is integrated with Level 1 of Jewel, with a seamless passage into the complex.

Baggage Handling Operations

The T1E works also include an upgrading of the T1 baggage handling system, from a semi-automated to a fully automated system similar to existing systems in the other three Changi Airport terminals. The new baggage handling system has automatic sortation capability to better support the implementation of automated check-in and automated bag-drop functions

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at T1. Another new feature of the baggage handling system is a fully automated Early Bag Storage System, which stores baggage of early check-in passengers at either T1 or Jewel.

New T1/Jewel Car Park

Changi Airport's new T1/Jewel car park, situated within the Jewel complex, opened in November 2018. The car park spans five underground levels from B2M to B5, with a total of 2,500 parking spaces. The new car park provides more than thrice the number of spaces as compared to the previous open-air car park at T1.

Airport Facilities at Jewel

Within Jewel, the early check-in facility for flights and baggage storage service offer a convenient option for travellers who arrive at the airport early. A total of 26 airlines – representing 60% of departing flights at Changi – offer early check-in options for passengers. After checking in and depositing their luggage, travellers are free to explore Jewel or enjoy Changi Airport's terminal facilities prior to their flights.

As part of efforts to enhance air-sea connectivity for passengers and to support the growth of Singapore as a cruise hub in the region, Changi Airport will also be offering cruise and ferry passengers flying into Singapore a new intermodal transfer service. This service offers end-to-end convenience for passengers transferring from the airport onward to their cruise or ferry. As a key value proposition, the passengers' luggage will be seamlessly delivered for them, from their arriving flight right to their departing vessel, allowing them to enjoy a hands-free experience upon arrival in Singapore.

Jewel will also house the Changi Lounge, providing passengers with a comfortable waiting area, refreshments, nap amenities, showers and business facilities. Transportation will be pre-arranged for fly-cruise and fly-ferry passengers to bring them to the cruise/ferry terminal. These services provide passengers with the convenience of a seamless journey.

Mr Jayson Goh, Changi Airport Group's Managing Director for Airport Operations Management, said, "With an integrated intermodal lounge and early check-in facilities, Jewel is a one-stop destination for travellers at Changi Airport. We are pleased to offer these dedicated services, which will enhance the passenger experience and boost Singapore's appeal as a stopover destination. The upgrades at Terminal 1 will improve operational efficiency and raise Changi's handling capacity, ensuring that Changi Airport continues to have the capacity to serve the increasing number of air travellers.

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