



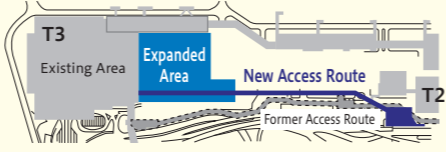
Special Feature

Evolution into a Sustainable Airport

Passenger Terminal 3 Expansion for Environment and Usability

Project Overview

In response to increasing demand for low-cost carriers (LCCs), Terminal 3 was expanded to the south for a more spacious departure lobby. Self-service check-in machines and self-service baggage drop machines are widely available in the expanded area to promote non-contact services and FAST TRAVEL. The smooth and safe flow of the processes has increased its annual capacity from nine million to 15 million passengers. The new access route shortened the travel distance between Terminals 2 and 3 by 200 meters.



Major Points for Improving Usability with Less Environmental Impact

1 Preliminary and conceptual design for Terminal 3

Incorporating its design concept of being "casual, functional and exciting," the expanded Terminal 3 offers a simple, user-friendly, and captivating space and atmosphere to passengers and visitors. For terminal design, reducing the environmental impact was one of the key elements. Instead of backlit signage, we adopted large and easy-to-see illustrated signs on the walls and floors, reducing power consumption. White walls and floors make the space feel brighter with fewer lighting fixtures or lumens. As illustrated by the floor graphics featuring running tracks, the terminal is also designed under the concept of "more than 2 into 1" which consolidates multiple functions into one.

2 Review of passenger route and improved access to railway station

For the smooth flow of departing passengers, the floor is painted in different colors to make walking areas

noticeable. Passenger routes were designed to be as straight as possible for better visibility and a high level of safety. The new access corridor connecting Terminal 3 and the railway station leads passengers directly to trains without passing through Terminal 2.



3 Effective use of logged timber

In this expansion project as well, we used building materials with a lower environmental impact as much as possible. Airport stanchions in the expansion area are made from logged timber resulting from our functional enhancement (See page 13).

A WORD FROM OUR STAFF

Toward becoming a green building with an even better customer experience



KAYAMA Kumi Architecture, Engineering Department
Narita International Airport Corporation (NAA)

During the expansion project, I have covered wide range of roles including internal and external coordination, examination of interior design, and schedule adjustments. As for coordination, I repeatedly held discussions with many related parties, hearing opinions from the operation side. Our goal is realizing ZEB (Net Zero Energy Building) with eco-friendly materials and energy-efficient construction equipment. We also try to develop construction plans with minimal environmental impact, paying attention to CO₂ emissions generated from operation to renovation and destruction of buildings.

Creating a Colorful Space with Art to Support SDGs

On the departure lobby expansion project, we aimed for an even better customer experience (CX). On your way from the train station to Terminal 3, you will find vibrant art here and there. They are displayed to fill the passengers' memories with bright colors under the concept of "Make Terminal 3 Vivid." Knit artist HASUNUMA Chihiro was appointed to create artwork with eco-friendly materials and unused airport equipment. We take account of

sustainable airport design fitting the times.



A young team cooperated from planning to execution.



Artwork was made from used clothes donated by employees.



Artwork by knit artist HASUNUMA Chihiro. In addition to viewing enjoyment, it also functions according to the location and space to provide comfort and a better experience to passengers.

A WORD FROM OUR STAFF

To become a place for new customer experiences



KUBOKI Shuhei Sales Planning Promotion Section, CS & ES Enhancement Department
(Currently Facility Planning Group, Airport Planning Department)
NAA

The main users of Terminal 3 are Millennials^{*1} and Generation Z^{*2} passengers. Since they are belief-driven buyers and conscious of the brand's position on social issues, we applied the concept of "ethical consumption"^{*3} for our terminal design. Interactive art pieces that can be touched or photographed are also installed to amuse customers. As a result, our new facilities have received a great deal of positive feedback such as photos posted on social media and featured in the fashion press as well. Terminal 3 has received several prestigious design awards in Japan, and I am honored to have created new values at Narita International Airport. With this eco-conscious art installation, I wish to offer a new customer experience to airport users, employees, and local residents.

^{*1} Millennials: Those born from 1989 to 1995. The first generation that grew up with the internet.
^{*2} Generation Z: Those born from late 1990's to around 2000. They value experiences and seek authentic local activities while traveling.
^{*3} Ethical consumption: Practice of purchasing products and services depending on the stance a business takes in regard to social or ethical issues.