

Pier & terminal

Creating the Schiphol of tomorrow

Ambitions document

Development of Area A



Europe's Preferred Airport

“ Schiphol Group's ambition is to continue to develop Schiphol into Europe's Preferred Airport for travellers and airlines alike. ”

Foreword



From its beginnings almost one hundred years ago Schiphol has been an ambitious airport. It is our mission to connect the Netherlands with the world. Connections with major economic, political and cultural regions generate growth and create value. Connectivity also brings social benefits. Travelling and becoming acquainted with other cultures and countries enriches lives of individual travellers. In order to accomplish its mission, Schiphol aspires to be a global aviation player. Not the biggest, but the best. The aviation industry is highly dynamic. Developments occur at breakneck speed and competition is fierce. It is vital that we continuously anticipate, invest, improve and have the ambition to excel. Our aim is to expand capacity and enhance the quality of our airport. The expansion of our one-terminal-concept with the development of Area A represents a significant step in that direction.

It is not just an expansion programme. We aim to set a new standard in the aviation industry by deploying smart technologies and concepts. We aim to be more creative and future-proof than any airport anywhere by setting high standards when it comes to sustainability and innovation, and by operating cost efficiently. We want to make the most of a limited number of square metres, with the aim of exceeding travellers' and airlines' expectations, both now and in the future.

**We are building tomorrow's Schiphol today.
Are you interested in contributing?**

Jos Nijhuis

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An aerial photograph of Schiphol Airport in Amsterdam, featuring the iconic control tower, terminal buildings, and surrounding infrastructure. The image is overlaid with a blue geometric pattern of triangles and polygons. Two small white circles are positioned at the top of the page, aligned with the vertical center of the image.

Building tomorrow's Schiphol

“Every day we work to exceed our travellers’ expectations in collaborations with our partners.”

1 Tomorrow's Schiphol

Schiphol is one of the world's major airports and aims to retain that position in the future. Every day we work to exceed our travellers' expectations in collaboration with our partners. The airport is therefore undergoing a major renewal and renovation programme. Our airport's founders were pioneers who showed courage and vision. They thought outside the box at a time when that expression did not even exist. Following their pioneering spirit, today we are building the Schiphol of tomorrow. Always seeking the best ideas and creative solutions.

The next step is the construction of a new pier and terminal, reflecting the Dutch matter-of-fact approach, to exceed everyone's expectations, both in the Netherlands and abroad! This document sets out our ambitions for the project. This ambition gives direction, creates expectations, evokes aspirations, and constitutes the basis for lending it further shape. In order to make optimal use of market expertise we have used a functional demand specification for development planning.

Are you the partner who will team up with Schiphol to create the pier and terminal of the future and implement the landside modifications? A partner who will contribute ideas for achieving our ambitions in a creative and cost-efficient manner? This comprehensive document sets out in detail what Schiphol aims to achieve and what we wish to with the development of this project, called Area A. It therefore forms a key component of both the call for tender and the manner in which the project will be implemented.

1.1 Lots

The Area A projects will be announced to the market by means of European calls for tenders. The results of the Market Consultation Day, which took place on 11 September 2014, have been carefully considered and incorporated into the tendering procedure. We have divided the total Area A development into different project components to ensure our procurement requirement is optimally met and to achieve the best price/quality ratio. These components, five lots and one cluster will be put out to tender separately in accordance with the table below.*

Lot 1	Landside infrastructure (including utilities) a. Design of landside infrastructure (until final design) b. Technical design and installation of landside infrastructure
Lot 2	Parking a. Design of P1 car parking deck b. Design and construction of P2 car parking decks c. Construction of P1 car parking deck d. Design and construction of P1 extension e. Parking products
Lot 3	Pier and airside a. Design of pier and airside b. Construction of pier and airside
Lot 4	Terminal and corridor including baggage hall a. Project management and design terminal and corridor including baggage hall b. Construction terminal and corridor including baggage hall
Lot 5	Baggage system
Cluster 6	Systems and layout

Each call for tenders will be announced and published on the website www.tenderned.nl as well as on our own website: www.schiphol.com/newpierandterminal. All the companies that attended the Market Consultation Day will be notified by email on the date on which a call for tender is published.

1.2 Document structure

This document is structured as follows: Chapter 2 contains a concise summary of the project's context. Chapter 3 describes the Schiphol organisation. Chapter 4 explains the background of the project and the project ambitions in relation to our mission and strategic themes. Chapter 5 sets out the architectural ambitions of the expansion programme while Chapter 6 sets out the ambitions translated to the various functional areas.

This document contains a large selection of images to help readers visualise its content. These reference images serve to clarify the ambitions described for Area A. However, the text prevails. The images and reference projects used in this document do not represent any preferences for the outcome of the tendering procedures.

* The breakdown into lots and a clusters is subject to change; no rights may be derived from this information.

2 Project details

2.1 Scope of Area A

Area A comprises:

- a terminal including operational and commercial areas and systems;
- a pier and aprons to accommodate five narrow-body aircraft on the north side and five wide-body or eight narrow-body aircraft on the south side;
- a corridor connecting the terminal and pier;
- a baggage hall including a baggage system;
- landside access to the new terminal (including creating additional landside traffic capacity and re-routing the necessary public utilities);
- replacement of parking capacity by adding an additional parking deck to car parks P1, P2 and creating a new P1-extension to compensate for the section of car park P2 that is to be demolished.

The full scope of the project is set out in the requirement specifications, which will be made available for the various project components during the tendering stages. The requirement specifications were drawn up on the basis of the 'systems engineering' method to promote innovation, knowledge development and optimisation during development planning and execution.

2.2 Key project figures

Surface areas of new build in GFA

Terminal, corridor, pier	approx. 145,000 m ²
Parking	approx. 56,000 m ²

Surface area of the current terminal complex in GFA

Terminal complex	approx. 725,000 m ²
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Capacity

North side Pier	5 narrow-body aircraft stands
South side Pier	5 wide-body or 8 narrow-body aircraft stands

Departing and arriving passengers in Area A

Projected number of passengers using the terminal	approx. 14 million annually
Projected number of passengers using the pier:	approx. 7 million annually

Air transport movements (arrivals and departures)

Current number of air transport movements (2015)	approx. 450,000 annually
Projected number of air transport movements when Area A becomes operational (2023)	approx. 500,000 annually

2.3 Relationship with other projects

- **Railway station Area:** It is our joint ambition of Amsterdam Airport Schiphol together with ProRail, NS (railway company), Metropolitan region of Amsterdam and the ministry of Infrastructure and Environment, to improve public transport access to Amsterdam Airport Schiphol and to implement a large-scale redesign of the public transport hub at Plaza and the Jan Dellaertplein;
- **Parking capacity at Schiphol-Centre:** In the coming years, both replacement and additional parking capacity will be created. The effect of these activities on traffic flows and construction logistics are related to Area A;
- **Cargo:** A cargo building is currently situated near the location of the new pier; this building will be relocated.



Overview Area A

2 Project details

2.4 Planning

The total project planning of the main phases currently is as follows:

Start design phase parking	Q2 2016
Start design phase landside	Q2 2016
Start design phase pier and airside	Q1 2017
Start design phase terminal and corridor	Q3 2017
Start design and build baggage system	Q3 2017
Start construction phase parking	Q1 2017
Start engineering and construction phase landside	Q3 2017
Start engineering and construction phase pier and airside	Q3 2017
Start engineering and construction phase terminal and corridor	Q3 2019
Completion parking	Q4 2018
Completion pier and airside	Q4 2019
Completion landside	Q2 2021
Completion terminal and corridor	Q4 2023

The planning schedule may be subject to change; no rights can be derived from this information.

2.5 Location specifications

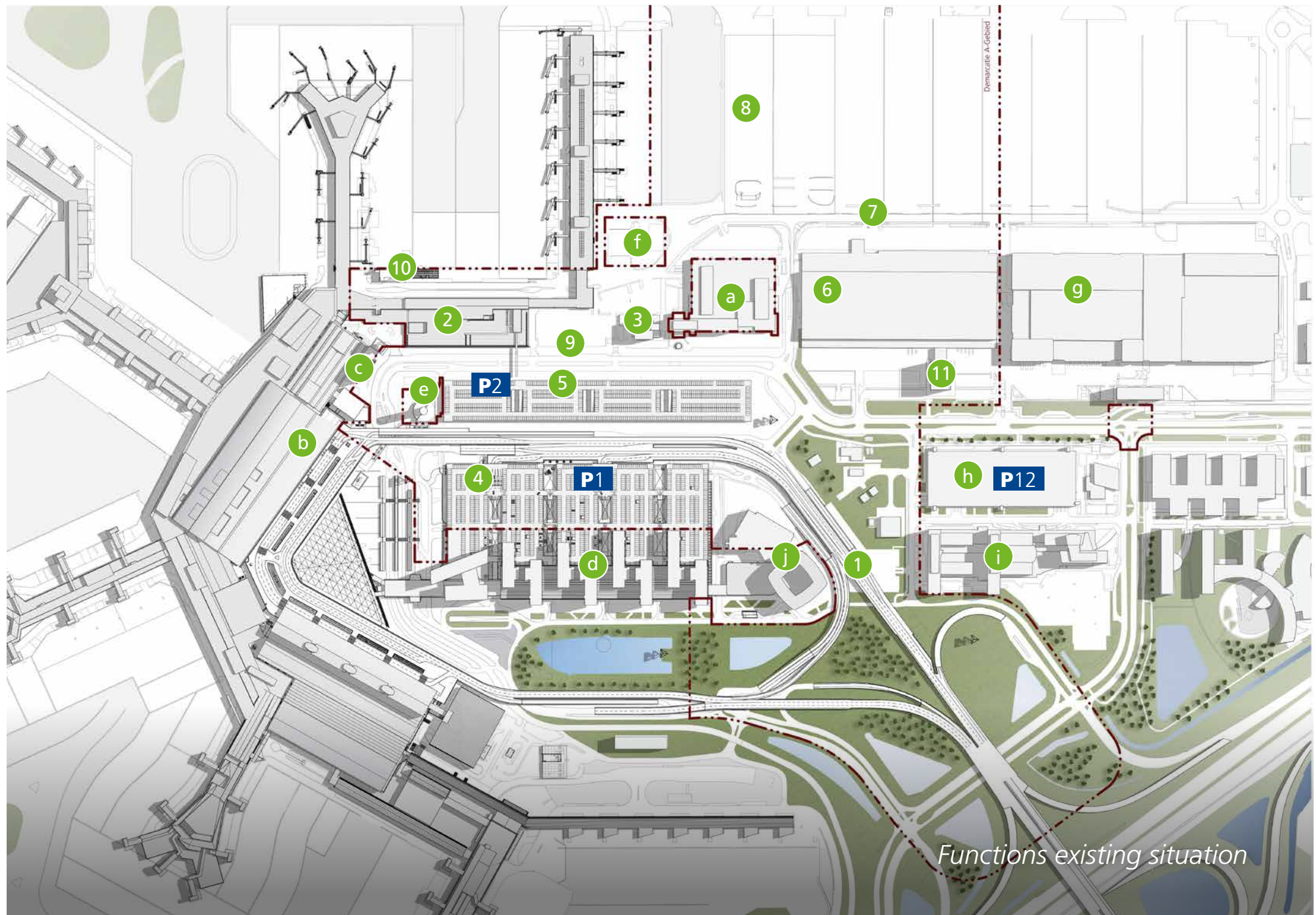
Amsterdam Airport Schiphol will be expanded to the south of Schiphol Plaza, immediately adjacent to the air traffic control tower. The ground plan shows the existing situation. It has a demarcation line demarcating the project and the existing airport area.

The following existing functionalities are currently situated in the plan area:

1. Landside road structure
2. Baggage Hall South
3. Transview office building
4. Multi storey car park P1
5. Multi storey car park P2
6. KLM Cargo Station 1
7. Airside roadways (Rinse Hofstraweg)
8. Apron B (regional aircraft)
9. Utility mains
10. Airport Control Center (ACC)
11. Cargo Center Schiphol

The following relevant existing functionalities currently are situated immediately adjacent to the plan area:

- a. KLM Catering Services (KCS)
- b. Existing terminal complex
- c. Skyport (KLM crew centre)
- d. World Trade Centre (WTC)
- e. Air traffic control tower
- f. Aircraft fuel station
- g. KLM Cargo Station 2
- h. Multi story car park P12
- i. The Base office complex
- j. Hilton Hotel (old and new building)



3 Schiphol facts and figures

Schiphol Group profile

Schiphol Group is a company that operates airports in the Netherlands, conducts international activities and participates in airports abroad. The operation of Amsterdam Airport Schiphol is Schiphol Group's largest activity. Schiphol Group is also the owner and operator of Rotterdam The Hague Airport and Lelystad Airport, and holds a majority interest in Eindhoven Airport.

Key figures 2015

EUR 1.4 billion	Schiphol Group turnover
374 million	net result (Schiphol Group)
58,2 million	passengers (of which 40% transfer passengers)
1.6 million	tons of cargo
450,679	air transport movements
322	Direct scheduled flight destinations
	27 cargo-only destinations, in 95 countries, with
109	airlines
500	airport-based companies
65,000	people working at the airport

Schiphol Group's mission is: 'Connecting the Netherlands' connecting the Netherlands to the rest of the world in order to contribute to economic and social welfare in this country and elsewhere. Connecting the Netherlands is significant from various perspectives as it involves both economic and a human aspects.

Connections lead to sustainable growth. The more direct connections there are between the Netherlands and major centres all over the world, the easier it is for Dutch companies to do business internationally or to attract high-quality knowledge.

Connections increase the appeal of Dutch cities as business locations and contribute to the competitiveness and therefore the prosperity of our country. We call this economic aspect 'connecting to compete'. And then there is the human aspect 'connecting to complete'. Connections also enable people, from the Netherlands and other countries, to meet and create social networks. As such, connections contribute to the well-being of individuals and societies around the world.

For more information about Schiphol Group's strategy and business model, see www.annualreportschiphol.com

Our network of connections forms the core of our business. Schiphol's customers include a large number of airlines, and the mainstay of our network of connections for both travellers and cargo is our home carrier KLM. We can only facilitate those connections if we provide the airlines and their passengers with top-class infrastructural facilities and sufficient capacity. Our connectivity also depends on the accessibility of the airport by public transport and by car.

In terms of our business operations we collaborate closely with sector partners such as the airlines, ground handlers, Air Traffic Control, Dutch Customs and the Dutch Border Police (the Royal Netherlands Marechaussee), as well as governmental bodies and business partners such as retail, catering and security companies and other parties in various networks. Long-term partnership with all of these parties is key to ensuring successful airport operations.

Support from the local community for our activities is equally important, and we therefore maintain an open dialogue with local residents. In collaboration with our stakeholders we undertake every effort to mitigate the negative consequences of our activities, and we invest in improving the quality of life in the airport's direct vicinity.



Connecting the Netherlands

“Schiphol Group’s mission is ‘Connecting the Netherlands’: permanently connecting the Netherlands to the rest of the world in order to contribute to economic and social welfare in this country and elsewhere.”



The interests of future generations

*“ If an airport is to develop,
it needs to think of the interests
of future generations.
What is good for the world today,
may no longer be the case tomorrow. ”*

Jan Dellaert, founder of Schiphol

3 Schiphol facts and figures

History

This year marks Amsterdam Airport Schiphol's 100th anniversary. It is the world's oldest airport still at the same location where the first aircraft landed on 19 September 1916. 17 May 1920 marked the landing of the first KLM aircraft at the airport.

Schiphol's first terminal building opened in 1927 and by 1938 the airport had a surfaced runway.

In 1958 N.V. Luchthaven Schiphol was established, which made building a new airport financially feasible. The shareholders were the Dutch Government, the Municipality of Amsterdam and the Municipality of Rotterdam.

In 1967 Schiphol Centre was opened by Queen Juliana. Schiphol Centre consisted of a new terminal building, with arrivals on the ground floor, a departure lounge above and three piers. The four runways are laid out in a ring around Schiphol Centre. Over the years the terminal building has undergone expansion and renovation on a number of occasions. The one-terminal-concept has been preserved, making it a compact, traveller-friendly airport in which it is easy to find your way around.

In 2003 Runway 18R-36L was opened.

In 2008 Schiphol Group and Aéroports de Paris acquired an 8% interest in each other's company.

In 2011 Schiphol welcomed its one billionth traveller.

Last year Schiphol implemented central security in the non-Schengen area, opened The Base an innovative office complex and built the new Hilton hotel. Currently we are in a major rebuilding operation of Lounge 2. We want to excel compared to our competitors, both in terms of capacity and quality.

Inspiring and innovative from the outset

From the outset, Schiphol has been recognised as a pioneer in quality, innovation and experience. We are continuously engaged in improving the airport's facilities and passenger processes. Innovative technologies, concepts and sustainability all play an important role. The conviction of the airport's founder, Jan Dellaert, still applies:

'If an airport is to develop, it needs to think of the interests of future generations. What is good for the world today, may no longer be the case tomorrow'.

Schiphol was the world's first airport to introduce wide-ranging facilities such as a tax-free shopping centre, a casino inside the terminal, a World Trade Center at the airport, a museum, an airport park and an airport library.

Schiphol is a frontrunner not only in terms of facilities, but also in terms of processes and business operations; it has, for example, an integrated baggage system, robots that do all the heavy work in the baggage basement, a security service concept, self-service Passport Control and self-service baggage drop-off facilities.

Schiphol has been inspiring and innovative from the outset and has evolved into a true AirportCity: a location offering travellers, airlines and businesses all the services they need, 24 hours a day. Schiphol wishes to continue to distinguish itself with Area A, by once again setting a new standard for the aviation industry.

4 *The core of the project*

4.1 Background

The development of Area A is not an isolated project but forms part of a broad spectrum of changes, renovations and improvements that will prepare Schiphol for the future. We work every day to optimise our business processes in collaboration with our partners. We recently realized a large-scale renovation programme, involving the implementation of central security across the terminal, a complete makeover of Lounge 2, and the construction of a new Hilton hotel. We want to excel in comparison with our competitors, in terms of both capacity and quality.

Dynamic environment

Schiphol operates in a dynamic environment. More and more people can afford an airline ticket, and competition in the sector is fierce, not only among airlines but also among airports. Airports in the Middle East and Turkey, along with their home carriers, are competitors we need to keep an eye on. They too are investing substantially in capacity and in improving quality.

Schiphol has set out its strategy: to maintain and further develop the position of Mainport Schiphol as a multi-modal hub and 'Europe's Preferred Airport'. The details of the strategy are set out in five themes: 'Top Connectivity' (connecting), 'Excellent Visit Value' (competitive), 'Competitive Marketplace' (attractive place in which to work, do business and to visit), 'Development of the Group' (strengthening) and 'Sustainable and Safe Performance' (safe and future-proof). By 2025 Schiphol will have the capacity to welcome 25% more travellers in order to retain its mainport position. Capacity development combined with quality improvement and the travellers experience are therefore a central component in our strategy, offering sufficient scope for inspiring new concepts.

4.2 Area A

Area A is the most important physical development within the strategy; it enables Schiphol to take a significant step towards expanding capacity and improving quality.

On the basis of our mission and strategy, four project ambitions have been formulated for the Area A projects:

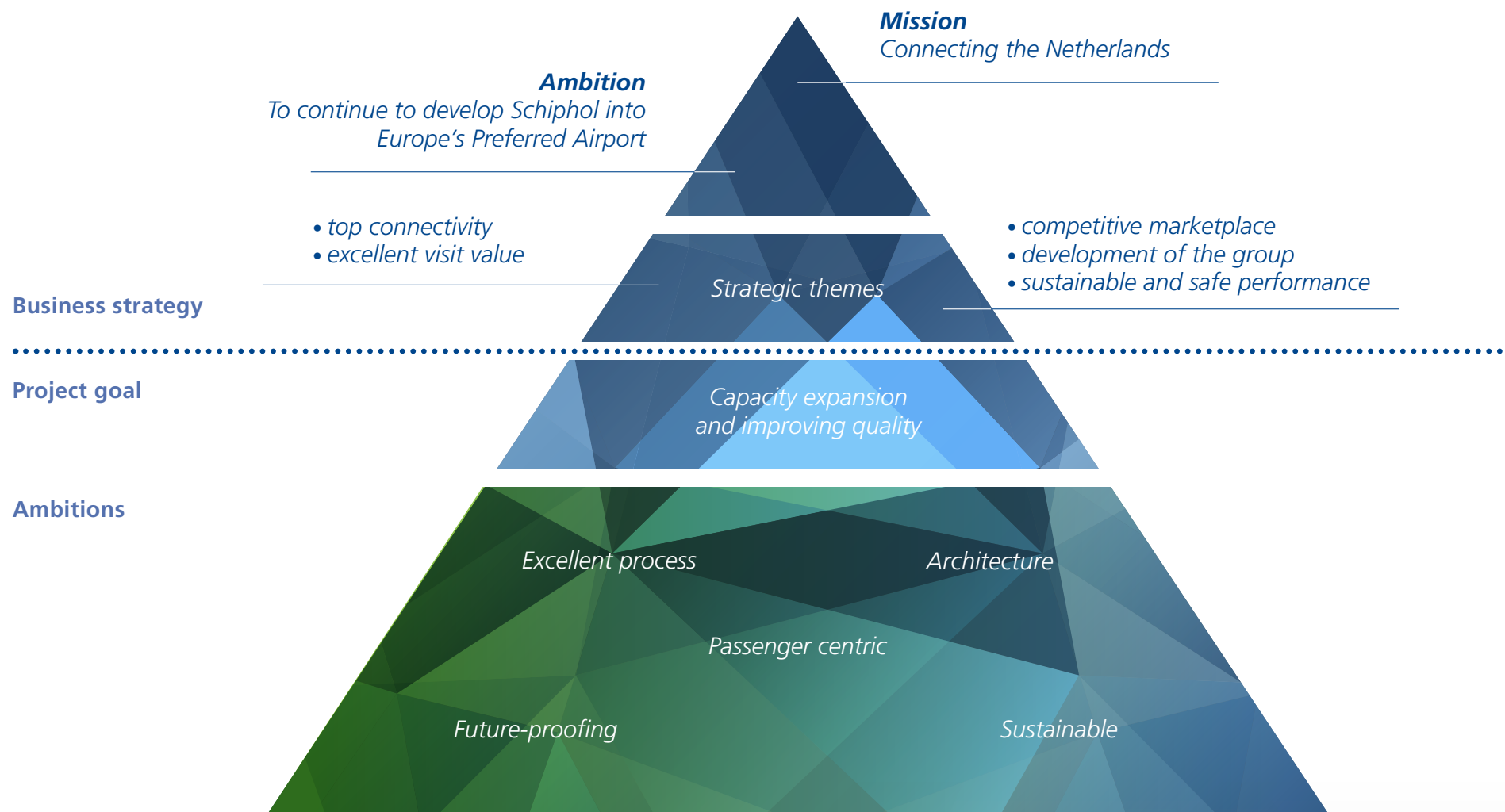
- passenger centric
- excellent process
- future-proof
- sustainable

With these ambitions complemented by the architectural ambitions, Schiphol anticipates to grow further and facilitates airlines and travellers with a high-quality product in the future. The market parties selected will be responsible for translating the project ambitions into tangible, cost-effective results. The various tendering procedures offer scope for developing these ambitions into concrete products, from a rough framework to the fine points, and from general to detailed.

The four project ambitions are explained in more detail in the sections below. Section 5 contains further details of our architectural ambitions.

4.2.1 Project ambitions

Even in 1967, when the first terminal was designed for Schiphol-Centre, the guiding principal was 'passenger first'. Putting current and future travellers first is in our DNA. The personal character of Schiphol, combined with a highly efficient process, is greatly appreciated by travellers time and time again. In this project too, our primary ambition is to put the passenger first. By also focusing on an excellent process, future-proofing and sustainability, Schiphol – as one of the world's oldest airports – will again surpass the 'passenger experience', all of which is aimed developing 'Europe's Preferred Airport' for travellers and airlines alike.



4 The core of the project

4.2.2 Project ambition 'Passenger Centric'

In the Netherlands we are accustomed to managing the limited available space creatively and efficiently. This principle also applies to Schiphol, and in particular to the development of Area A. Schiphol wants to excel and distinguish, without creating large imposing building structures.

We want to adopt a smarter approach and be more creative and in that way, make a difference. To us it is not construction that comes first, but the traveller's experience. The needs of those who are guests at our airport are our main priority. Our concept for Area A therefore is as follows:

'Creating the most **personal** airport place.

A place where people feel heard,
understood and cared for.'



Personal in terms of traveller needs

Personal means that we prioritise traveller needs in developing processes, products, services and digital technology. An airport process which is as efficient and smooth as possible provides the basis for a positive travel experience. Within this context, building structures are considered a suitable 'cover' for the airport operations processes; they are custom made, tailored to fit around the excellent processes. Prioritising the traveller and guaranteeing travellers an excellent process; that's what matters. This has been part of Schiphol's DNA for nearly one hundred years. Over the past few years, Amsterdam Airport Schiphol has successfully upgraded existing concepts by specifically choosing the passenger's experience as the guiding principle. As a result, it has managed to convert dissatisfiers such as security controls, waiting areas and shuttle buses into satisfiers, which has led to a jump in the Airport Service Rankings. The development process of Area A therefore emphatically devolves around the promotion of a positive experience for travellers. This can be expressed, for example, in new concepts in which materials, shapes, products, services, information, communication and of course sufficient light, air and space all play a part.

In developing Area A we aim to continue to exceed traveller expectations and improve how we respond to their conscious and unconscious needs. This applies to the entire journey from door-to-door; the complete passenger journey, both online and offline. In order to raise the traveller experience to the next level, we are looking for ways in which we can respond even better to individual and collective emotions and energy, so that travellers feel they are heard, understood and cared for while they are at our airport. Questions such as 'how to perk up tired travellers after a long flight while at the same time providing a calm environment for anxious or excited people in the same departure lounge who are about to embark on a flight'.

Open-minded collaboration with other parties is of great importance in this regard. We need to listen carefully to all travellers, ask for advice, learn from their experiences as the basis for innovation.

Personal translated into sense of place

These days, all airports look alike to some extent. Schiphol wants to add a personal touch to Area A: a sense of place so that you will see, feel and experience in a subtle manner that you are in the Netherlands: at Schiphol. This may be based on a theme such as water, light or sky. A theme can be subtly reflected in what the building or outside space looks like, or in specific concepts for facilities, retail, lounges, and other areas of the landside infrastructure, the terminal building, the corridor or the pier.

We want to develop a place that is relevant and meaningful to everyone, and in doing so we want to give substance to the need for a sense of place: a place of welcome, peacefulness, inspiration and sharing, a place which personifies the character of the Netherlands and Schiphol.

In order to provide a framework for traveller needs and a sense of place, we are looking for a partner who also believes in this vision; a market player who wants to take on the challenge, together with Schiphol and its partners, to innovate, excel and distinguish itself through creativity rather than magnitude.

An aerial photograph of a vast tulip field in the Netherlands, showing rows of tulips in various colors like red, yellow, and purple. The field is divided by a network of canals and roads. In the background, there are some farm buildings and a small village. A semi-transparent geometric pattern of blue and white triangles is overlaid on the image, particularly prominent in the top and bottom right corners.

Welcome to the Netherlands / welcome to Schiphol

“For the Schiphol interior design assignment, Kho Liang visited many airports across the globe and concluded that travellers are stressed and nervous. On the basis of this assumption, he made clarity and simplicity the priority. He juxtaposed hurried and stressful travelling with peacefulness, space, light and sustainability.”

Frederieke Huygen on Kho Liang in his book Working with Architectonic DNA

4 The core of the project

4.2.3 Project ambition 'Excellent process'

Convenience, free flow & experience

From a travellers' and airlines perspective, an excellent process is what is most essential. They want a fast, smooth process in an environment that radiates a sense of peace and space. The necessary safety measures should not impede the comfort and convenience of travellers and airline crew.

In order to be able to offer travellers and airline crew an excellent process, all processes must be thought through and coordinated in every detail. This means a minimum of stressful moments, as few changes in level as possible, no intersecting passenger flows of other travellers crossing, walking in straight lines, perfect connections to flights and ample space to move and breathe. It boils down to natural way-finding, and the signage that Schiphol has been using for many years is most helpful in that respect.

Comfortable and safe space to visit and work in

The terminal should not just be a nice place to visit. Area A should be a place where the staff also feels comfortable and safe, so that they can perform their duties as effectively as possible. Safety and security are vital at an airport, as aviation comes with inherent risks and stringent statutory security requirements which have consequences for the efficiency of the logistics processes. Obviously, Area A will have the required level of security and effective measures will be in place to guarantee safety and reduce the risk of disrupted operations and incidents and accidents. The passenger and working environment should instil a sense of safety by means of an open-plan, well-structured layout, good lighting and clear lines of sight.

The quality of Area A is measured partly on the basis of travellers' and staff satisfaction. These users, along with our sector partners, are the central focus in the design, construction and maintenance of the environment where they spend time and work.



Schiphol constructs, converts and connects

“Close, long-term and constructive collaboration with sector partners and the markets is key to the ongoing success of airport operations.”

4 The core of the project

4.2.4 Project ambition 'Future-proof'

Future-proof functionality

Amsterdam Airport is always ready but never finished. Changes, for example, in airline business models and traveller needs create unequalled dynamics in and around the terminal complex. Schiphol has the ambition to be adaptive and flexible in how it deals with them, and also to anticipate on these developments. And to do so without losing sight of the robustness of its infrastructure. Future-proofing is key. This means that expected as well as unexpected changes in the future must have a minimum impact on the functional and financial performance of the assets until the end of their lifespan. The total costs of ownership of the capital resources play a key role in considering investments. Flexibility and adapting to changing circumstances will not lead to significant value destruction, but modifications can be introduced quickly, cost-efficiently, and with minimum disruption to processes.

Business continuity is safeguarded at all times, so that the impact of emergencies or technical failures do not disrupt the overall operational and commercial business processes.

In the design the existing infrastructure and the future developments at Amsterdam Airport Schiphol are taken into account. The solutions that have been chosen are not customer specific but rather common use, which means they are not user-dependent, and modifications to buildings can therefore be prevented. In areas where structural changes are nevertheless necessary, the flexible solutions are no-regret options. In areas where changes to traveller needs are likely (for example in the departure lounges) during the lifespan of the interior, the related assets should be able to be adapted to demand, without incurring significant value destruction.

We want to ensure that Area A, consisting of landside, the terminal and airside, is prepared for future growth such that future expansion programmes can be completed, without major impairment.

Manageability and maintainability

With regard to the maintainability of the assets, the design should take account of the intensity of maintenance and accessibility. The impact of maintenance on the operational processes (such as flow and capacity), the landside infrastructure, airside and aesthetics must be kept to a minimum.

4 The core of the project

4.2.5 Project ambition 'Sustainability'

Sustainability is a given for Amsterdam Airport Schiphol, especially for this project. It is our aim to increase the well-being of travellers and other people using the airport. We also want to make sure that Area A is constructed in a responsible and sustainable manner. That is why eight guiding principles related to sustainability have been defined for this project; they are listed below in order of priority.

Well-being

In Area A we strive to improve the user experience by offering a healthy environment for travellers and other users. Of particular importance are the view, sufficient daylight, the use of natural materials and experience of the natural environment.



Use of sustainable materials

Schiphol also imposes requirements on the materials to be used. The ambition in terms of use of materials has been prioritized as follows:

- 1 Establishing cycles by means of circular design and circular use of materials;
- 2 Reducing the use of materials by means of a functional application;
- 3 Limiting the environmental impact resulting from the extraction, production and dismantling of materials and products;
- 4 Avoiding whenever possible the use of building and finishing materials with high emissions of harmful volatile organic compounds and other harmful substances.

Efficient energy use and sustainable energy generation

On the basis of four steps it is our aim to achieve energy neutrality in this project:

- 1 Reduction of the energy requirement;
- 2 Use of renewable energy sources;
- 3 Efficient use of fossil energy sources;
- 4 A robust and stable energy network.

Air quality

Schiphol has the ambition to reduce the amounts of NO_x, PM_x and airborne particles. This will help improve the health of travellers, staff and other people using the airport.

Sustainable employment

In Schiphol's designs and building activities, the sustainable use of resources and people is a natural guiding principle, in line with Schiphol's corporate social responsibility principles. Collaboration among clients, employers, staff and intermediaries forms a key factor. We plan to create Area A on the basis of these principles by safeguarding proper alignment between education and the labour market, and by generating sufficient jobs for motivated people from various backgrounds when carrying out this project.

Noise and the local community

While Area A is under development, it is our endeavour to cause as little inconvenience to the local community as possible, and we aim seek positive involvement from the local community and local businesses.

Efficient water consumption

With more than 55 million travelers every year, Schiphol consumes a significant amount of water. Water is used not only for consumption by passengers, but also for cleaning, bars and restaurants, catering and maintenance. Schiphol aims to increase efficiency and reduce consumption of the latter activities in particular.

Visible sustainability

By using natural elements and materials in Area A the sustainability is visible to the users.



Responsible and sustainable design choices

“The ambitions for Area A extend further than the mere perception and experience of sustainability. The building must be equally sustainable at its very core. This means that responsible and sustainable design choices must underpin and safeguard the achievement of the sustainability ambitions of both the project and the airport.”

5 Architectural ambitions

Ambitions guide us in a certain direction, create expectations, evoke aspirations and provide the foundation for further shaping the project. As a complement to the four project ambitions, architectural ambitions for the expansion programme have also been formulated. This section discusses these ambitions.

Passenger first

'Schiphol puts the traveller first' was the point of departure in designing the first terminal in 1967. And we continue to do so today. Both the old and new architecture are on a human scale. Business purposes, efficiency and timelessness go hand in hand with hospitality and human dimension. Long lines of sight contribute to strengthening these aspects, while the spatial quality increases the feeling of dignity.

The terminal must be transparent, light and elegant due to the choice of materials. It will be free of oppressively low ceilings or obtrusive material use; instead, it will boast plentiful daylight and unobstructed views, a rhythmic construction and expansive wall space.

Schiphol wants an open and hospitable structure: a building that exudes peace, comfort and a welcoming feeling;

a building where an exceptional process meets the conscious and unconscious needs of all its travellers, making them feel heard, understood and cared for. The needs of each traveller may vary: needs such as certainty, efficiency, comfort, freedom of choice, relaxation, revitalisation, acknowledgement, the airport experience and authenticity. Area A will allow Schiphol to create 'passenger journeys' that are meaningful to the person as an individual.

Integration of the terminal at Schiphol

The silhouette of the new terminal will be in perfect harmony with the rhythm of the current terminals and adjacent commercial buildings. The current terminals are characterised by their simplicity. They are horizontal and open. The same simplicity characterises the surrounding of commercial buildings. The current terminal buildings are black. The commercial buildings are lighter in colour: silver or white. The more recent office buildings, The Outlook and The Base, are black just like the terminals. The new terminal will take on the colours of the existing surroundings.

Inside and out

It is vital that the travellers experience the robust concept of Schiphol; the one-terminal-concept. The travellers journey outside the terminal must be a seamless continuation of the route followed by the traveller within the building. In the current terminals the movement from the terminal to Schiphol Plaza to Jan Dellaertplein in succession is a logical sequence in the travellers'

perception of quality. This will present a challenge for the new terminal. Upon exiting the arrival hall, arriving travellers will find themselves in a space beneath a wide viaduct. This must be designed, furnished and lighted in such a way that the experiential quality there is high and in line with the experience inside the building. The same applies to the route from the new terminal to Jan Dellaertplein, with its station and bus stops, and to the other connected terminal buildings as well.

Timeless

Efforts will be made to achieve new structures and infrastructure in Area A whose main components will have a timeless quality and long useful life. When elements built into the main structure prove to have a shorter useful life, emphasis may be shifted to architecture that focuses on specific time-bound traveller experiences; these must be able to change more quickly and be adapted to reflect new insights and developments. Changes to the use of the building must not detract from the architectural image.

Evolution, not revolution

The architectural goals for the new terminal are not radically different from the current Schiphol architecture.

Evolution, not revolution. The architecture will be innovative in the way in which the user experience and the experience of sustainability are made key priorities, from the person as a traveller to the person as an individual.

The background of the slide is a composite image. It features a woman's silhouette in profile, looking out of a window. The window is divided into panes. On the left pane, there is a large, vibrant pink flower. On the right panes, there is a close-up of a glass of water with a lemon slice and some fruit. The entire image is overlaid with a blue and white geometric pattern of triangles and polygons.

*Calm, comfort and
emotional resonance*

// The ambition is an open and hospitable structure: a building that exudes peace, comfort and a welcoming feeling; a building where an exceptional process meets the conscious and unconscious needs of all travellers. //

'Sense of place'

// While floating through space, different stimuli reach your balance system than you're accustomed to when you're earthbound. An airport should moreover offer you as much peace and quiet as possible. It is nice if your arrival or departure airport is an environment that informs you of your location on an emotional level. After all you are flying somewhere that has suddenly become here. No rituals to preface the transition of the kind that we on earth are accustomed to when walking or driving. //

Hubert Jan Henket, former supervisor of Architecture and Urban Development at Schiphol

5 Architectural ambitions

Dutch quality

The new structure will be contemporary, timeless, sober and distinguished. It will exude craftsmanship and innovation, with an eye for detail. All materials used will be high-quality and can withstand intensive use; it will age well, gaining character over time. The main structure's quality will be made evident through the distinctive, considered application of details and choice of materials. Dutch quality. This will apply to all structural volumes, including infrastructure and viaducts.

Calm and organised

The routing and character of the building will be intertwined. The clear functionality and organised routing will result in an aura of calm, simplicity and inherent value.

Visible sustainability

Sustainability should contribute to a pleasant, comfortable and peaceful travellers' journey through Area A, without losing sight of honesty and discretion. Visible elements of sustainability will be experienced by, and will appeal to the user. This will be possible through the purposeful application of natural materials and elements sourced from nature.

Subtle use of natural materials and plentiful natural light

Visible elements of sustainability



6 Details of functional areas

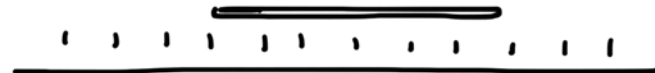
In this section we have set out the architectural ambitions for the various functional zones distinguishable in the new construction based on descriptions in words and images.

Exterior of terminal

Calm, rhythm, space. The horizontal lines rather than the vertical will dominate the architectural composition. The rhythm of standing versus supporting beams will determine the visual character. The terminal will appear sleek; technical installations will not be visible.

Calm, rhythm, space

The building will be open and inviting. Travellers will feel welcome at Schiphol when they exit a car or bus right 'on the doorstep' and enter the terminal. The awning will increase the degree of comfort and be a welcoming gesture; it will accompany the travellers in the transition from outdoors to indoors. The main facade to the north is one of the most important, if not the primary, entrance for travellers walking to and from Jan Dellaertplein (to and from other terminals, the train station and bus stops, other means of transportation) and will be designed to reflect this.





*Natural
wayfinding*

Departure hall

The departure hall will be characterised by functionality and will accommodate many travellers, especially during peak departure hours. These times will be busy and crowded. The building will therefore be characterised by calm, rhythm, space and light. It will be a pleasant place in which to relax due to the large vaulted spaces and generous proportions. It will always be possible to see the exterior. The construction detail will be high-quality without being ostentatious: there is not a lot going on, but what is there is very good. This will make the space feel well-organised. For the passenger the next step in the process will be evident at all times due to natural wayfinding. There will also be a visual relationship to the arrivals hall. The pedestrian route from the Jan Dellaertplein will be seen as a main entrance with suitably integrated stairs, lifts and escalators.

A pleasant place to stay

6 Details of functional areas



Security filters

The existing security filter is designed to ensure a safe, calming and customer-centric passenger experience. It is light and clean, with a human touch.

Calming and customer-centric passenger experience

The passenger will have an overview of the terminal while moving through the filter; the openness will make the next step in the process evident. The concept of the existing security filter will be applied in Area A.



Large vaulted spaces and generous proportions

Departure lounge

The departure lounge will be integrated into the building's structure with large vaulted spaces and generous proportions. Here the commercial concepts for visitors will come to the forefront, although the lanes of traffic will remain a recognisable aspect of the basic structure.

Travellers will be able to familiarise themselves with subsequent steps into the visibility of the airport process and unobstructed views of the aircraft on the apron.

6 Details of functional areas

Corridor and pier

Though the movement and traffic will predominate in the corridor, the individual will come first. An 'intuitive' passenger process with a view of the aircraft, in which a sense of calm is instilled in the traveller, will be an inextricable part of this space.

Calm, unimpeded views, comfort and transparency are key elements

The same applies to the pier. There, commercial activities will heighten the sensation of passing through, but also of passing the time in the airport's operational process. This area will feature a subtle use of natural materials.





The piers will be open in nature; this makes gatehouses unavoidable. They will mirror the form of existing gatehouses yet strengthen the horizontal aspect of the pier. From within, each will feature a selection of art that sets it apart.

6 Details of functional areas

Airside

At Schiphol airside begins at the terminal facade and the cargo buildings and stretches to the fences marking the airport perimeter. This project involves the construction of aprons for various aircraft types (north side: five narrow-body aircraft, south side: five wide-body aircraft), the corresponding apron taxiways, including the connection to the existing main runway system, the perimeter roads providing operational access and various parking spaces for ground support equipment.

The image of airside is that of a calm, obstacle-free and well-organised environment. Operating assets will be optimised and integrated into the overall picture as far as possible. Any future changes will have a minimum impact and can be implemented quickly in a cost-effective manner, with minimum disruption to the airside process.



6 Details of functional areas

Arrival and baggage reclaim hall

Airport arrival halls are often utilitarian, have low ceilings, generally offer a vastly different experience than the departure hall and often are separate from the utilitarian baggage reclaim hall. The ambition is to create a baggage reclaim hall and arrival hall that, despite the dividing wall, feel like a cohesive whole: welcome to the Netherlands.

An experiential relationship to the departure hall will be created by connecting the halls visually. The arrival hall will also be clearly oriented towards the north entrance, in the direction of Jan Dellaertplein. The transition to outdoors when exiting the arrival hall will be gradual.



Making the baggage, reclaim and arrival halls feel like a single unit.



Sanitary facilities

Sanitary facilities play a vital role in the perception of airport quality. The airport experience, efficiency and ease of use take precedence. This is reflected in the well-designed traditional Schiphol toilets. There is room for improvement in the functionality (ease of use) of these facilities, and their design should be refined. A first step in this development is the current toiletspa.

6 Details of functional areas

Baggage hall

The baggage hall houses the baggage system. The baggage-handling process takes place inside the hall. The key features of the baggage system are scalability, sustainability, robustness and reliability. It must support a lean, efficient and reliable baggage process geared towards facilitating the maximum boarding time (MOT) and the minimum connecting time (MCT). The hall which houses the baggage system will be partly above ground.

Baggage-handling staff take centre stage in the baggage hall. This is reflected in an environment designed with workplace health and safety in mind, a clean and light working environment equipped with good facilities. The hall is connected not only to the current baggage hall but also to the new terminal where the construction does not form an obstruction to the optimal baggage-handling operations or working environment.



*Lean, efficient
and reliable
baggage process*

6 Details of functional areas

Exterior space

The current landscape strategy will be applied to the public space surrounding the terminal. Alternatively a differentiated concept will be designed for the landside component of the project.

Natural as the central theme

The application of the future landscape strategy alone will not be sufficient for the space under the viaduct at the entrance of the arrival hall. Creating a pleasant space here poses a major design challenge. The transition from indoors to outdoors will be gradual. The arriving passenger will step outdoors into an environment where nature clearly is the central theme. Light, air and view are key features. Water may play a role in creating ambience and in enhancing air quality.





*Water will play a role in creating
ambience while improving air quality*

Walking routes

From the new terminal, the walking route to Jan Dellaertplein will be like a red carpet. The walk to the other terminals, the train station, bus stop and other means of transport, will be pleasant.

It will be easy to walk with luggage while being protected from the natural elements. The scale will be large, the finishes and furnishings 'soft'.

6 Details of functional areas

Road infrastructure

This entails the expansion and reconstruction of the existing road infrastructure of which viaducts form an important part. Construction will continue along the currently established lines. For drivers entering the airport, the view of the road is calm and well-organised. The landscaping strategy, the central axis of commercial buildings and the terminals will define the visual impact. From the ground up the viaducts will be further integrated into the appearance of the urban landscape.





Multi storey car park

Car park P2 will be partially demolished; the remaining portion will be raised and a new access point will be constructed. After the modifications the car park will have an exterior that will give it the appearance of a clear, uniform cube.

The facade will be sober; modest means will be used to create a welcoming appearance amidst the infrastructure.