

Positive
Approach

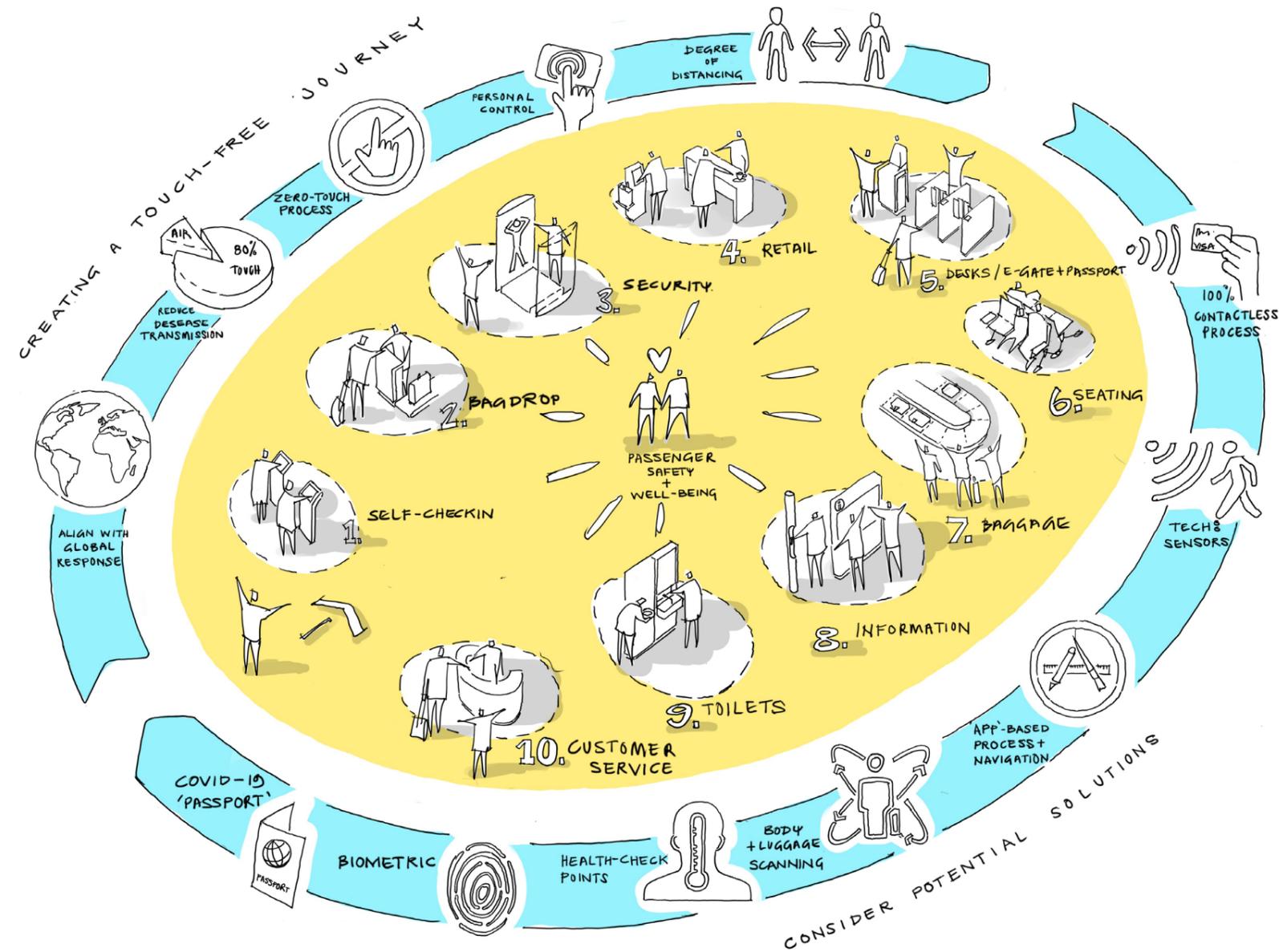
Passenger Journey

At Pascall+Watson, we have developed ideas and concepts around the ubiquitous airport question... *'How do we start flying again?'*

Searching into our knowledge-base, following previous unprecedented global events including SARS, the 911 attacks and the Icelandic ash cloud, we foresee the airport's ability to react and reconfigure as a key driver to gaining passenger confidence and ensuring safety.

The following concepts highlight our thinking and are aimed at prompting a discussion with our airport clients to fully understand their challenges and how we can assist going forward.

A TOUCH-FREE JOURNEY



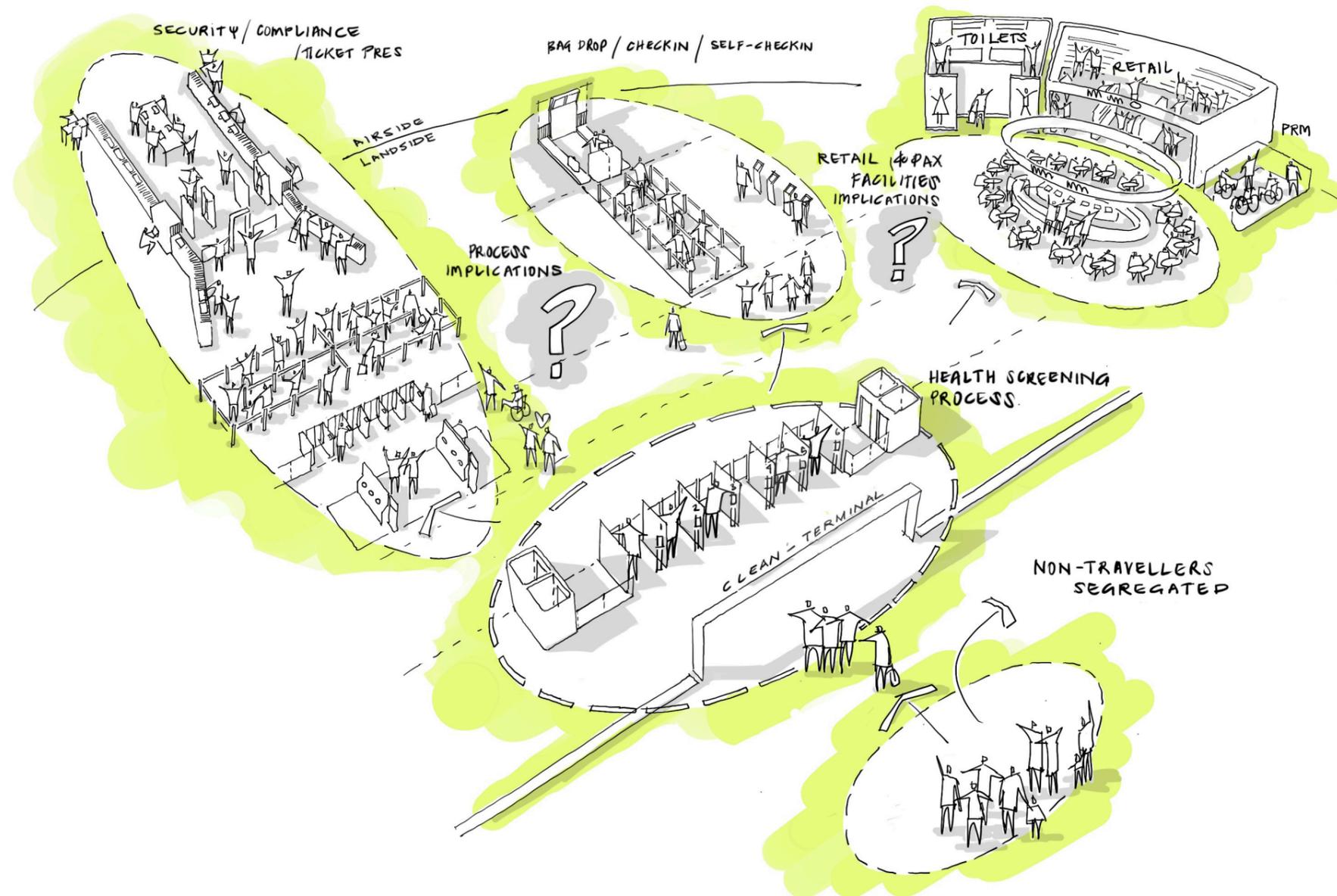
Touch-free
Journey

Minimise contact between all parties during the airport journey (PAX, staff, airlines), an essential part of the terminal maintaining confidence in a 'pandemic-free' environment.

Pre-screening before entering the securing zone would allow a process with minimal to no search protocols.

Enhanced innovation and use of technology will aid in the touch-free environment e.g. use of Apps to identify populated areas, BLE proximity beacons, etc.

CLEAN-TERMINAL



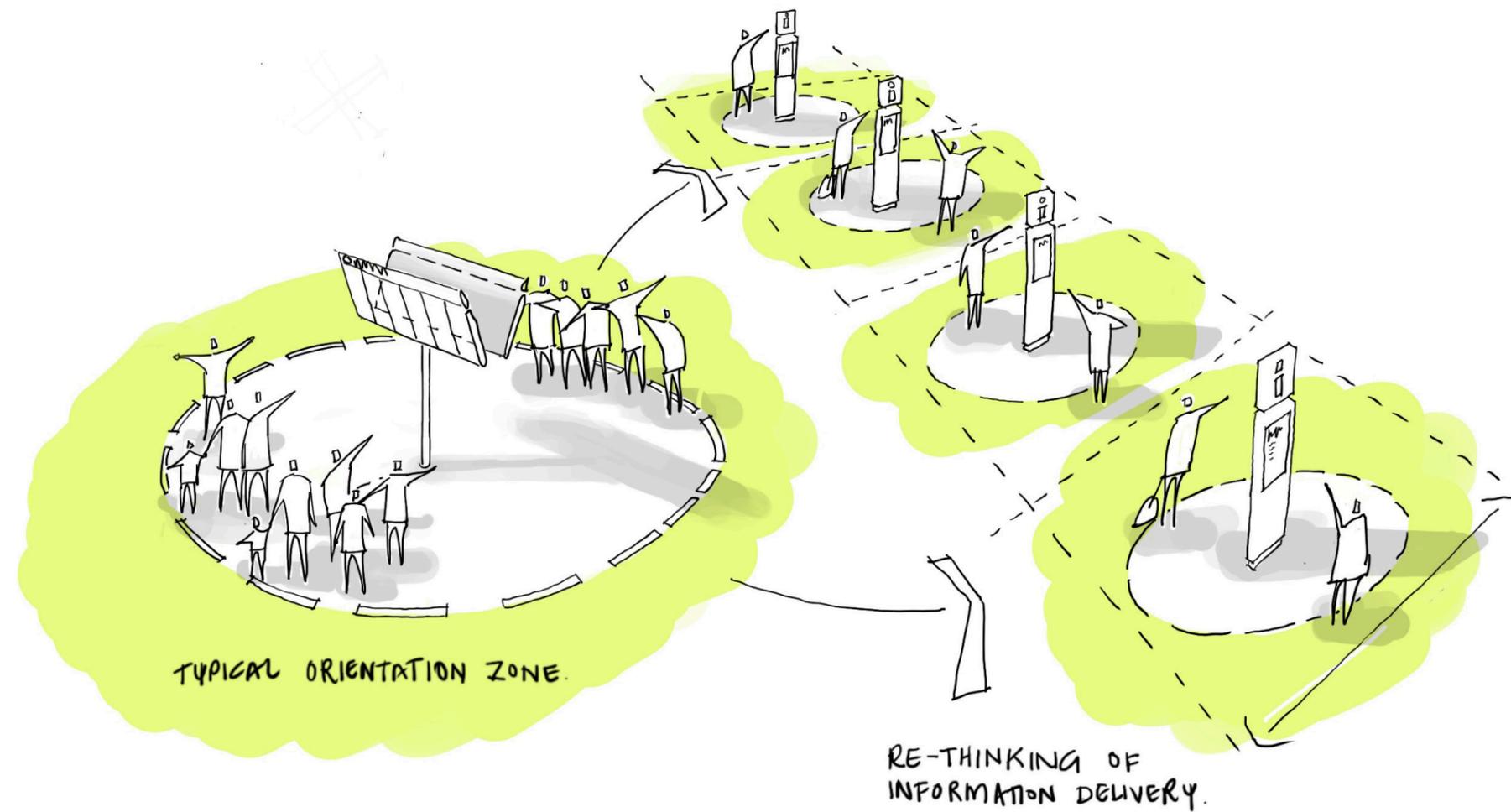
‘Clean’ Terminal

Explore the concept of maintaining a ‘business as usual’ approach to the terminal, by creating a pre-screening process prior to terminal entry.

Create additional control points to screen all surface access and rail entry e.g. create a biometric ‘ring of steel’.

Separate all non-travellers from passengers at the terminal entrance, a ‘passenger only terminal’ protocol.

DE-CENTRALISED PROCESS



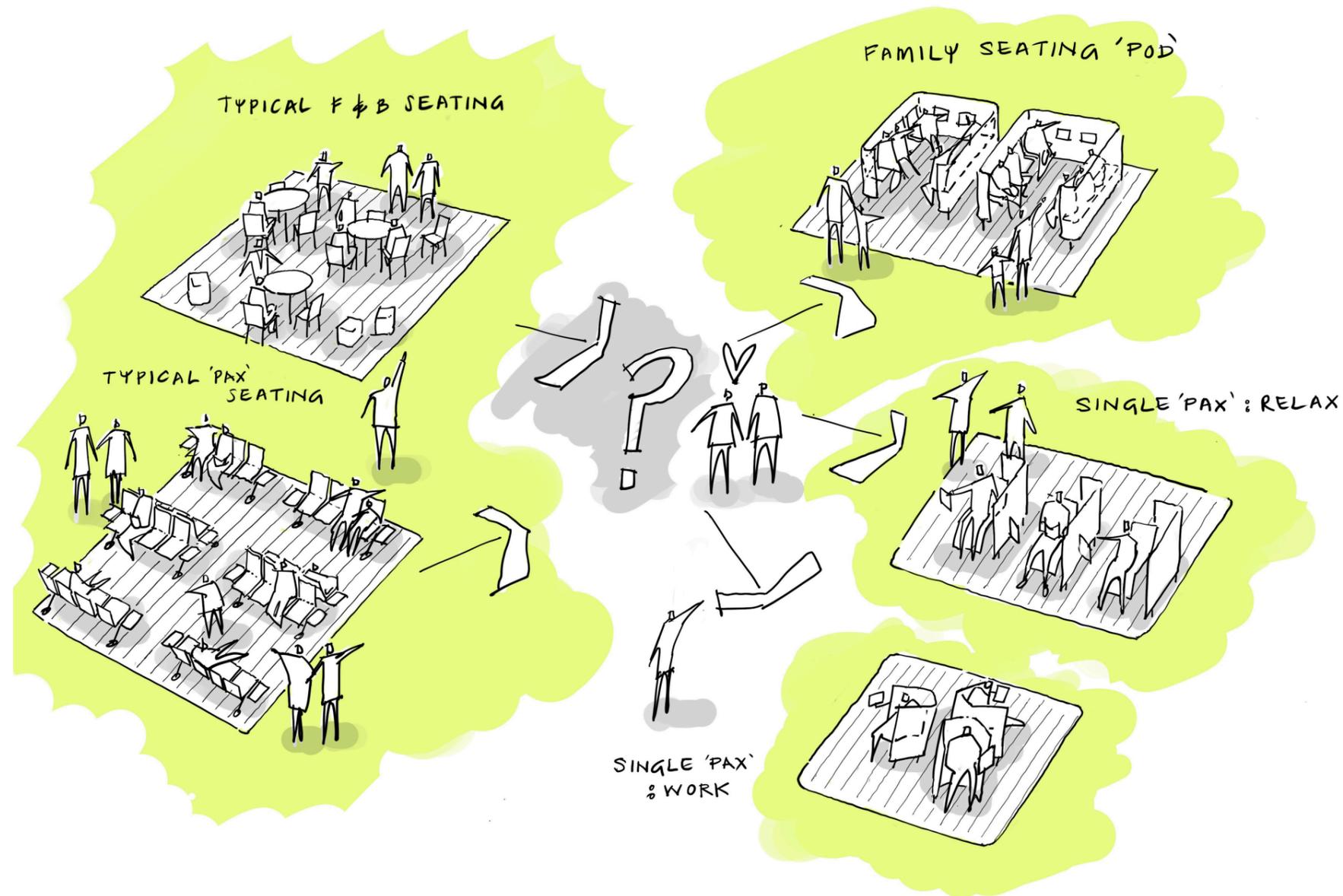
Decentralisation

Distribute airport processes over a larger area, to provide more PAX space. Gain space by utilising non-traditional airport zones for traditional operations and processes.

Evaluate and re-purpose current facilities to provide remote processing facilities e.g. car parks, apron accommodation, forecourts and ancillary facilities, etc.

Apply this concept to areas within the terminal e.g. wayfinding and orientation zones.

MICRO - COMMUNITIES



Micro Communities

As airports start to re-open, passenger and operating environments will change to suit immediate and medium-term requirements.

Explore the concept of 'micro communities' as one of the ways terminals can start to adapt. Treat the PAX journey as a series of spaces that can adapt and flex to cater for new

requirements to facilitate a traditional process e.g. seating areas, retail and shopping, delivery of wayfinding and information, security and screening, immigration, etc.