



**Sydney
Airport**

The right future.
Starting now.



All Gates, Custom



Express Path



Sho






ms

ps  Food

Staff →

Toilets, Parents Room    

All Gates, Customs   →

Duty Free  Food, Shops  

  Toilets  Observation Desk

10.0

COMMERCIAL
DEVELOPMENT
PLAN

10.0 COMMERCIAL DEVELOPMENT PLAN



Key points

- The development plan allocates 91.6% of the total land for aviation activity. Sydney Airport also provides facilities and services for its passengers, staff and the aviation community based on extensive research on customer needs on the remaining 8.4% of the allocated land. This remaining land is used for business activity, interim land uses, utilities and environmental conservation. These facilities and services include:
 - Improving the in-terminal experience for passengers and staff
 - Improving ground transport options for all users (see Chapter 7)
 - Ensuring a wide variety of retail and food and beverage is available
 - Facilitating the provision of airline lounges for premium passengers
 - Providing convenient hotel accommodation for passengers
 - Providing a range of car parking products for different market segments at competitive prices including online offers
 - Providing facilities for the aviation community including office facilities for government agencies, airlines and other service providers
- Sydney Airport continually seeks to enhance its offerings to reflect changing market and customer expectations. A new customer charter has been communicated to all on-airport stakeholders, recognising customers as the cornerstone of our commercial business
- The airport works with its retail partners to offer passengers and staff:
 - A wide choice of product from coffee, water and a variety of convenience brands to upmarket eateries and halal restaurants, reflecting the demographics served
 - The convenience of a Flight Centre travel agency within Terminal 1 to facilitate passengers whose flight needs have changed
 - Stores and products not available in the Australian domestic market.
- Sydney Airport's aim is to maintain flexibility in commercial development planning in order to respond to customer needs as they arise



Customer responsiveness and flexibility with business-to-business and business-to-consumer engagement are key to Sydney Airport's commercial planning activities, which comprises 5.8% of allocated land. Sydney Airport actively engages in customer research to prepare itself for changing customer needs and seeks to respond to customer requests as quickly as possible.

With currently more than 100,000 passengers per day travelling through the airport for a wide range of different purposes and lengths of travel time, there are consequential demands for a range of airport services. Some examples include: hotel accommodation, vehicle services (fuel, servicing and cleaning), IT services, luggage services, pet consignment and boarding, and food and beverage.

In addition, of the 28,000 staff at Sydney Airport around 12,000 work at or transit through the airport on a daily basis. Staff need convenient access to services such as food and beverage offerings, medical centres, banking, convenience stores and recreation options (walk, run, cycle, gym, etc). The availability of these services and amenities at their workplace provides convenience, saves time, simplifies commuter travel and promotes healthy lifestyle choices.

Recent Sydney Airport commercial initiatives include enhancements to consumer offerings for retail, car parking and the opening of a four star Rydges Hotel in May 2013. Beyond 2013, Sydney Airport's ongoing commercial activities are expected to include further hotel accommodation developments across the airport in the vicinity of the terminals.

New projects and developments will be assessed against development principles that include a consideration of how they meet customer needs, planning and regulatory requirements and demand.

10.1 Commercial activities at Sydney Airport in context

Aviation activity remains the priority at Sydney Airport and uses 91.6% of its total land. Accordingly, Sydney Airport will pursue property leasing and development strategies that allow for delivery of the aviation needs shown in the Master Plan.

Proposed airfield and terminal aviation developments are likely to require progressive displacement of some existing functions, including some commercial activities. A number of developments – to be discussed in this chapter – may be relocated to alternative areas of the airport. To facilitate this there will be on-going tenure reviews and the consideration and implementation of short or medium term alternative uses for land.

In addition, there are a number of commercial activities that can be located on land that may not be required for aviation activities until later in the planning period, or on land not required for aviation activities.

Beyond the core aviation uses (such as runways and terminals), the Master Plan provides for a range of commercial land uses which not only support the airport's function but will also provide a degree of civic amenity. These commercial activities include general commercial, community, office and retail. Developments will only be considered in accordance with the principle of 'highest and best' use.

There is also growing demand from businesses or agencies that require facilities in close proximity to the airport (such as administrative offices, airline and freight businesses, hotels and car parking). Refer to Chapter 11 for further information on land use zonings.

The airport planning and approval process outlined in Appendix E addresses regional planning context issues as well as sustainability, social and economic factors.

In the period to 2018 as well as the rest of the planning period, Sydney Airport will require increased emphasis on sustainable design in all commercial developments (see Section 13.3.1).

10.2 North West Sector

The North West Sector includes Terminal 1 (T1), freight terminals, aviation support functions including aviation fuel storage, ground transport facilities including car parking structures, and office accommodation for agencies including Customs and Australian Federal Police.

Over the first five years of the Master Plan, further multi-storey car parking expansions and other transport-related infrastructure will be considered in response to

the developing needs of the precinct and Sydney Airport customers.

A variety of commercial developments may also be considered to complement the precinct and terminal forecourt of T1 including offices, hotels, retail, service facilities and advertising signage.

Over the long term, the North West Sector can accommodate demand for up to a total of 120,000 square metres of floor space (excluding the T1 terminal). This will comprise both the existing precinct built form and proposed additions. It is envisaged that approximately 10,000 square metres of that floor space will be allocated for general retail purposes including food and beverage offerings and convenience stores.

Opportunities exist for a waterfront development along the banks of the Cooks River. This is located opposite the proposed Cook Cove development and may provide opportunities to incorporate pedestrian links between these developments.

The 320-room four star Rydges Hotel was completed in May 2013.

In the period to 2018, an additional hotel of approximately 200 to 300 rooms could also be developed within the North West Sector.

Aviation support developments in the North West Sector are expected to include some additional fuel storage facilities (refer to Chapter 9) and some freight facility consolidation and redevelopment (refer to Chapter 8).

10.3 North East Sector

The North East Sector, which includes Terminal 2 (T2), Terminal 3 (T3) and the proposed new international terminal, has a range of aviation support activities including aircraft maintenance, freight handling and transport facilities, flight catering, vehicle servicing and business and general aviation operations being conducted mainly from leased sites. Car parking has been accommodated within multi-storey parking structures in proximity to T2, T3 and the proposed new international terminal.

Over the long term, planning provision has been made for meeting a variety of commercial demands including offices, hotels, retail, service facilities and advertising signage in this area. The precinct can accommodate demand for up to a total of 120,000 square metres of commercial floor space (excluding the T2, T3 and proposed new international terminal), which will comprise both the existing precinct built form and proposed future additions.

It is envisaged that approximately 15,000 square metres of that floor space may be allocated for general retail and roadside service centre facilities, including food and beverage offerings and convenience stores.

In the period to 2018, a new Seventh Street multi-storey car park and new public transport facility with access from an extended Robey Street may be required as proposed ground transport improvements discussed in Chapter 7 are progressed. It is also possible that a hotel or hotels of approximately 300 to 500 rooms could be developed in the precinct.

10.4 South East Sector

The South East Sector of Sydney Airport (south of Runway 07/25 and east of Runway 16R/34L) will gradually be developed for aviation and aviation support activities, including aircraft maintenance and engineering, business and general aviation, freight handling and transport facilities, hangars and aprons. If these developments proceed, they may displace current commercial uses that include car rental support facilities, part of the Blu Emu Car Park, flight catering and vehicle servicing facilities. Until the aviation use of this land reserve is required, these areas will remain available for commercial development.

In the period to 2018, the animal boarding facility may expand and existing roadside services on General Holmes Drive, including fast food facilities, will remain. RMS has indicated that it is planning to develop truck inspection facilities along Sydney Airport's Foreshore Road land, separated from the airport by the Millstream stormwater drainage canal. If this occurs, Sydney Airport would consider establishing adjacent roadside services centre and advertising signage areas.

Over the longer term, Sydney Airport has indicated in the land use plan that the Botany Bay and Cooks River foreshore may be used for commercial activities.

10.5 Other airport lands

It is possible that Sydney Airport may establish roadside and advertising services areas adjacent to other proposed developments described in this Master Plan.

For example, **in the period to 2018** as part of initial development of an airport logistics precinct to the north of the airport, a landside bridge is being developed across the Alexandra Canal to enable access to, and the development of, vehicle storage areas to potentially accommodate displaced facilities from the South East Sector.

The Northern Airport precinct is also proposed to facilitate a number of uses such as flight catering, freight handling and transport facilities along with the development of additional landside and airside bridge connections and ground transport infrastructure.