



# Connect

An insight into CPH

## Alexander Tovborg's work of art casts light on Pier E

**INDHOLD:** Since last time – news from your workday | New outdoor square now open | Take charge of your waste – now it is easier to sort | Historic expansion to create better coherence in CPH | A visit to the control tower | Love of food and travel memories – CPH participated in food festival

September | 2019

## Connect

Connect is published four times yearly by Copenhagen Airport for employees and concessionaires/ tenants of stores and eateries in CPH. Connect writes about new trends in retail and travel retail and focuses on overall development of the airport. In addition, Connect also gives readers insight into everyday life in CPH: the dedicated employees, the happy travelers, and everything surprising and innovative that takes place daily in Denmark's biggest workplace.

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## Dear Reader,

A busy summer is now drawing to a close. In July alone, over 3.1 million passengers traveled through our terminals. This is just 38,213 less than our all-time record from last year. A fine result that we can be proud of, especially given the airline strike in SAS and a couple of bankruptcies in the travel industry. Another thing we can all be proud of is the many awards the airport has received recently. For instance, for the third year in a row, we have been named the European airport with the best selection of food and beverages. Also, we now have the world's best airport bar: Mikkeller was awarded first prize in that category at the same awards ceremony. A great achievement, and a big congratulations from us!

Recently, a desire has been expressed for a simpler waste sorting system in our environment room. It's wonderful that you want to contribute to improving the environment, and so a group in CPH is now working on ensuring that it will be simple and manageable to re-use our waste products. You can learn much more about this here in Connect, and it will be on our agenda at CASC Manager Meetings. In general, you will see increased visibility in the future concerning our responsibility for the impact we make on the world. We have a deep-felt desire throughout our organization to become even greener, and we hope you will welcome this journey.

Something that is not green, but rather yellow, is our new big stained glass mosaic by the well-known Danish artist Alexander Tovborg. An impressive work, inspired by the mythological sphinx. Join us behind the scenes when Alexander Tovborg brings the work to life in an interview with Connect. And don't forget to drop by and see the mosaic yourself if you haven't already done so. It is awesomely beautiful.

A handwritten signature in black ink, which appears to read 'Pia Lynggaard'.

**Pia Jeanette Lynggaard**

Director of CPH Airport Sales & Marketing

# Since last time

## Record-breaking passenger satisfaction

Satisfaction with the airport during the first half of this year has increased significantly. Today, 87% of travelers indicate that they are satisfied or extremely satisfied with their trip through the airport. This is an increase of 7%, and, moreover, the highest result ever recorded in CPH. Based on this result, CPH is ranked as the third-best airport compared with 28 comparable airports in the EU. A fine result and a big pat on the back to all of you who provide high-quality service every day to passengers in the terminals.

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## New openings

OLIOLI

Björn Borg

Maria Black

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14 days with over 100,000 passengers through our terminals again made July a busy month in Copenhagen Airport. Here is what else has happened in the third quarter.



## CPH in absolute top class

This summer brought a shower of awards to the airport. In July, CPH was again named Europe's most effective airport by the independent Air Transport Research Society. The award, which the airport has received 14 out of a possible 16 times, means that CPH is the European airport through which passengers pass most quickly and smoothly. Also, Copenhagen Airport again this year won several awards at the prestigious Food & Beverage Awards held this year in Dallas, Texas.

CPH took home four great awards:

**Airport Bar of the Year – Mikkeller**  
(Best in the World)

**Airport Food Hall of the Year** (Best in Europe)

**Airport Food & Beverage Offer of the Year** (Best in Europe)

**Best reflecting 'Sense of place' – A Sense of Copenhagen** (Best in Europe)

Foruden at have verdens bedste In addition to having the world's best airport bar, CPH won, for the third year in a row, the award for Europe's best selection of food and beverages in the biggest category 'Airport Food & Beverage Offer of the Year'.

## LEGO-security check

During the summer, the airport decorated the new family entrance in Security in collaboration with LEGO. In this way, the waiting time at the security check was entertaining for both young and old. Small LEGO figures decorated the glass wall and pillars, while a hopscotch grid was attached to the floor, also helping to optimize the flow. At the end of July, a LEGO children's scanner was set up by the packing tables to provide children with a unique start to their journey.

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## CPH NOW has been updated

The information site on CPH NOW for employees in the shopping center has been updated. This means that the site is easier to access, and you will, therefore, be able to find both general information as well as rules and instructions, as the search function has also been optimized.



# Between heaven and earth

Join Connect on a visit to Naviair's control tower, where the air traffic controllers work. 70 meters above CPH's runways, they control pilots and planes safely down to earth, into the gates, and on their way airborne again. A responsible job, but also just an ordinary workplace, says Control Tower Manager Steffen Gammelgaard Willumsen.

'You are now cleared for take-off.'

With these words, one of the air traffic controllers sends an SAS-flight airborne, heading for Newark Airport in New York. At up to 200 kilometers per hour, the plane hurtles along the runway and disappears up into the sun, which mercifully casts its first morning rays over the capital city. The next flight this morning is a smaller machine from EasyJet. Even though it is ready for take-off down on runway 04R/22L, it must wait two minutes for a 'good to go' from the tower. Partly to avoid the turbulence that the big SAS aircraft has temporarily created over the runway, partly to give the just-departed plane a chance to get safely away from CPH before a new aircraft takes off. The six air traffic controllers and two trainees on duty today are sitting calmly at their stations. From their vantage point, they have a 360-degree view over the airport, and, on a day like today, they send up to 80 flights into the air or over to the gates each hour. Everything takes place very calmly and is thus far from Hollywood's action-filled versions of an air controller's workday, says Steffen G. Willumsen, who has been an air traffic controller in this tower for 19 years, the last four years as tower manager.

"Many people think we are a group of adrenalin-hungry men sitting up here; and when they come up in the tower and see how peaceful and quiet we are, they are nearly always surprised," he says.

Of course, there are challenging days when the tower can become hectic. When the frost comes, and runways must be cleared of snow, and plane wings de-iced, there is a lot to do. But both the calm and the intense days each have their charm, he points out.

"Every day is a good one in here, and no two days are the same. A day like today is awesome because you can sit here and enjoy the view and all the sunlight. So we are a bit fortunate regarding that compared to so many others. However, the challenging days are good, too. Days with snow or dense fog are when we really need to use our professional skills. One thing is certain: up here we are never bored."

Outside, two kestrels soar majestically around the enormous windows on the lookout for lunch. This happens often,

but as a rule, they keep a safe distance from the runways and have not yet had any serious run-ins with Bird Control.

### Turns with planes

Inside, the screens light up with overview pictures of runways and terminal areas. Small yellow squares move cheerily around on the screens and show where the planes are heading, and whether they are on a collision course with each other. Each yellow box has either a white or a blue ID-number attached to it. The blues are on their way out into the world, while the whites have just arrived, explains the Control Tower Manager, who himself just 'turns with the planes', as he calls it, during the summer period when it is a bit quieter in his office.

"When we control a plane on its way up or down, we tell the pilots whether they shall turn to the left or right and whether they have permission to take off or land. We call this 'turning with the planes' because we sit and give them instructions about precisely where they shall turn," he says to explain the special terminology used here. Part of the training of air traffic controllers is to master this special jargon, which, for instance, demands that Gate B4 is called Bravo 4, while Gate A7 is converted to Alpha 7. In other words, they use the international NATO alphabet to avoid crucial misunderstandings in communicating with the pilots.

### Part of the climate debate

The tower-air traffic controllers sit in the upper part of the control tower, and the so-called Apron-traffic controllers sit in the lower part. The former are responsible for all transport on the take-off and landing runways, the latter communicate with pilots and drivers while they are in the terminal area and at the gates. For both job functions, precision and timing are immensely important. Everything is about finding the right balance between giving the planes seconds enough to leave the runways safely, but, at the same time, not to use unnecessary time that will delay the next landing. If the landing runway is engaged and the arriving plane loses its 'place in the queue', it has to circle Copenhagen again to position itself correctly to the wind, and that maneuver

**Opposite side.** The control tower was constructed for Naviair and designed by Vilhelm Lauritzen Arkitekter. It became operational on 29 December 2007.

**This side.** Steffen G. Willumsen will soon be celebrating 20 years as air traffic controller. He has been Control Tower Manager for the past four years.





**This side.** After 422 steps or a longish elevator trip you reach the workplace with Denmark's probably best view.

**Opposite side.** Usually each station is manned by a single employee, but when trainees are being trained they are supervised by a qualified air traffic controller.

can easily take ten minutes, says Steffen G. Willumsen.

“Seconds mean everything, and it is ‘good airmanship’ not to stay unnecessarily long on the runway so that the next arrival can land. In addition to security considerations, it is also about climate considerations,” he says, explaining that during recent years there has been an increasing focus on contributing to the green agenda.

“We can’t have planes hanging needlessly in the air and using up fuel. This is simply not tolerable today. This explains why passengers sometimes experience waiting for a long time at the gate or on the runway even though the plane is ready for take-off,” he says.

If the destination airport is busy, it makes more sense from a climate perspective to remain on the ground instead of circling in the air space over the destination airport, he explains.

### Crucial to be alert

Air traffic controllers sitting in comfortable sofas and chairs with iPads, slumber blankets or computers: they are resting before taking over in a moment from their colleagues in front of the screens. Usually, they work for a full hour and relax for nearly an hour. Being able to relax is essential for security, explains Steffen G. Willumsen.

“We have rules that allow you to be temporarily relieved of operative duty if you don’t feel alert or you are tired. If your child has been up all night, it is quite all right to phone in and say you can’t come to work. We have a responsibility, and this requires that we have clear heads at work.”

All air traffic controllers are checked medically every year or every second year, where, for instance, their sight and hearing are tested and subjected to the same restrictions as pilots.

“Our job involves a great responsibility, and every time you hear that something has gone wrong with your colleagues somewhere in the world, you think about what might have happened. But it is also simply a job – even on days when Air Force One is on your frequency or the Danish F16-pilots.”

## 10 years with delay-free air traffic

2018 was another good year for Naviair, who now have maintained delay-free air traffic in Danish air space for ten years. Last year, the average delay in Danish air space, in general, was under one second per flight. This high degree of efficiency applies also to Copenhagen Airport. Delays due to weather conditions were, in all, 0.06 minutes per landing; the maximum accepted average delay is 0.11 minutes per landing. The fogger it is, the more distance there must be between the landing planes. On a good day, Naviair starts and lands around 80 planes per hour, but conditions such as fog can reduce capacity to roughly half this number.

### Would you also like to turn with the planes?

Air traffic controller training takes nearly three years. After six months at school in Malmø with theory and simulator training, trainees move to on-location training at the airport they will be working at. If you complete the training, you are guaranteed a job. Naviair expects to recruit the next group of air traffic controller trainees in the autumn of 2019.



### The three biggest destinations from Copenhagen\*

Oslo Gardermoen 6.810 | Stockholm Arlanda 6.581 | Aalborg 4.546

### The three biggest airports in Denmark\*\*

København 266.207 | Roskilde 91.874 | Billund 74.570

### The three most used types of aircraft in CPH\*

Boeing 737-800 30.995 | Airbus 320 22.386 | Canadair Regional Jet 900 12.738

*\*number of flights in 2018*

*\*\*measured by the number of operations/number of flights in 2018*

The busiest day in 2018 was Thursday, 14 June, when Naviair managed 2.191 flights.

# Master

# of

# mythologies

When Pier E opened, there was more than a brand-new passport control and several new gates. There was also an enormous stained glass mosaic created exclusively for the airport by one of the country's most sought-after young graphic artists. Meet **Alexander Tovborg**, whose mythological work brings life to a shared narrative across age, gender, and nationality.



Half animal, half-human, the mysterious sphinx sits on top of a mountain and gazes out over the world. A burning sun hangs over the horizon, casting its orange-red colors over the earth while the final minutes of daylight draw to a close. The huge stained glass mosaic filling an entire window in Pier E is a bombastic work of art full of romance and poetry; and a tribute to people in transit. The man behind the work is 36-year-old Alexander Tovborg, one of Denmark's most notable young artists. Since his enrollment at the Royal Danish Academy of Fine Arts in 2004, his work has been exhibited in leading galleries and art museums all over the world. With his richly colored compositions and simplified forms, he has – throughout his entire career – worked with mythologies and eternal love as the driving force in his works. This is true, too, of the stained glass 'Sphinx and nature'; its impressive size of 22 x 6 meters making it the largest of its kind in Denmark.

"I knew beforehand that the pivotal point would be a mythological animal. It was close to my heart because I work a lot with mythology. I thought about what kind of animal I would like to be in an airport. The sphinx was the first thing that came to mind. A bird that takes flight and lands and has a nest. I wanted to draw a parallel to a fable that everyone can relate to. Half animal and half-human, half woman and half man. The sphinx doesn't have a specific

cultural source either. It is deeply rooted in European culture but originated from ancient Assyria and Egypt. This makes it a symbol that connects cultures and makes it international. I thought this suited the airport quite well," he says when Connect spoke to him on the phone in the weeks following the opening of Pier E.

"At the same time, the sphinx is the epitome of questions, which is well suited to the situation you are in when you are in the airport. Have I remembered my passport, do I have time to eat, and where is odd size?" he says, referring to the story of Oedipus, who solved the sphinx's riddle in Greek mythology. She devoured everyone who could not solve this riddle: which animal first has four legs, then two legs and then three legs? Oedipus knew that the answer was a human being, who first crawls, then walks, then uses a cane in old age. This correct answer caused the sphinx to hurl itself to its death. However, in the airport, the sphinx is removed from its historical and mythological origins. Instead, it enjoys a sunset, which thus reveals a more romantic aspect of the animal, he explains. A bit like when you are suspended above the clouds in an airplane and are surprised by a beautiful sun on its way to bed.

#### **Creates calm in a stressed space**

That the work of art should create a sense of calm despite its size was quite obvious, he states. Because passport con-

trol, where the work is situated, is a place with lots of unease. People standing in a queue clutching their passports, waiting to be allowed to continue on their journey. Some of them nervous about arriving late at the gate.

"That situation can be stressful and create unease because you are busy or feel uncomfortable about being checked. For this reason, there are many emotions in play in this space. I thought it would be exciting to focus on this and create a work that embraces precisely this feeling and creates peace, harmony and a sense of security."

Here, the simple composition and choice of colors play a decisive role. Likewise, the location of the work. Windows are basically a 'non-space', he says, and therefore, as a rule, not an obvious place for art.

"One of the things I am most happy and relieved about is that it functions so well in the room and that it imbues it with a sense of calm without dominating and taking over. It is there if you notice it and pay attention to it, but it can also just be a window if you are busy. In that way, it allows the airport to be an airport."

He very rarely does commission work like this. However, he couldn't say no when the phone rang. The task was just too exciting.

"I really like the airport, and I travel regularly. So I have done a lot of thinking about what people in an airport space

**»I am extremely interested in the great sense of community through the great world narratives. They don't belong to just one culture. If you begin to read about other cultures, not only the ones we know today but also the historical ones, you will find incredibly many parallels and coincidences.«**

**Alexander Tovborg**

1. Creator Projects is a Danish Art Agency who create innovative art projects in Denmark and abroad. As art advisor, Creator Projects has assisted Copenhagen Airport in the implementation of the commission.

2. Alexander Tovborg in his studio. His work has been exhibited from Arken and Aros to the Museum of Modern Art in Dublin and Hammer Museum in Los Angeles.

3. The enigmatic and mythical sphinx is a figure that balances between animal and human, deity and nature, heaven and earth.



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have in common," he says, underlining the airport's many dualities:

„It is a transit place, where people go to travel to another place. It is a place where you often wait and at the same time a place where you are on the way. It unites the whole world, and people from all over the world gather in Denmark. You are suddenly connected with your fellow travelers, and this something quite wonderful because it is precisely a sense of curiosity and quest in a person that motivates the journey.“

### **The search for love**

Being a graphic artist was a choice Alexander Tovborg made already in high school. As a child, he was always drawing, and the artistic drive to seek, create and share was part of him from an early age. He was enrolled in the academy the year after he graduated from high school, and since then he has attempted to dig deep into all the narratives that unite people across language, history, culture, and ethnicity.

„I am extremely interested in the great sense of community-generated through the great narratives in the world. They do not belong to just one culture. If you begin to read about other cultures, not just the ones we know today, but also historical ones, you will find incredibly many parallels and coincidences. You need only change the names of the heroes and heroines to see that they are the same stories a couple of thousand kilometers or years apart. Everything we

have in common, I insist, is important in our time, too.“

The interest in a sense of community and belonging must be found in a paramount love of ... yes ... Love.

„I am a romantic. I have a great sense of love for everything, and I love Love. I have always been interested in sharing my love, and I have always valued the love I receive. Love is fragile and fickle and sometimes rare. To search for love and find it – when you have done that you are grateful. Perhaps you will search for it again and try to make it last. I have always searched in those spaces where love is known to be eternal, which is often in religious spaces.“

This search has led him on a long, ongoing journey, where he has reflected love in Protestant, Baptist, and Catholic spaces, in occult congregations, new age religions, and spirituality, all of which are interested in the great narrative about Love.

### **Large surfaces provide new opportunities**

Even though he has created large works of art before, he has never created anything on the same scale as the stained glass window in Pier E. For this reason, he says, it was both exciting and challenging at the same time.

„The format was overwhelming: huge surfaces and a gigantic room to work with. In such a situation, it is essential not to fill in everything. You must give room for thought and reflection. The size allows playing with the surfaces in a

different way than an A4-size drawing, which is quickly filled in; so there is a completely different potential for a good work of art. I always strive not to make it big for the sake of making it big, but for the sake of the work. A theme with content that suits the work's format.“

Therefore, colors have also played a big role concerning the scale. He has previously created paintings with the same theme, but with completely different colors.

„A small size dictates a completely different method, and there are other conflicts in the composition. At the same time, glass as a material also plays a big role in the work. In general, I work a lot with getting the light to emerge in my works when I build them up. But in stained glass, you already have the light as a kind of gift that shines through the work,“ he explains.

'Sphinx and nature', as the stained glass mosaic is called, consists of more than 30 window sections that glassblower Per Hebsgaard has blown according to Alexander Tovborg's 1:1 design. Because of the size of this work, they had to do it in stages; and neither Per Hebsgaard nor Alexander Tovborg had seen the work in its full size before it was assembled in Passport Control. Therefore, he was very overwhelmed when he saw the final result.

“It was fantastic. I am very proud to have contributed to creating a work of art that is so beautiful and harmonious and fits so well in the building.“

## **Glass blown**

Alexander Tovborg has worked with glass for nearly five years. Each time, he has collaborated with the glassblower Per Hebsgaard, who also has worked with other great artists such as Bjørn Nørgaard and Per Kirkeby; Hebsgaard has functioned as artisan and advisor on the projects. All the window sections in the stained glass mosaic are glass-blown, and the entire work was created in just six months.

## 3 short questions to Alexander Tovborg

### What is your relationship to the airport?

„It is an accommodating place that satisfies all kinds of needs. There is something for everyone: From Flying Tiger to Hermes and from pil-sner and hotdogs to champagne and oysters.“

### What are your routines at the airport?

„The airport is expanding so much that is difficult to keep up with the menus. There are more restaurants in the airport than in my Copenhagen neighborhood, and the level is high. Generally, I buy a good cup of coffee, something to draw on in the plane, and eat at one of the many eating places.“

### How did you react when you were asked to create a work for the airport?

„I was unbelievably happy. I come from Copenhagen and always travel from CPH, and I think the airport is beautiful. So my pause to think was not very long when Creator Projects (an art- and culture bureau that has functioned as curators, ed.) phoned me about the project. I thought it was a really good idea to bring more art into the buildings and I was proud to be able to contribute to a better journey.“



# Historic expansion to ensure coherence in CPH



An 80,000-square-meter extension between Piers B and C will provide more 'elbow room' for both passengers and employees. The first section of the building will be ready in 2023 according to plan, but already now you can learn more about why CPH has turned the first sod in one of the biggest construction projects in recent years.

Last year, the airport set a new record of 30.3 million passengers. This is over a million more than last year, and nearly nine million more compared to 2010. In addition to being a popular hub, Denmark has become an extremely popular tourist destination. The growth alone in the intercontinental routes to and from the growth markets in Asia, North America, and Africa is expected to increase by 50 percent during the next 20 years. This means that in just a few years many more guests will be traveling through the terminals in Copenhagen; and this is one of the reasons why, a few months ago, the airport turned the first sod for what will be the biggest construction project in recent years. 80,000-square-meters between Piers B and C will create more space, calm, and overview for both travelers and employees, and will ensure that the airport doesn't 'shrink' as the number of travelers increases, explains Finn Bloch, project manager of the new building.

"Basically, we are growing to be able to follow demand. Even though we have begun to discuss air travel and climate here at home, growth in the whole world continues. As an airport, we should function as Denmark's hub to the rest of the world; and we must be able to live up to this need and provide service for the coming demand," he states. A demand that is expected to reach 40 million travelers in the future.

#### More elbow room

If you look at the blueprints, you can see a light, accommodating building that meshes with the original building via the ceiling. A place where daylight, green plants, and Nordic architecture carry on 'the feeling of Copenhagen' and create an overview and room 'to be in'.

"We are already short of 'elbow room' in the terminals, and this is one of the challenges the new building will solve. Guests lack calm and an overview, while employees in the airport are cramped for space. For example, today you can see waste disposal vehicles driving around among our guests because there isn't room elsewhere, and this aspect of operations is one of the things we would like to conceal by making more room," emphasizes Finn Bloch.

Even though the extension will, of course, include new stores and restaurants, this is not the reason for expansion, he says. Nearly half of the space will be used for technical rooms, offices for rent, lounges, toilets, staff breakrooms, passport control, and baggage reclaim area. There is a growing demand for especially the latter.

#### Away with that basement feeling

Most people who have picked up their luggage in the airport's Baggage reclaim know that space is cramped says the project manager. Already now it is difficult for handlers to keep up, and available capacity is, by and large, utilized. Therefore, according to the plan, there will be double the space between luggage belts, which will be tripled in length also. As icing on the cake, the architecture will ensure that 'the basement feeling' will be replaced by a light and open atmosphere.

"The baggage reclaim area is under great pressure, and it will increase even more as the number of passengers increases. Therefore, we must address space problems now. At the same time, it is also an area that means a great deal for a journey as a whole. A pleasant arrival ensures that we provide a positive conclusion to the whole experience," he says.

The baggage reclaim area is thus extremely important for the level of service in general on which the airport is evaluated. Providing a worthy conclusion to a journey is also of commercial interest because it gives an advantage in negotiations for potential new routes.

#### From the middle and outward

Even though the construction work can be annoying while it is taking place, the location is crucial for future operations and commercial value. Uniting the airport under one roof creates a sense of security, making it manageable for passengers to find their way to their gates. Having to go to another building by train or bus gives massive commercial problems because travelers hurry – they are afraid to come too late for their departure.

"Building in the middle of an airport is like operating on a heart patient running a marathon. However, everything has to expand from the center, so we are expanding from the middle. Because it is first when you feel secure that you are inspired to orientate yourself regarding stores and restaurants," he says, pointing out that it is also a much more sustainable solution than building in a completely new place.

"In addition to creating the best passenger experience, it is also about utilizing resources in the best way possible. And this has become even more essential recently because we all need to do as much as possible to minimize the climate impact," he states.

#### Co-creation reduces inconvenience

As something new, the coming construction project is committed to co-creation principles during the entire process. The area will continue to operate during the whole construction period, so this requires that CPH knows as much as possible about the ensuing inconvenience. Therefore, right now a team is holding talks with selected commercial units in collaboration with CPH-colleagues. "We cannot close the area, but we can ensure a minimum of inconvenience for those working there every day. However, we aren't experts in the daily routines of individual units, so we have asked for help so that together we can find the best solutions. In this way, we can try to take the stores into account so they can operate during the building period. The insights and knowledge we gain ahead of time will be a great advantage," says Finn Bloch.

# New airport square ready for use

**An expansion of Security Control provided an opportunity to establish a big outdoor area between Terminals 2 and 3. In addition to creating better space for guests, it also gives the airport's neighbors a new attraction in the vicinity.**



A regulatory requirement for a vehicle-free zone 30 meters from the new extension of Security Control sowed the seed for planning a new outdoor square. Today, a year and a half later, it has been completed, with a new play area, lots of seats, and plenty of green plants. In addition to being a green oasis for relaxation for both employees and guests, the square creates the opportunity for better flow between the two terminals, explains Project Manager Rasmus Winther Brodersen, project manager of the building.

"At the moment, it can be somewhat crowded in the corridor between Terminals 2 and 3, and the idea is that the square, especially during the summer, can ease the flow," he says, adding that the square is to have a commercial life in the long term.

"For instance, it can be used for outdoor service by some of our concessionaires; but we are also looking at using it as an event-area for cultural experiences and festivals, and in this way making the square part of Copenhagen's cultural calendar."

## **Good neighborliness**

Another target group is the airport's neighbors. CPH wants to include them much more in the future. Because when you are such a big concern as the airport, it is appropriate to give something back to the neighborhood, says Josephine Svensson, communications consultant at CPH and responsible for public involvement.

"It is very important that we take the local area into consideration and show consideration for our neighbors when we modernize the airport. Therefore, it is excellent that, because of the airport square, we can invite our neighbors to visit all year round and not only when they are about to travel," she says. The play area has already been warmly welcomed by local families with children during the summer: parents drank coffee on the benches while their children headed off to new horizons in the big play-airplane.

"With this square we now have better room for our traveling guests, but we also have created a new space for our neighbors. This is a win-win situation for everyone."



# Waste bins aren't omnivorous - Therefore, CPH is making it easier to sort your waste

The airport is buzzing these months with green initiatives to ensure a more sustainable operation. Especially concerning waste management, great advantages are to be had if the waste is sorted correctly. With only a few initiatives, you can contribute to making a great difference every day.



"When we recycle, we minimize the consumption of new resources and thus emit less CO2.

The first step on the way is to sort our waste."

These are the words of Mads Nordby Jørgensen, section manager of the waste management team in CPH. Therefore, together with several colleagues, he has been working intensively in recent months to simplify the environment rooms and make it easy to sort waste. The goal is to recycle 60 percent of all waste in the airport, a realistic goal as long as everyone contributes, he emphasizes.

"Fortunately, most people I meet are very interested in helping, but they say, too, that the rooms have been too chaotic. This is one of the things we have been working on recently," he explains.

The result is, among other things, that the 24 'sections', as the categories are called, have been reduced to nine. The sorting of waste must make sense, says Mads Nordby Jørgensen; and, if the emissions generated by recycling waste exceed the actual yield of the container's contents, the green value disappears.

### Differentiated green value

However, understanding the market is a challenge, he points out. For this reason, the team has dug deep and been hands-on so they know that what the air-

port does affects. Otherwise, you might as well do nothing, as he says.

Some sections, moreover, have a greater green value than others because they are easy to recycle. This is the case, for example, with the soft, transparent plastic in which most textiles today are packaged.

"It's just melted down and rolled up again to be ready for use. On the other hand, colored plastic requires a more complicated process because there are many sorting processes involved before it can be ready to recycle," he says, adding that a solution for that problem is thus something they soon will be looking at more closely.

Today, there are seven environment rooms in the shopping center where you can dispose of your waste, and a good piece of advice is to increase your number of trips there so you don't end up with a chaotic pile of waste that has to be sorted at one time, he says.

"The shorter the frequency, the shorter the time required. Even though it sometimes requires a bit extra attention, we must be united in meeting this challenge. In this way, it is a common project we need to remind each other about. Our goal is 60 percent recycling, but we should easily be able to reach up to 70 percent this year if we help each other. All it requires is that we are united in dropping the idea that a waste bin is omnivorous."



### Bio-waste to be converted to biofuel

In general, the present system for collecting bio-waste is cumbersome for both CPH and concessionaires/tenants. The boxes for collection are too small, and CPH uses many resources to collect the waste. Therefore, Mads Nordby Jørgensen and his colleagues are working at the moment to find a solution to make the sorting easier and the utilization better. Landside, waste cannot at all be recycled at the moment because the bio-tanks that grind the waste are found only Airside. Using them would mean that all waste would need to be security scanned. The solution could be a contractor who comes to the airport, collects the bio-waste, rinses it and converts it to biogas. In the long run, the plan is to find a contractor who can convert bio-waste to bio-fuel on the spot so it remains in a closed circuit in the airport.



# Long

96 food-loving guests were invited indoors on 29 August when the airport took part in the Copenhagen food event CPH Cooking & Food Festival.

# Dinner



Adam Aamann from Aamanns and Mikkel Borg Bjersø fra Mikkeller had put together the day's menu, which they introduced together before each dish was served.



Discussions about adventures and old travel memories flew merrily over the table when the airport invited guests indoors to an (un)traditional gastronomic journey during the CPH Cooking & Food Festival. The 100-meter-long air-bridge between the Metro and Security Control provided the setting for this unique food experience, where 96 guests not about to depart were gathered for a long-table dinner. Aamans 1921 offered four classic dishes and snaps, while Mikkeller dished up with customized beer and soft drinks. However, it was not an ordinary dinner. The long-table that guests met was set in an untraditional manner, which meant that the guests had to interact and talk

to one another to enjoy the meal. CPH has previously taken part in CPH Cooking, but at that time it took place on the event square after Security Control and was thus exclusively for guests departing on a trip. Allowing anyone interested in purchasing a ticket for the dinner created an occasion to display the airport in a new way, explains Louise Koldsgaard Rasmussen, Senior Brand Manager at CPH.

"This gave Copenhagen residents and local residents a chance to come out to the airport and enjoy an extraordinary experience without having to travel. At the same time, it was an occasion for us to introduce some of our Danish restaurants in the airport and spotlight the fact

that the food scene here has developed significantly with local urban restaurants from downtown," she explains.

The airport dinner was in the category 'special places', which is completely in tune with the way the airport should appear, she points out.

"In all modesty, we believe the airport is exactly this: a very special place. For this reason, it was obvious for us to take part in the festival. The fact that the tickets were so popular emphasizes the fact that we aren't the only ones with that opinion. So we are already considering repeating the success next year."



With a specially-made tablecloth, the table's setting set thoughts in flight on an imaginary trip to warmer climes.

# table



Tatar of redondo de buey with turnips, anchovy mayonnaise, watercress and croquettes were the evening's second dish in the 4-course menu.

# at

# the



Toasts were made with beer from Mikkeller when guests from near far were brought together for an extraordinary food experience.

There was a great demand for the 96 seats for the dinner, and they were quickly sold out.

# Bridge



## THE BACK PAGE

CPH is a unique workplace – most of all because of the many dedicated people who daily come to work and provide travelers with an extraordinary experience. In each number of Connect we zoom in on one of them, and ask him or her to complete ten sentences.

**Beatrice Martinsson,**

District Manager, Espresso House

**If you haven't already discovered it, you will soon find out that I ...** am a competitive person and sometimes a bad loser.

**Luckily, though, you can look forward to ...** the fact that I am a team-player and want everyone on board. We can do so much more when we do things together.

**People always think that I ...** drink huge amounts of coffee!

**But I would like to say that ...** I would rather not drink coffee than drink a bad cup.

**I will never learn that ...** a day has only 24 hours.

**Not many people know this, but ...** before I came to Espresso House I was studying to be an engineer and worked with aircraft production.

**I have only recently discovered that ...** autumn is my favorite season. New start, great temperatures, and lots of hygge.

**When I am not at work, you can find me ...** in my allotment garden. I love being out in nature.

**The best thing about CPH is ...** the atmosphere and the people. Both the ones you work with and all the ones about to travel.

**In conclusion, I have to say ...** remember to try something new and challenge yourself. Cook new food, meet new people or take a new way to work. Even small thing develop us.