AMERICAN UNIVERSITY OF BEIRUT

BEIRUT RAFIC HARIRI INTERNATIONAL AIRPORT: A pleasant passenger journey

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The completion of this project could not have been possible without the help, support and assistance of so many people whose name may not all be enumerated. Their contributions are sincerely appreciated and gratefully acknowledged. I would like to express my special appreciation and thanks particularly to the following:

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The Beirut Rafic Hariri International Airport Security Authority and Presidency, for giving me the possibility to access the Airport and completing my project. And especially, **Colonel Ahmad Baytamouni** for giving me his huge help and support since the beginning in completing my project successfully.

Most importantly, I would like to thank my **family** and **friends** for supporting me morally and for their encouragement and motivation towards the completion of this project.

ABSTRACT

My Final Year Project consists of creating a **new, pleasant, and user friendly passenger experience** for the **Beirut Rafic Hariri International Airport** through a **signage and environmental graphics system**.

Before starting, many critical questions need to be raised in order to achieve a successful project. Is wayfinding fundamental to the function of an airport?

Does it contribute to the traveler's experience and add to the value of the environment? How can graphic design complement an architectural space? Do the environmental graphics contribute in creating an effective wayfinding?

The Beirut Rafic Hariri International Airport is currently being renovated and needless to say that it does'nt have the most exciting wayfinding system. I saw it as a good opportunity to create a new signage system and modernize its graphic environment. In my opinion, the **airport** has to be **memorable as a space**, and **signage** is a **powerful visual tool for communication** and a crucial component of visual identity.

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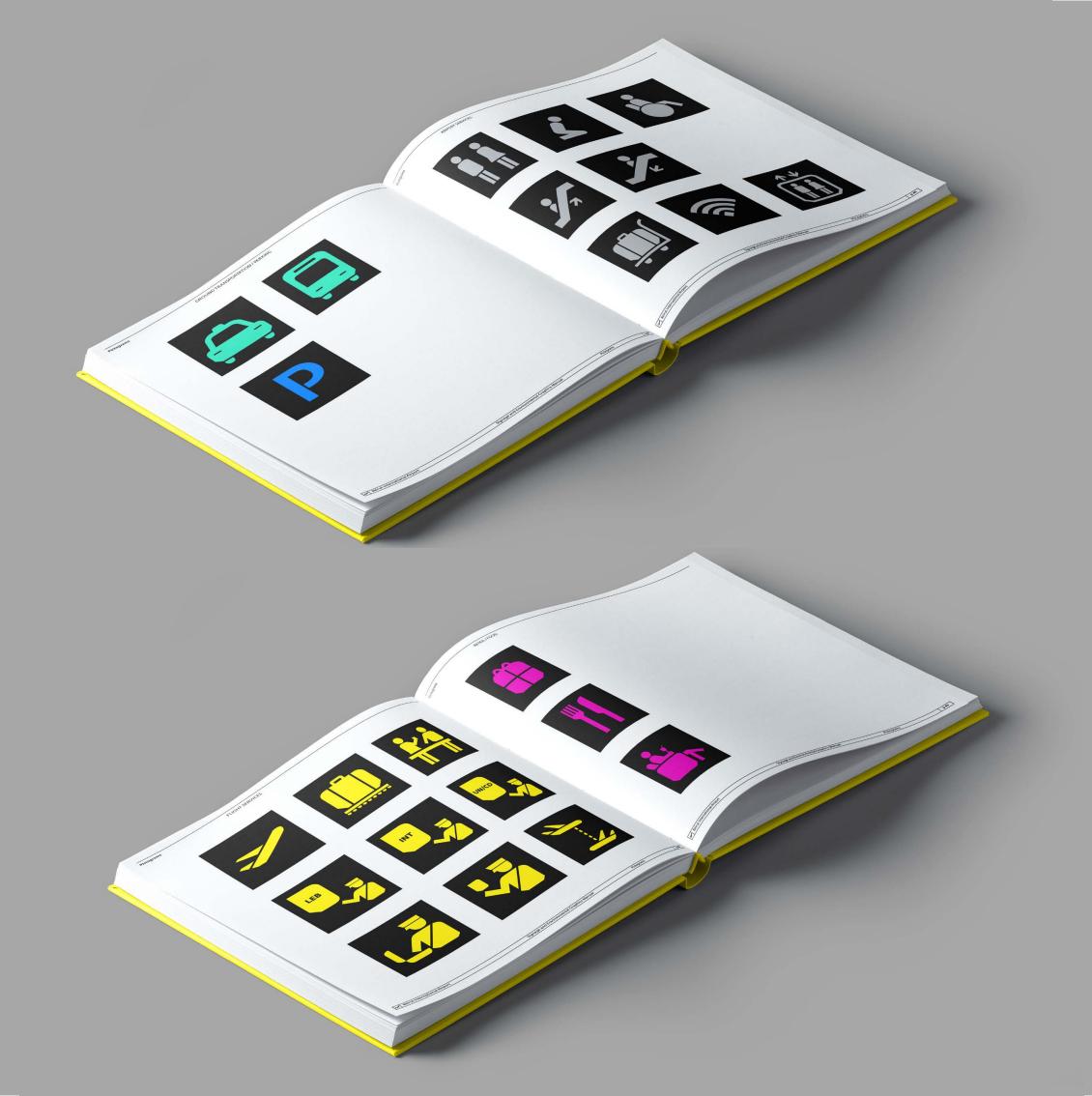


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Environmental





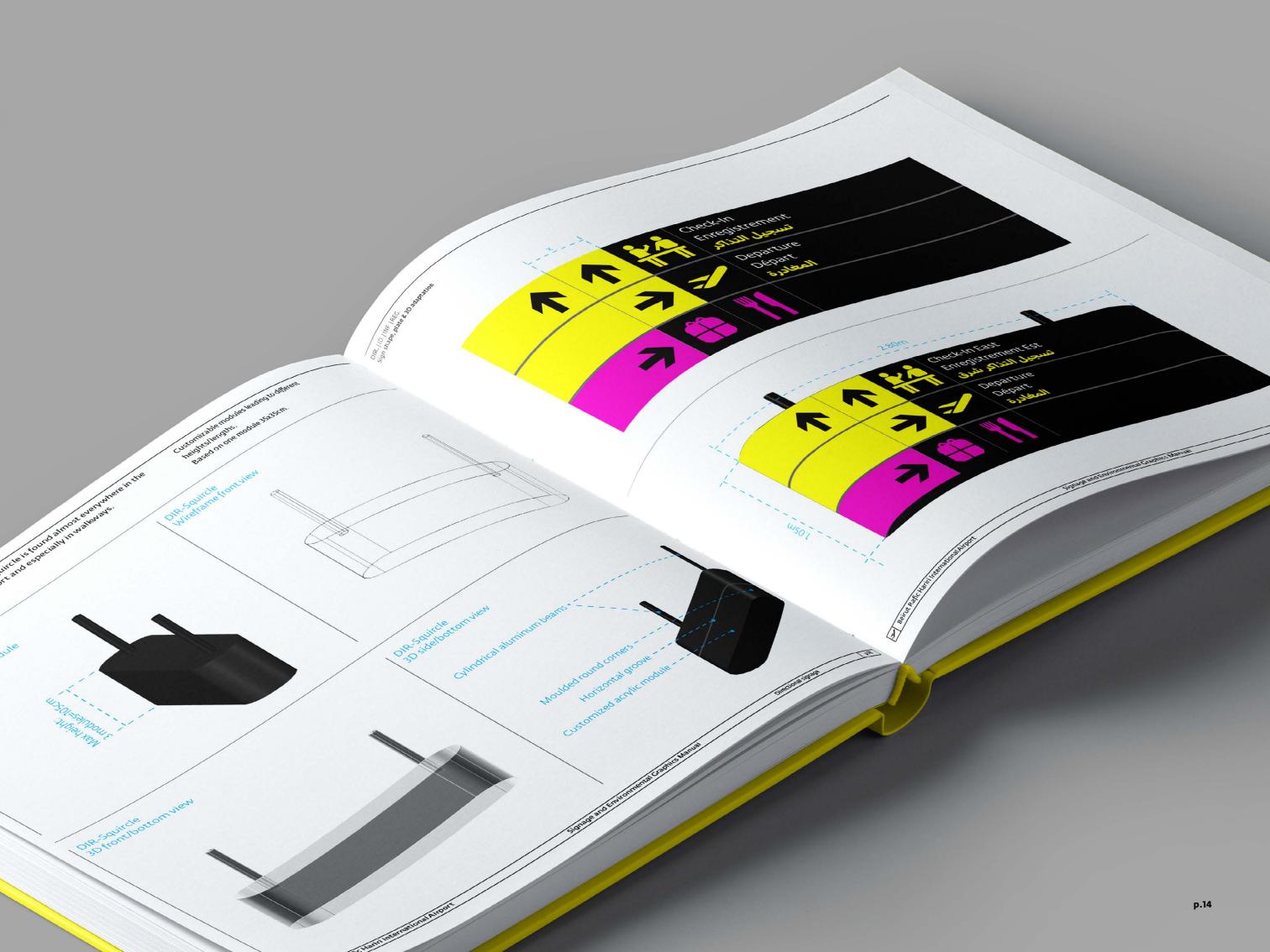






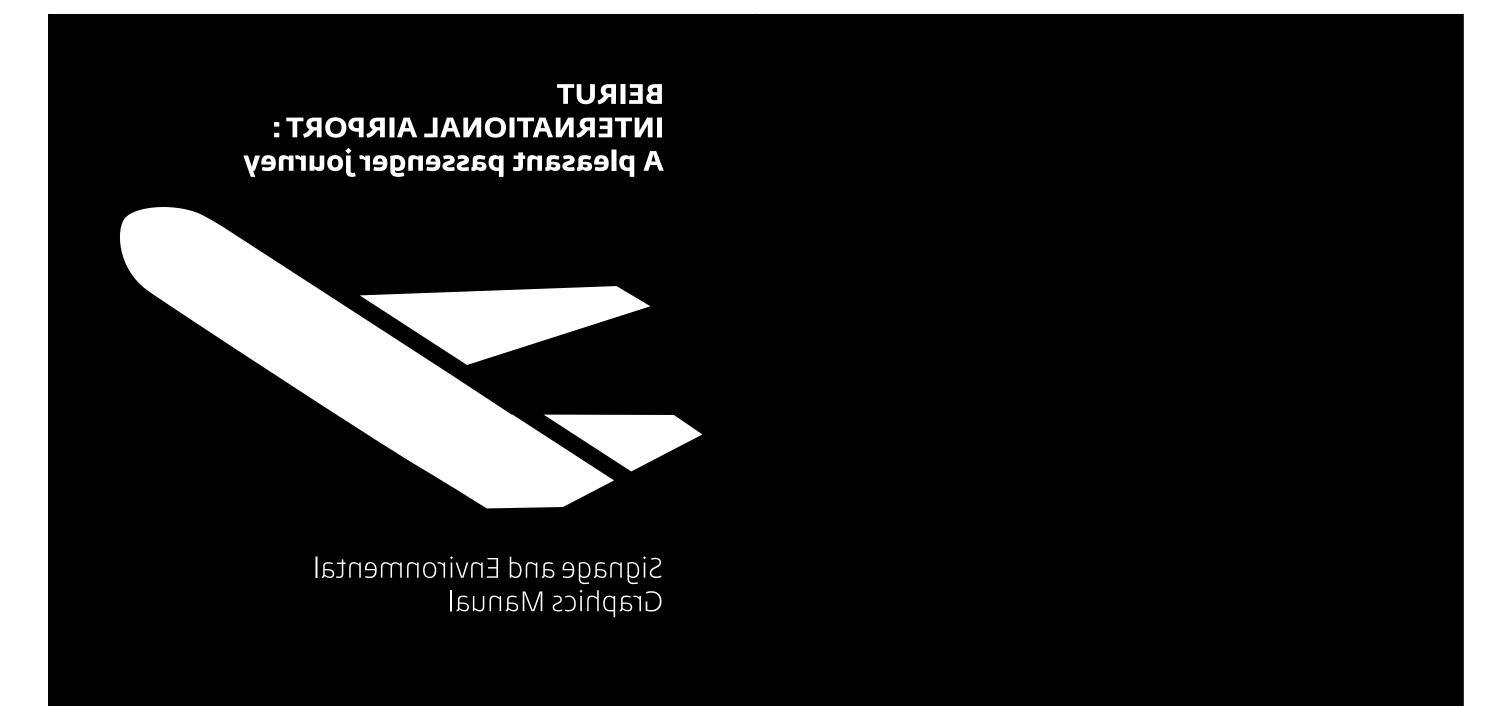






I- Signage Manual: full electronic copy







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Signage and Environmental Graphics Manual

Contents



Introduction of the project

My FYP project consists of creating a new, pleasant, and user friendly passenger experience for the Beirut Rafic Hariri International Airport through a signage and environmental graphics system.

Before starting, many critical questions need to be raised in order to achieve a successful project.

Is wayfinding fundamental to the function of an airport?

Does it contribute to the **traveler's experience** and add to the **value of the environment?**How can **graphic design complement** an **architectural space?**

Do the **environmental graphics** contribute in creating an **effective** wayfinding?

"The airport is not just an international territory, it's also an **entrance to a territory**, so the aesthetics of the signage has to connect with the aesthetics of the country." - Ruedi Baur.

The Beirut Rafic Hariri International Airport is currently being renovated and needless to say that it does'nt have the most exciting wayfinding system. I saw it as a good opportunity to create a new signage system and **modernize** its graphic environment.

In my opinion, the airport has to be **memorable as a space**, and signage is a **powerful visual tool** for communication and a crucial component of visual identity.

Airports are vast and complex environments that absolutely need an **effective**, **clear and consistent wayfinding system**. A system that needs to assure that the areas within the airport are carefully organized and planned in order for the travelers to arrive to their gate in the **fastest and easiest way** possible.

«Finding the way in airports is primary transfer-related from ground transport to air transport, from air transport to ground transport and from air transport to air transport.» - Per Mollerup. Airport signage is impacted by many International standards, regulations and guidelines. Nonetheless, this project requires an equal hierarchy of trilingual typography since it is an international airport.

To plan wayfinding in a large building, a **site planning** is essential. Indeed, after going through the airport several times, studying and inspecting it closely and thoroughly, I was able to identify all the existing signs, analyze and understand the function and type of every one of them. Through this process, I was able to understand that the travelers need to find the proper signage and information in the most predictable space and at the right time. It is like a problem-solving process that should include all the steps needed to **move from point A to point B.**

Creating a great wayfinding experience is not just about the signage placement, legibility, contrast, colors... but it is essentially **how the architecture and the signs work together harmoniously** in the whole environment. Often, wayfinding is lost in the character of the architectural environment, and this is where I find it the most interesting. Indeed, there isn't a particular approach for creating a signage system, every environment has an appropriate and suitable solution.

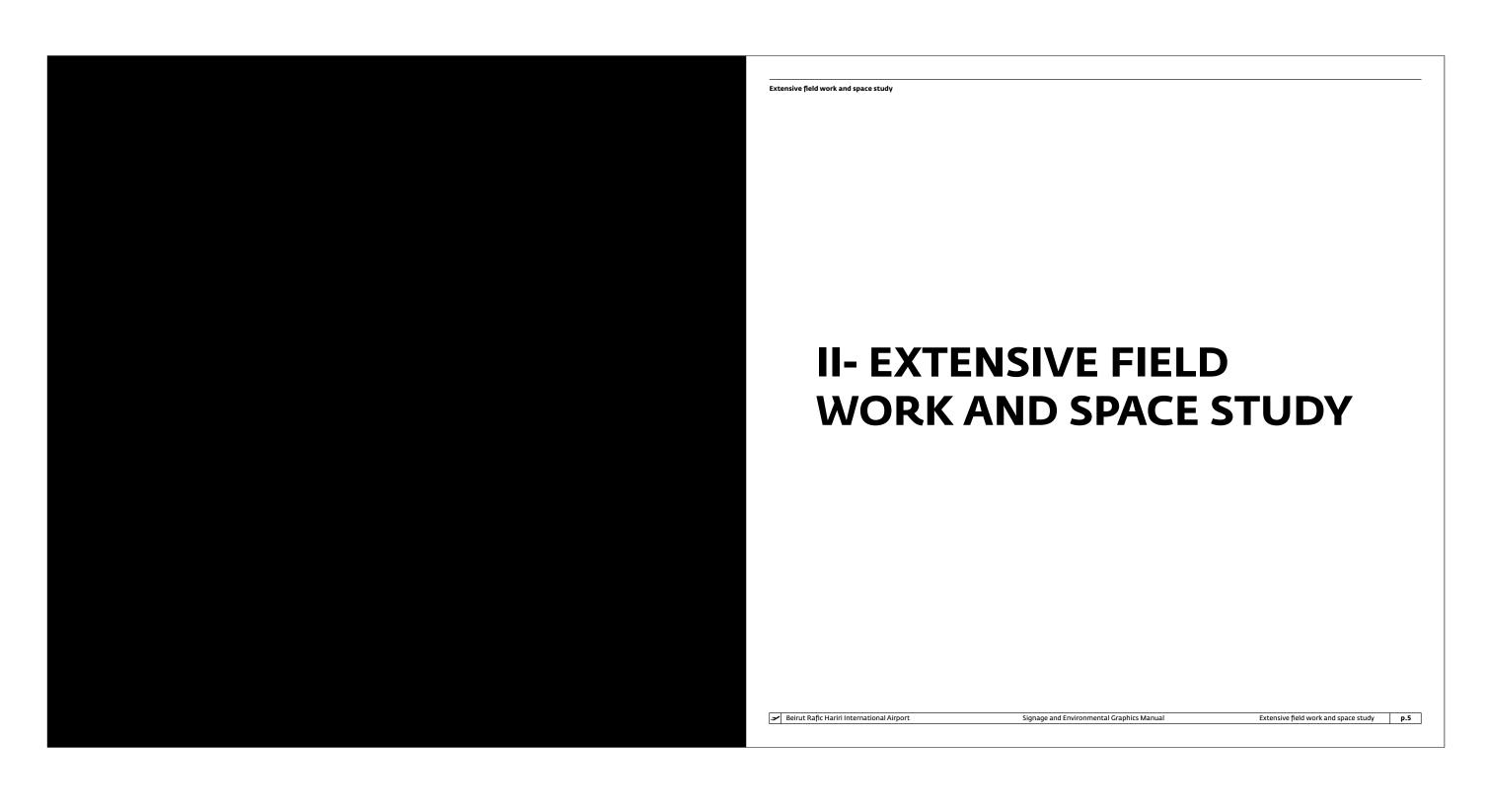
As Tom Esch, signage manager for the Norman Y. Mineta San Jose International Airport said "Every airport has a unique architecture and conditions that dictate the final signage and wayfinding solutions."

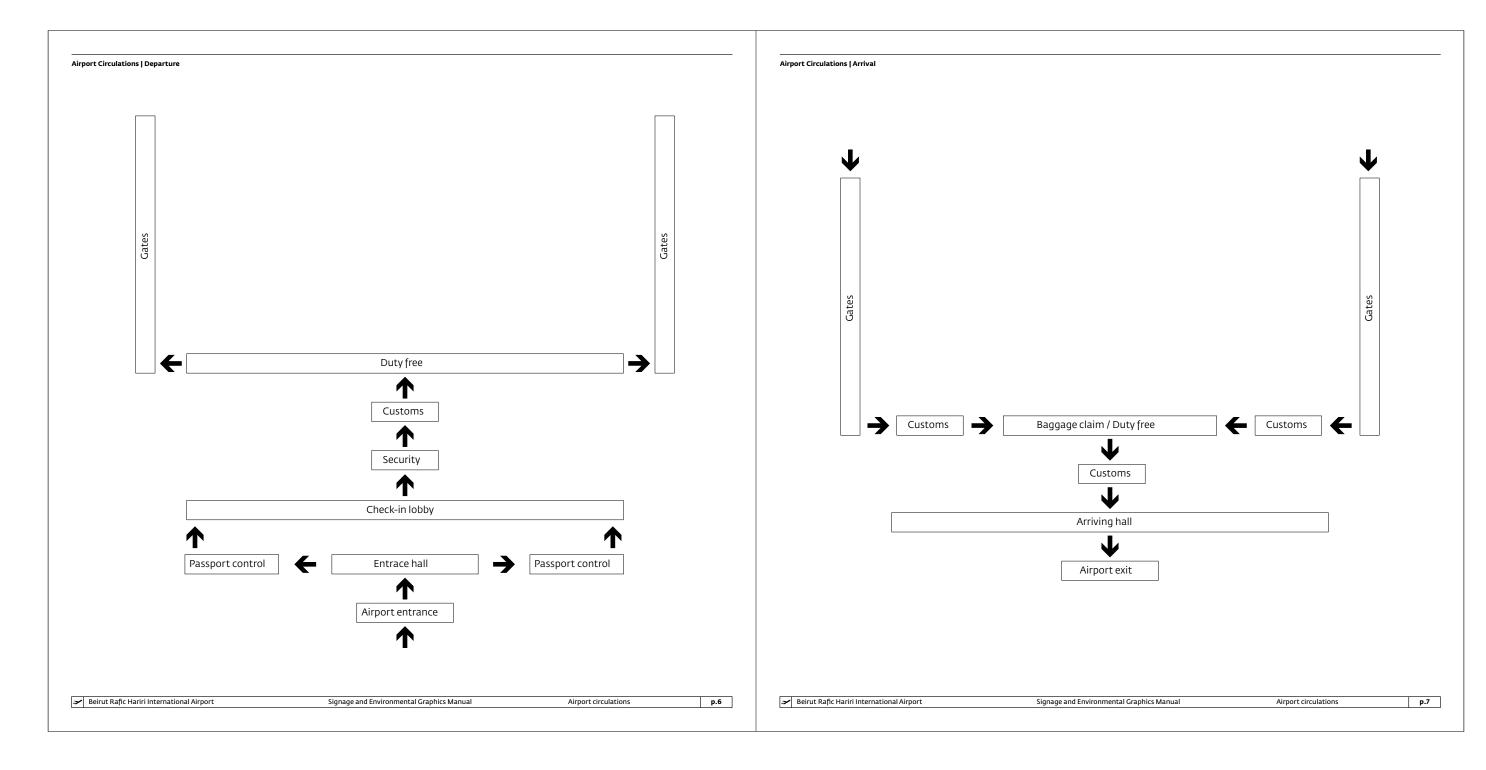
Beyond wayfinding, environmental graphics can serve as a major contributor to create an engaging journey and experience for the travelers. It also gives them a sense of place and reference, helping them locate themselves within the airport (departure/arrival).

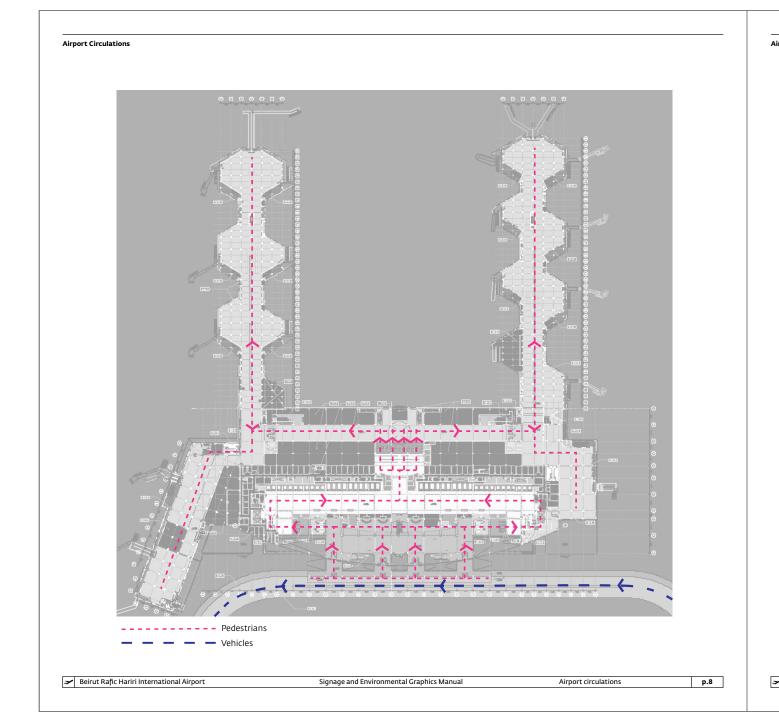
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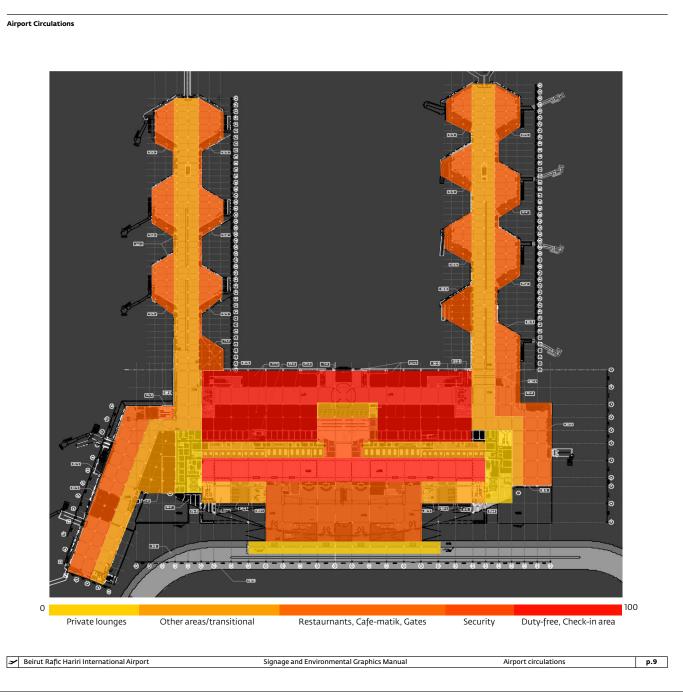
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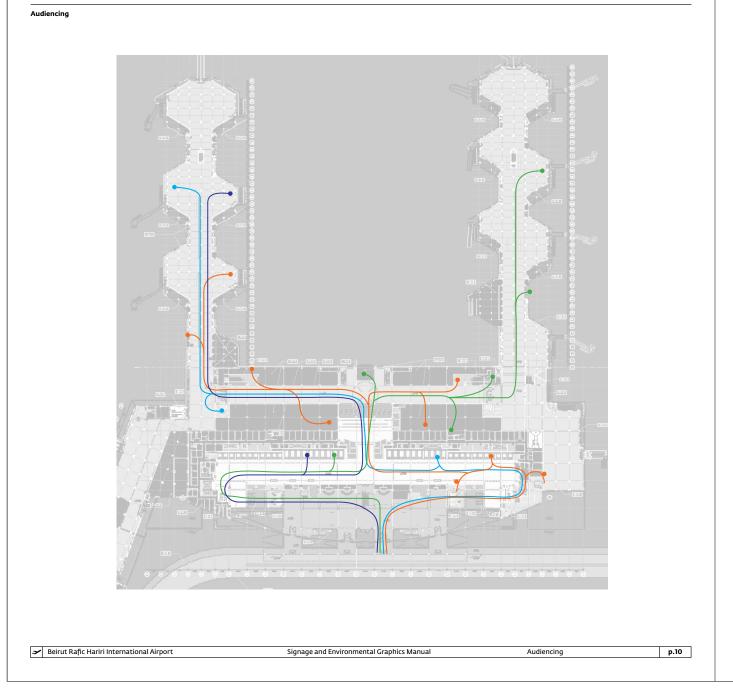
Introduction of the project











Audiencing

USER FLOW

OSERTEOW

Business People
Families
Students
Seniors

PSYCHOGRAPHICS (Attitudes, Mindset, Behaviour)

Business People	Families	Students	Seniors
-Impatient -Anxious -Dont want to miss flight -Added fatigue	-Kids/babies -Arrive on time -Not lose one another -Added fatigue	-Stress -Under 18 accompanied -Alone -Added fatigue	-Vision problems -Anxious -Need facilities -Old people accompanied -Added fatigue

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 Audiencing
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Audiencin

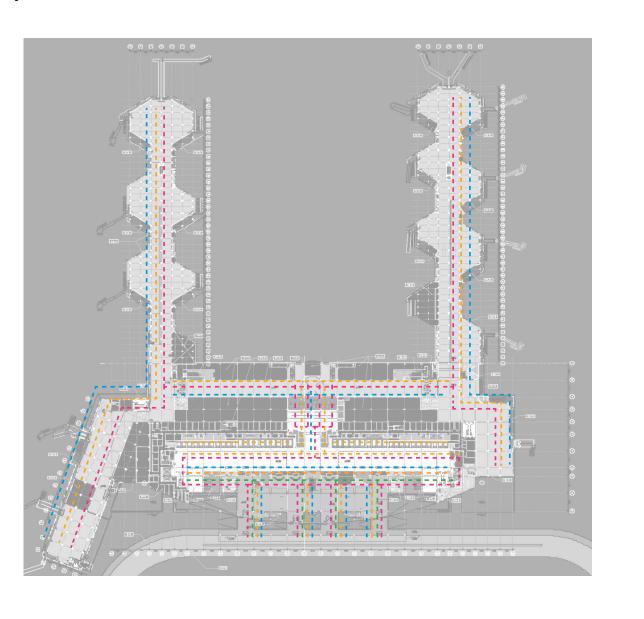
Terminal users include familiar and unfamiliar passengers and visitors. The wayfinding system must consider and accomodate all terminal visitors and passengers.

Travelers	Seniors Families Students Business people Disabled people			
Employees	Engineers Officers Secretary Janitors Helpers Workers			
Aircrew	Captain Pilot Co-pilot Flight attendant			
Welcoming People	Seniors Families Students Business Men Disabled people			

Travelers
Employees
Aircrew
Welcoming People

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Audiencing



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Design Concept

The main purpose of this project is to create a **harmonious and pleasant passenger experience** by having the signage lost in the character of the architectural environment.

My objective is to **unify Architecture and Graphic Design** by representing them as **one entity.**

After an extensive field work, I noticed the excessive number of poles found almost everywhere in the Airport. Being inspired by the space, I decided to make use of the existing structural elements and complement them with the signs and the environmental graphics I'm creating.

The main architecture element, the pole, was a source of inspiration for my project.

Emphasizing on the cylindrical aspect of the poles, I designed my signs based on circularity, providing a **360 degrees visibility** for the travelers.

As I was looking at the structural poles extending to the celing, I imagined their virtual ascension, joining together ground and sky, which constitute the purpose of the take-off. Thus, I wanted to enhance the cylindrical shape representing it as a tunnel to the sky, linking the outside in. Having 2 huge cylinders in the airport (main entrance and center of duty free), serving as masterpieces, provide 2 reference keypoints for the passengers in their travel experience.

In order to create a memorable and pleasant passenger experience, I needed to put myself in the shoes of the traveler and **follow** his/her exact **path**, from the entrance, to the plane, taking into consideration every step, **what is he/she going to see, when and how.**

Through the **different visits to the airport**, for both travel and the purpose of the project, I noticed that there are **no windows** (except in the

main entrance and VIP lounges).
The **lighting is very bad** as well, and the **environment is very dull; gray white and black.**

This made me feel I'm in a very closed space, without anything making me **connect to the outside.**

That's what lead me to the idea of **bringing the outside in**, having some moments of calm and tranquility whether through **digital moving images of the outside (sky, clouds...)**, bright colors or big photographs of **landscapes**, serving as advertisements for LiveLoveBeirut.

Moreover, it is very important for the **signs to be read and understood quickly.** Indeed, I created a **clear and visible modular system** having as a reference the **square module**, which became a main **design element** used across the project.

Apart from that, after the spread of **COVID-19** and after everything that's been happening in the world so far, I wanted to include this **new way of life** in my project. Rightly so, people have become obsessed with **hygiene**, and I thought this aspect would add **authenticity** and **actuality** to my project.

Nonetheless, the airport is a public space that is now threatened by the virus and people don't feel safe travelling, so I created a sterilizing tunel that people would pass by in order to sanitize. This tunel is found at the entrance of the airport. Along with a sanitizing passport device which is fixed on a pole, available after every interaction with an individual (check-in, passport control, customs) in order to sanitize the traveler's passport.

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Design Concept

Design Concept

COMPLEMENTING THE ARCHITECTURAL SPACE

BRINGING THE OUTSIDE IN

PLEASANT, ENGAGING INTERACTIVE EXPERIENCE

UNIFY ARCHITECTURE AND GRAPHIC DESIGN

TUNNEL FROM THE SKY

MEMORABLE SPACE

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 Design Concept
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Design Concept

FUNCTIONALITY

FLEXIBILITY

PLACE-MAKING

MODERNIZING

CLARITY AND SIMPLICITY

SENSE OF REFERENCE

 →
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Design Concept



Design elements and specifications

IV- DESIGN ELEMENTS AND SPECIFICATIONS

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Design elements and specifications p.19

Typefac

Beirut Rafic Hariri International Airport

Fedra Sans and Fedra Arabic used throughout the signage system. High contrasted sans-serif typeface.

ABCDEFGHIJKLM-NOPQRSTUVWXYZ

abcdefghijklmnopqrstuvwxyz

1234567890 - . , []

Signage and Environmental Graphics Manual

Beirut Rafic Hariri International Airport

Signage and Environmental Graphics Manual

Typeface

أبت شجح خدذرز س ش ص طظع غ ف ق ك ل م ن هـ و ي ى

*PAVF0341

Trilingual application

Bold weight of Fedra Sans Arabic used to highlight the Arabic message since it's the Beirut airport. Book weight of Fedra Sans Latin, since it's been found to have the easiest legibility. Being an in-

ternational airport, the English was chosen to be on top. And being an official language in Lebanon, the French was chosen to be second. Having the Arabic at the bottom to create a balance and

English

French

270 pt

Augustian

188 pt

 ✔
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Trilingual application

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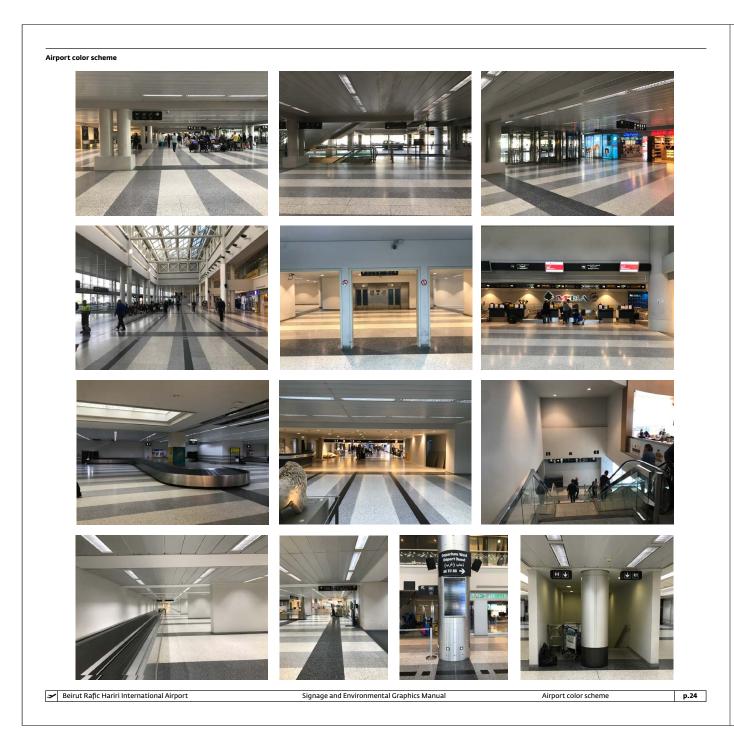
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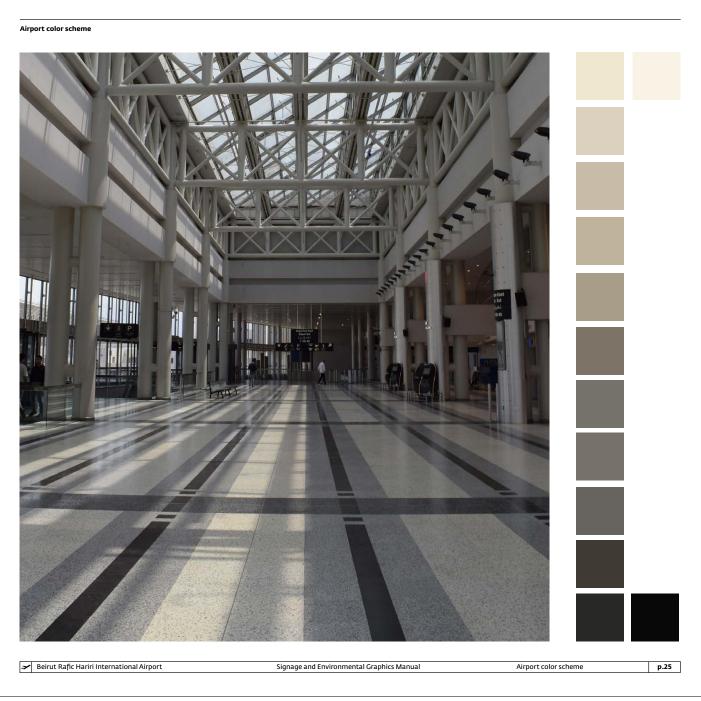
Trilingual application

Trilingual application

contrast in the hierarchy while still making it stand out in bold.







Color Coding

FLIGHT INFORMATION

DEPARTURES
ARRIVALS
GATES
CHECK-IN
PASSPORT CONTROL
CUSTOMS

#fce805 R:252, G:232, B:5 C:4, M:2, Y:99, K:0

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Color Coding

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Color Coding

RETAIL / FOOD

DUTY FREE RESTAURANTS LOUNGES

#d900ab R:217 , G:0 , B:171 C:20 , M:92, Y:0, K:0

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Color Coding

GROUND TRANSPORTATION

PUBLICTRANSPORT CAR RENTALS

#00d5aa R:0 , G:213 , B:170 C:66 , M:0, Y:48, K:0

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Color Coding

n 28

Color Coding **PARKING** #007aff R:0, G:122, B:255 C:78, M:53, Y:0, K:0

AIRPORT SERVICES
TOILETS
INFORMATION

ATM ELEVATORS

#b0b5b5 R:176 , G:181 , B:181 C:32 , M:23, Y:24, K:0

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Color Codina

n 30

Color Coding

COVID-19, HYGIENE RELATED INFO.

SANITIZING TUNNELS SANITZING DEVICES PRECAUTIONS INFO.

#2bcff6 R:43 , G:207 , B:246 C:61 , M:0, Y:3, K:0

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Color Coding

Color Coding REGULATORY NOSMOKING O(NO) FNTER PERSONELONLY #2bcff6 R:43, G:207, B:246 C:61, M:0, Y:3, K:0

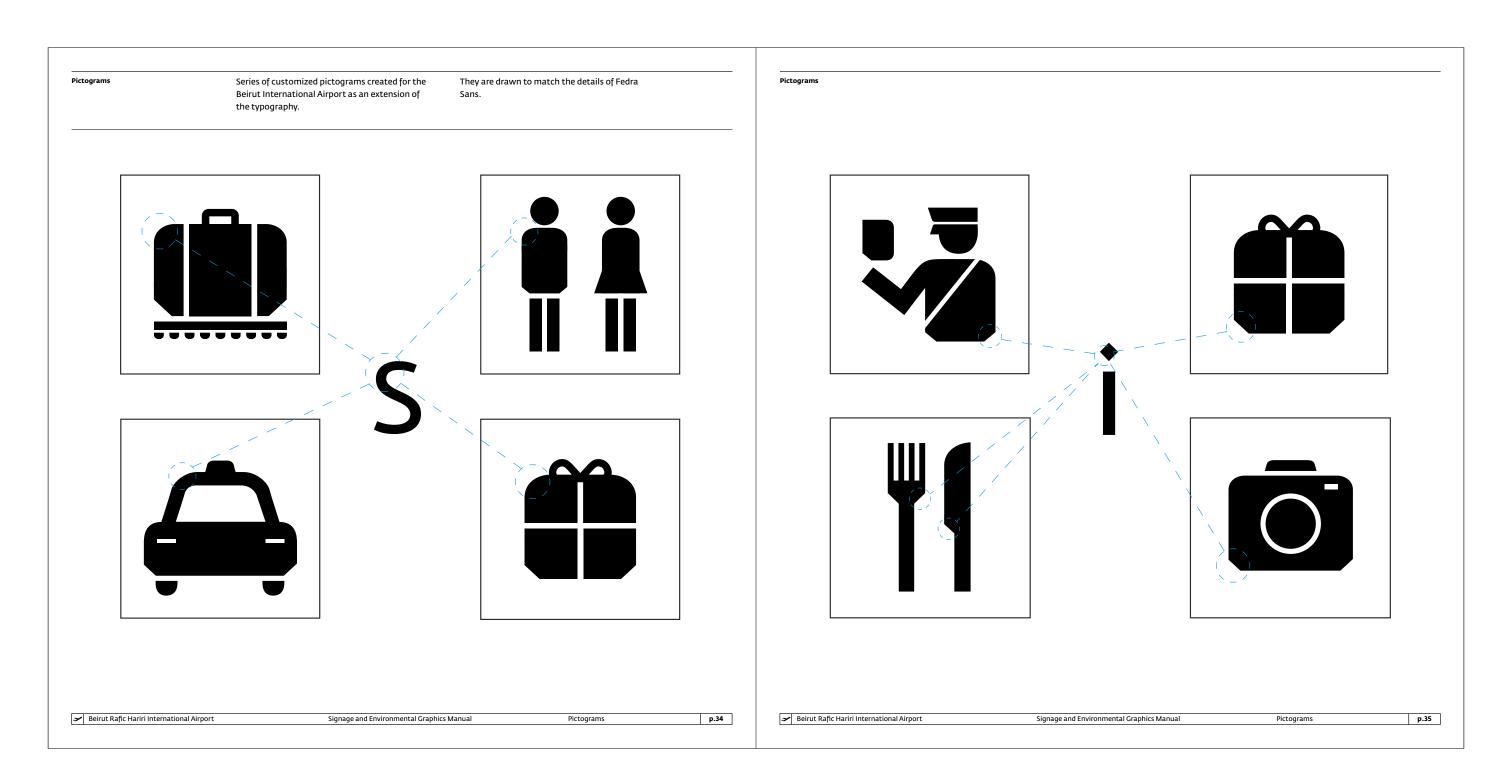
Color Coding **+++++ ++++++ +++++ ++++++ ++++++**

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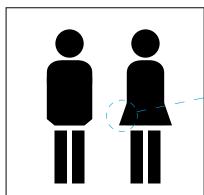
Color Coding



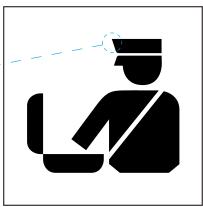
Pictograms

Series of customized pictograms created for the Beirut International Airport as an extension of the typography.

They are drawn to match the details of Fedra Sans.













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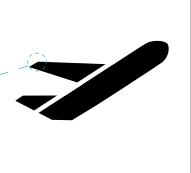
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Pictograms



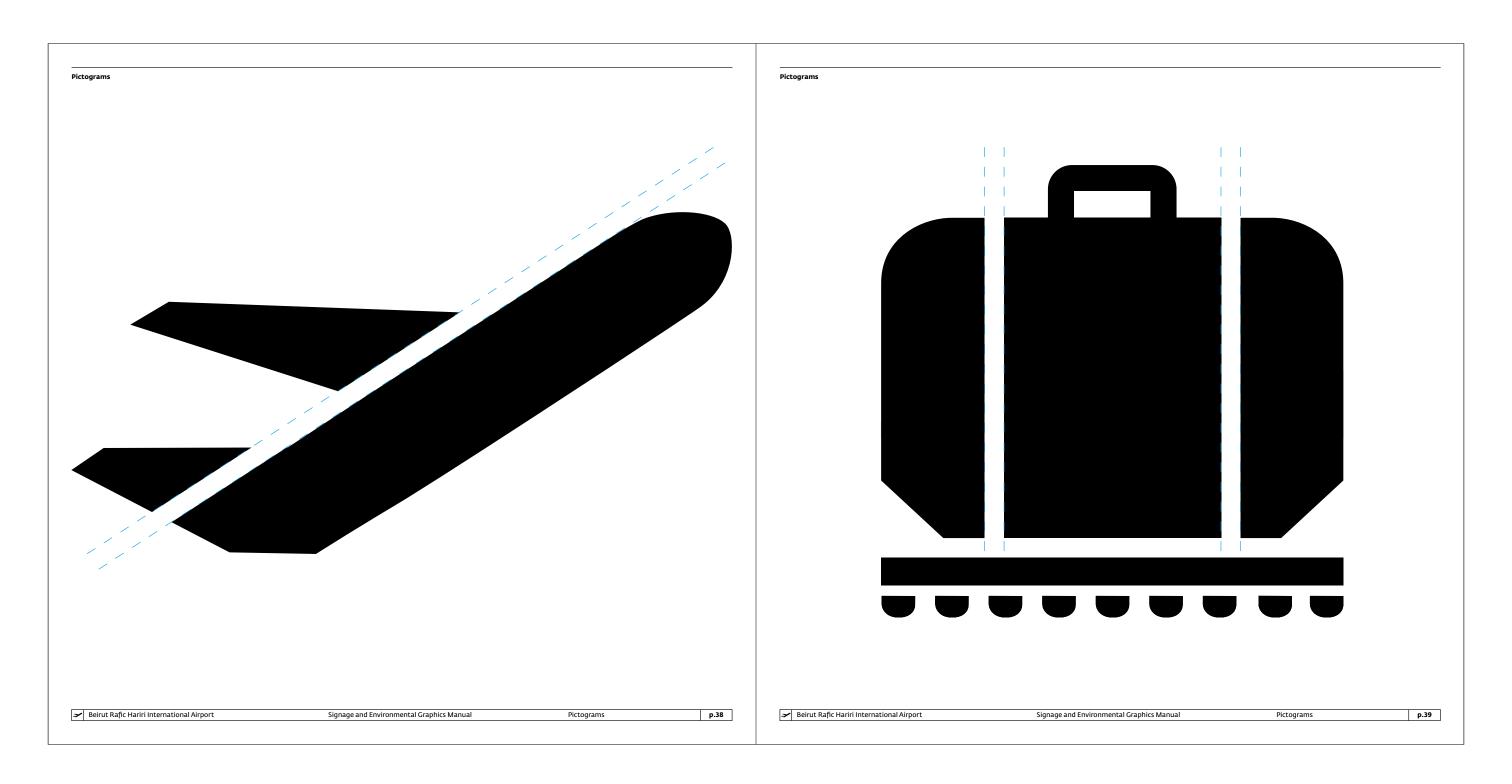




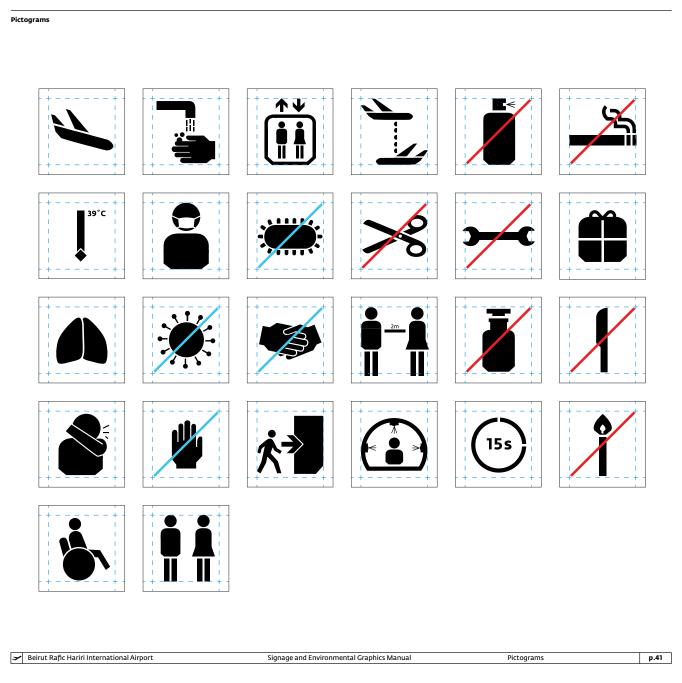
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Pictograms







Pictograms

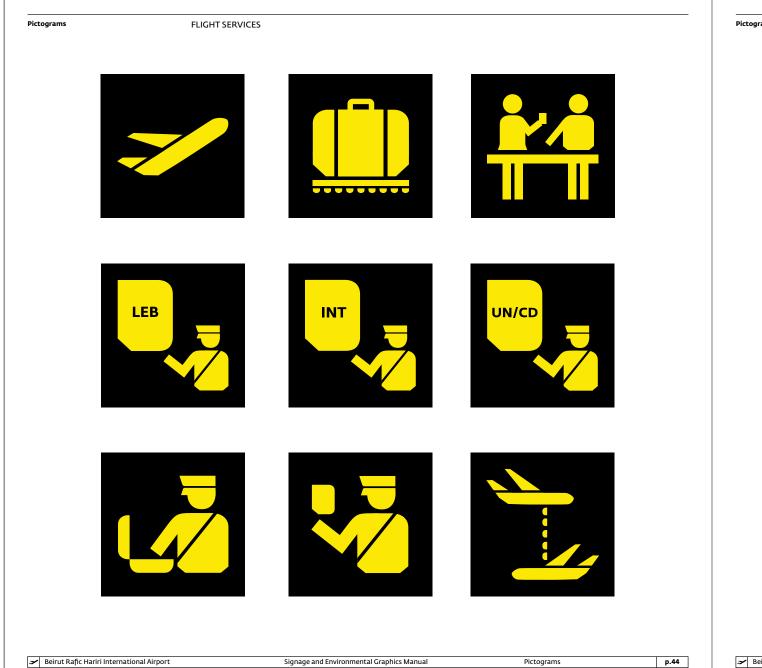
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Pictograms

GROUND TRANSPORTATION / PARKING







Pictograms

AIRPORT SERVICES





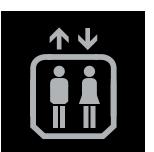












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Pictograms

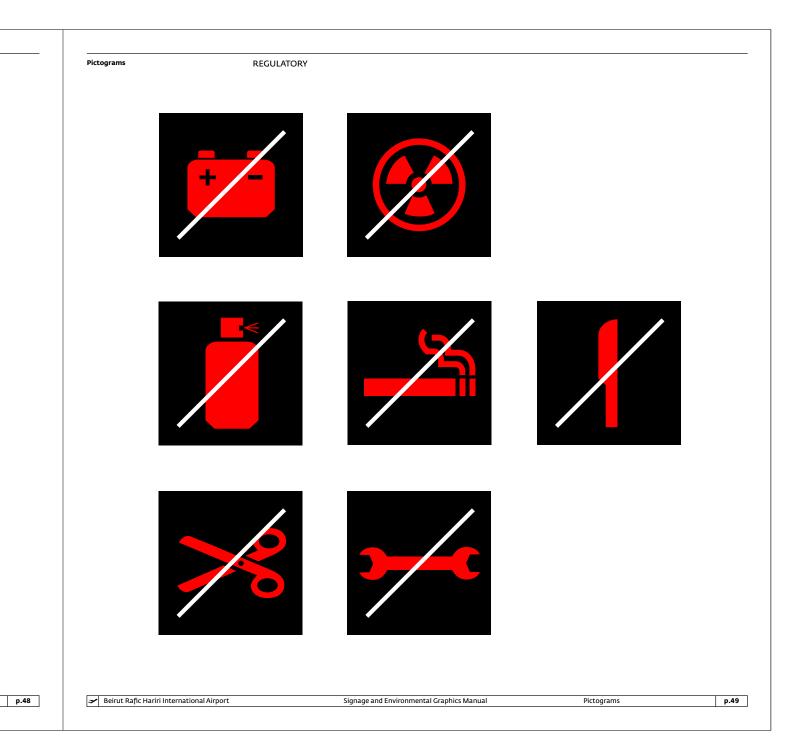


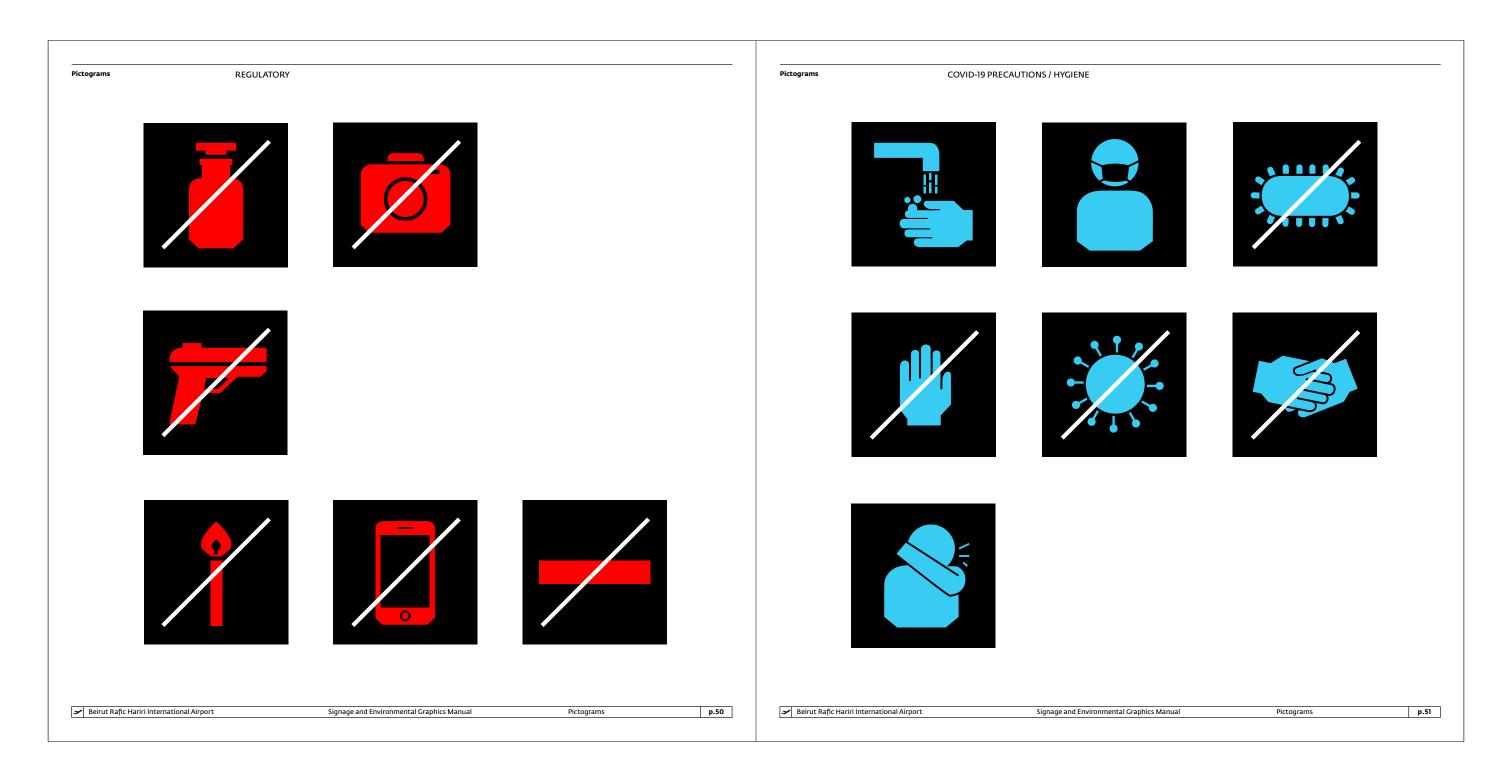
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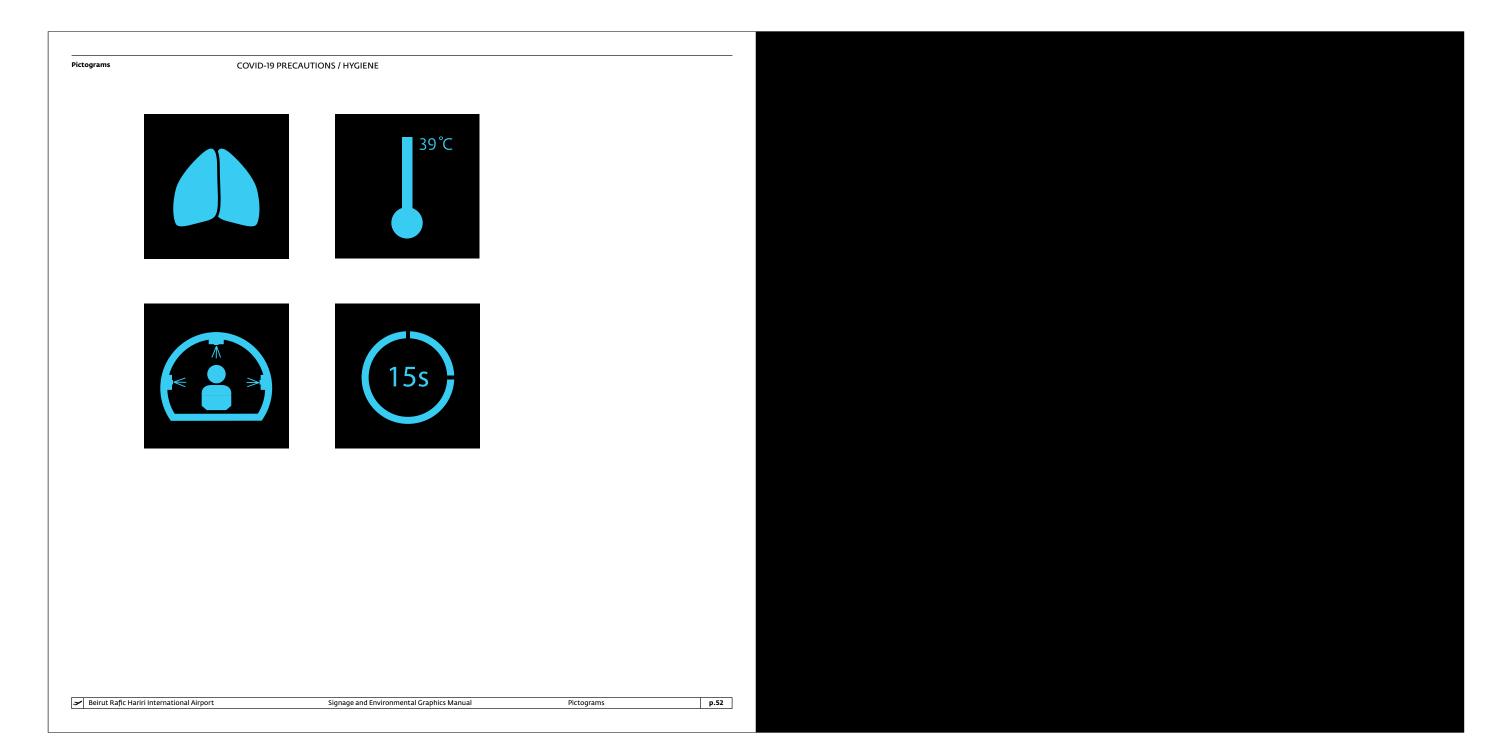
AIRPORT SERVICES

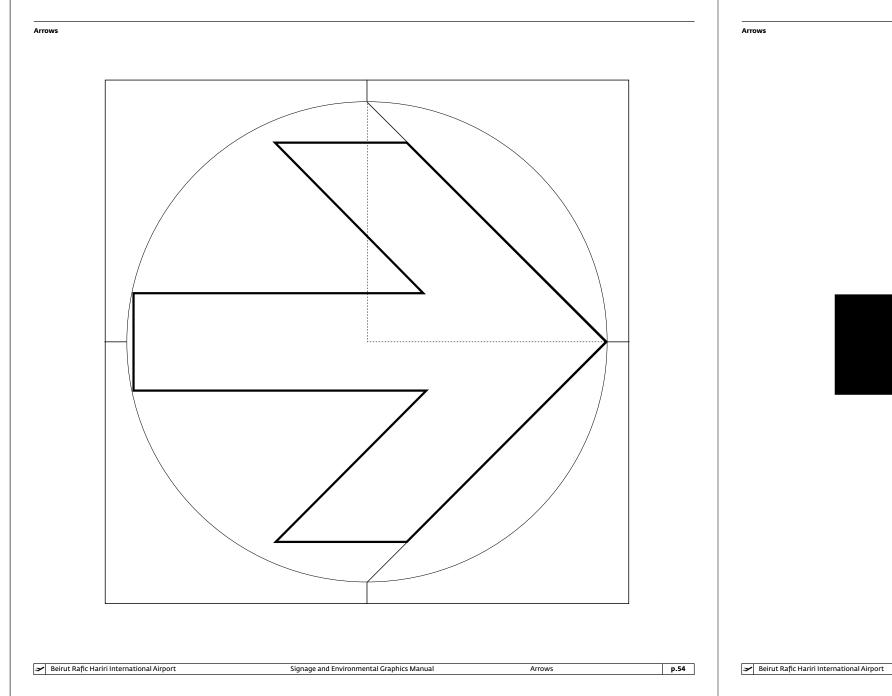
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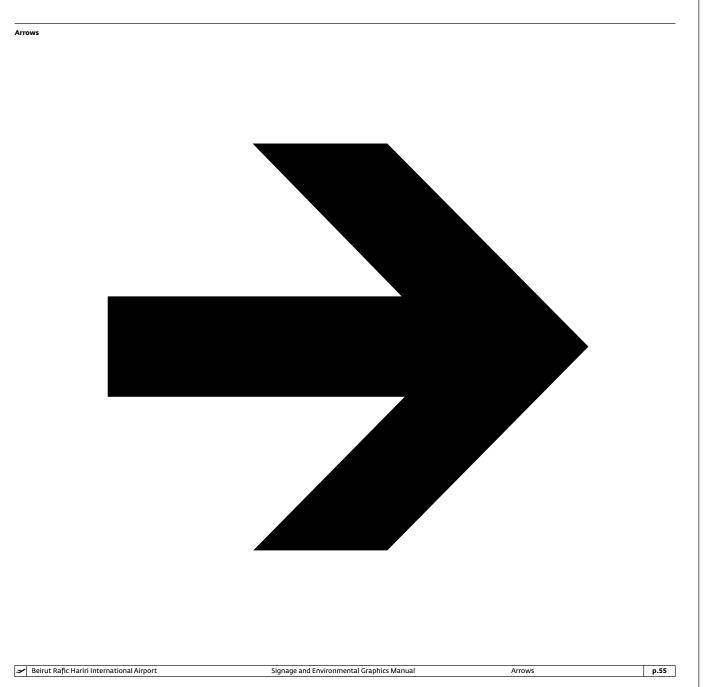
Pictograms

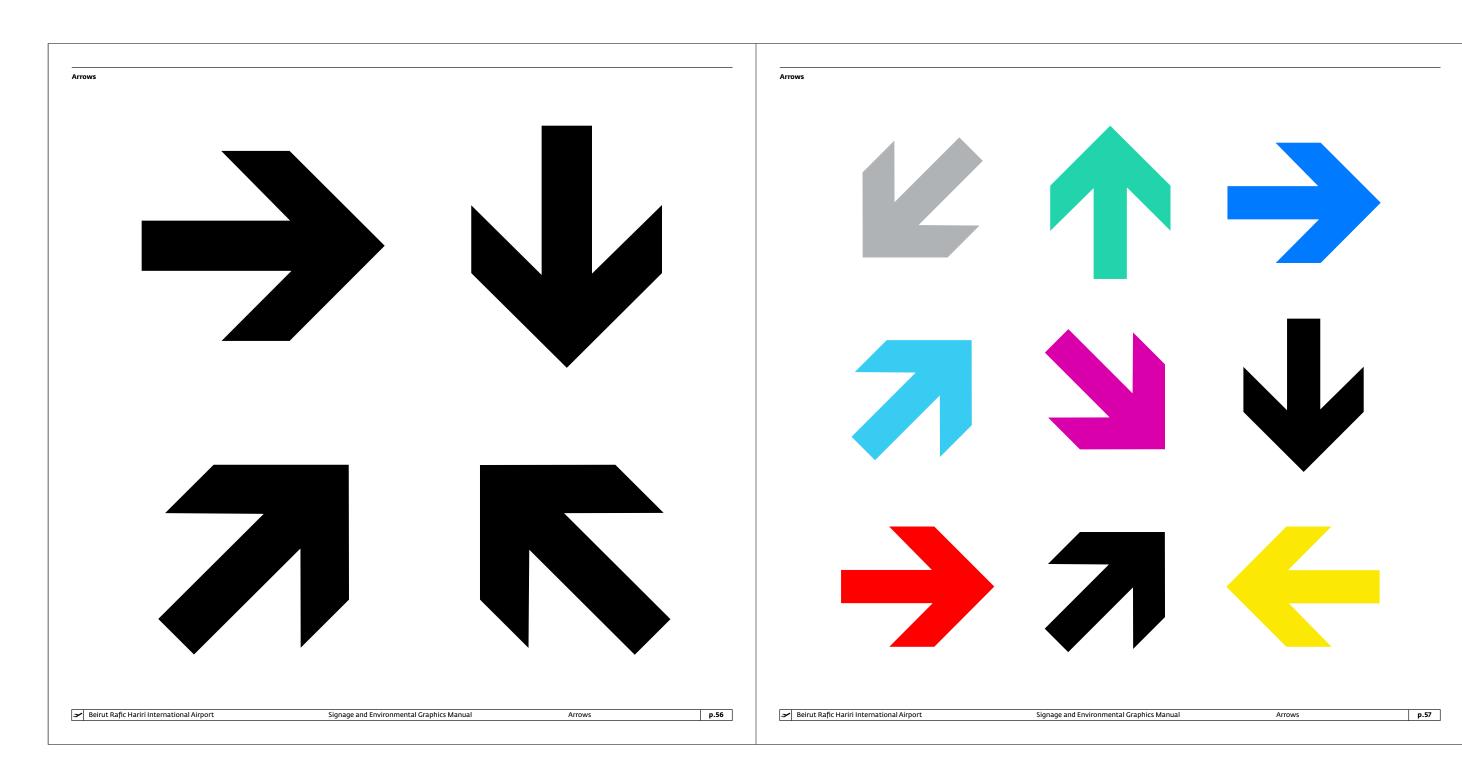


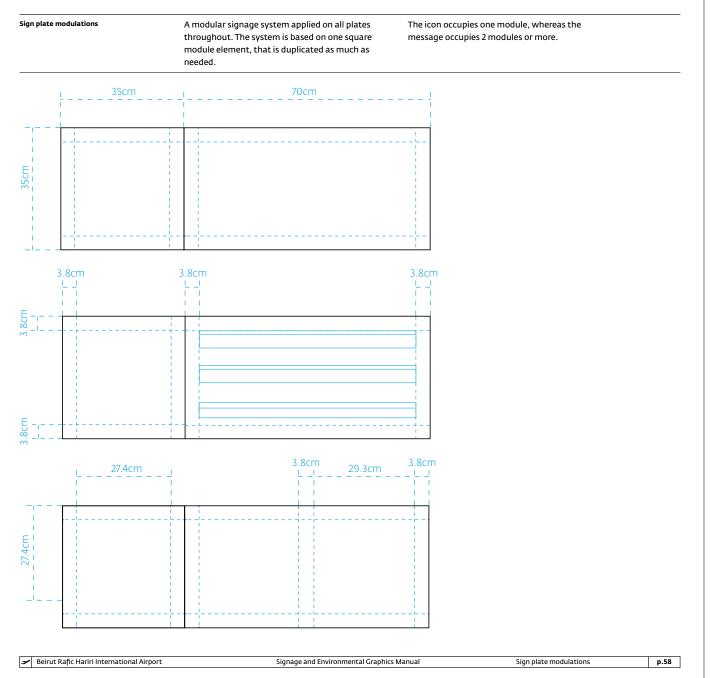


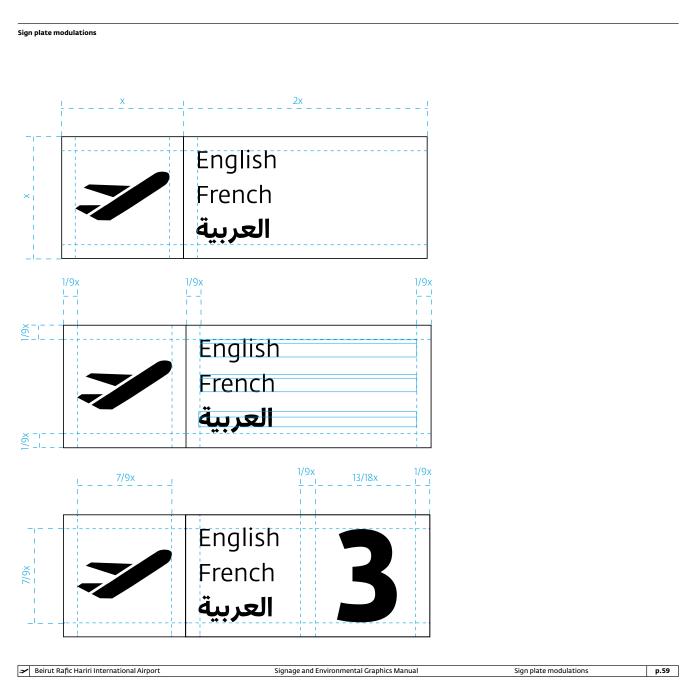


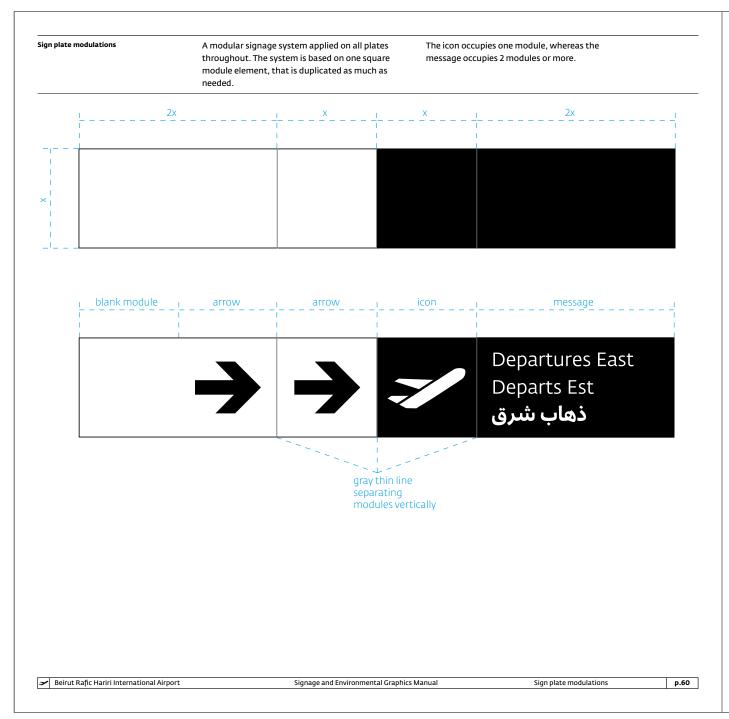


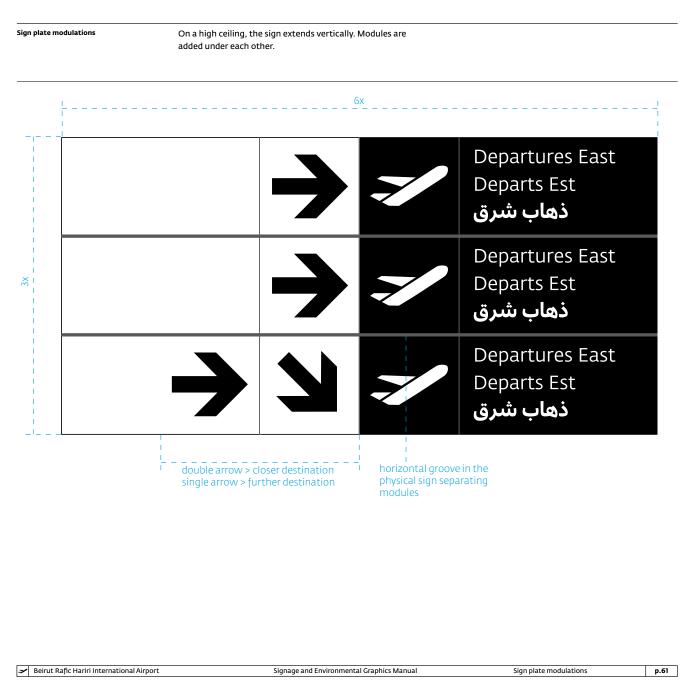


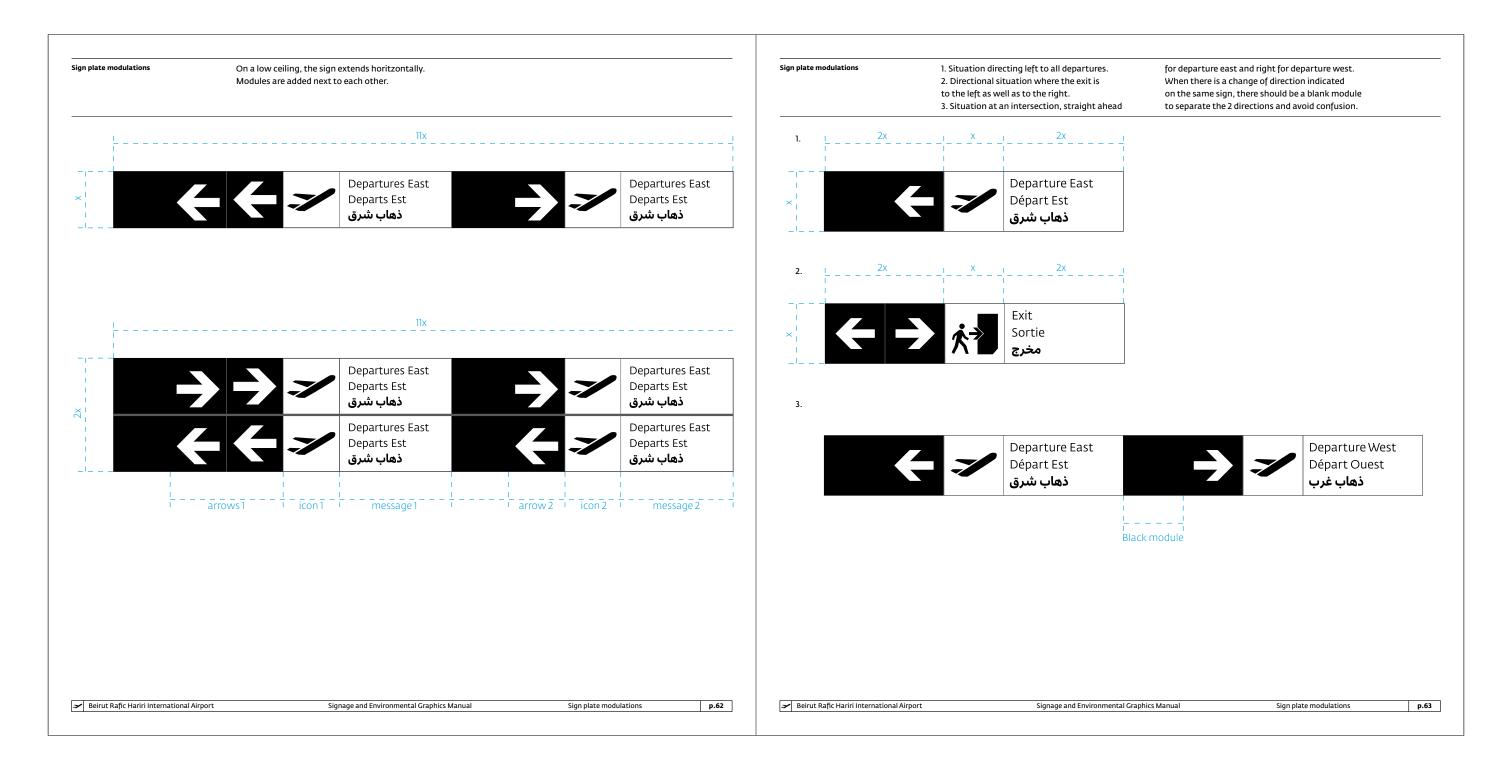














V- SIGNAGE AND ENVIRONMENTAL DESIGN IMPLEMENTATIONS

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Signage & environmental design implementations p.65

Sign type, shape and function

The signs shape complement the spatial architecture of the Airport.

DIR-Cylindric is found twice in the Airport. In the main entrance and in the central area of the

Duty-free.

ID/DIR-squircle is used almost everywhere in the Airport and especially in walkways.

SHAPE	CODE NAME	FUNCTION
	DIR-CYLINDRIC	DIRECTIONAL
	DIR-SQUIRCLE ID-SQUIRCLE	DIRECTIONAL IDENTIFICATION
	ID-WRAP	IDENTIFICATION

Beirut Rafic Hariri International Airport Signage and Environmental Graphics Manual Sign type, shape and function p.66

Sign type, shape and function

ID-Wrap is used when needed, wrapping arround the existing structural poles.

POSITIONING	LOCATION	EXAMPLE
CELING MOUNTED	MAIN ENTRANCE DUTY FREE	P P Designation W P P Designation W P P Designation W P P P P P P P P P P P P P P P P P P
CELING MOUNTED	WALKWAYS	The Check-In East Enregistrement Est السجيل الشائل شرش
POLE MOUNTED FULL / HALF / 1/4	EXTERIOR AND INTERIOR POLES	ance 3

Beirut Rafic Hariri International Airport

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Sign type, shape and function

Sign type, shape and function

ID/REG-Half and ID/REG-Mounted are mounted on doors or walls, when there is no poles. They are used

Airport; Parking, Entrance and Duty-free.

Sign type, shape and function

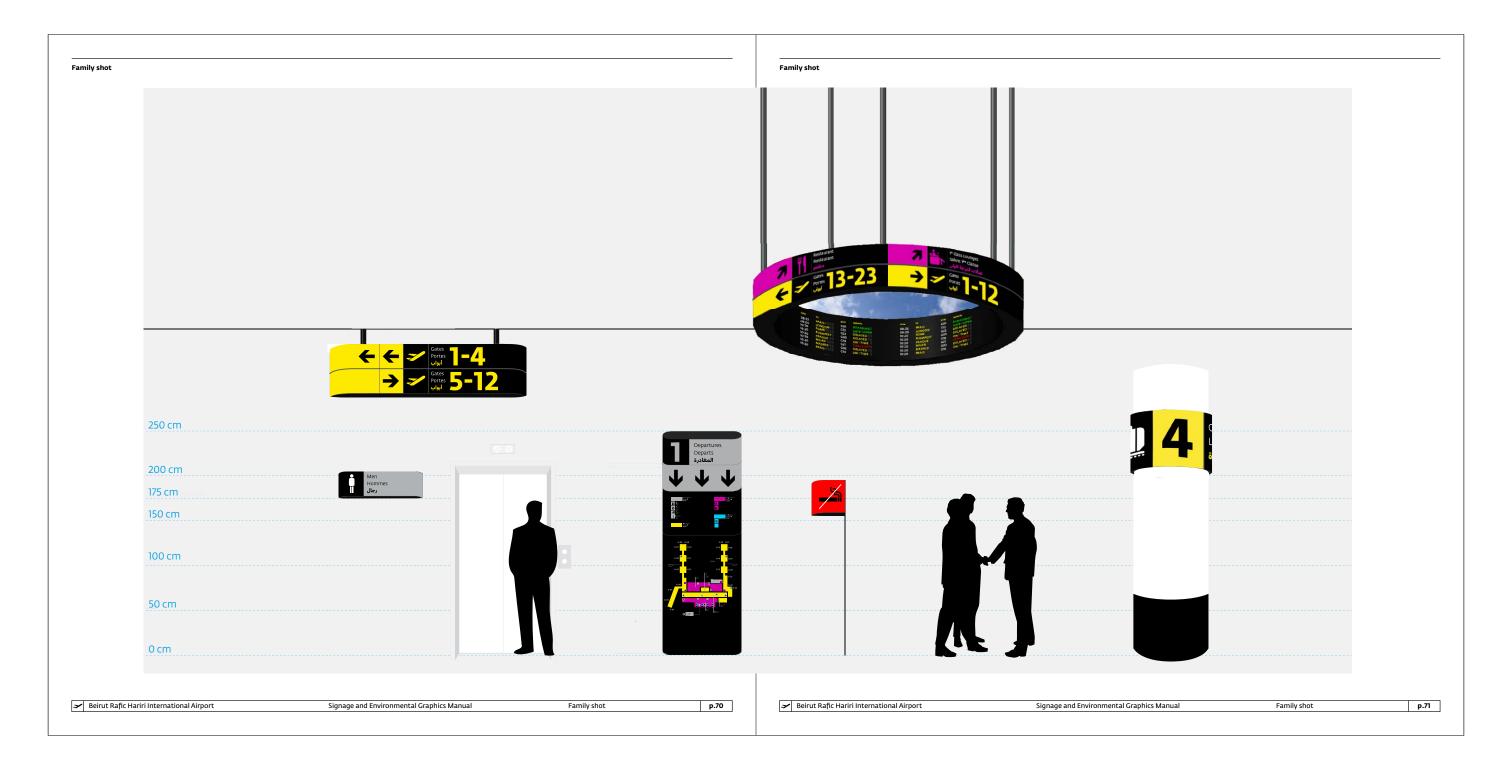
for regulatory, toilets, information...
INF-Stand is found at 3 moments in the

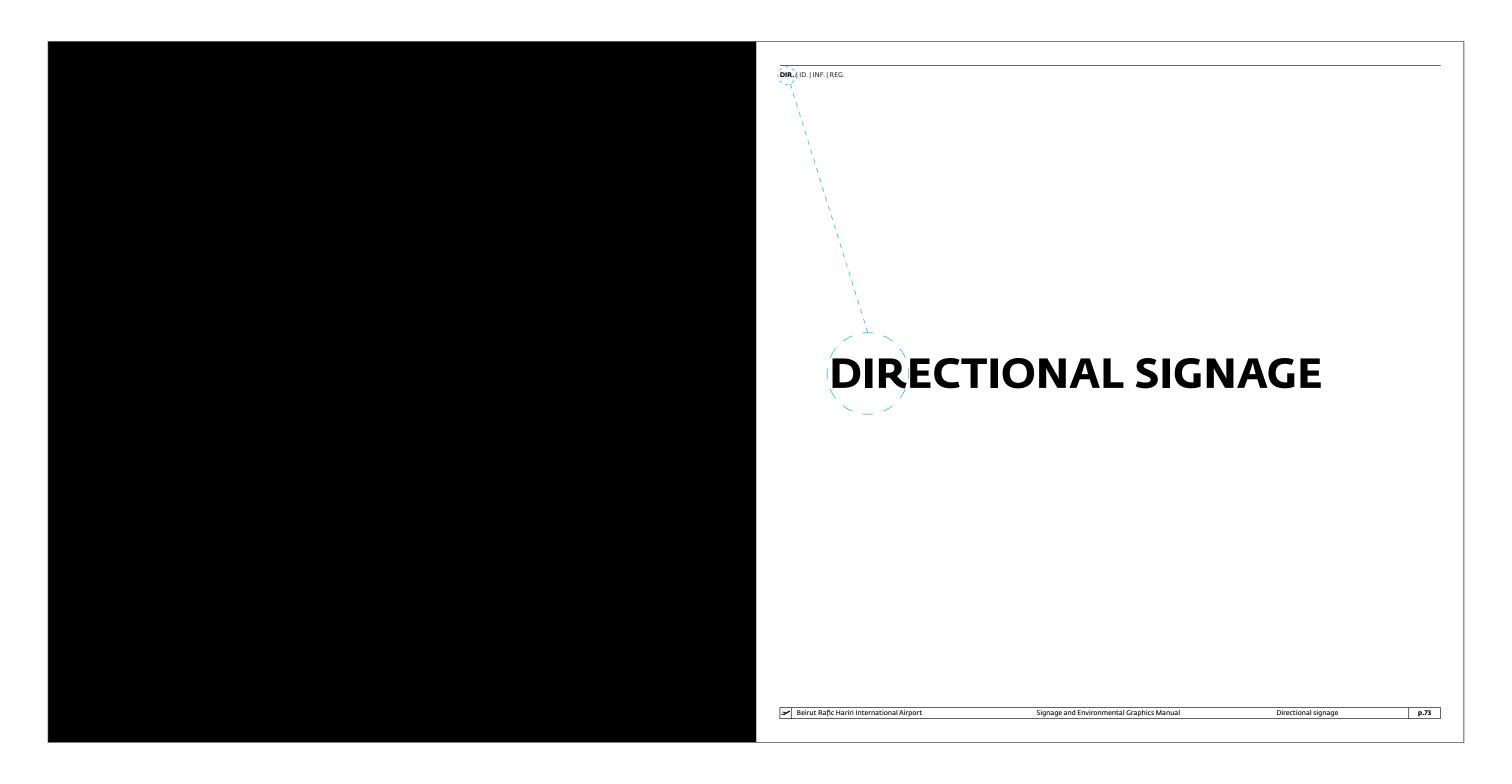
SHAPE	CODE NAME	FUNCTION
	INF-STAND	INFORMATIONAL
	ID-MOUNTED REG-MOUNTED	IDENFITICATION REGULATORY
	ID-HALF REG-HALF	IDENTIFICATION REGULATORY

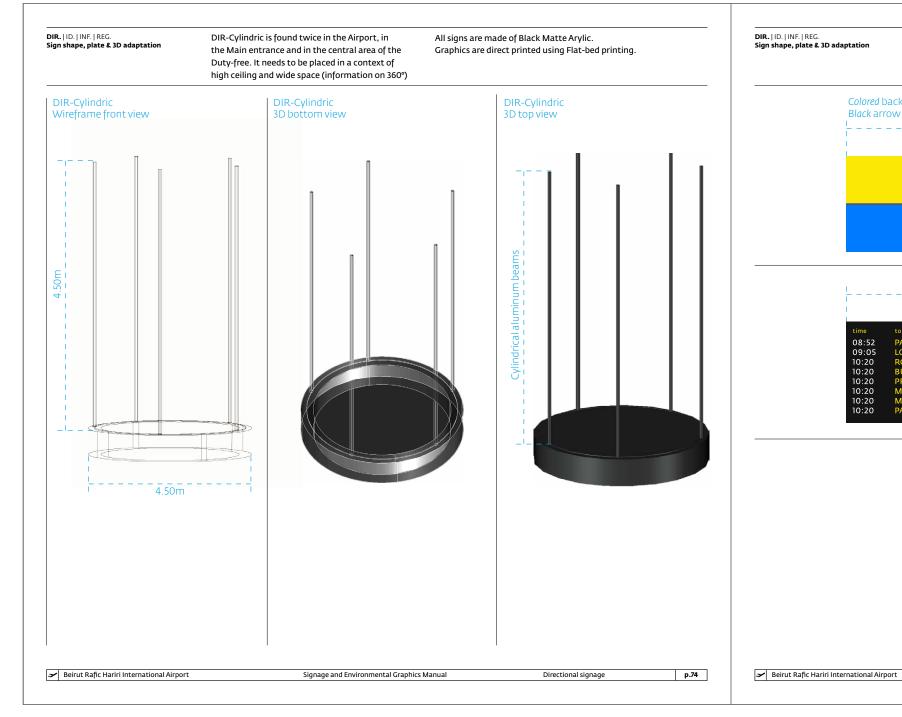
POSITIONING LOCATION **EXAMPLE** PARKING FREE-STANDING MAIN ENTRANCE **DUTY FREE** WALL / DOOR INTERNAL BLDG Dames نساء MOUNTED WALLS AND POLES WALL / DOOR INTERNAL BLDG MOUNTED WALLS AND POLES

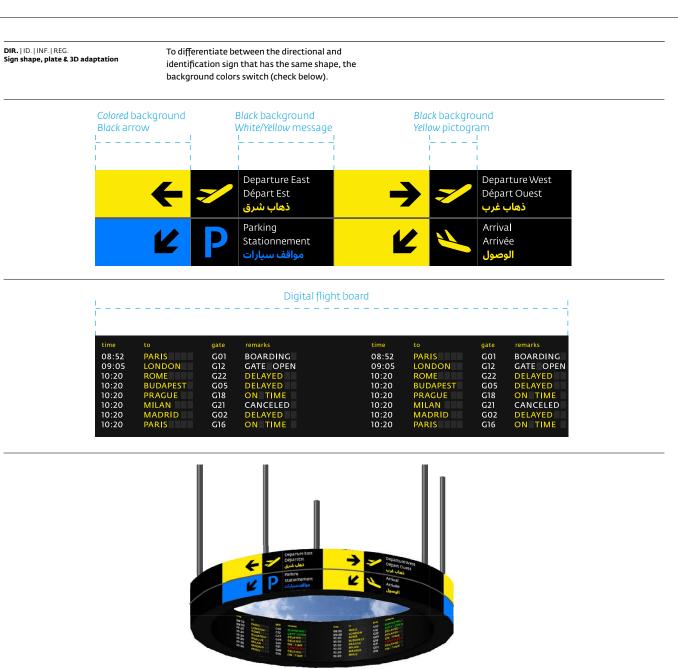
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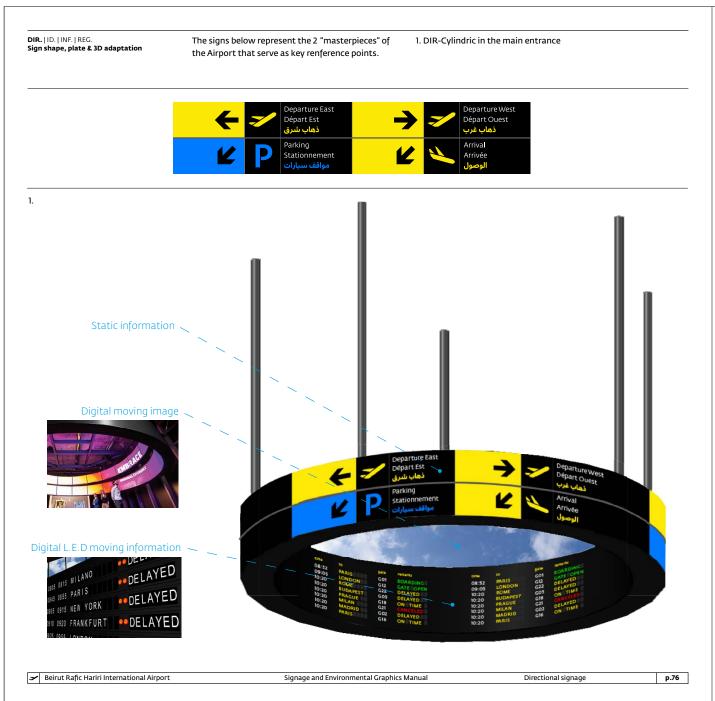


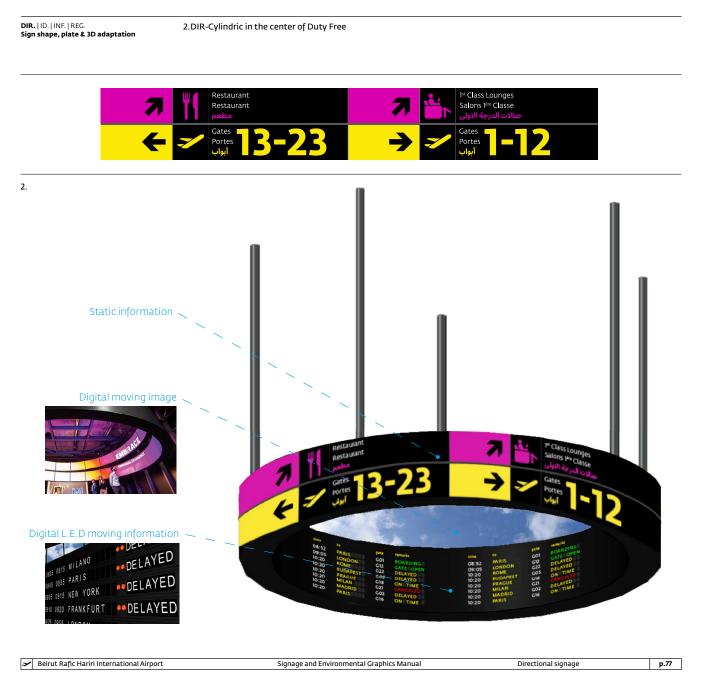


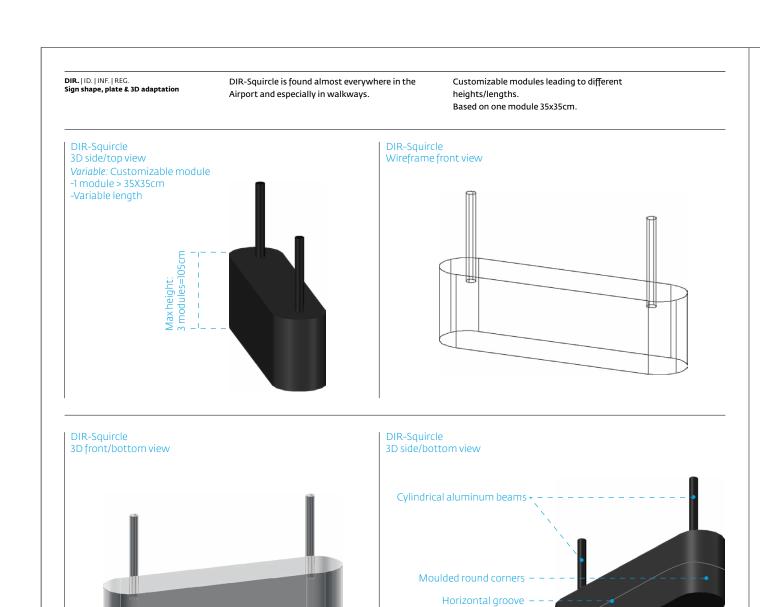
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Directional signage







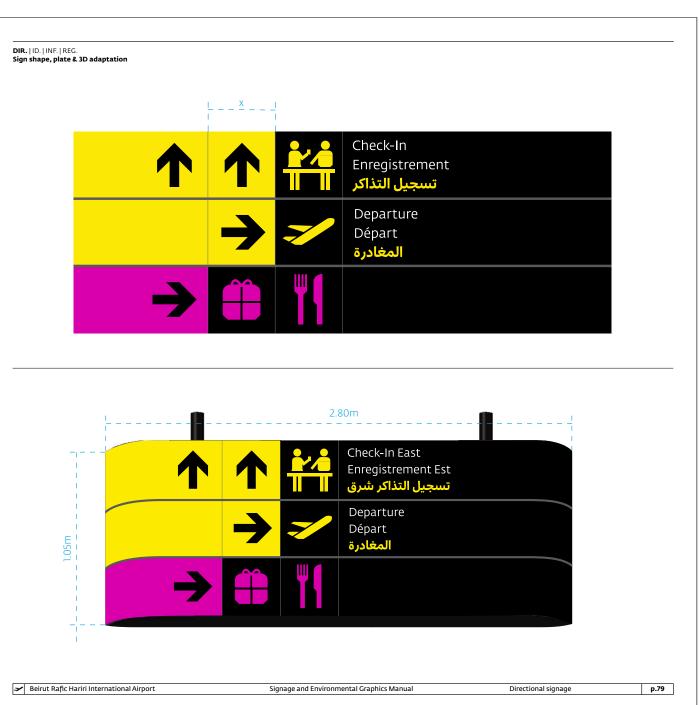
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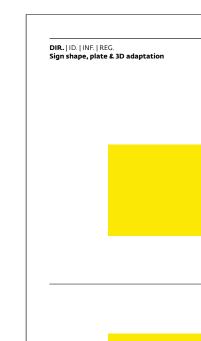
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Customized acrylic module - - -

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Directional signage







Foreign Passports Passports Etrangers الجوازات الاجنبية



Lebanese Passports Passports Libanais الجوازات الاجنبية





Diplomatic Passports Passports Diplomatiques الجوازات الاجنبية

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Directional signage

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DIR. | ID. | INF. | REG.
Sign shape, plate & 3D adaptation

Foreign Passports
Passports Etrangers
الجوازات الاجنبية

Lebanese Passports
Passports Libanais
الجوازات اللبنانية



→ Beirut Rafic Hariri International Airport

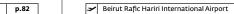
Signage and Environmental Graphics Manual

Directional signage

DIR. | ID. | INF. | REG. Environmental Design

The customs desks are customized depending on the passenger's type of passport; Lebanese passport, Foreign passport or Diplomatic passport. Lights are placed above the desks in order to indicate whether it is occupied or free.



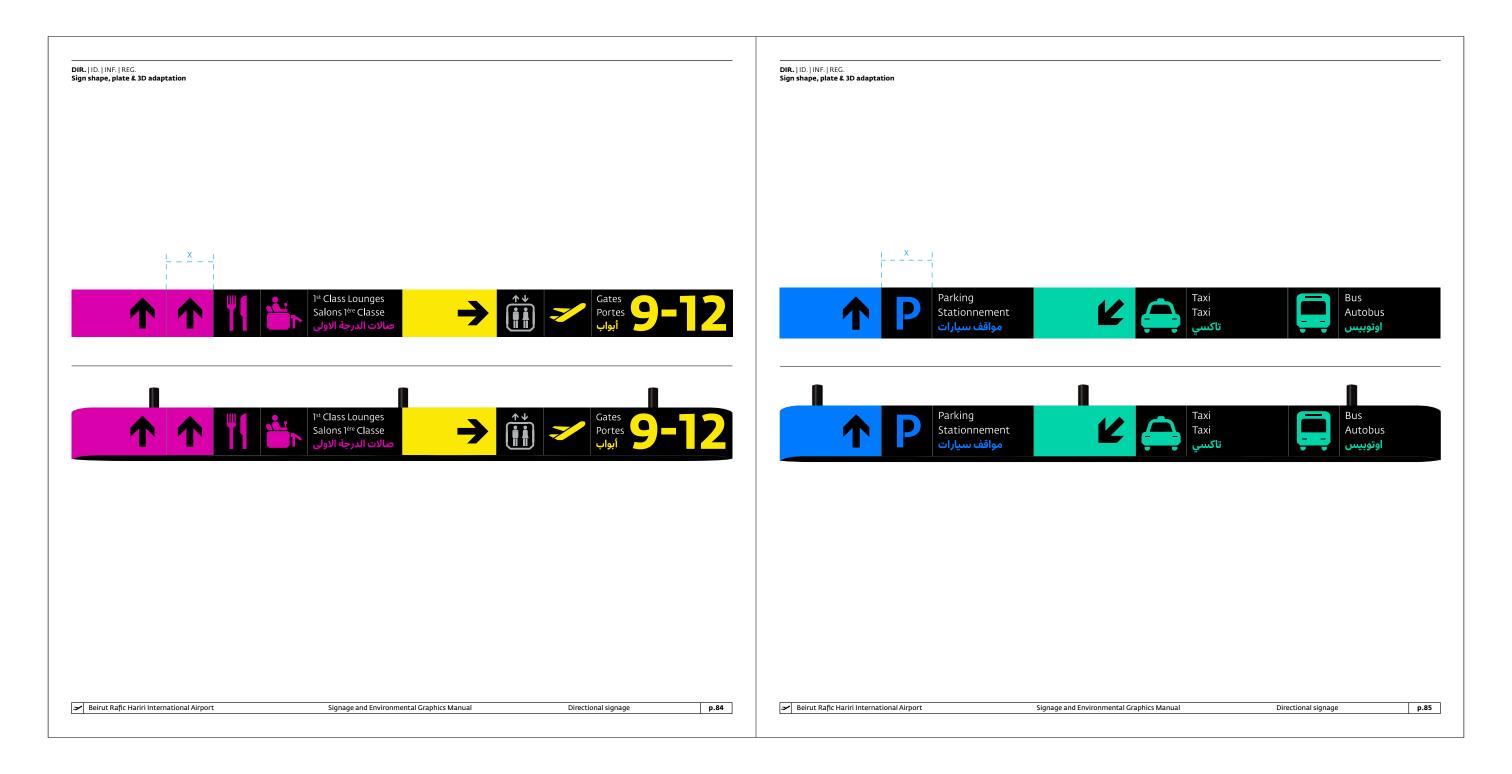


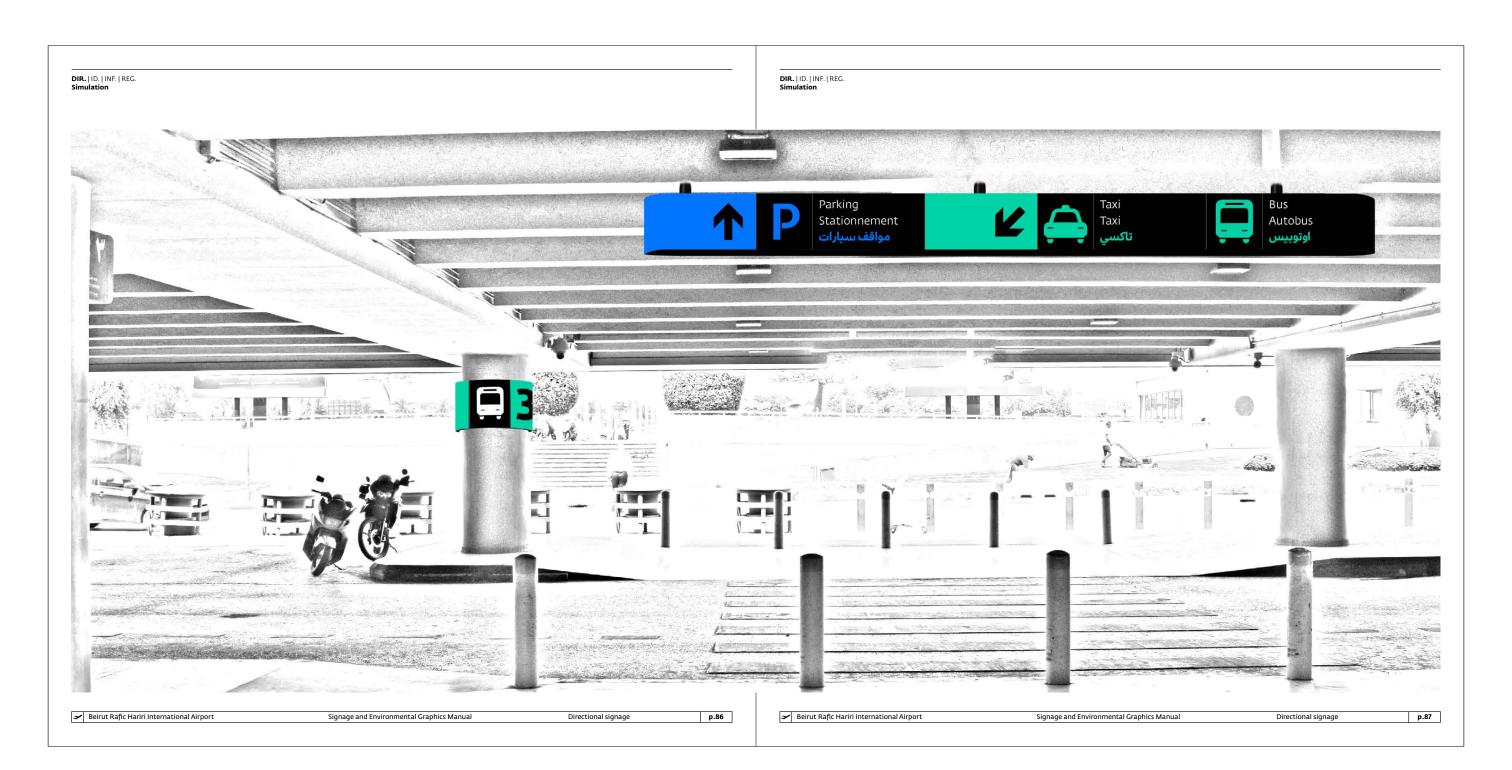
DIR. | ID. | INF. | REG. Environmental Design

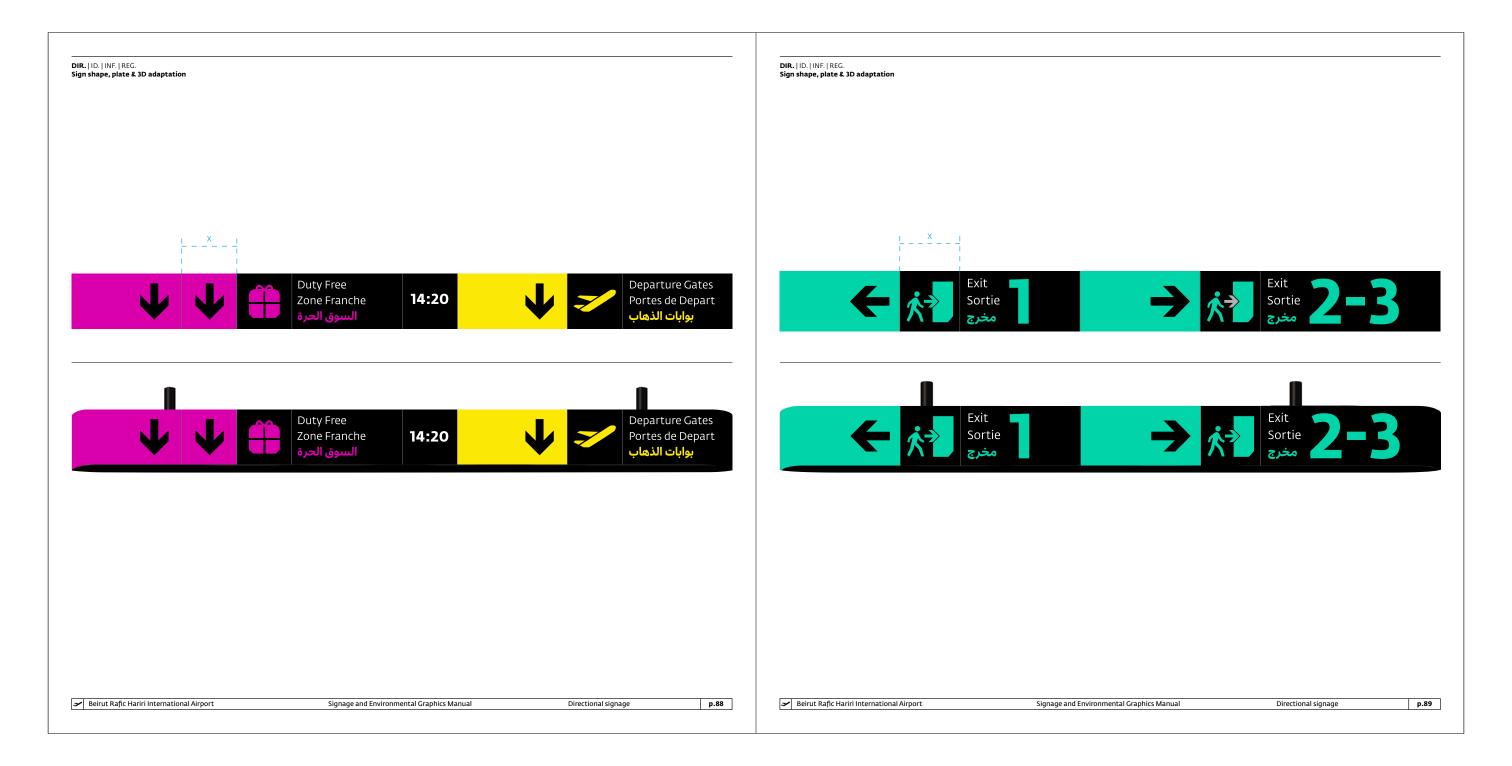
Signage and Environmental Graphics Manual

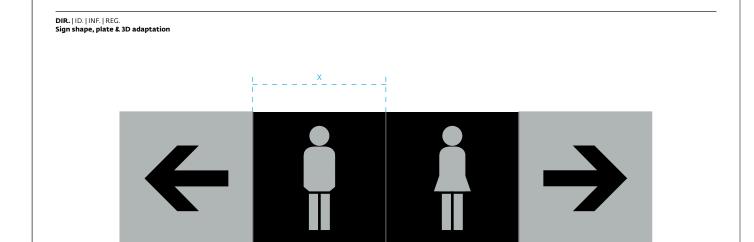
Directional signage





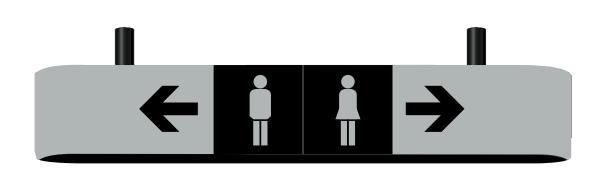








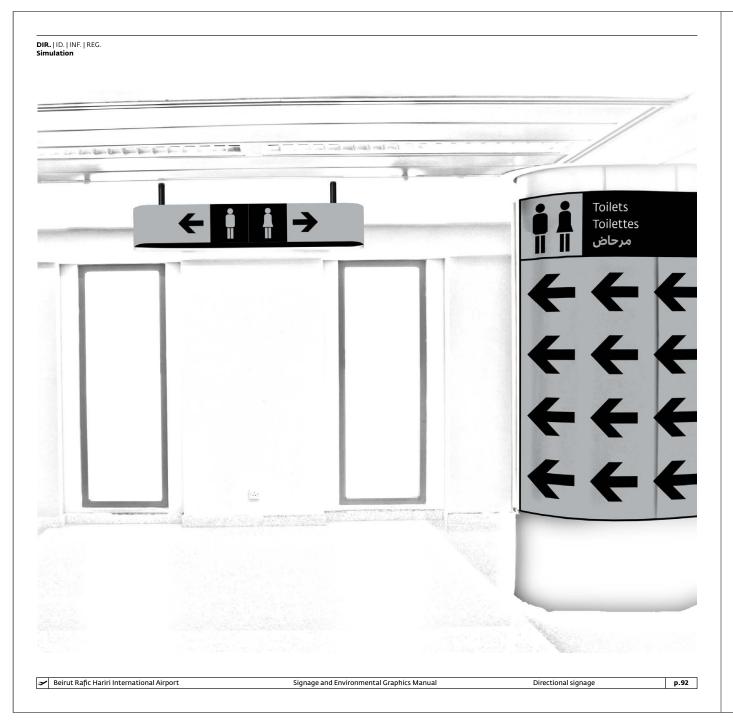
DIR. | ID. | INF. | REG.
Sign shape, plate & 3D adaptation



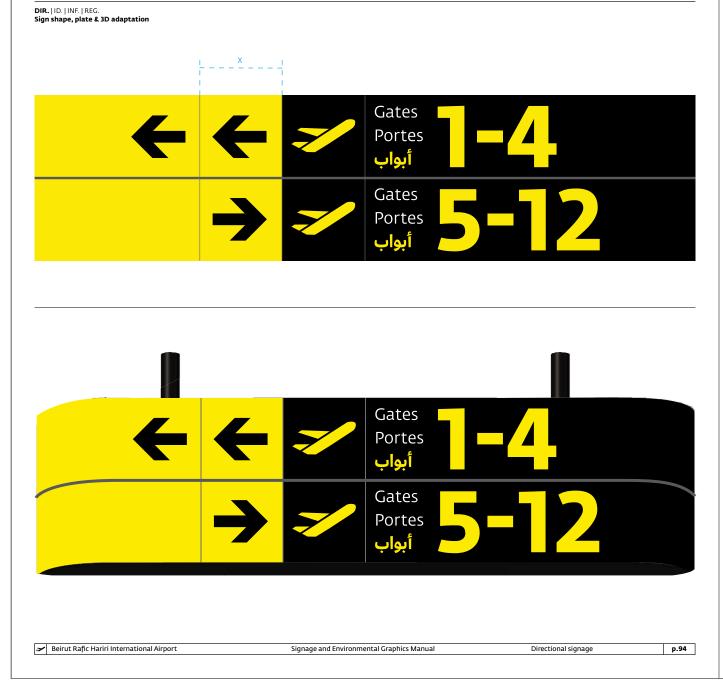


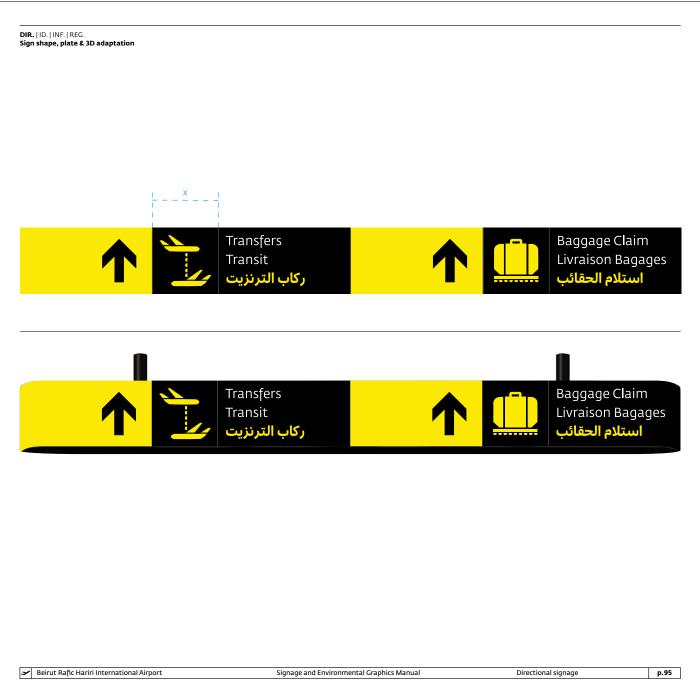
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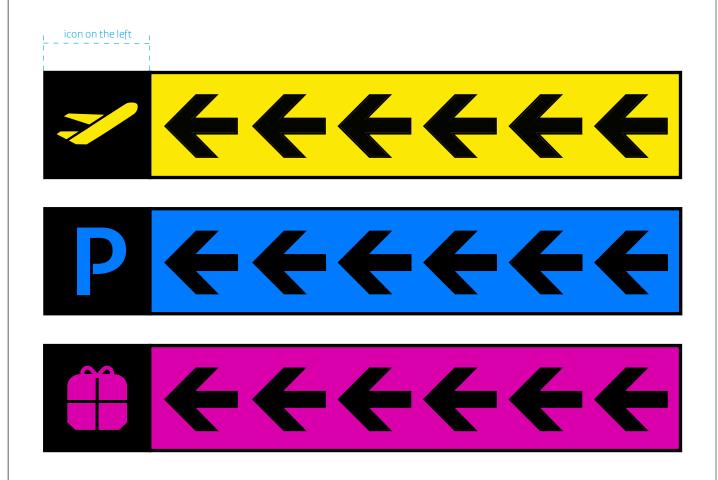






DIR. | ID. | INF. | REG. Environmental Design

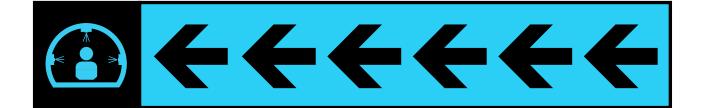
Wall environmental graphics customized to contribute to the signage system, following the same system and modular logic.



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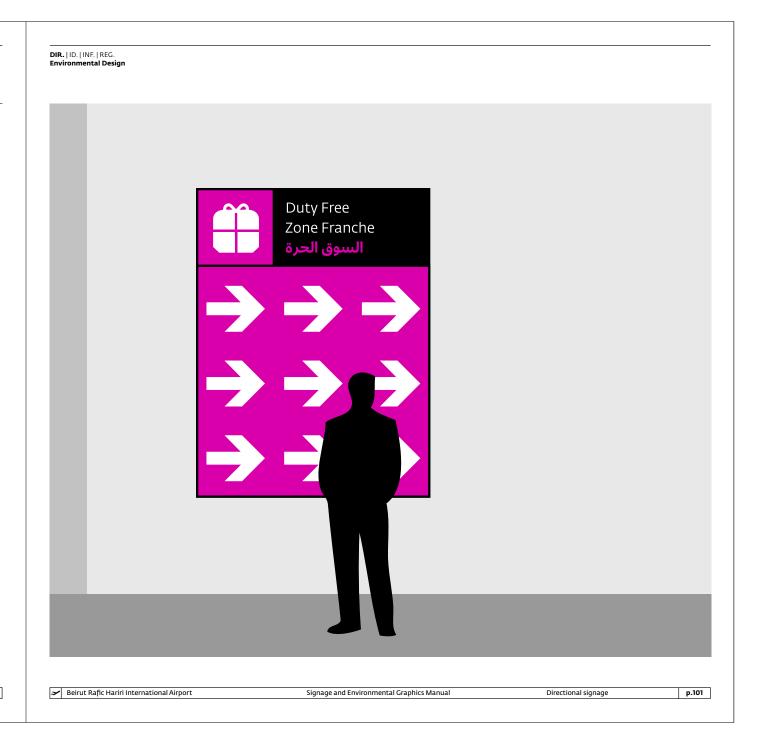
Directional signage



The environmental graphics take the background color of the wall. The size of the square module is adjustable depending on the surface where it is placed (wall, pole, door...)

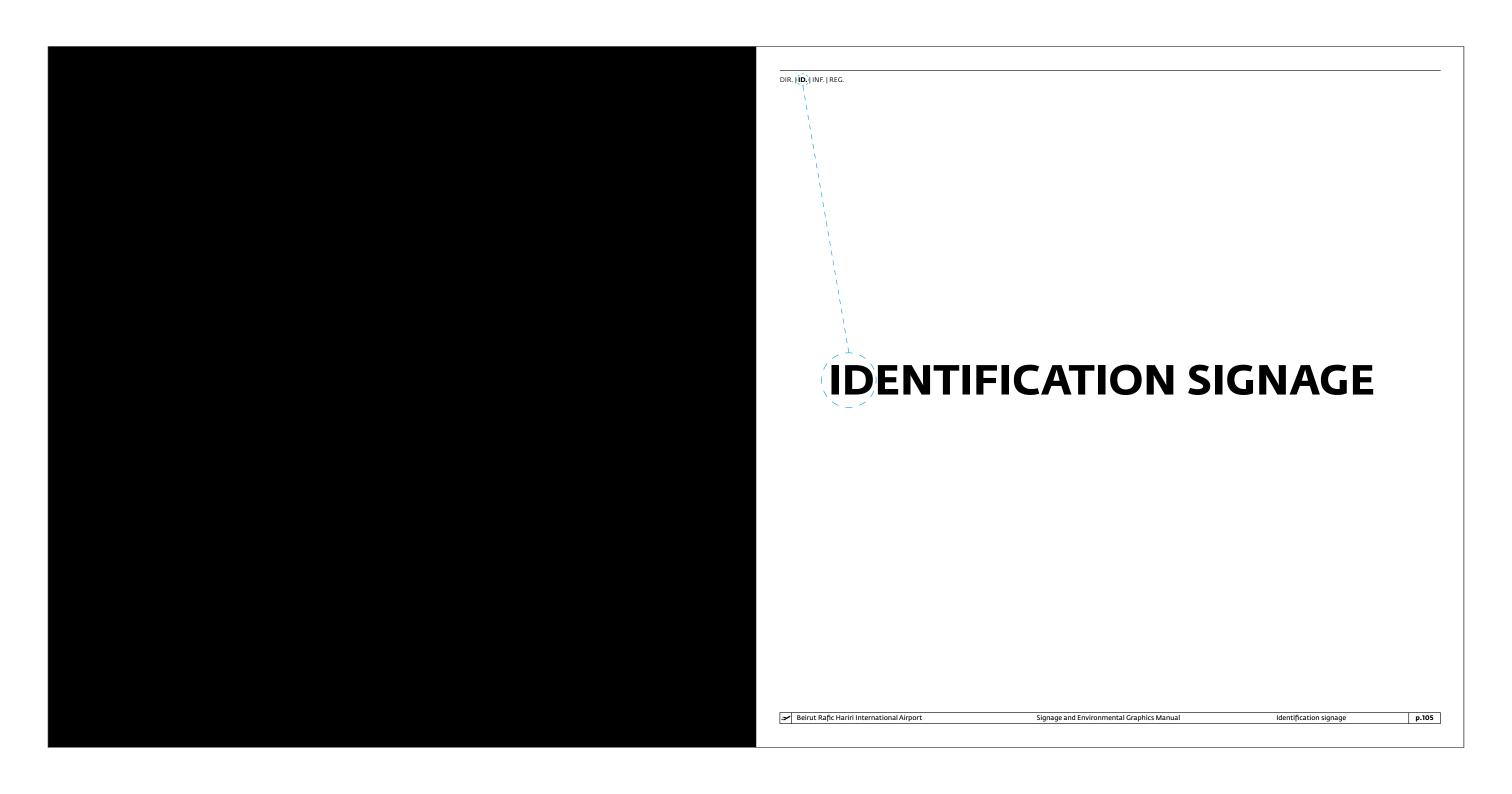


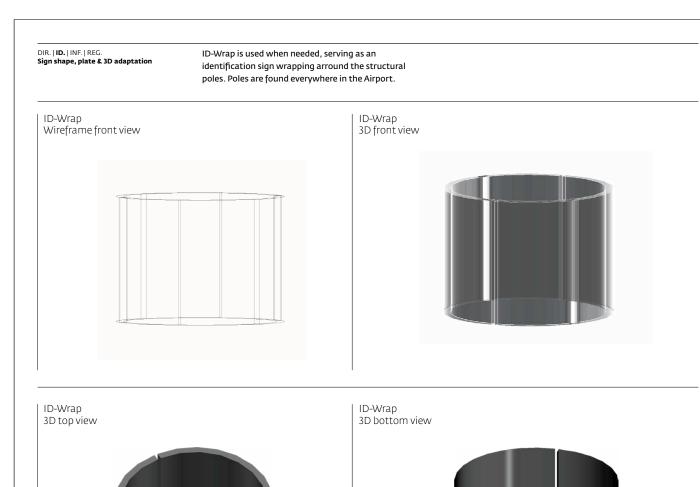
Beirut Rafic Hariri International Airport Signage and Environmental Graphics Manual Directional signage p.100



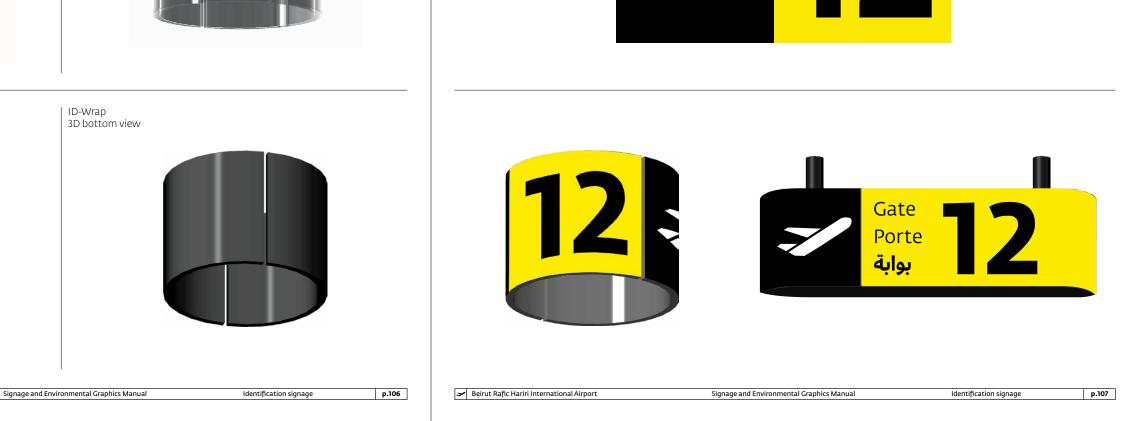








Beirut Rafic Hariri International Airport



To differentiate between the identification and

Colored background Black message

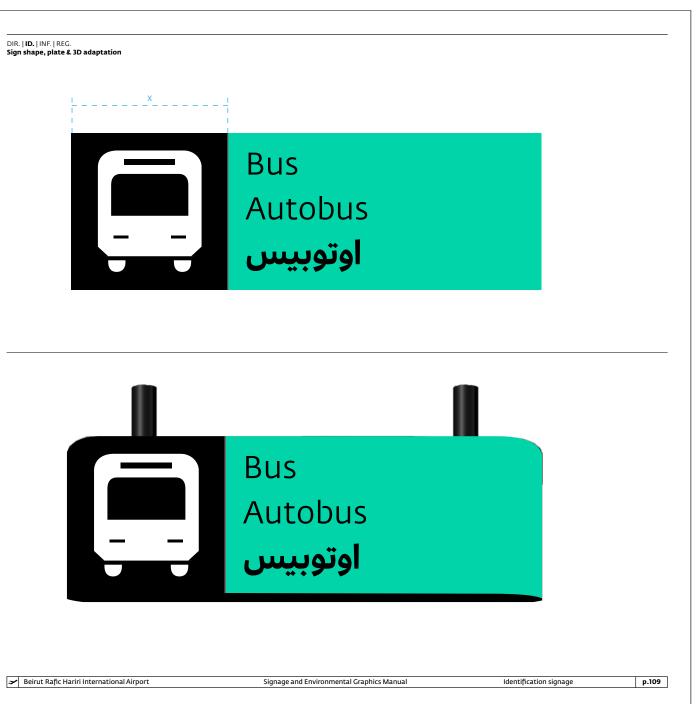
the directional sign, the background colors

Black background White pictogram

switch (check below).

DIR. | ID. | INF. | REG.
Sign shape, plate & 3D adaptation



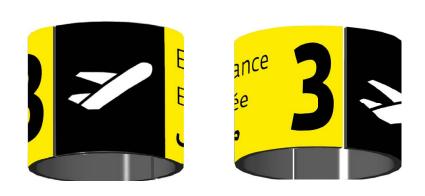




DIR. | **ID.** | INF. | REG.

Sign shape, plate & 3D adaptation







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Sign shape, plate & 3D adaptation





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Identification signage p.115





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 Identification signage

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Sign shape, plate & 3D adaptation

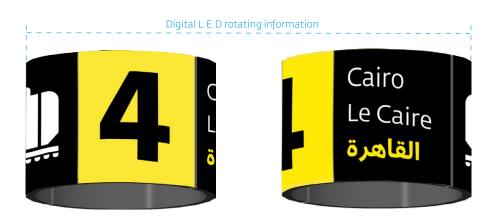
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DIR. | **ID.** | INF. | REG. **Simulation** Beirut Rafic Hariri International Airport Signage and Environmental Graphics Manual Identification signage p.119



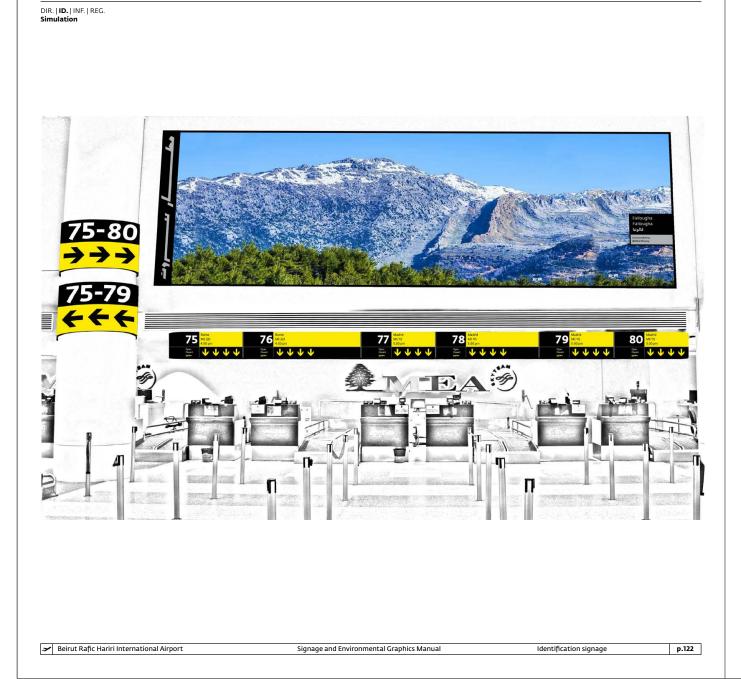


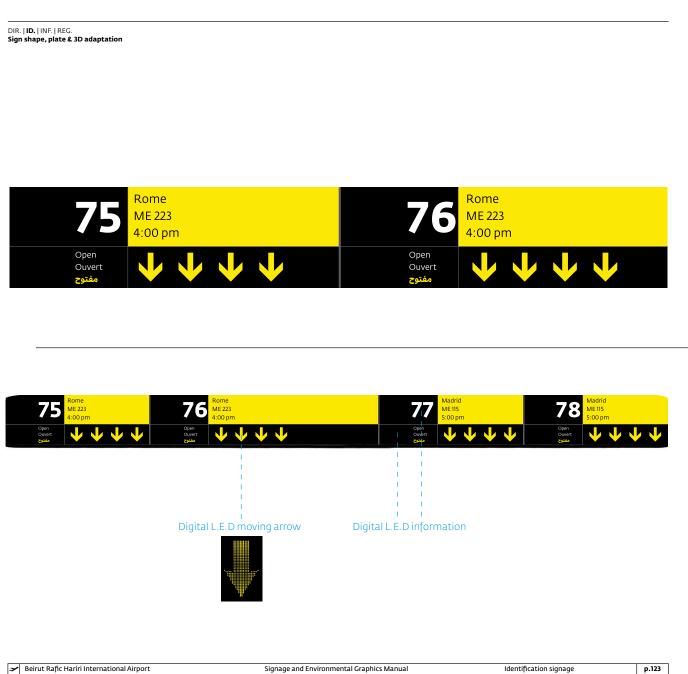
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DIR. | ID. | INF. | REG.
Sign shape, plate & 3D adaptation



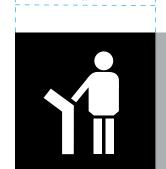
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A self check-in space customized for the Airport. The machine is designed following the shape of the sign

The cylindrical halo has a built in L.E.D yellow inner light that results in a light beam reflecting on the floor.



Self Check-in Enregistrement automatique تسجيل تلقائي للتذاكر



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Identification signage

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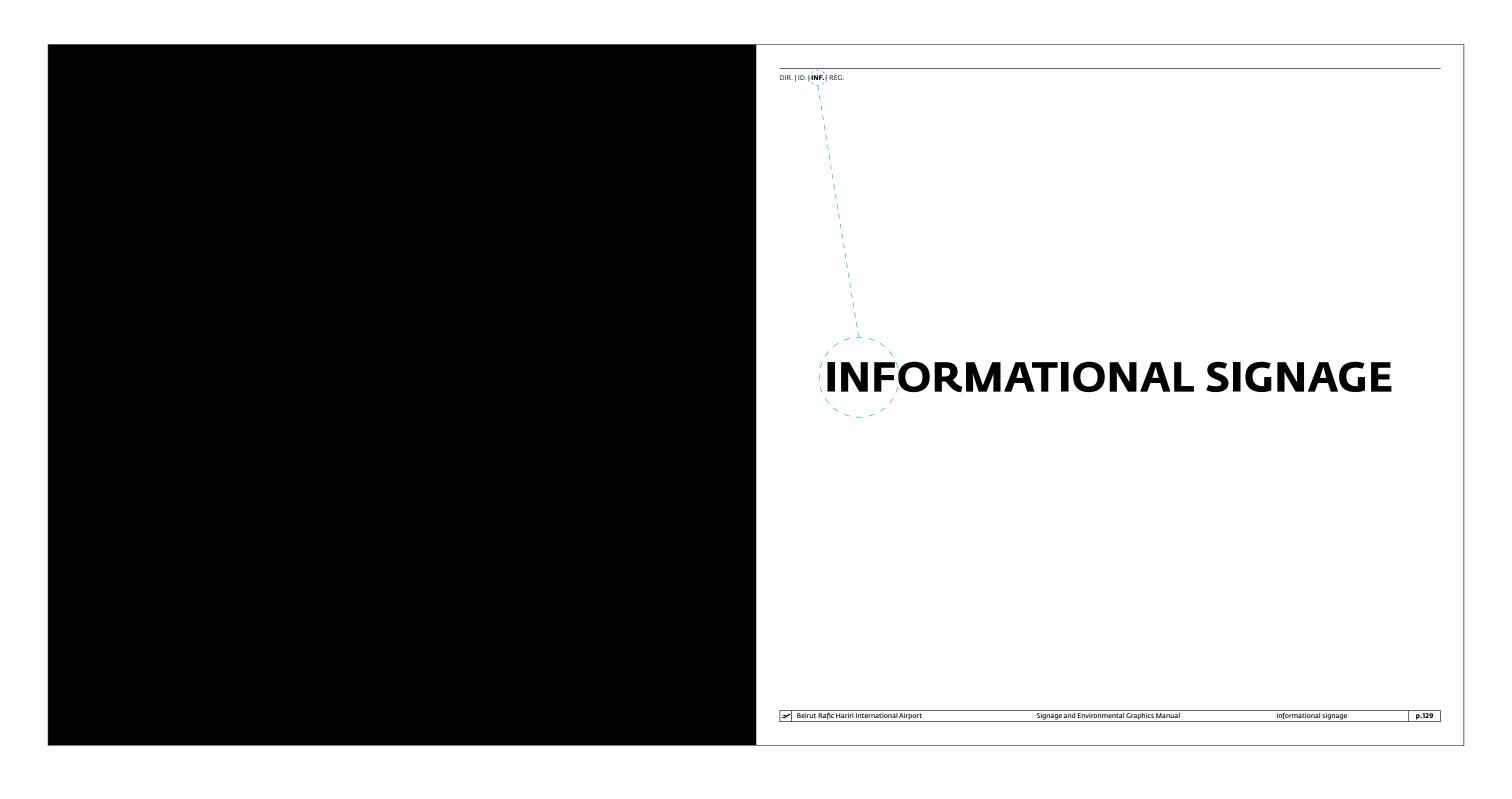
DIR. | ID. | INF. | REG. Environmental Design Self Check-in Photo example of color reflection Enregistrement automatique تسجيل تلقائي للُتذاكر

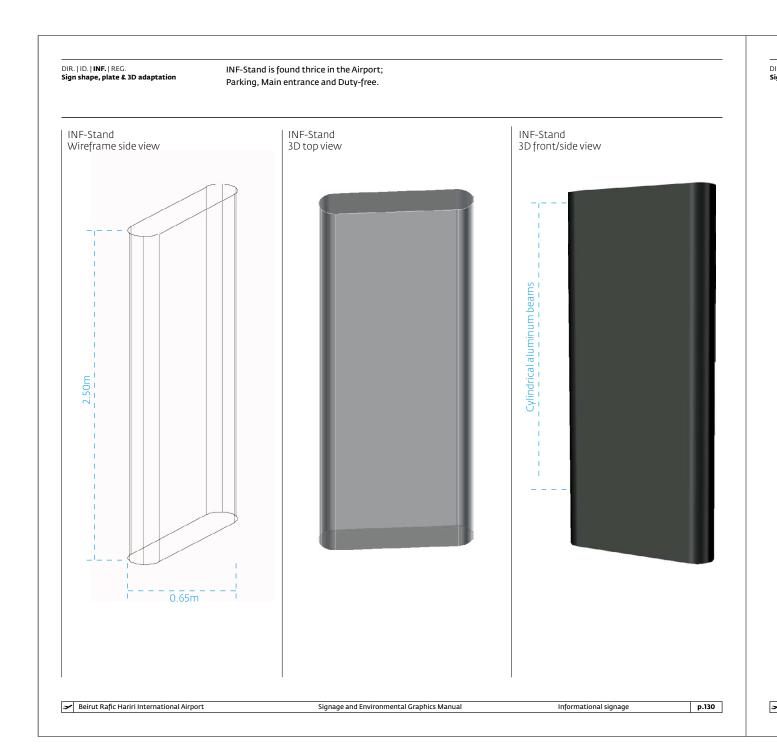
Signage and Environmental Graphics Manual

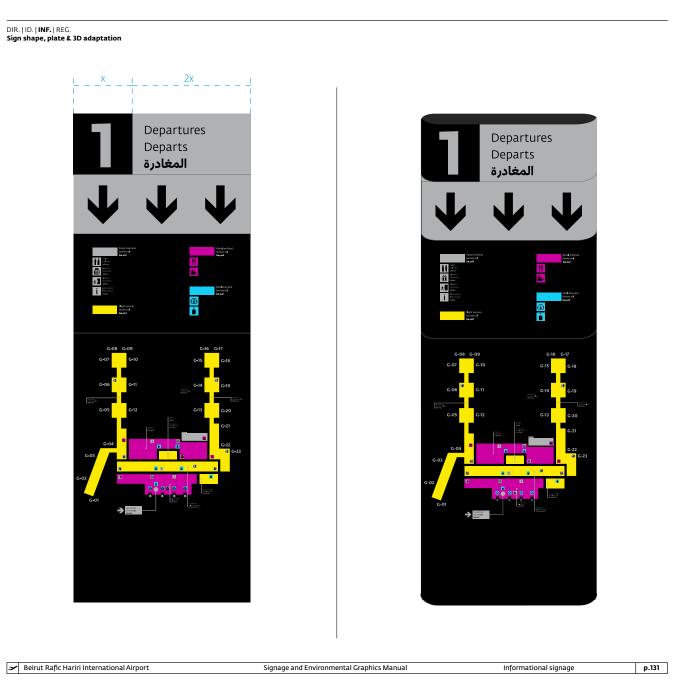
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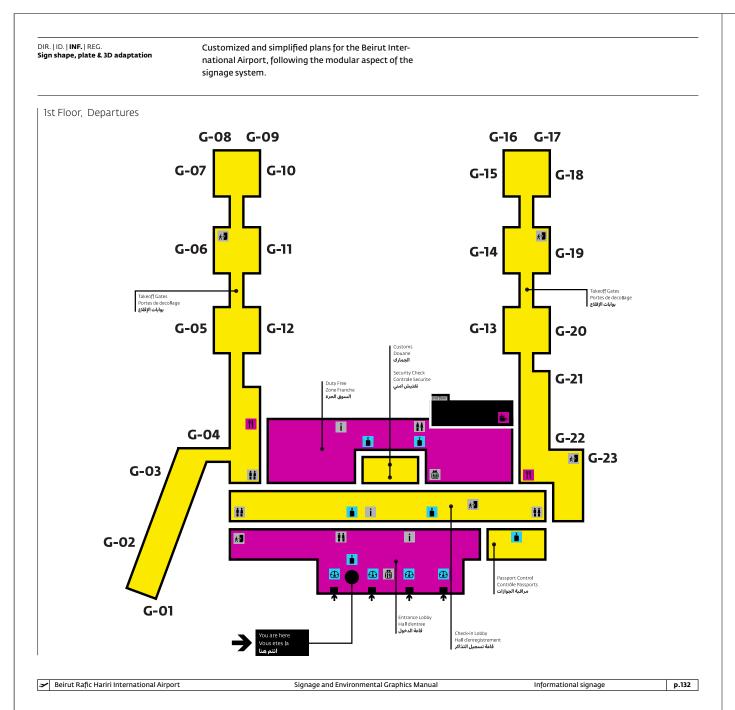
Identification signage

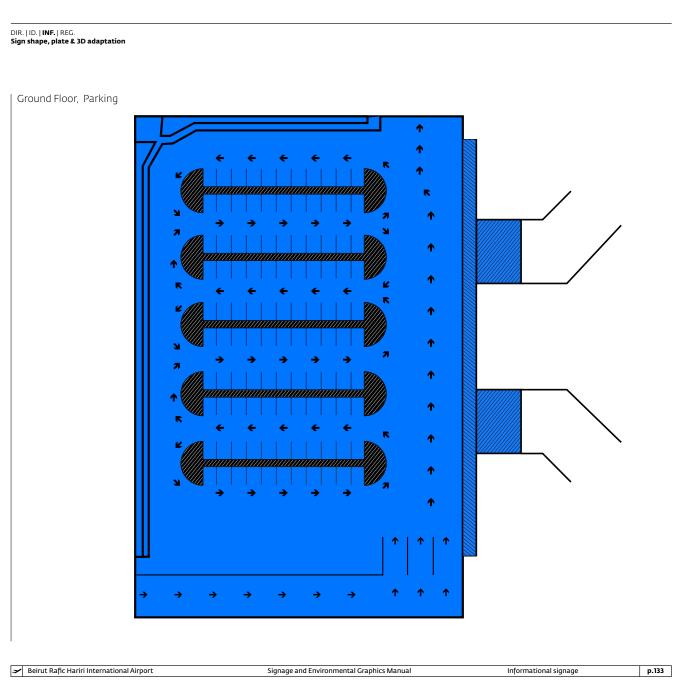








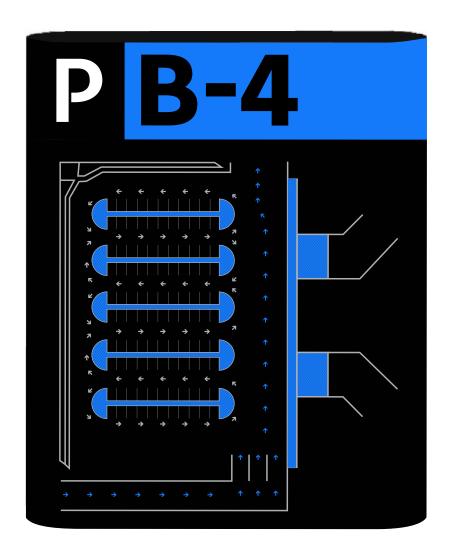




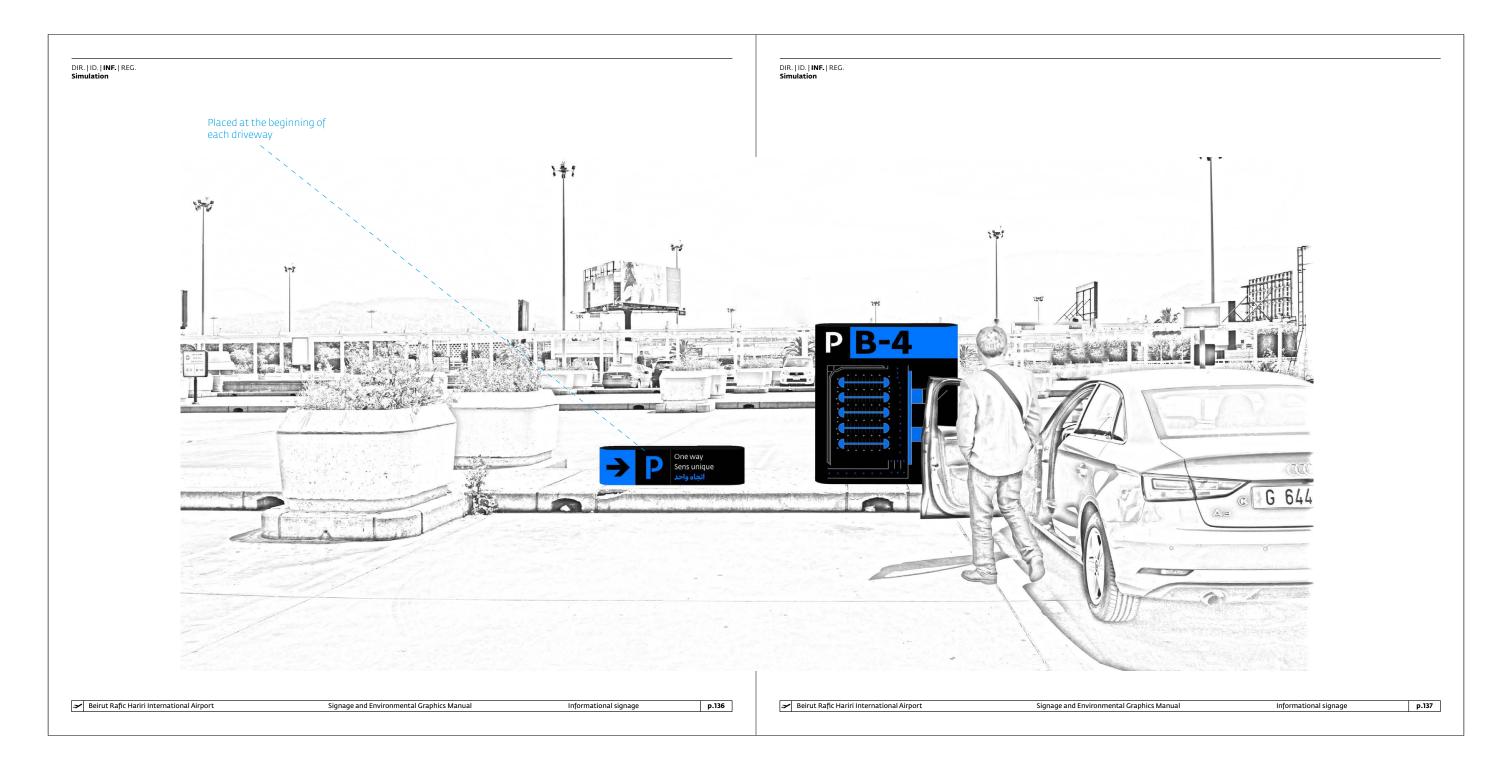
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Customized flight board screens, wrapping around the existing structural poles in the Airport.

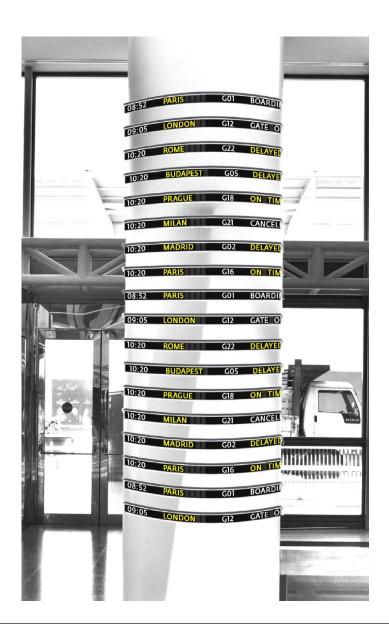


Digital L.E.D information -

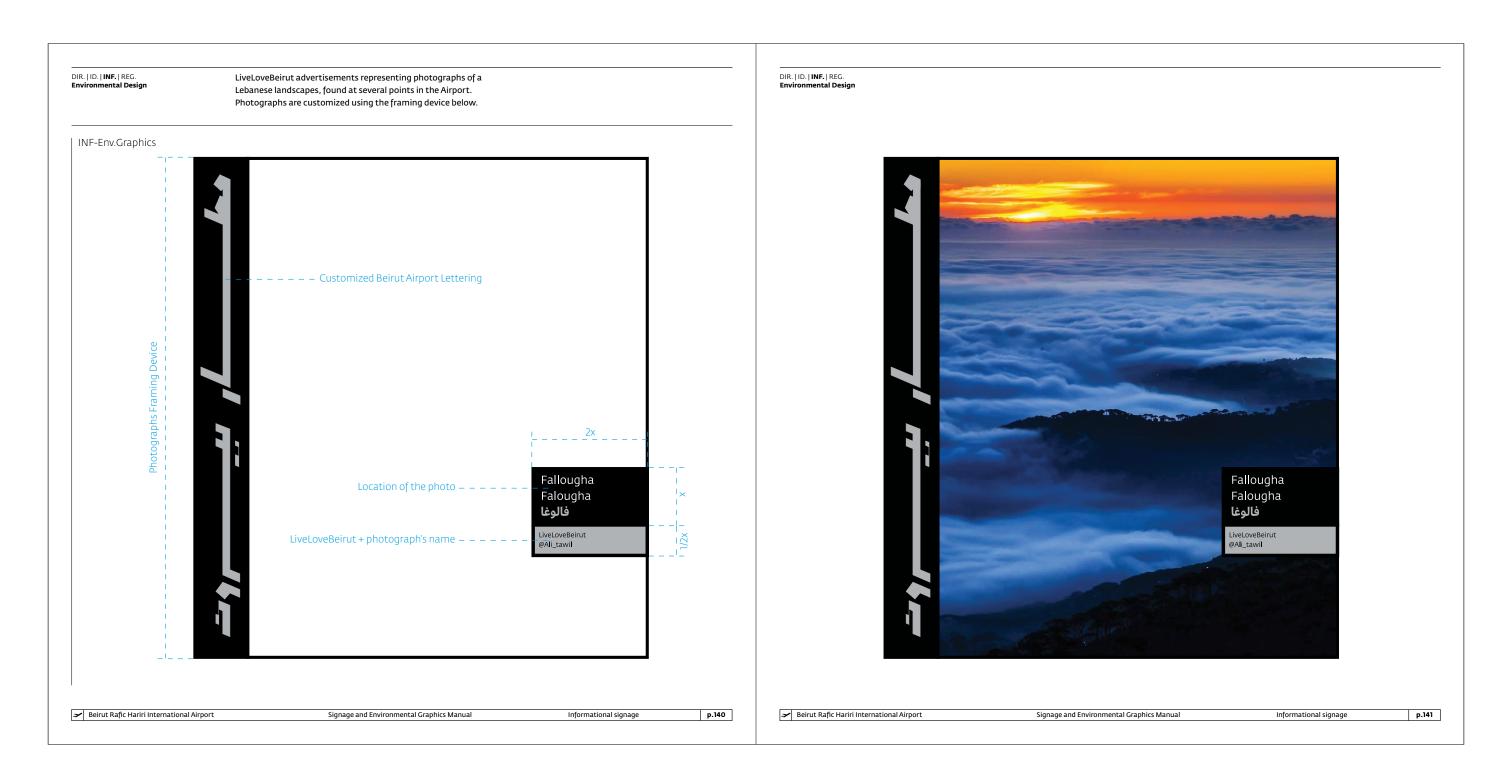




Beirut Rafic Hariri International Airport Signage and Environmental Graphics Manual Informational signage p.138 DIR. | ID. | INF. | REG. Simulation



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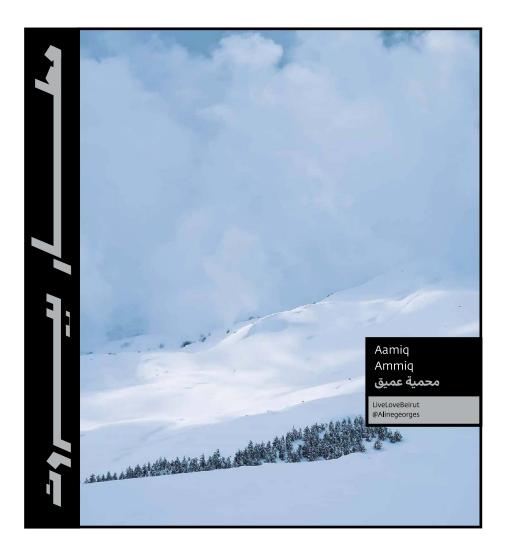




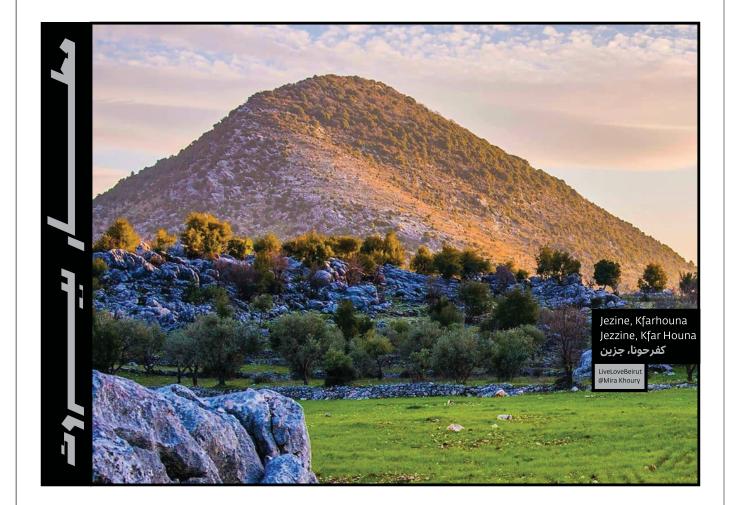
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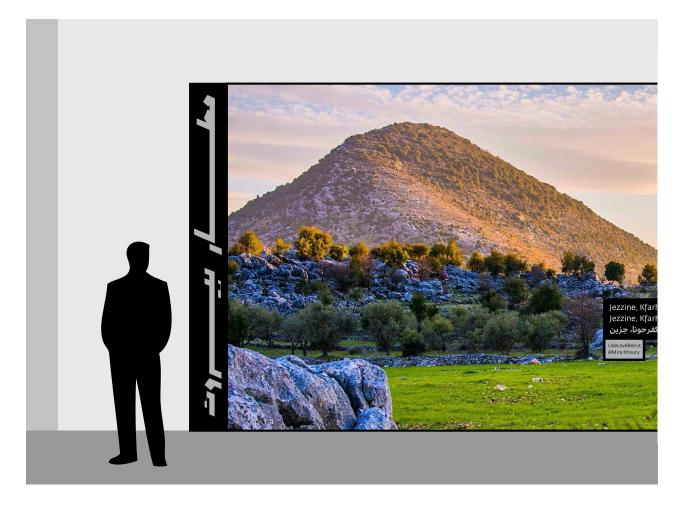


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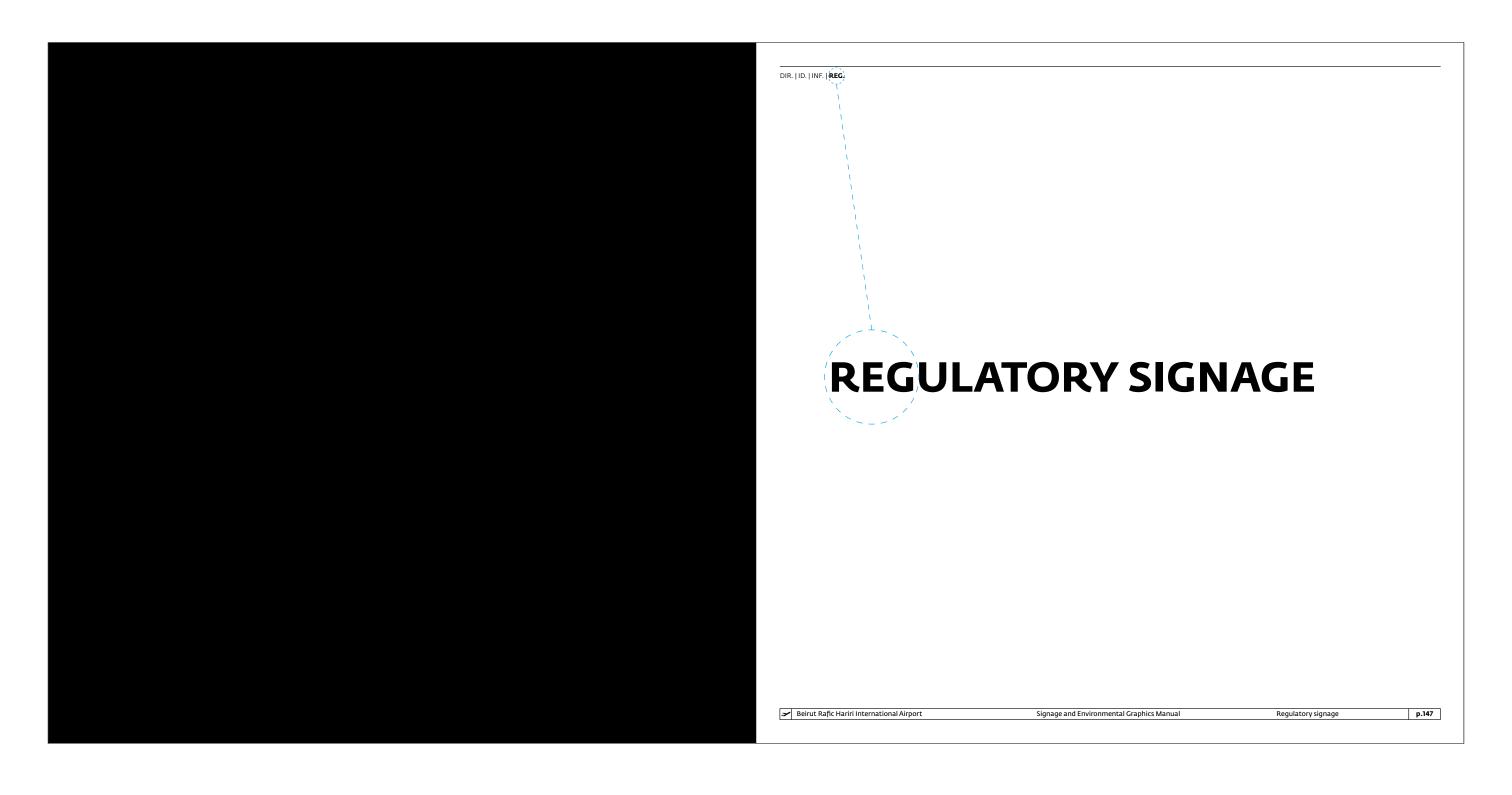


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ID/REG-Half and ID/REG-Mounted are mounted on doors or walls, when there is no poles. The sign shape is used for regulatory signage.

Personnel Only
Personnel seulement
للعاملين فقط





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Regulatory signage

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DIR. | ID. | INF. | **REG.**Sign shape, plate & 3D adaptation



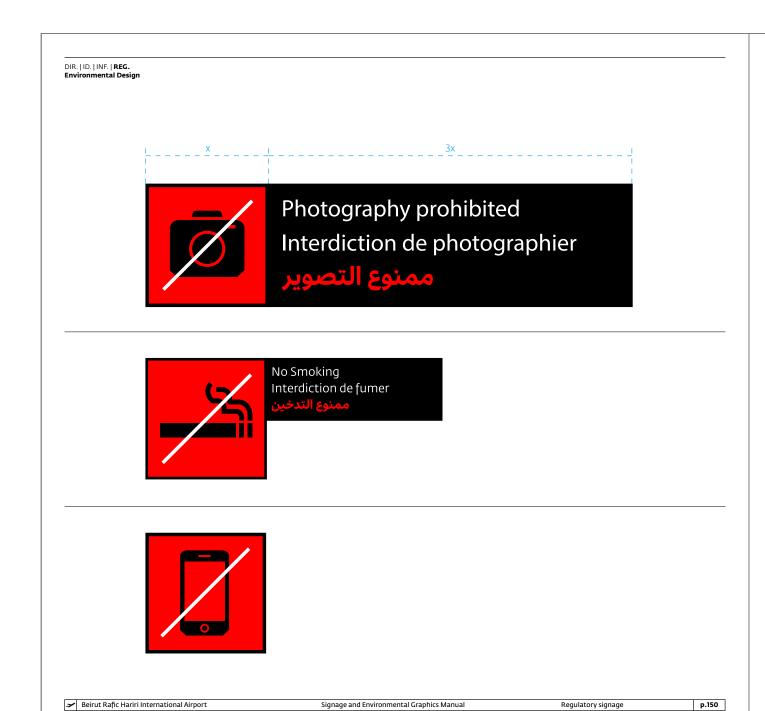


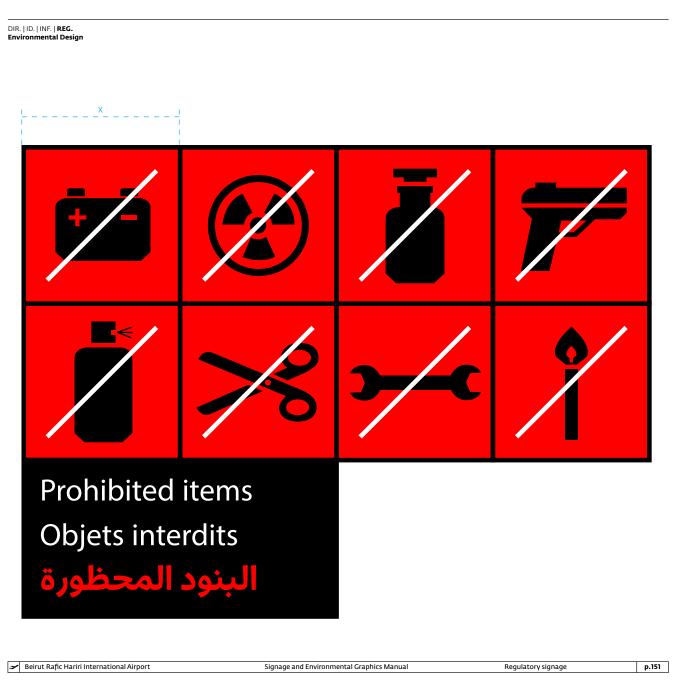


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Regulatory signage

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Prohibited items
Objects intendis
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Spite Aut |

DIR. | ID. | INF. | **REG.**Simulation

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Signage and Environmental Graphics Manual Regulatory signage p.153

Beirut Rafic Hariri International Airport

Customized Covid-19 pictograms and environmental graphics, added to the regulatory signage.

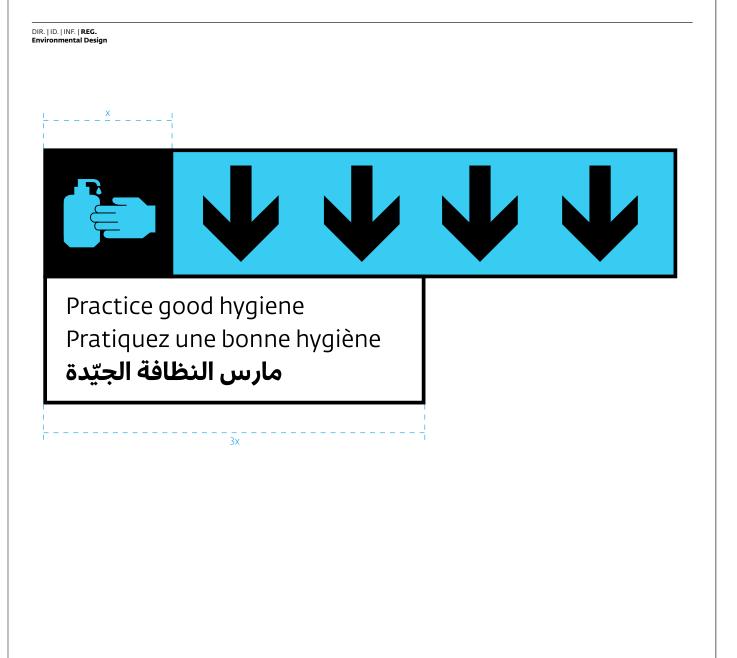


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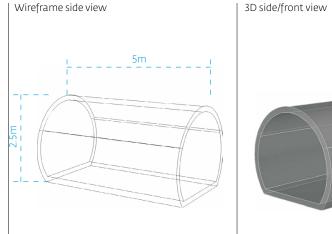
Regulatory signage



Covid-19 addition; customized sterilizing tunnel.
 The system is based on the principle of using ionized saline solution (Anolyte) in the form of mist,

spraying the whole body to quickly disinfect the body surface.

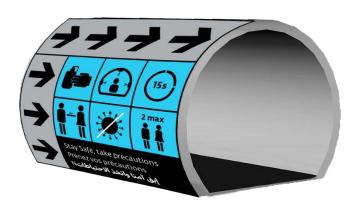
3D side/front view











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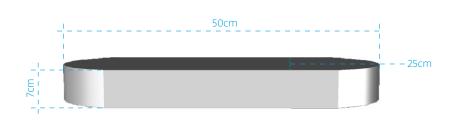
Signage and Environmental Graphics Manual

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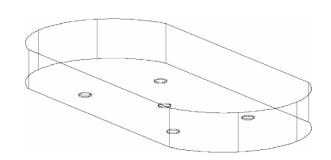
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DIR. | ID. | INF. | **REG. Environmental Design** 2. Covid-19 addition; Passport Disinfecting Device.
The device uses ultraviolet germicidal irradiation (UVGI) is a disinfection method that uses short-wavelength ultraviolet (UV-C) light to kill or inactivate microorganisms.

3D front view



Wireframe top/side view



Wireframe bottom view



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Covid-19 customized furniture

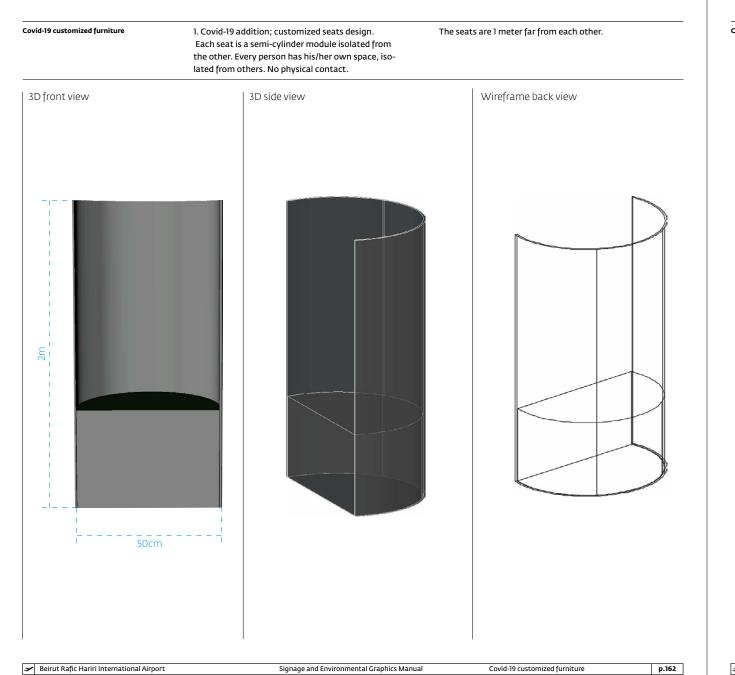
COVID-19 CUSTOMIZED FURNITURE

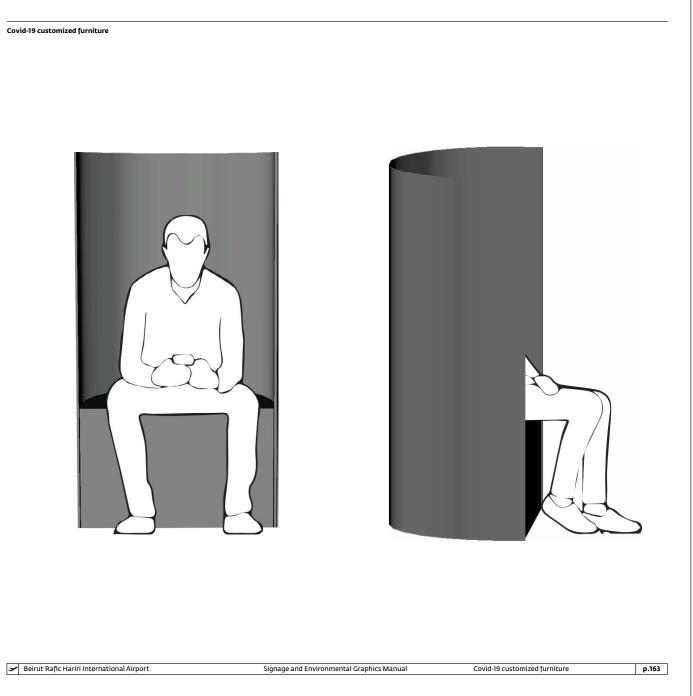
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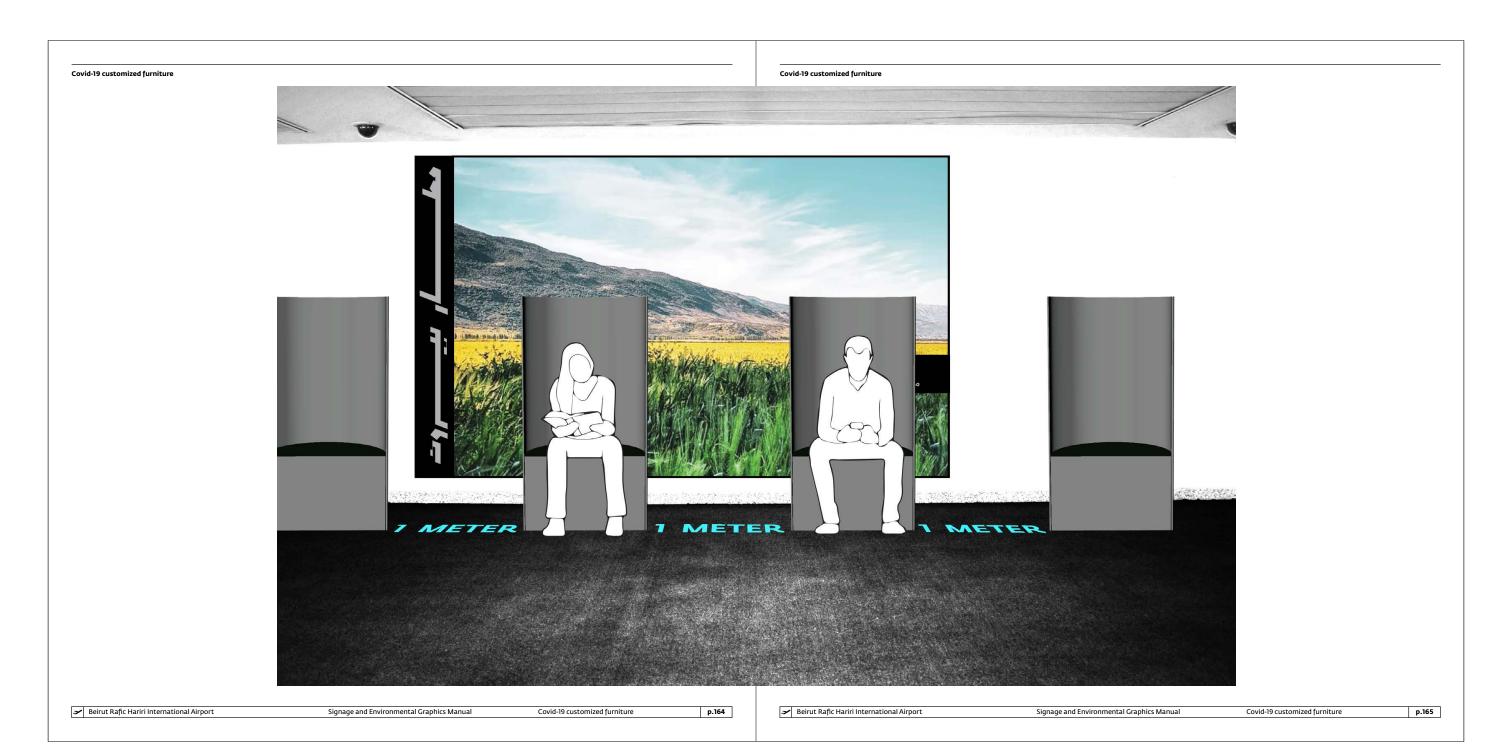
Signage and Environmental Graphics Manual

Covid-19 customized furniture

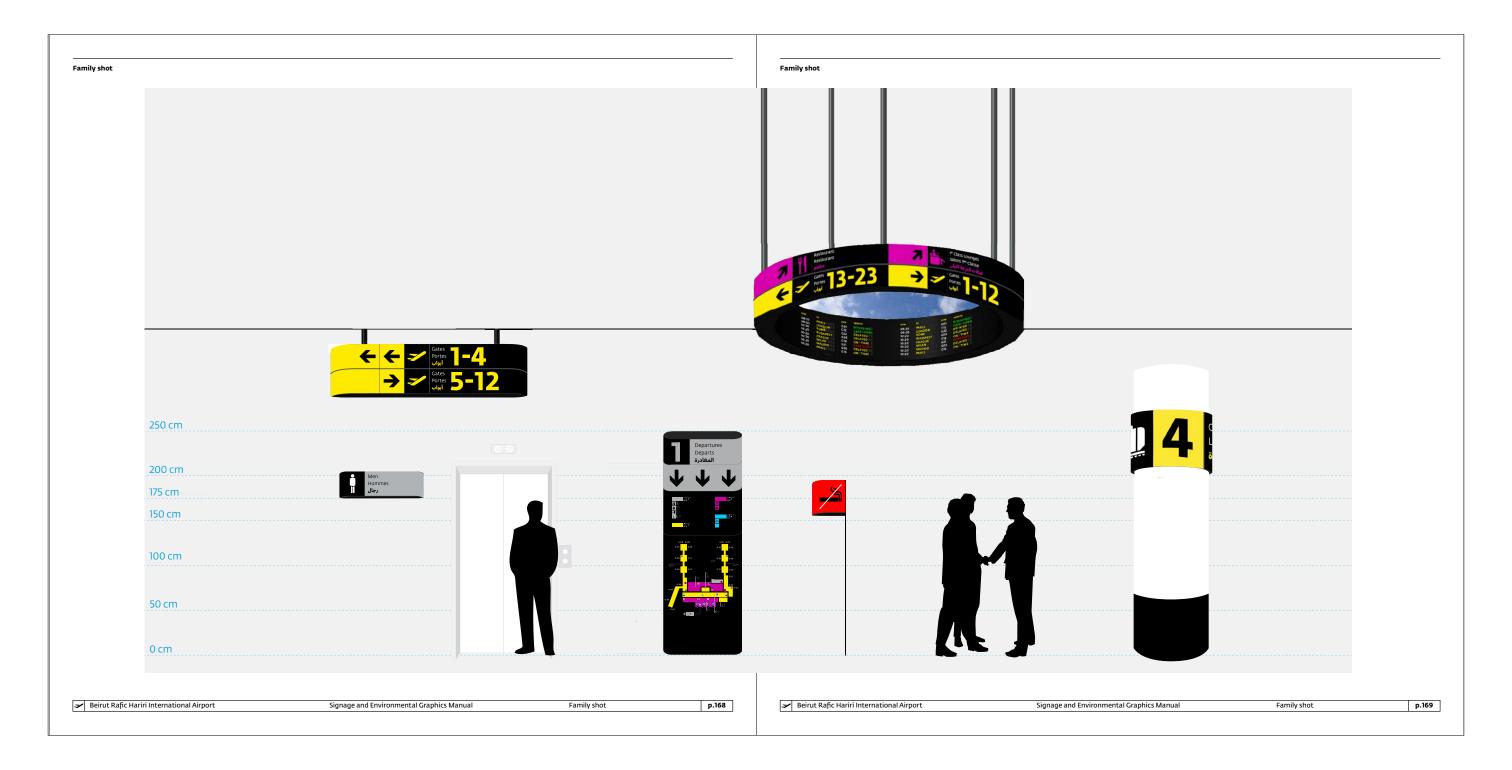
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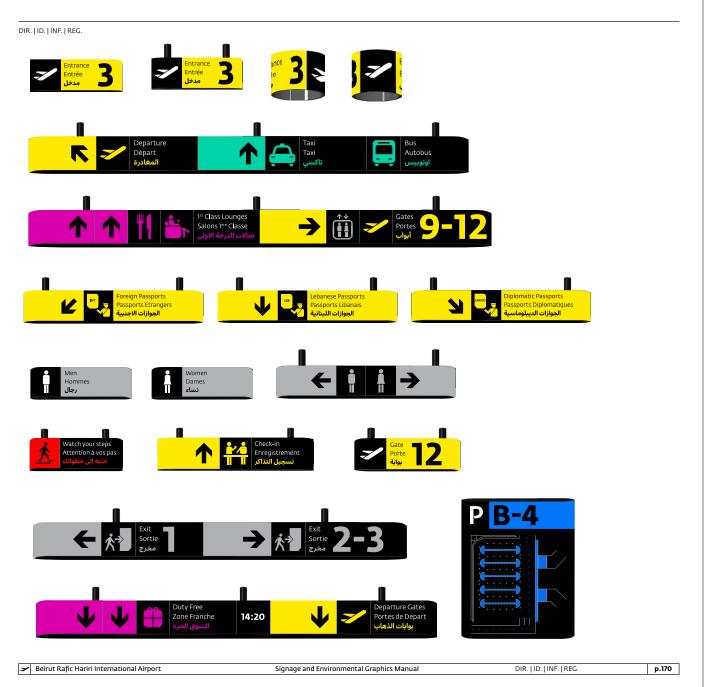


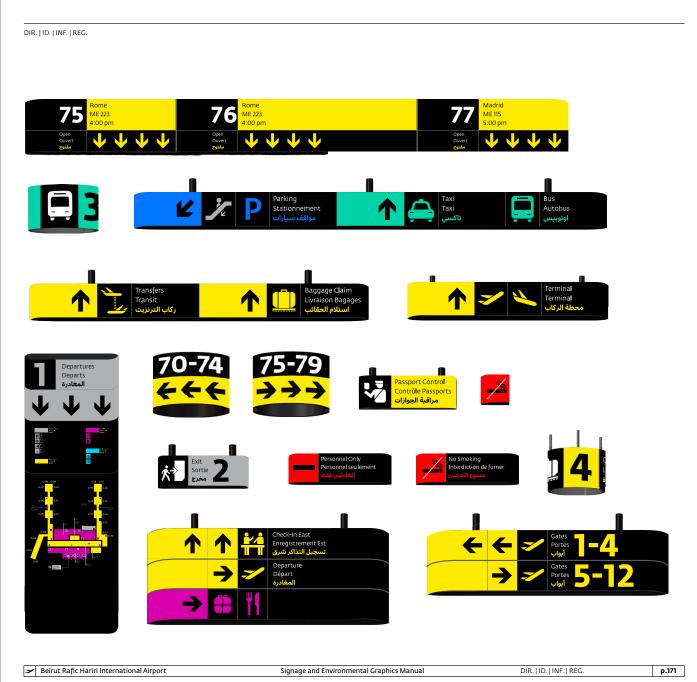


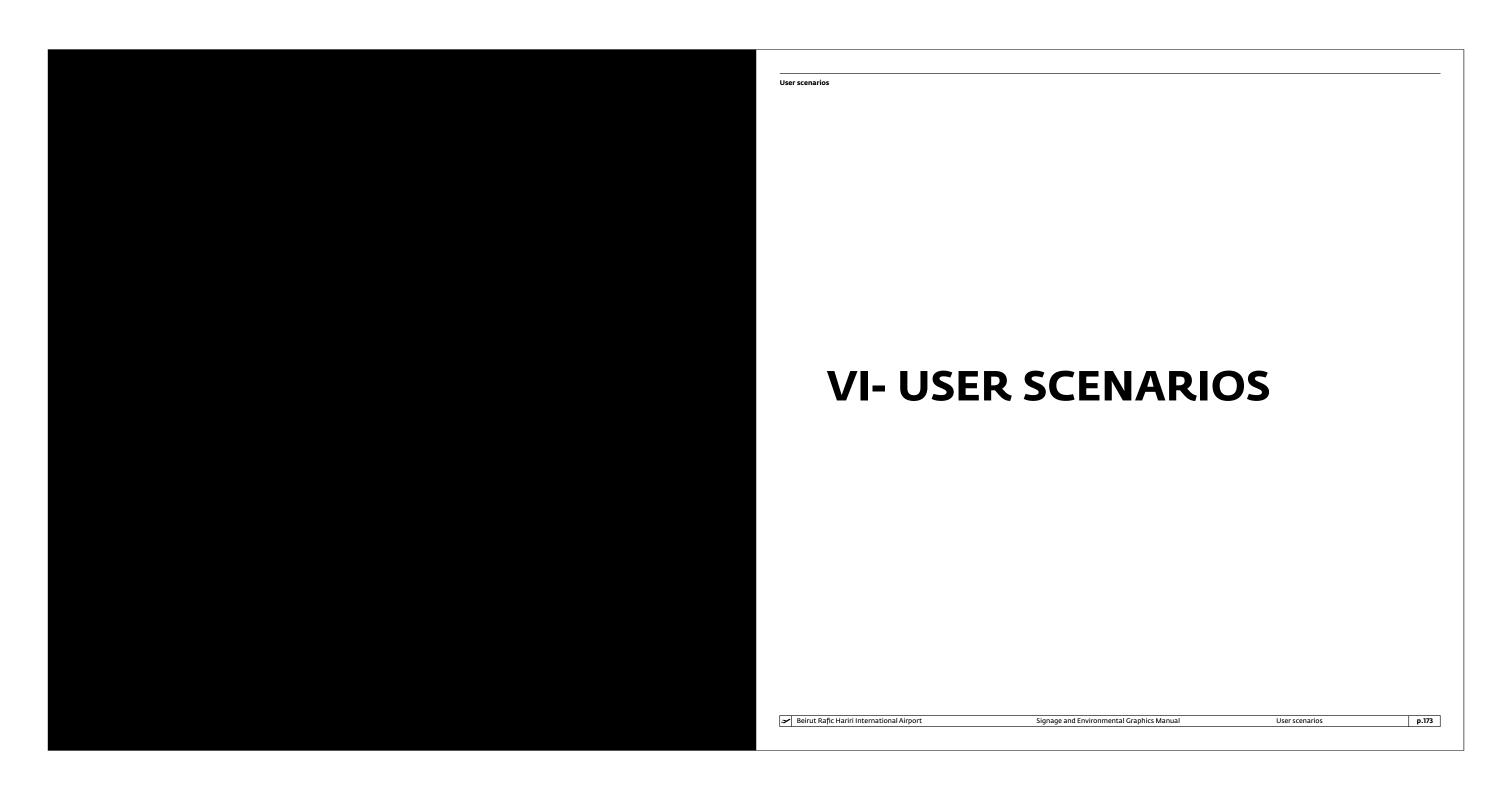














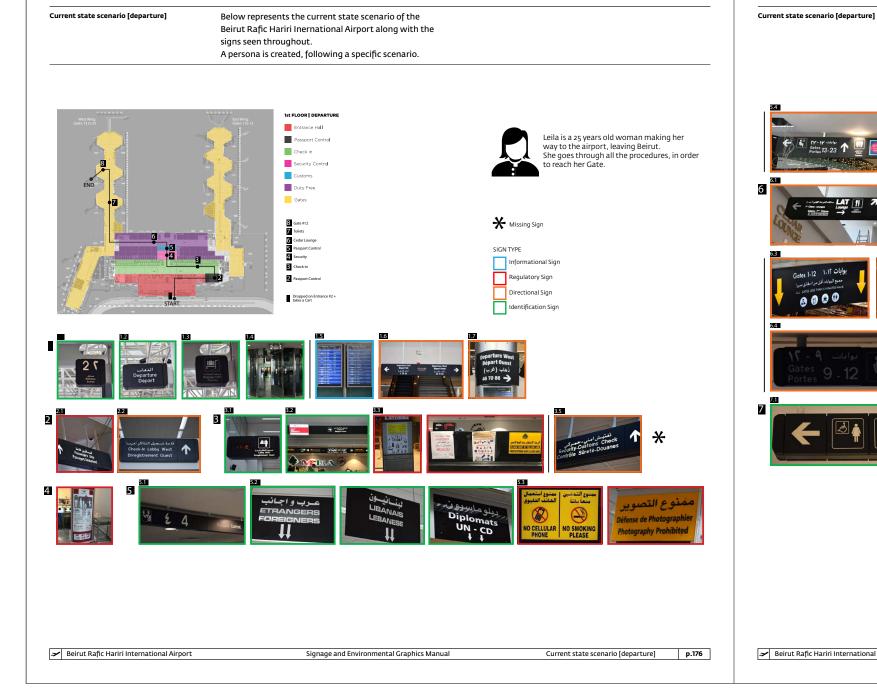
Current state scenario [departure]

CURRENT STATE SCENARIO [DEPARTURE]

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Current state scenario [departure] p.175







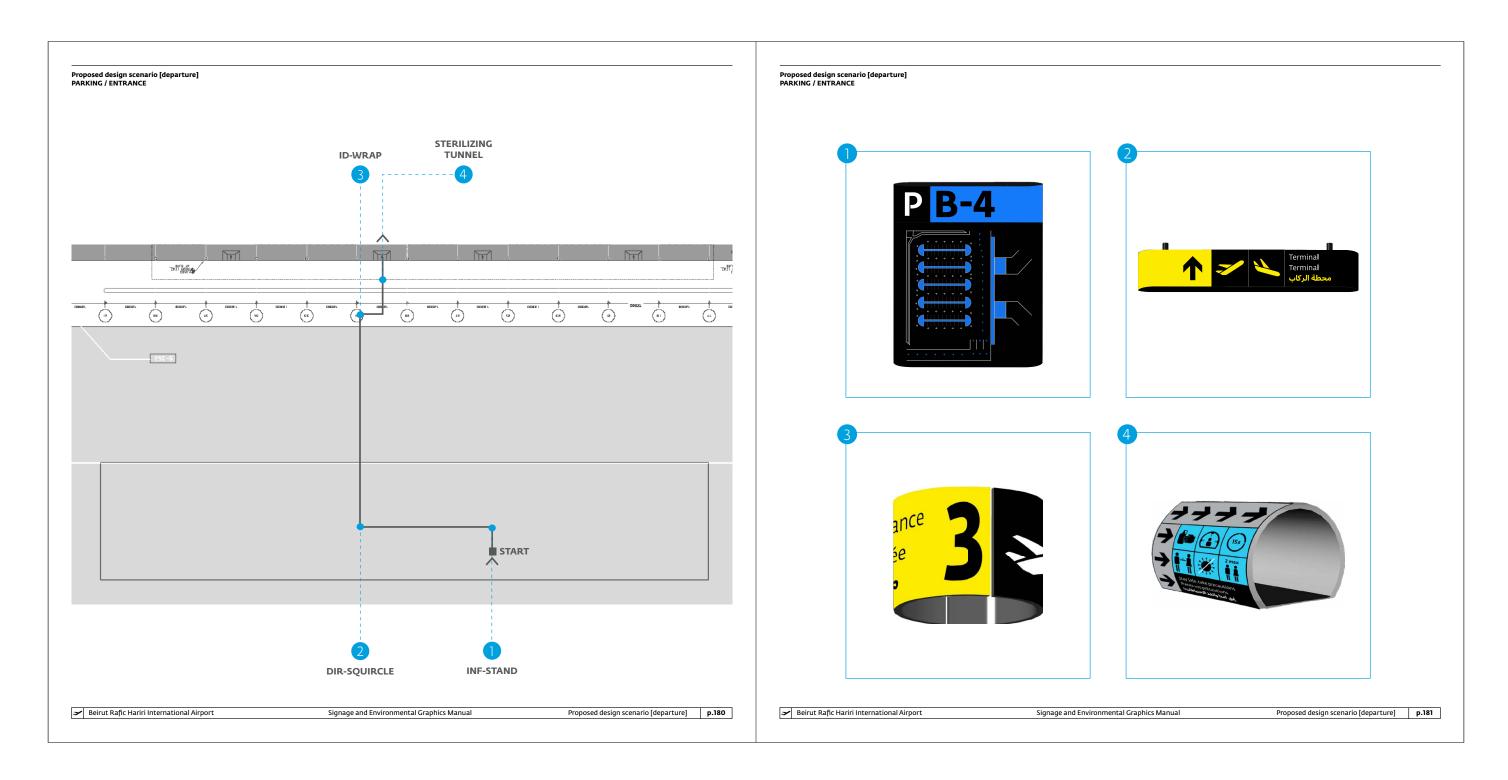
Proposed design scenario [departure]

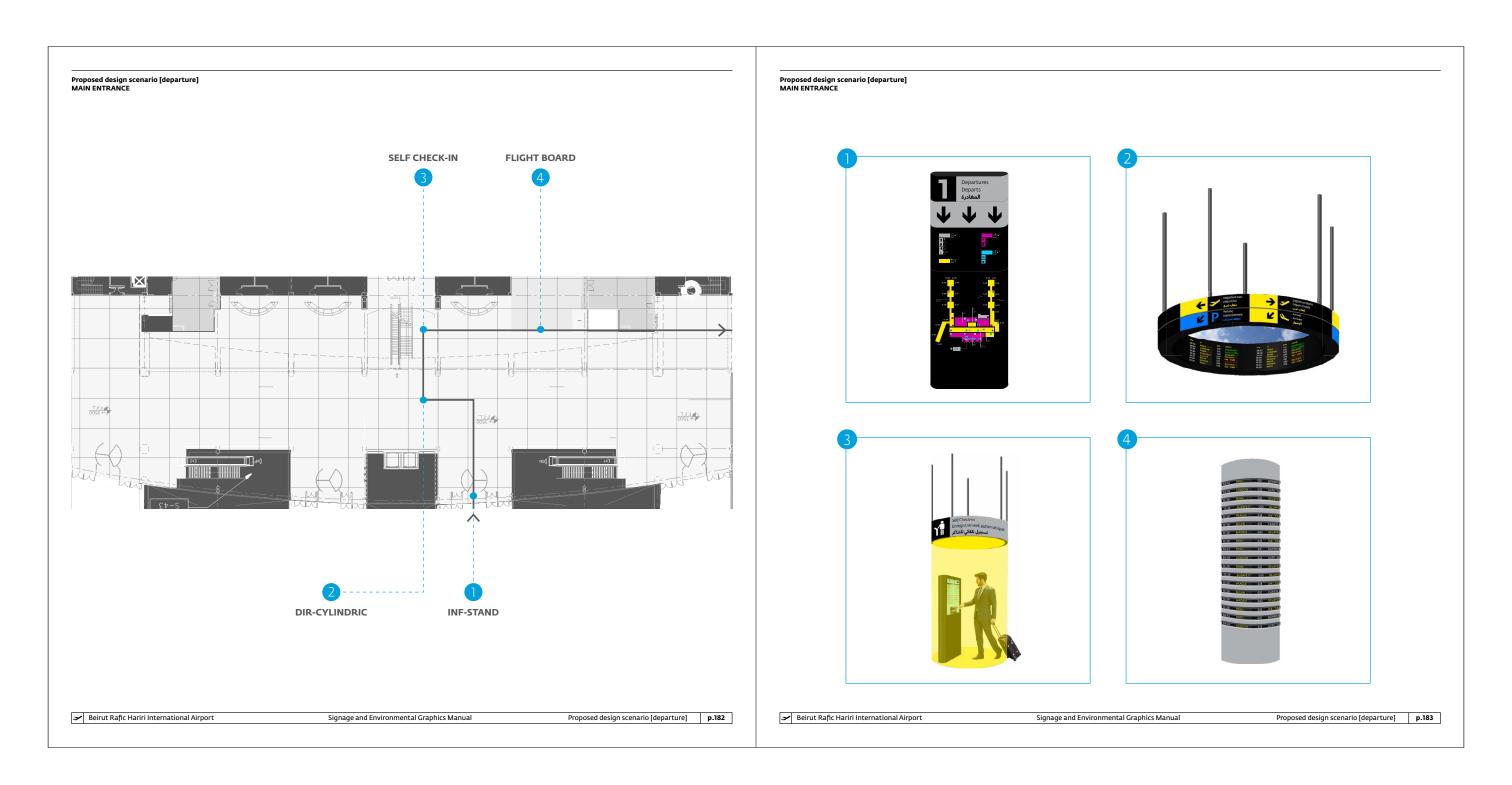
PROPOSED DESIGN SCENARIO [DEPARTURE]

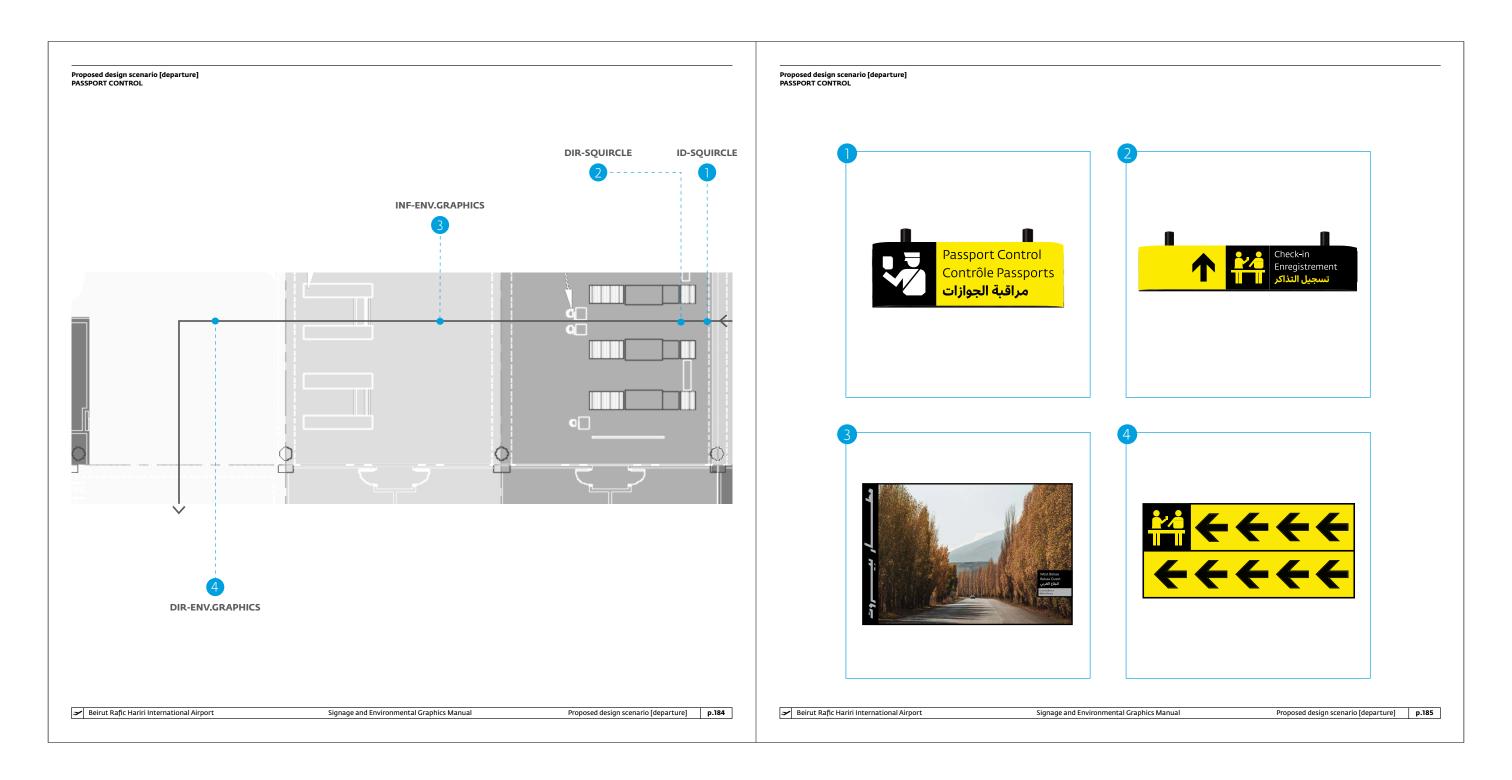
Beirut Rafic Hariri International Airport

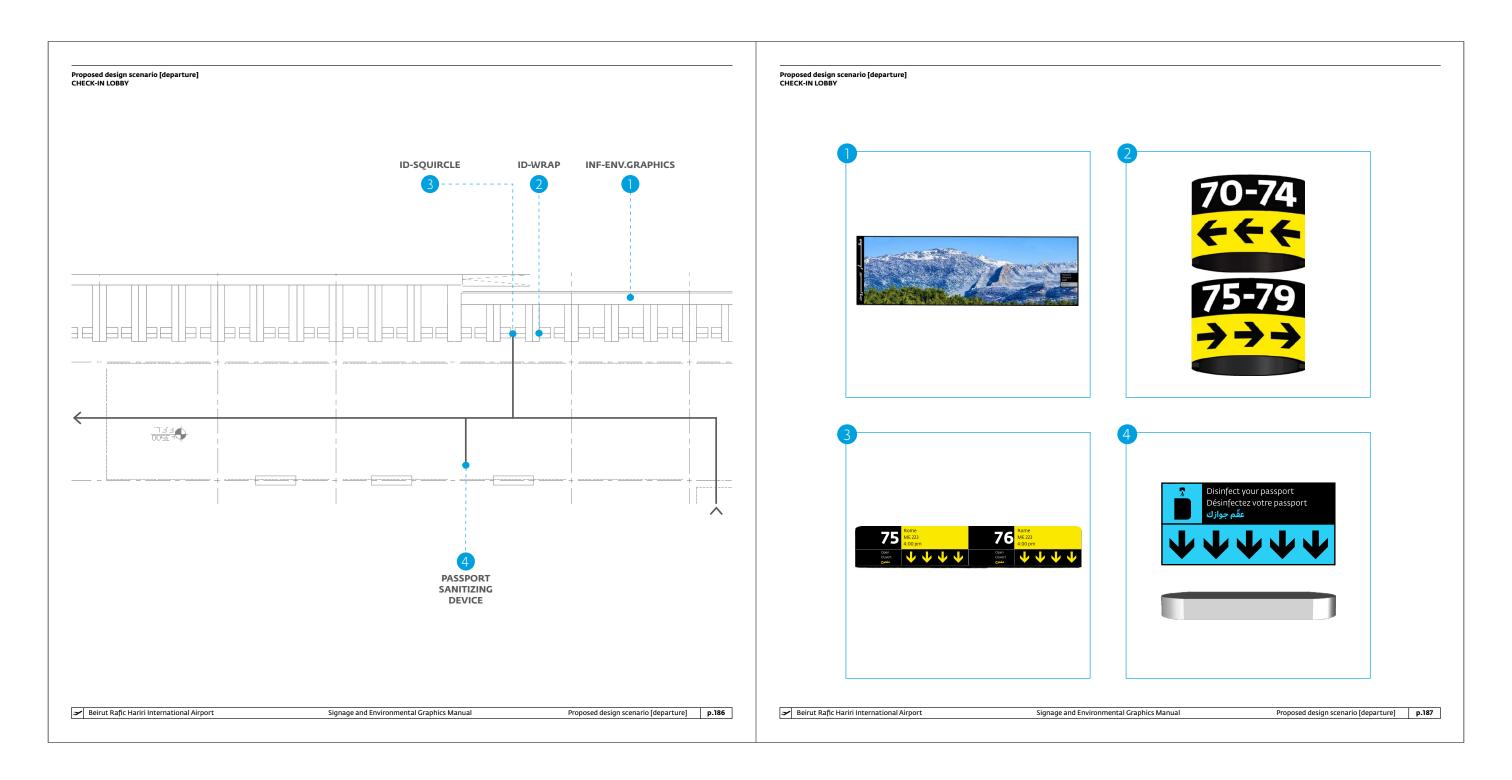
Signage and Environmental Graphics Manual

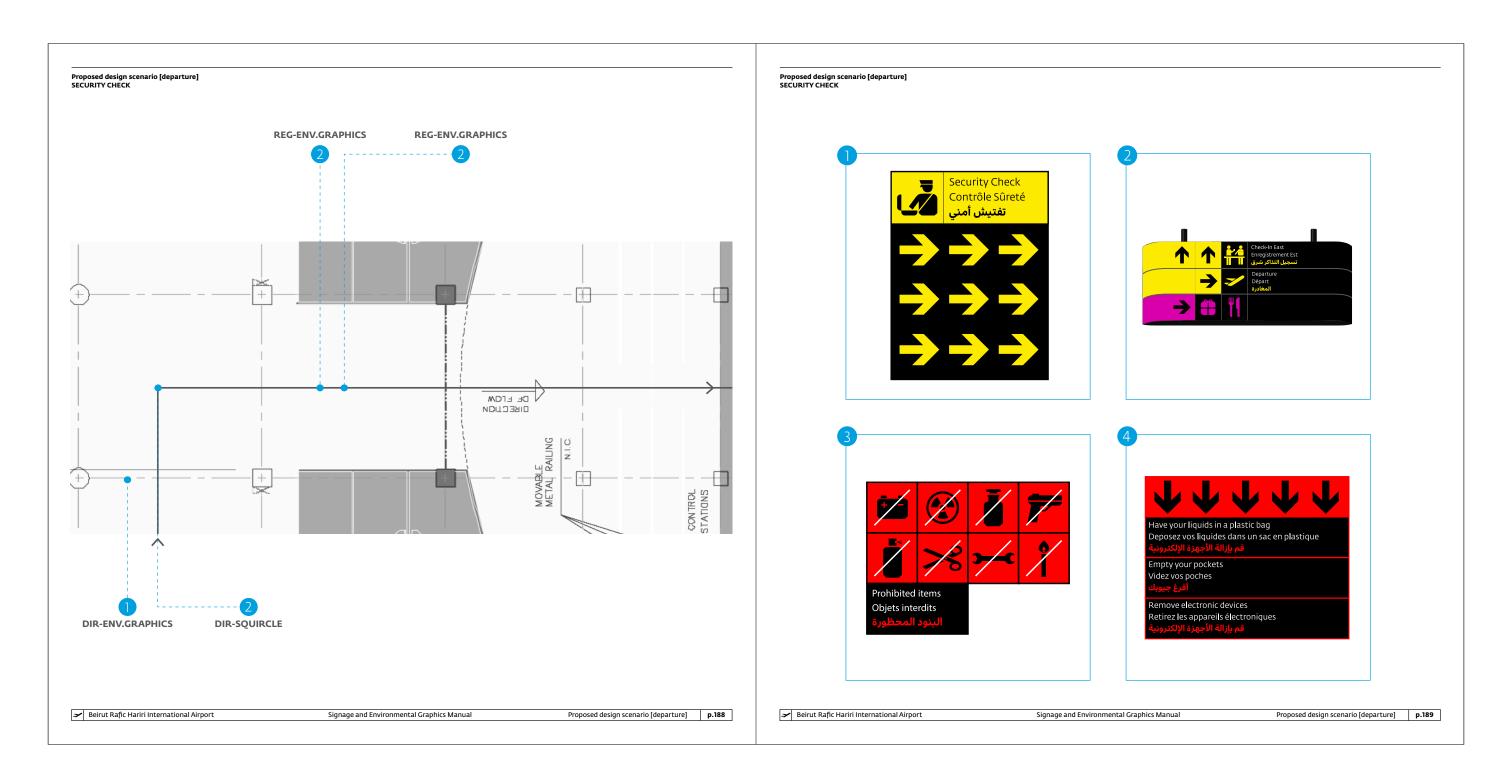
Proposed design scenario [departure] p.179

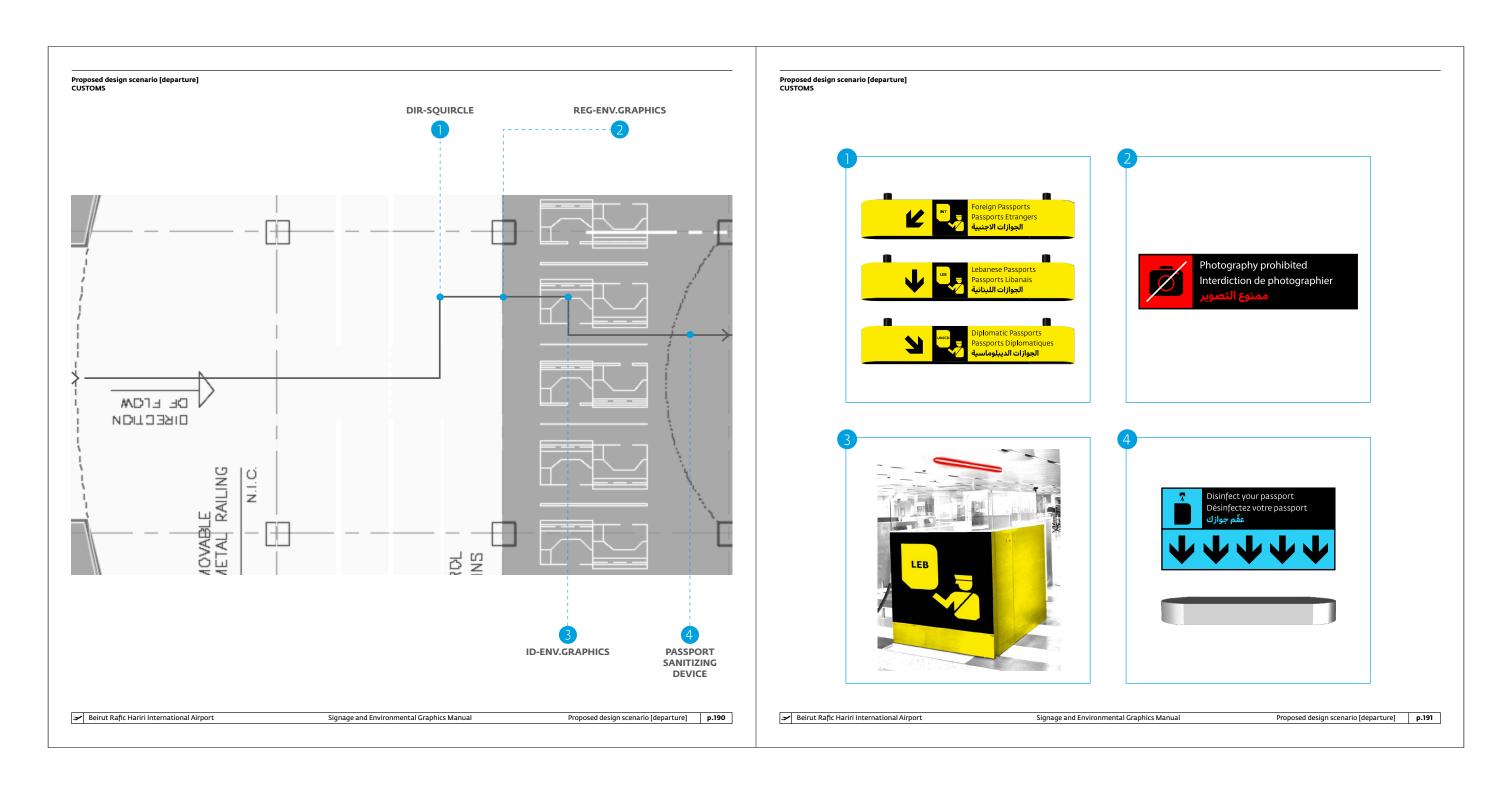


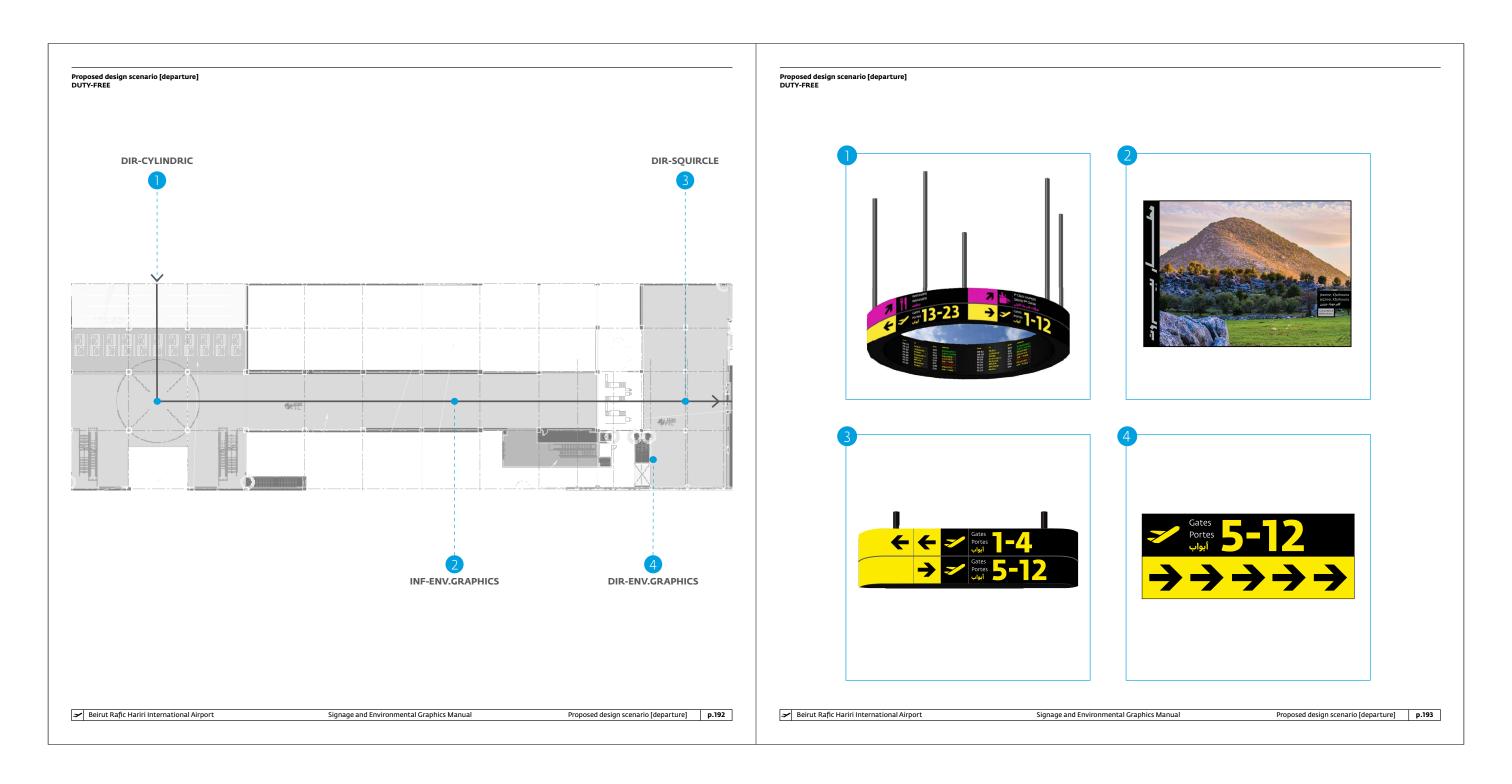


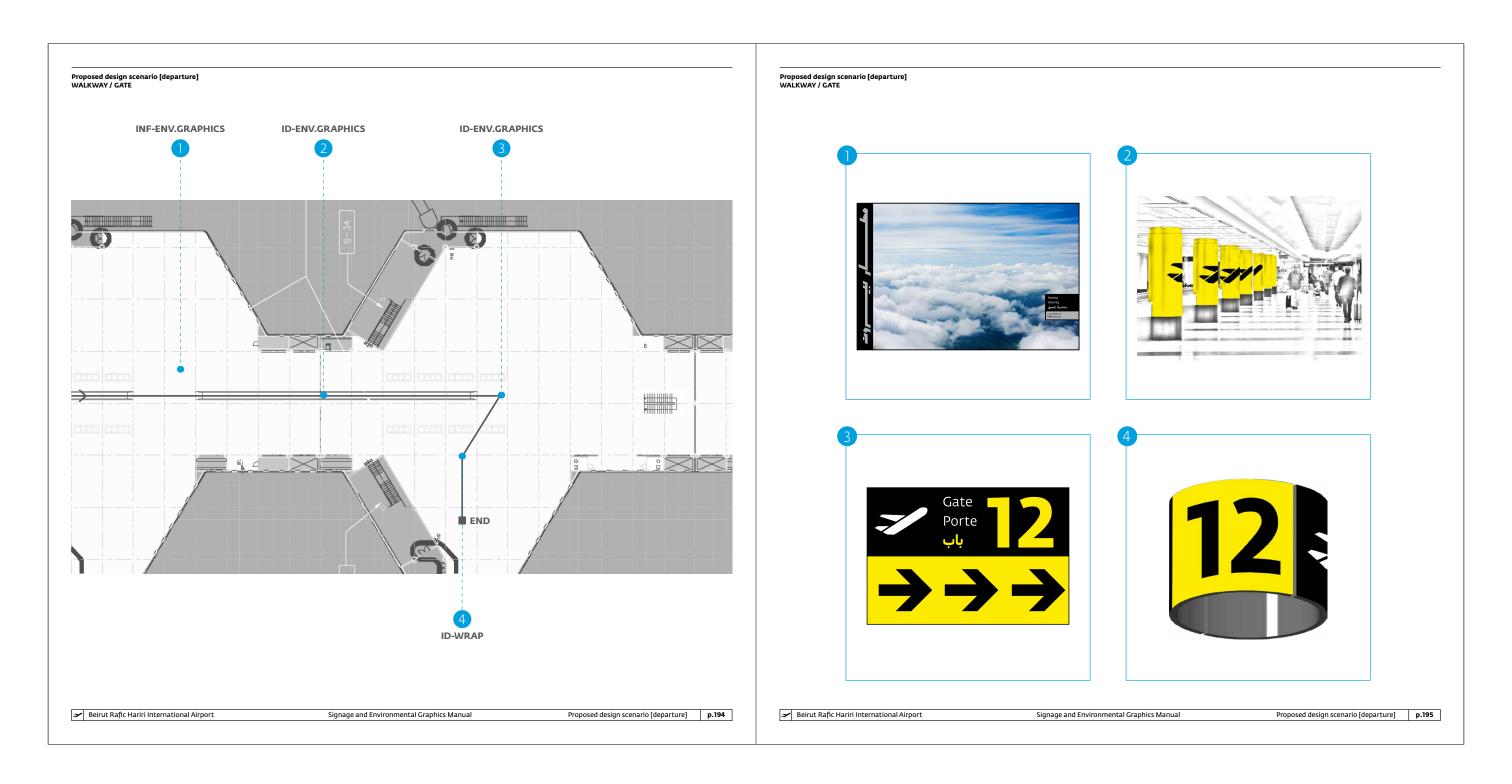


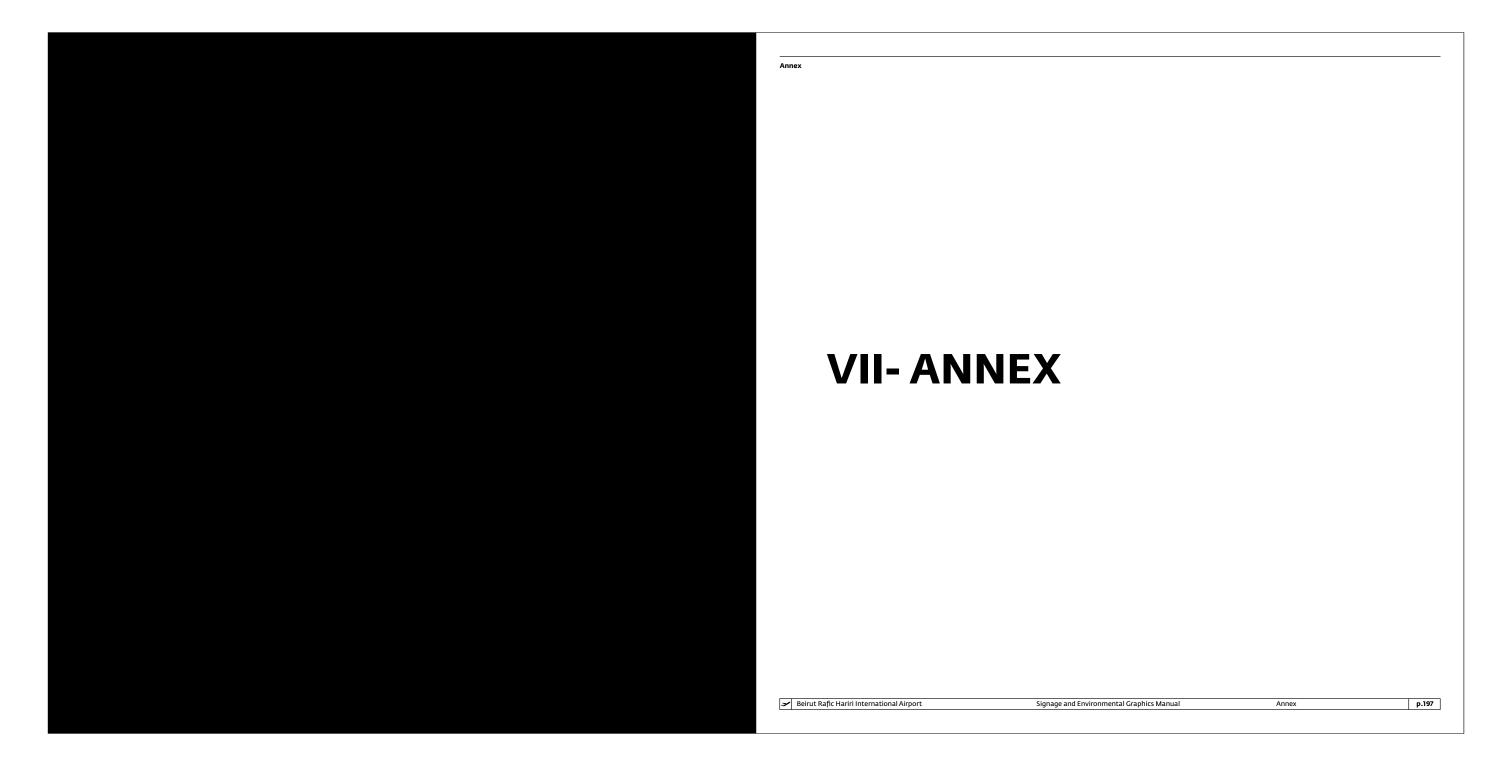












Site visits **₩** <u>₹</u> <u>"</u>



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Acknowledgements

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