# Narita International Airport BCP (Business Continuity Plan)

# Summary Edition

**Ver. 6.1**

**January 1st , 2024**

**Narita International Airport Corporation (NAA)**

Narita Airport

Connecting Japan to the World

# Revision history

| date | version |
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| 2019.10.31 | 1.1 |
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# Structure of the BCP

**Narita International Airport BCP (Business Continuity Plan)**

# 1-1. Purpose of the BCP

○ Since its opening, Narita International Airport has been playing a major role as the gateway to Japan and as a hub airport for the international aviation network. In the event of a large-scale natural disaster causing the airport functionalities to cease, it will have a significant impact on social activities, nation's economy and people living in Japan as well as abroad.

○ Moreover, in the event of a disaster, the airport is required to ensure the safety and security of all airport users including passengers, and to maintain airport functionalities to the extent possible, and to recover as soon as possible should airport functionalities cease. In the event of a Metropolitan Inland earthquake, Narita International Airport is expected to play a role as a disaster center in the Tokyo metropolitan area.

○ Based on the above, we formulated this Business Continuity Plan (BCP) for the entire Narita International Airport. **The purpose , in the event of a large-scale natural disaster, is to cooperate among airport stakeholders and to implement prompt and appropriate measures thus forming a disaster resilient Narita International Airport**.

To achieve the objectives

**Strengthening Cooperation Among Airport Stakeholders**

By cooperating through the individual BCPs of business entities, early restoration and early commencement of operations are achieved

- Establish the Joint Emergency Operation Center
- Gathering and sharing information
- Immediate decision-making

**Response from the Customer's Perspective**

Pursuit of safety and security through responses from the customer's perspective

- Control of stranded people
- Evacuation guidance and rescue
- Sharing information and providing services that meet passenger needs
- Support to foreign nationals

# 1-2. Perspective of the BCP

- This BCP establishes the objectives of the functions to be maintained as an airport, the Joint Emergency Operation Center consisting of airport stakeholders and the shared responsibilities of airport stakeholders so that each airport stakeholders can take action in accordance with the respective Individual BCPs and Emergency Response plan (hereinafter referred to as "BCPs, etc.") in the event of a large-scale natural disaster and sets forth the common matters required for maintaining and restoring the functions of the airport as a whole, such as the division of roles among airport stakeholders.
- As shown in the "Image of the BCP at Narita International Airport" in the figure below, the Individual BCPs, etc. of the airport stakeholders shall be consistent with and support this BCP.

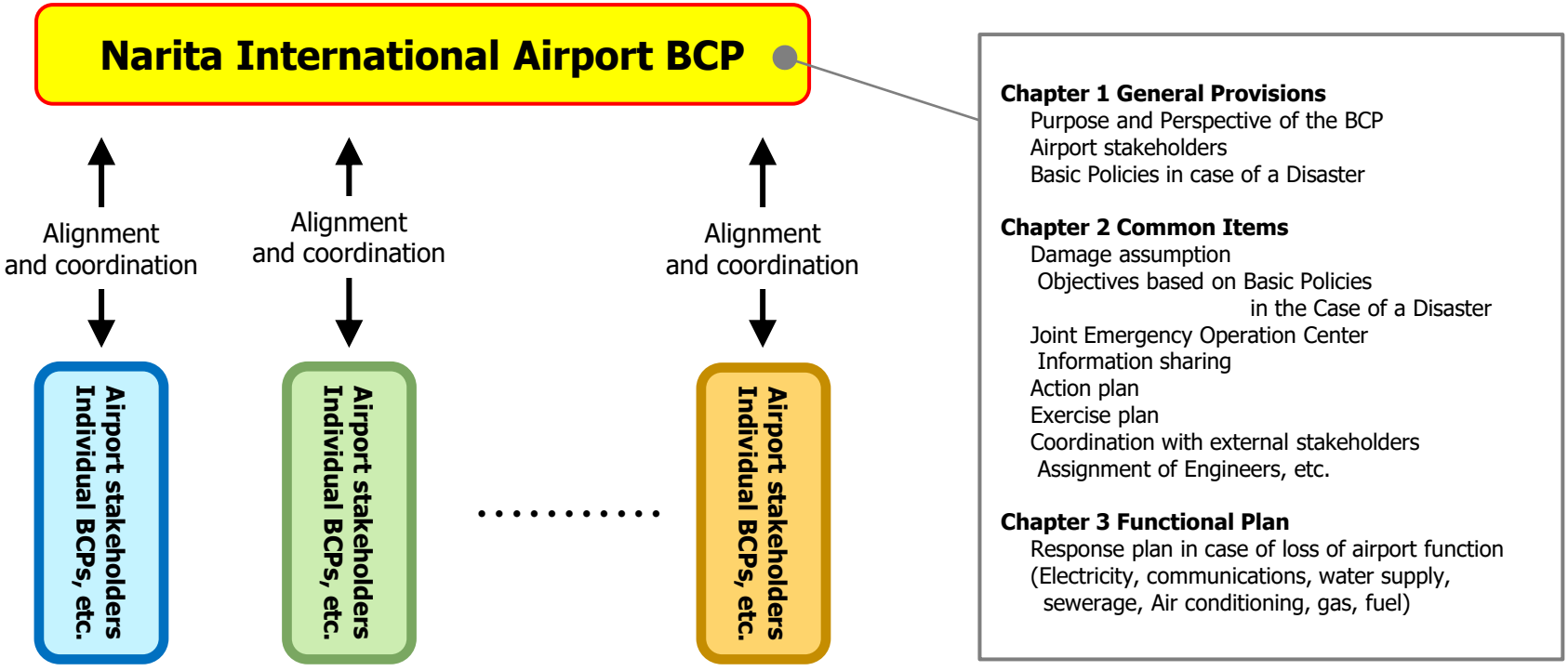



Image of the BCP at Narita International Airport

# 1-3. Airport Stakeholders

Airport stakeholders are 48 operators consisting of government agencies, airlines and ground handling, freight operators, security, lifeline, access, supply facility operator,medical services, airport tenants, hotels, and airport facility operators.

(As of Jan. 1, 2024)

| # | Classification of businesses | | Organization name |
|---|---|---|---|
| 1 | Government and Public Offices | Civil Aviation Bureau | Narita Airport Office |
| 2 | | Meteorological Observatory | Narita Aviation Weather Service Center |
| 3 | | CIQ | Narita Branch Customs, Tokyo Customs |
| 4 | | | Narita Airport District Immigration Office, Tokyo Regional Immigration Bureau |
| 5 | | | Narita Airport Quarantine Station |
| 6 | | | Yokohama Plant Protection Station Narita Branch |
| 7 | | | Narita Branch, Animal Quarantine Service |
| 8 | | Police | Narita Airport Police Station |
| 9 | | | Narita International Airport Security Force |
| 10 | | Fire department | Narita City Fire Department |
| 11 | | Cabinet Secretariat | Director for Crisis Management at Narita Airport* |
| 12 | | Ministry of Land, Infrastructure, Transport and Tourism | Kanto Transport Bureau |
| 13 | | | Kanto Regional Development Bureau |
| 14 | | Local government | Chiba Prefecture |
| 15 | | | Narita City |
| 16 | Airlines and Ground handling | | Japan Airlines |
| 17 | | | All Nippon Airways Co., Ltd. |
| 18 | | | ANA Narita Airport Service Co., Ltd. |
| 19 | | | AOC (Narita International Airport Operators' Committee) |
| 20 | | | JAL Ground Service Co., Ltd. |
| 21 | | | Japan Airport Service Co., Ltd. |
| 22 | Freight business operators (Summary of the NAA Freight Sales Department) | | Narita District Customs Association |
| 23 | | | Narita Air Cargo Transportation Association |
| 24 | | | Narita Customs Clearance Council |

※ Observer

| # | Classification of businesses | | Organization name |
|---|---|---|---|
| 25 | Security | | J.S.S. Co., Ltd. |
| 26 | | | Aviation Security Business Center |
| 27 | | | AIM Co., Ltd. |
| 28 | | | ANA Sky Building Service Co., Ltd. |
| 29 | | | SENON CORPORATION |
| 30 | Life Line | Water supply | Chiba Prefecture Public Enterprises Bureau |
| 31 | | Sewage | Chiba Prefecture Inbanuma Sewerage Office |
| 32 | | Electricity | TEPCO Power Grid Co., Ltd. |
| 33 | | Gas | Tokyo Gas Co., Ltd. |
| 34 | | Communication | East Nippon Telegraph and Telephone Corporation |
| 35 | | | NTT DOCOMO Co., Ltd. |
| 36 | | | KDDI CORPORATION |
| 37 | | | SOFTBANK CORP. |
| 38 | Supply facility Operator | | Green Energy Frontier Co., Ltd. |
| 39 | Access | Railway | East Japan Railway Company |
| 40 | | | Keisei Electric Railway Co., Ltd. |
| 41 | | Bus | Tokyo Airport Traffic Co., Ltd. |
| 42 | | | Kyosei Bus Co., Ltd. |
| 43 | | | BY TRANSE HOLDINGS CORPORATION |
| 44 | | Expressway | East Japan Expressway Co., Ltd. |
| 45 | Medical care | | Joes Corporation Co., Ltd. |
| 46 | Airport tenants (Summarized through NAA Retail Sales Department) | | Narita International Airport Tenant Liaison Council |
| 47 | Hotel | | Narita Hotel Association |
| 48 | Airport Operator | | Narita International Airport |

# Structure of the BCP

**Narita International Airport BCP (Business Continuity Plan)**

# 2-1. Damage Assumption - Earthquake

## Damage Assumption

- Narita Airport earthquake (M7.3) seismic intensity 6 or higher

## Damage Situation

- Dozens of casualties due to damage to non-structural components in passenger terminal buildings and cargo areas.
- A total of 28,000 passengers terminal building users, including passengers, and airport employees have difficulty returning home at night.
- Passenger terminal buildings and facilities in airports were not damaged by structural members, but were damaged by non-structural members (ceiling decorative plate, air-conditioning ducts, window glass, etc.).
- Cracks were found that require emergency repair occur in basic facilities such as runways and taxiways.
- All railways are suspended, public roads are restricted, expressways are closed, and airport roads are partly damaged, causing traffic congestion due to traffic restrictions.
- Electricity continues to be supplied from TEPCO, but some power outages due to damage to some of the distribution facilities in the airport.
- Supply of gas is suspended for inspection, water supply was cut off from the Prefectural Public Enterprises Bureau, sewage was cut off in the Tomisato Pump Area and communication circuits were intermitent on telephone lines (stationary and mobile phones).

# 2-1. Damage Assumption - Bad Weather

## Damage assumption

- ○ Heavy rainfall: Observation of precipitation of 80mm or more in 1 hour, or observation of precipitation of 300mm or more in 24 hours
- ○ Storm (typhoon): Maximum gust wind speed 50m/s and 5 hours duration in the storm zone
- ○ Heavy snow: Snow accumulation of 20cm or more

## Damage Situation

- ○ Heavy rain causes flooding of the tunnel.
- ○ Aircraft cannot take off and land due to strong wind or snow removal work, and a large number of departure and arrival flights divert to other airports. (Diverted flights arrive in a concentrated manner after the weather recovers.)
- ○ Traffic congestion due to the effect of the railway shutting down completely, traffic restriction on public roads and expressways shutting down completely, and snow removal work on airport roads and traffic restrictions on access roads to the airport.
- ○ Although the aircraft takeoff and landing function of the airport is restored after the weather recovery, the airport access function is unavailable for a long time and stranded people are expected.

# 2-1. Unexpected Disaster
# - Loss of Airport Function

## Damage assumption

○ It is assumed that a large-scale natural disaster will cause a complex or continuous outage of the airport functions specified in the functional plans for electric power, communication systems, water supply and sewerage, etc.

## Damage Situation

○ Commercial power supply to Narita International Airport stopped for three days

○ Loss of power supply of Sewage Pumps or Supply of Heating and Cooling to Narita International Airport disables Commercial Power Supply

○ Failure of the communication system (telephone and Internet) in the airport and the system stopped functioning.

○ Water supply stopped for 4 days due to damage to water supply facilities

○ Aviation Fuel cannot be supplied to the airport.

# 2-2. Objectives based on Basic Policies in case of a Disaster

## (1) Ensuring the Safety and Security of Airport Users

○ **Evacuation guidance and rescue**: Human casualty (fatalities, injuries) shall be as close as possible to zero. For this reason, in the event of a disaster, airport stakeholders and medical institutions will cooperate and work together to ensure the safety of passengers and others, provide smooth evacuation guidance to safe places, and promptly rescue and protect injured people.

○ **Provision of a safe and secure environment for passengers, etc.:** The following objectives should be met even if access to the airport is disrupted after the disaster and the airport users stay in the airport.

- In the event of a power outage, in the passenger terminal building, the functions of critical facilities such as disaster prevention facilities, approximately 30% lighting, water supply, and communication networks such as Wi-Fi shall be preferentially maintained for 72 hours while the emergency generator in the airport is operating from the power outage.
- In cooperation with airport stakeholders, information will be provided in multiple languages on airport operation status, airport access function, distribution of goods, etc. to airport users remaining in the airport.
- Food and drinking-water that are necessary before moving outside the airport or evacuating from the airport shall be secured. (Reserve enough food for three days depending on the number of people staying). Food for employees of each business entity will be provided by the employer.
- In the event of access interruption, many passengers are congested in the terminal building and safety and comfort are expected to be impaired. Therefore, the increase in the number of stranded people is to be controlled.

# 2-2. Objectives based on Basic Policies in case of a Disaster

## (2) Maintenance or Early Restoration of the Aviation Network

- **In the case of a large-scale earthquake:** Resume operations within 5 hours after the earthquake (departure aircraft for evacuation, rescue aircraft, etc.) and resume scheduled civil aircraft operations within 24 hours.
- **In case of bad weather:** Aim to resume scheduled civil aircraft operations within 5 hours after the weather recovers.

## (3) Contribution to Local Communities

- Contributing actively to local communities by maintaining coexistence with local residents not only in normal times but also in the event of disasters, and by ensuring the functions of local residents who have evacuated to airports as temporary shelters.

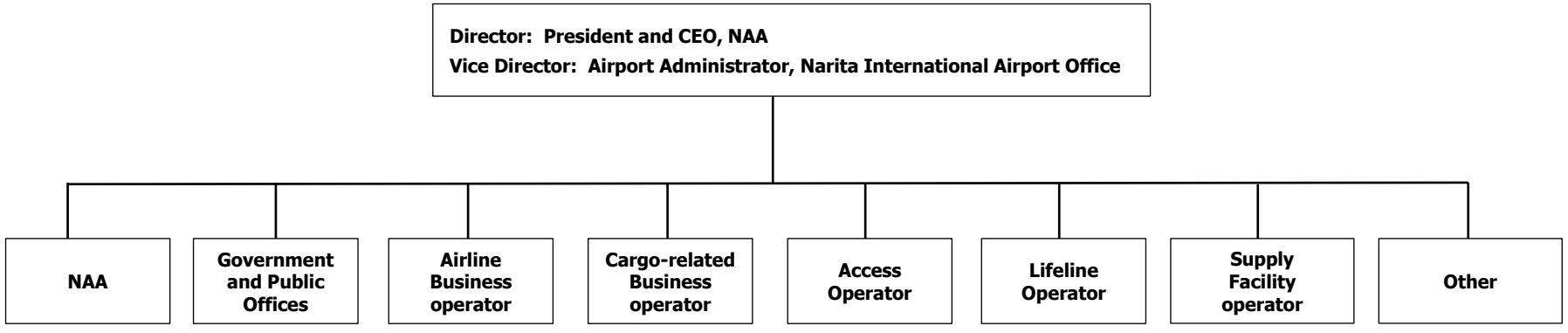
# 2-3. Joint Emergency Operation Center

## Purpose

- The Joint Emergency Operation Center is established to formulate a system necessary for disaster prevention in order to deal with disasters at Narita International Airport and airport stakeholders facilities, and to coordinate necessary measures for passenger response, disaster emergency measures, and disaster recovery in a comprehensive manner, thereby enabling airline-related operators to cooperate with each other.

## Criteria for Activation and Notification

- NAA shall establish a Joint Emergency Operation Center and convene necessary airport stakeholders when it is deemed necessary to comprehensively coordinate the maintenance and restoration of the functions of the airport as a whole based on the activation standards shown in the table below or when a major impact on airport operations is foreseen (e.g., when a typhoon with a power of "very strong" or higher may approach Narita Airport and have a major impact). In addition, airport-related operators may request NAA to establish a Joint Emergency Operation Center.




Organization Chart of the Joint Emergency Operation Center

# 2-3. Joint Emergency Operation Center - Criteria for Activation

| Subject matter | Criteria | Assembling | Remarks |
|---|---|---|---|
| **Earthquake** | When an earthquake with a seismic intensity of "over 5" occurs at Narita International Airport. | Activation and notification from NAA upon the occurrence of an incident or the announcement of an alarm in the left section. (Utilizing Airport Operations Information e-Mail, etc.) | It can be activated when it is deemed necessary to carry out comprehensive coordination with airport stakeholders, or when a major impact on airport operations is foreseen.<br>The deactivation is made in consideration of the status of recovery of airport functions, access, and the status of the passenger terminal building. |
| **Heavy rain Storm Typhoon** | When a heavy rain, storm, or typhoon aerodrome alarm (see note) is announced at Narita International Airport. | | |
| **Heavy snow** | When an aerodrome heavy snow warning (see note) is announced at Narita International Airport. | | |
| **Loss of airport function** | When any of the following functions is stopped throughout the airport:<br>• Suspension of commercial power supply<br>• Shutdown of communication systems (telephone and Internet)<br>• Suspension of water supply<br>• Shut down of sewerage functions<br>• Shut down of air-conditioning function<br>• Shut down of Gas Supply | | |

(NOTE)

- Airport Heavy Rain Warning means that precipitation of 50mm or more per hour or 120mm or more per three hours is expected.
- Aerodrome storm warning refers to the case where an average wind speed of 48kt or more is expected for 10 minutes (excluding the case where a wind speed of 64kt or more is expected for 10 minutes due to tropical cyclone).
- The aerodrome typhoon warning means that a wind speed of 64kt or more is expected for 10 minutes due to tropical cyclones.
- Aerodrome heavy snow warning refers to the case where snowfall of 5cm or more for 6 hours is expected.

# 2-3. Joint Emergency Operation Center - Criteria for Activation

| Classification of businesses Or Organization name | | Earth-quake | Bad weather | Electricity Loss | Communi-cation Function Loss | Water supply Function Loss | Sewerage Function Loss | Heating and cooling Function Loss | Gas Function Loss |
|---|---|---|---|---|---|---|---|---|---|
| Government and Public Offices | Narita Airport Office | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Meteorological Observatory | ○ | ○ | | | | | | |
| | CIQ | ○ | ○ | ○ | ○ | ○ | | ○ | |
| | Police | ○ | ○ | ○ | ○ | ○ | | ○ | |
| | Fire department | ○ | | | | | | | |
| | Narita International Airport Director for Security Policy (※) | ○ | ○ | ○ | ○ | ○ | | ○ | |
| | Kanto Transport Bureau | ○ | ○ | | | | | | |
| | Kanto Regional Development Bureau | Request as necessary | | | | | | | |
| | Chiba Prefecture | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| | Narita City | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| AOC, Japan Airlines and ALL NIPPON AIRWAYS Ground handling | | ○ | ○ | ○ | ○ | ○ | | ○ | |
| Freight business operators | | Summary of NAA Freight Sales Department | | | | | | | |
| Security | | ○ | ○ | ○ | ○ | | | | |
| Life Line | Water supply | ○ | | ○ | | ○ | | | |
| | Sewage | ○ | | ○ | | | ○ | | |
| | Electricity | ○ | | ○ | | | | | |
| | Gas | ○ | | | | | | | ○ |
| | Communication | ○ | | ○ | ○ | | | | |
| Supply Facility Operator | | ○ | | ○ | | ○ | | ○ | ○ |
| Access Business operator | Railway | ○ | ○ | ○ | ○ | | | | |
| | Bus | ○ | ○ | ○ | ○ | | | | |
| | Expressway | ○ | ○ | ○ | ○ | | | | |
| Medical care | | ○ | | | | | | | |
| Airport tenants | | Summary of NAA Retail Sales Department | | | | | | | |
| Hotel | | ○ | ○ | | | | | | |
| Narita International Airport ㈱ | | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |

○: Attendance at the Joint Emergency Operation Center; however, if it is difficult to attend due to unavoidable reasons, maintain a liaison system.

Unmarked: Assembly at the Joint Emergency Operation Center is not essential, but communication is to be maintained.

※ Observer Participation: Director for Crisis Management at Narita International Airport

# 2-3. Joint Emergency Operation Center

## - Major roles of each entity and information sharing

| Category | | Main role | Major Information Provision Contents |
|---|---|---|---|
| **Narita International Airport NAA** | | • Secretariat of the Joint Emergency Operations Center<br>• Securing the number of stranded people and their trends<br>• Containing the increase of stranded people<br>• Implementation of Adjustments Concerning Landing Restrictions and Request for Issuance of NOTAM<br>• Establish and Operation of Temporary shelters for stranded people, etc.<br>• Distribution of emergency supplies to stranded people<br>• Provision of information to stranded people (in multiple languages)<br>• Ensuring provisioning of Medical Care for stranded people<br>• Transport for stranded people<br>• Other care for stranded people<br>• Early Restoration Measures of Airport Facilities<br>• Activities related to fire fighting and rescue<br>• Ensuring the safety within the airport<br>• Adjusting departure and arrival slots at the time of resumption of operation<br>• Public Relations in relation with the Joint Emergency Operations Center<br>• Guidance of passengers, etc. (including crowd control)<br>• Other activities as an airport operator | • General information on stranded people (safety assurance, evacuation sites, emergency supplies, medical information, transfer, number of stranded people, etc.)<br>• Operations Information<br>• Information on the damage and restoration of airport facilities |
| **Government and Public Offices** | **Airport Office** | • Coordinating air traffic control (including coordination of flow control)<br>• Request for Disaster Dispatch of the Self-Defense Forces<br>• Adjusting departure and arrival slots at the time of resumption of operation | • Air traffic control and flight Operations Information<br>• Information on the damage and restoration of airport facilities |
| | **Meteorological Observatory** | • Provision of weather forecasts | • Weather forecast |
| | **CIQ** | • Customs, immigration and quarantine services for passengers | • Emergency customs clearance, access control, and quarantine procedures |
| | **Police** | • Traffic restriction<br>• Maintaining security | • Traffic control information<br>• Security information |
| | **Fire department** | • Activities related to fire fighting and rescue<br>• Arrangement for Transportation of Injured Person | • Fire-fighting and rescue information<br>• Injured Person Information |
| | **Narita International Airport Director for Security Policy** | • Collection of Airport Operation Status | - |
| | **Kanto Transport Bureau** | • Coordination at the time of request for cooperation in ensuring alternative transportation | • Alternative Transportation Business Operator Information (Bus Operators, etc.) |
| | **Kanto Regional Development Bureau** | • Provision of general road information | • General road information |
| | **Local governments** | • Liaison and coordination with Narita City, Chiba Prefecture<br>• Review and adjustment of acceptance of stranded people, etc.<br>• Support activities for related organizations | • Information on transportation of stranded people<br>• Support information from local governments<br>• Public road information |

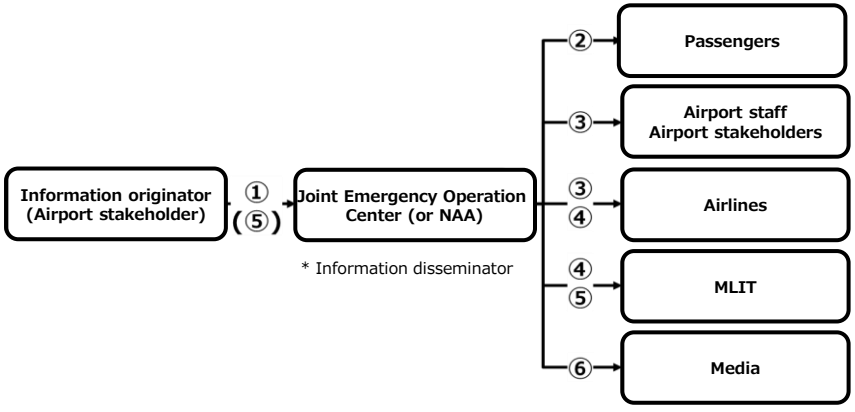
# 2-3. Joint Emergency Operation Center
## - Major roles of each entity and information sharing, continued)

| Category | Main role | Major Information Provision Contents |
|---|---|---|
| **AOC, Japan Airlines, All Nippon Airways** | • Liaison with NRT airlines (AOC)<br>• Cooperation on caring of stranded people<br>• Planning departure and arrival movements (including list preparation)<br>• Provision and coordination of latest information for in-flight announcements | • Information on stranded people<br>• Departure and arrival information<br>• Operational information<br>• Airport information and access information (irregular information only) |
| **Other airlines and ground handling** | • Cooperation on the caring of stranded people<br>• Planning departure and arrival movements (including list preparation)<br>• Ground support service | • Information on stranded people<br>• Departure and arrival information<br>• Operational information |
| **Freight-related business (NAA Freight Sales Department)** | • Freight handling business<br>• Contact Point with Cargo Business Operators (Cargo Sales Department) | • Information on freight handling |
| **Security** | • Security services | • Information on stranded people<br>• Information on the safety of stranded people |
| **Lifeline** | • Provision of water supply, sewage, electricity, gas, and communication environments | • Information on the status of the infrastructure |
| **Supply facility Operator** | • Supply of hot water, cold water and electricity in the airport<br>• Early restoration of management facilities(Central power Station and Central Heating and Cooling Plant) | • Information related to damage and restoration of Central power Station and Central Heating and Cooling Plant<br>• Information of connection status(hot water, cold water and electricity in the airport) |
| **Access** | • Ensuring safety and early restoration of access methods<br>• Cooperation of the means of transporting stranded people<br>• Public relations for in-house passengers on airport operations | • Information on the status of access measures<br>• Information on access damage status and recovery prospects<br>• Information on the transport of stranded people |
| **Medical care** | • Care for injured people<br>• Support for medical rescue activities | • Information of the injured |
| **Hotel** | • Acceptance on accommodations of stranded people | • Information on accepting stranded people |

# 2-4. Information Sharing and Communication - Press Releases, etc.

## Information sharing, communication, reporting to the Joint Emergency Operation Center

- ○ Each airport stakeholder shall promptly confirm the human casualties, physical damage, and impact on facility functions of the facility managed by the airport stakeholder and report them to the Joint Emergency Operation Center (or NAA).
- ○ Use public announcement system, digital signage, loudspeakers, Narita Airport website, SNS (X), etc to provide information to passengers such as at the railway station, as necessary. In addition, multilingual employees will be dispatched to the terminals to provide information to passengers.
- ○ Airport Operations Information e-mail, telephone and e-mail will be used for airport staff and airport stakeholders.
- ○ Press conference, etc. will be held for the media as necessary, based on information dissemination through press releases using facsimile and other means. As it is important to provide information to the media in a timely and accurate manner, in principle, information within the scope of NAA's control shall be provided at the discretion of NAA. When it is judged that it is desirable to provide information to the media in the information approved by each airport stakeholder, the information shall be included in the media announcement from NAA to the extent possible.
- ○ In order to centralize the dissemination of information to passengers, a person responsible for disseminating information shall be assigned in the Joint Emergency Operation Center.




Information sharing, communication and reporting flow (Image)

**[Major Communication Means]**

| | |
|---|---|
| ① | E-mail<br>Alternatives tools: ⑤ Telephone, fax |
| ② | Public announcement system, digital signage, loudspeakers, websites, SNSs, JNTO: Multilingual |
| ③ | Airport Operations Information e-mail |
| ④ | e-mail |
| ⑤ | Telephone, fax, etc. |
| ⑥ | FAX |

# 2-5. Action Plan

○ In the event of a disaster, the activities of the airport as a whole, such as emergency response and restoration work, carried out by each airport stakeholder, will be summarized as action plans according to the following items.

- **Evacuation plan:** The scope of this plan shall be the passenger terminal building. For other facilities in airports, in accordance with the evacuation plan based on the Fire Defense Act, the self-defense fire brigade or facility manager of each facility will conduct evacuation guidance.
- **Passenger Response Plan:** The scope of this plan covers all airport users, including airline passengers, people who has come to picking and sending off passengers, etc.
- **Early Recovery Plan:** The scope of this plan covers facilities and functions related to the resumption of operations within 5 hours and the resumption of scheduled civilian aircraft operations within 24 hours.
- **Response plan in case of loss of airport access function:** The scope of this plan covers the transportation means of "Railway," "Fixed Route bus/taxi," and "Chartered bus and private car" using airport access at Narita International Airport.
- **Emergency Departure Coordination Response Plan**: The scope of this plan is all flights to and from Narita International Airport except for helicopters.
- **Relief Goods Acceptance Plan:** The scope of this plan covers freight terminal areas. It also covers the acceptance of goods to be handled at Narita International Airport, such as goods received from other airports, including relief goods.

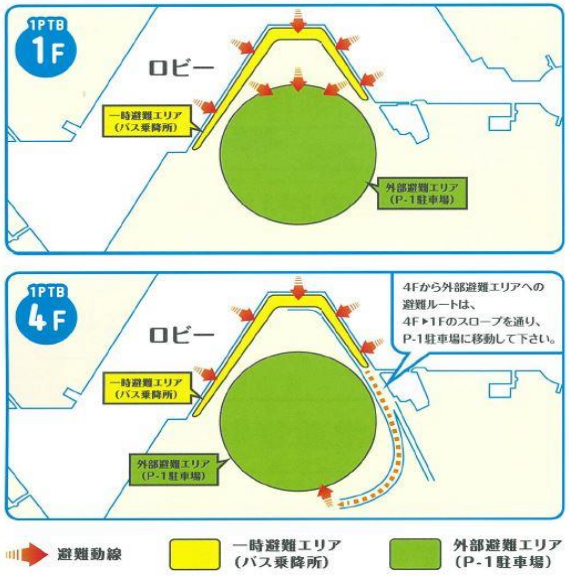
# 2-5. Action Plan
# - Evacuation Plan

## Damage Assumption

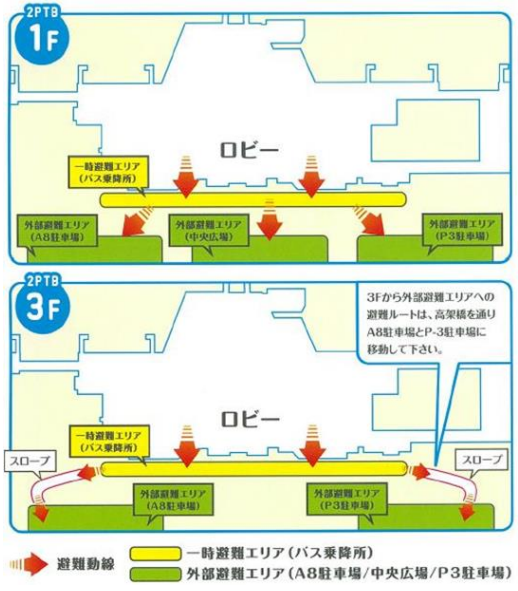
- ○ Narita International Airport Earthquake (M7.3), seismic intensity 6 or more
- ○ The damage situation is as described in Chapter 2.

## Action Goal

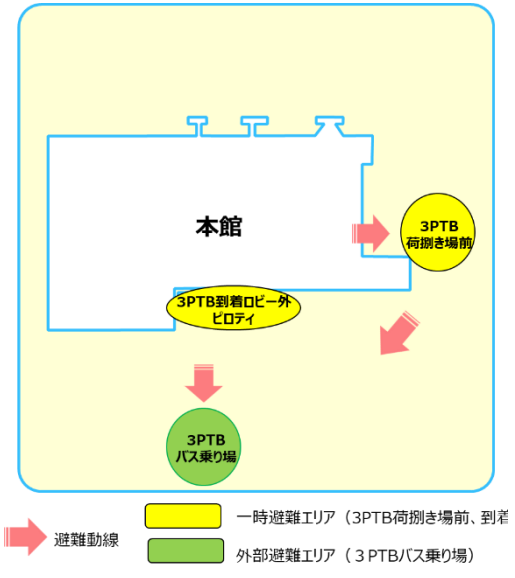
- ○ In order to bring casualties (fatalities and injuries) as close as possible to zero, airport stakeholders and medical institutions will work together and cooperate to ensure the safety of passengers and others, provide smooth evacuation guidance to safe places, and provide prompt rescue of injured people.




Emergency evacuation site for Terminal 1




Emergency evacuation site for Terminal 2




Emergency Evacuation site for Terminal 3

# 2-5. Action Plan
# - Evacuation Plan

Narita Airport

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA]** |
| • Evacuation guidance for passengers (overall coordination)<br>• Guidance of passengers to secondary evacuation sites<br>• Conducted building hazard checks at passenger terminals (with the cooperation of NAA Group companies)<br>• Securing the number of evacuees |
| **[NAA Safety Support (NAFS), Security Companies, Self-Defense Fire Corps (Airport Staff)]** |
| • Guidance of passengers and airport staff to evacuate outside the building<br>• Report evacuation status and information on the injured to the Joint Emergency Operation Center (or NAA)<br>• Confirmation and reporting of in-house conditions<br>• Ensuring in-house security and the number of stranded people (including injured people and people requiring support) to maintain in-house orderliness |
| **[Police, Narita City Fire Defense Headquarters]** |
| • Providing rescue of injured people |

# 2-5. Action Plan
# - Passenger Response

## Damage Assumption

- When it is necessary to evacuate passengers and airport staff in Narita International Airport to a safe place outside the building due to a natural disaster, etc.
- In the event that, due to the occurrence of a natural disaster, the number of passenger terminal building users such as passengers and employees in the airport combined and staying overnight in the airport exceeds the expected number.

## Action Goal

- Each facility operator shall confirm the damage status and carry out restoration work and promptly share it to the Joint Emergency Operations Center (or NAA).
- Quickly consolidate information on flight operations, airport access operations, damages, etc. and transmit them to airport stakeholders and passengers inside and outside the airport (including foreign nationals) as needed.
- Human casualties (fatalities, injuries) should be as close as possible to zero.
- In order to minimize the occurrence of stranded people, strive to balance the inbound and outbound flow of passengers from the flight operation with the inbound and outbound flow of people accessing the airport. Simulation of stranded people shall be conducted when the airport access functions are disrupted or lost, and the increase of stranded people shall be controlled by requesting JCAB to adjust the landing restrictions and control air traffic flow (flow control) as necessary.
- Provide timely and appropriate information to passengers in airports (operational conditions, congestion conditions, access conditions, damage conditions, estimated recovery time, etc.) in multiple languages (Japanese, English, Chinese, and Korean).

# 2-5. Action Plan
## - Passenger Response

Narita Airport

### Relevant Organization: Roles and Responsibilities

| [NAA] |
|---|
| • Establishment of the Joint Emergency Operation Center and notify and activate airport stakeholders (using Airport Operations Information e-mail), depending on the situation. |
| • Summarize damage/recovery information and evacuation status shared by airport stakeholders, and send them to airport stakeholders as needed (using Airport Operations Information e-mail) |
| • Damage/recovery information and evacuation status shared by Airport stakeholders are summarized and information is provided using various tools (public announcement system, digital signage, translators, loudspeakers, placards, Narita Airport HP, SNS, JNTO, chat bots). (Multilingual Support: Japanese, English, Chinese, and Korean) |
| • [Earthquake] Conduct building hazard checks in passenger terminal buildings (with the cooperation of NAA Group companies) |
| • Requests to Medical Institutions inside and outside the Airport |
| • Free usage of charged waiting rooms (elderly people, passengers with children, etc.) |
| • Response to queuing management of passengers in the Arrival Immigration Inspection Area |
| • Inform passengers about the distribution of products for prolonged response, coordinating the extension and resumption of opening hours of airport stores, the provision of mobile chargers, and the release of free "00000JAPAN Wi-Fi" in the event of a disaster. |
| • Secure multilingual personnel for guidance and implemented in Japanese, English, Chinese and Korean |
| • Establishment of passenger guidance routes and implementation of guidance at the time of resumption of railway and bus operations |
| **[Narita Airport Office]** |
| • Review and decision on Request for Dispatch of the Self-Defense Forces |
| • Contacting diplomatic missions in Japan |
| **[CIQ]** |
| • Responding to congestion in CIQ areas due to concentration of arriving flights, etc. |
| • Special Landing Permission Procedures for Injured people and Void Procedures of Departure Clearance for people who have completed Departure Clearance |

# 2-5. Action Plan
# - Passenger Response

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA Safety Support (NAFS), Security Companies]** |
| • Guidance of passengers and airport staff to evacuate outside the building<br>• Report evacuation status and information on the injured to the Joint Emergency Operation Center (or NAA)<br>• Passenger guidance in congested areas in the building<br>• Establish passenger guidance routes and implementation of guidance at the time of resuming railway and bus operations<br>• Ensuring in-house security and the number of stranded people (including injured people and people requiring support) to maintain in-house orderliness |
| **[Self-Defense Fire Corps (Airport Staff)]** |
| • Initial activities, such as evacuation guidance for passengers outside the building, and initial response and rescue activities (NAA prepares and disseminates "Fire and Disaster Prevention Handbook" which stipulates evacuation guidance procedures, etc.) |
| **[Food and beverage, goods sales, and service stores]** |
| • Consideration of extension and resumption of operations and consideration of procurement of additional supplemental food<br>• Request to secure inventory of products |
| **[Railway]**<br>**[Bus]**<br>**[Taxi]**<br>**[Road Manager]** |
| • See "Response Plan for Loss of Airport Access Function" |
| **[AOC and Airlines]** |
| • Share operational information (cancellation, diversion, overnight delays, etc.) with the Joint Emergency Operation Center (or NAA)<br>• Support for multilingual passenger guidance and sharing numbers of nationality for stranded people<br>• Support for stranded people<br>• Cooperation with affiliated hotels |
| **[Medical care(Joes Corporation Co., Ltd. , Narita City Fire Headquarters, Narita Airport Quarantine Station)]** |
| • Treatment of injured people |
| **[Surrounding hotels]** |
| • Being aware of vacancy status, sharing of information with the Joint Emergency Operation Center (or NAAs), and cooperation with airlines |

# 2-5. Action Plan
# - Early Recovery

※ With plans for bad weather

## Damage assumption

○ Following the Narita Airport Earthquake (M7.3 [seismic intensity over 6]), the following damage occurred mainly at facilities in the airport

- Cracks that interfere with operation occur on the runway surface
- Certain passenger terminal buildings are disabled due to damage to non-structural components or critical outages in the terminal.
- Emergency shutdown of fueling (to pipeline), pipeline and hydrant
- Supply from TEPCO continues, but a power outage occurs in some of the facilities in the airport.
- Congestion of telephone lines (fixed and mobile)
- Supply of gas is stopped.
- Water supply from the Prefectural Government Bureau is disrupted.
- Sewage is out of power in Tomisato Pump Area
- No significant damage to radio-related facilities and aeronautical lights
- Railways are completely out of service.
- Public road and highways are restricted, and roads in the airport are congested due to traffic restriction

## Action Goals

○ In the event of a disaster caused by a large-scale earthquake, aim to resume operation of departure aircraft and rescue aircraft (wide-area medical transportation, DMAT) for evacuation within 5 hours.

○ Resume scheduled civilian aircraft within 24 hours of the occurrence of a large-scale earthquake.

○ Endeavor to secure necessary staff and workers. (Examination of methods of assembling, methods for shift change, etc. for each business operator)

○ Consider the occurrence of disasters during periods of insufficient time such as nighttime and holidays.

# 2-5. Action Plan
# - Early Recovery

## Relevant Organization: Roles and Responsibilities

| [NAA] |
|---|
| • Activation of the Joint Emergency Operation Center and notification to activate airport stakeholders<br>• Inspection and restoration work of each facility in the airport<br>• Report facility damage information, etc. to the Joint Emergency Operation Center (or NAA)<br>• Summary of damage status shared by airport stakeholders, and send the information to passengers in the airport and airport stakeholders (using Airport Operations Information e-mail)<br>• Set up telephone conferences with airlines for information sharing<br>• Adjusting the extension of curfew<br>• Conduct hazard inspection in terminal buildings, etc.<br>• Consider and coordinate the consolidation of passenger terminal buildings when some of passenger terminals are not available.<br>• Request signatory parties in the "Agreement Concerning Disaster Emergency Response Operations at the Time of Disaster" to provide construction materials, equipment, etc. and carry out restoration work |
| **[GEF]** |
| • Understanding and providing information on damage of management facilities(Central Heating and Cooling Plant)<br>• Information of connection status(hot water, cold water and electricity in the airport)<br>• Inspection and restoration of management facilities(Central Heating and Cooling Plant and Control power Station) |
| **[Narita Airport Office]** |
| • Share flight operation status with the Joint Emergency Operation Center (or NAA)<br>• Identify damage status of facilities and restore<br>• Request ATMC to coordinate with the Joint Emergency Operation Center (or NAA) to resume airport operations and restrict air traffic flow<br>• Request for TEC FORCE dispatch by the East Japan Civil Aviation Bureau and request for SDF disaster-relief dispatch |

# 2-5. Action Plan
# - Early Recovery

Narita Airport

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[CIQ]** |
| • Conduct building hazard inspection of government areas in the terminal government office<br>• Coordination with the Joint Emergency Operation Center (or NAA) to resume airport operations<br>• Identify damage status of facilities and restore |
| **[Meteorological Observatory]** |
| • Sharing information on aftershocks and future outlook to the Joint Emergency Operation Center (or NAA)<br>• Identify damage status of facilities and restore |
| **[AOC and Airlines (including handling companies)]** |
| • Share operational information (cancellation, diversion, overnight delays, etc.) with the Joint Emergency Operation Center (or NAA)<br>• Identify damage status of facilities and restore<br>• Identify damage status of GSE vehicles<br>• Coordination for resumption of scheduled civilian aircraft<br>• Consider and coordinate the consolidation of passenger terminal buildings when some of passenger terminals are not available. |
| **[Airport Stakeholders]** |
| • Restoration of internal management, facilities and equipment based on one's corporate BCP |

# 2-5. Action Plan
## - Loss of Airport Access Functions

### Damage Assumption

○ Cases where the airport access functions of railways, fixed route buses, taxis, chartered buses, private vehicles are disrupted or lost due to the occurrence of natural disasters, etc.

### Action Goals

○ The railway operators, road transport operators, and road administrators shall confirm the operation status and damage status, implement recovery work, and share one's status with the Joint Emergency Operation Center (or NAA).

○ Gather information of operational status and damage status promptly, and share the information to airport stakeholders and passengers (including foreign nationals) inside and outside the airport, as needed.

○ In order to minimize the number of stranded people in the building, strive to balance the inbound and outbound flow of passengers from the flight operation with the inbound and outbound flow of people accessing the airport.

○ Ensure alternative access transportation when out of service or lacking within one day (24 hours) after the disaster.

○ The operation of railway and fixed route buses will largely be resumed within three days (72 hours) after the disaster.

○ The Railway Business Operator, Road Transportation Business Operator, and NAA will cooperate to guide passengers in order to avoid confusion when resuming operations.

# 2-5. Action Plan
# - Loss of Airport Access Functions

Narita Airport

## Relevant Organization: Roles and Responsibilities

| [NAA] |
|---|
| • Activation of the Joint Emergency Operation Center and notification to activate airport stakeholders (using Airport Operations Information e-mail).<br>• When a disaster occurs or is likely to occur, the railway operators, road transport operators, and road administrators consolidate necessary information of the operation schedules, etc. to promptly be aware of the possibility that the airport access function will be stopped or inadequate, conduct stranded people simulations taking into account the necessity of landing restrictions and air traffic flow control, and arrange the required Chartered buses immediately after the disaster or by the day before the disaster (request the Kanto Transport Bureau to cooperate as necessary in arranging the Chartered buses as necessary).<br>In doing so, based on the stranded people simulation, the Civil Aviation Bureau will be requested to adjust landing restrictions and control air traffic flow so as not to exceed the capacity of airport access that can be secured, including alternative transportation. In implementing the landing restrictions, adjusting the appropriate landing restrictions, reducing the number of visitors, then issue NOTAM (including the timing of subsequent renewal) while adjusting with the Civil Aviation Bureau while for reducing the impact on the flight operations<br>• Confirmation of damages on roads in airport premises and implement restoration work (if necessary, request emergency measures, interim road opening, emergency restoration, etc. to each entity which concluded an agreement on disaster emergency measures in the event of a disaster)<br>• Consolidation of operation status and damage conditions, share the information to airport operators (using Airport Operations Information e-mail), and to passengers inside and outside the airport (public announcement system, digital signage, translators, loudspeakers, placards, Narita Airport HP, SNS, JNTO, chatbots, etc.) (multilingual support (Japanese, English, Chinese, and Korean)<br>• Responding to stranded people in the airport<br>• Establishment of passenger guidance route and guidance at the time of resuming operation of railways and buses. At that time, if there is a risk of stagnation of departure customers, each access business operator is requested to inform the main metropolitan stations etc. to refrain from coming to the airport. |
| **[Civil Aviation Bureau]** |
| • Regarding the implementation of landing restrictions, coordinate with NAA on the appropriate time restrictions, timing of NOTAM release and subsequent renewal, etc.<br>• Release NOTAM based on the results of the coordination. |

# 2-5. Action Plan
# - Loss of Airport Access Functions

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **Kanto District Transport Bureau** |
| • Check the status with the Joint Emergency Operation Center (or NAA)<br>• Coordinate when requested by the Joint Emergency Operation Center (or NAA) to secure alternative transportation through Chartered buses, etc. |
| **Railway Operators (JR East, Keisei Electric Railway)**<br>**Bus Operations (Tokyo Airport Transportation, Keisei Bus, BE-TRANSSE, etc.)**<br>**Taxi Operators (Taxi Steering Committee)** |
| • Share operation status with the Joint Emergency Operation Center (or NAA)<br>• Inform passengers of operational status and damage status as needed<br>• Consider responding to increased traffic if other airport access functions are disrupted or lost.<br>• Ensuring safety in railway stations, front of ticket gates, platform, etc. |
| **Road Administrator (NEXCO)** |
| • Share the status of highways with the Joint Emergency Operation Center (or NAA) (e.g., highway recovery procedures and priorities)<br>• Display of road information to reduce congestion of road traffic |
| **Road administrator (Kanto Regional Development Bureau, Chiba Prefecture, Narita City)** |
| • Share the status of public roads (National, prefectural and city roads) around airports with the Joint Emergency Operation Center (or NAA) (e.g., road recovery procedures and priorities).<br>• Display of road information to reduce congestion of road traffic |
| **Police** |
| • Implementation of Traffic restriction (for General Vehicle and prioritize Emergency Vehicle, etc.), and required coordination with Road Manager in resuming work on roads, etc.<br>• Prevention of congestion and confusion at railway stations |

# 2-5. Action Plan
## - Emergency departure and arrival coordination

Narita Airport

### Damage assumption

○ In the event of an emergency such as a natural disaster, the departure and arrival capacity is limited in the short term, and the processing capacity at the airport will be reduced by 30% or more compared to normal, and it will continue for 48 hours or more after the disaster.

### Action Goals

○ In order to make the most effective use of the airport's limited departure and arrival slots, systematic adjustment (reduction of flights, etc.) shall be promptly carried out in a fair and highly transparent manner.

○ In anticipation of the above-mentioned damage assumption, the Narita International Airport Emergency Slot Coordination Command Center will be established, and coordination and response methods will be examined among the parties concerned.

○ If the above-mentioned damage assumption is expected to extend for more than 4 days, make necessary adjustments and notify the airlines of the emergency slot allocation plan within 60 hours of the disaster.

# 2-5. Action Plan
## - Emergency departure and arrival coordination

### Relevant Organization: Roles and Responsibilities

| |
|---|
| **[Narita Airport Office]** |
| • Understanding the overview of the emergency and consider further emergency response policies.<br>• Establish and operate the Narita International Airport Emergency Slot Coordination Response Team (hereinafter referred to as the "Emergency Response Team"), and coordinate and consult with the Metropolitan Airport Division<br>• In accordance with the constraints on airport processing capabilities, the Emergency Response Team reviews and makes decisions on whether to apply immediate countermeasures and departure and arrival emergency flight adjustments. Review and decide on the applicable start time, reduction rate of departures and arrivals, applicable period, etc. in the implementation of departure and arrival emergency flight adjustment.<br>• Prepare a list of departure and arrival slot status based on the above decisions, and notify airlines.<br>• Summarize slot requests from airlines based on departure and arrival slots status tables and determine emergency allocation plans. |
| **[Airlines, AOC]** |
| • Airlines will make various adjustments to resume flight operations, and will take immediate measures for flight delays, flight cancellations, and flight reaccommodation.<br>• Members of the Eemergency Response Team (airlines, AOC) assemble at the Joint Emergency Operations Center to examine immediate countermeasures and departure and arrival emergency flight adjustments in accordance with the constraints on airport processing capabilities.<br>• The airline applies for a slot request against the departure / arrival slot status table provided by the emergency response team.<br>• The airline notifies its users of the decided emergency flight allocation plan, as well as coordination with the destination airport for preparation of flight, etc. |
| **[NAA]** |
| • Understanding the overview of the emergency and consider further emergency response policies.<br>• Assemble at the Joint Emergency Operations Center to examine immediate countermeasures and departure and arrival emergency flight adjustments in accordance with the constraints on airport processing capabilities.<br>• Provide information on the decided emergency flight allocation plans in passenger terminal buildings, HPs, etc. |

# 2-5. Action Plan
## - Receiving Emergency Supplies

### Damage assumption

○ In the event when cargo facilities are damaged by natural disasters, etc. and it takes time to restore the warehouse handling function to accept emergency supplies (cargo to be handled at Narita International Airport, including emergency supplies and cargo received from other airports, etc.)

### Action Goals

○ The operator of each facility shall identify the damage status and restore such and share the information with the Joint Emergency Operation Center (or NAA).

○ The Joint Emergency Operation Center (or NAA) collects damage information, etc. and informs airport passengers and stakeholders.

○ Conduct necessary adjustments for receiving emergency supplies, etc. within 24 hours after the disaster.

# 2-5. Action Plan
# - Receiving Emergency Supplies

Narita Airport

## Relevant Organization: Roles and responsibilities

| **[NAA]** |
|---|
| • Depending on the situation, activating the Joint Emergency Operation Center and notify to activate airport stakeholders. (entire airport including government offices, NAA and operators) |
| • Summarizing damage status shared by freight operators and share the information to airport stakeholders. (including forwarders) (using Airport Operations Information e-mail) |
| • Identifying damage status of facilities. (collaboration with security officers, split up into teams) |
| • [Earthquake] Implementation of building hazard checks in freight facilities. |
| • [Bad weather] Implementation of warnings to prevent flooding of vehicles and baggage as necessary. (inform them in advance at the time of forecasting) |
| • Overall coordination of receiving emergency supplies. (Cabinet Office, Customs, airlines, cargo handling companies, forwarders, Japan red cross, etc.) |
| • Overall coordination of the handling of stranded cargo. (Customs, airlines, cargo handling companies, forwarders, etc.) |
| **[Customs Office, Animal Quarantine Station, Plant Quarantine Station, Ministry of Agriculture, Forestry and Fisheries, and other government offices related to import and export]** |
| • Sharing damage status of cargo facilities with Working Groups and the Joint Emergency Operation Center. (or NAA) |
| • Sharing and coordinating information of receiving emergency supplies, etc. |
| • Adjustment of temporary storage area for stranded cargo and emergency supplies. (including getting approval and license) |

# 2-5. Action Plan
# - Receiving Emergency Supplies

Narita Airport

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[Airlines, Cargo handling company]** |
| • Depending on the situation, Sharing information with the Joint Emergency Operation Center (or NAA) of operational status, damage status of warehouse, stranded cargo status, and on emergency supplies<br>• In case of receiving emergency supplies, coordination with capable handling companies and cargo handling companies<br>• Coordination alternative locations for damaged warehouse with NAA, as well as storage place for emergency supplies |
| **[Forwarder (Customs Clearance Council, Bond Association, NAFA, JAFA and other organizations and Individual Major Companies)]** |
| • Depending on the situation, Share information the Joint Emergency Operation Center (or NAA) of cargo facility damage status<br>• Sharing information on the movement of cargo in the event of disaster<br>• Sharing information and coordinate storage and delivery of emergency supplies. |
| **[Security guard and Security Companies]** |
| • Managing people and vehicles entering the premises<br>• Traffic control<br>• Identifying damage status of facilities (cooperate with NAA, or split up into teams) |
| **[Government Disaster Response Headquarters (recipient of emergency supplies): Assumed to be the Cabinet Office.** |
| • Coordination for receiving of emergency supplies, sharing of arrival information and the overall coordination of logistics |

# 2-6.7.8. Drill Plan, Cooperation with External Organizations, Assignment of Engineers, etc.

## Drill plan

○ In order to make the BCP effective, periodical and realistic drills will be implemented to improve the sharing, penetration and response capabilities of the airport-related operators as a whole.

## Cooperation with External Organizations

○ In accordance with each situation, establish relationships (by conclusion of agreements) on mutual support between external organizations and the Joint Emergency Operation Center and/or airport stakeholders.

| # | Executing Party | Details of Agreement |
|---|---|---|
| ① | Construction company (13 companies)<br>Agreement Concerning Disaster Emergency Response Operations at the Time of Disaster | In the event of a disaster, a request may be made to secure and supply building materials and equipment, and to carry out restoration work. |
| ② | Airport Clinic (Nippon Medical School)<br>Agreement Concerning Medical Emergencies Response Services in the Terminal 2 Building, etc. | Necessary measures should be taken in the event of an emergency patient. (24 hours service at Terminal 2 building) |
| ③ | LAWSON CORP.<br>Agreement Concerning the Procurement of Goods in Cases of Disaster, etc. | Supply could be requested when it is necessary to get additional supplies due to lack of stockpile in the airport by prolonged response. |

## Assignment of engineers, etc.

○ Resources such as human resources and equipment required for maintenance and restoration of airport functions shall be stipulated in the individual BCPs of airport stakeholders, etc., and shall be periodically secured and reviewed.

○ Strengthen the system to demonstrate the “on-site capabilities" as an airport and strengthen its ability to respond as an organization.

# Structure of the BCP

**Narita International Airport BCP (Business Continuity Plan)**

# 3-1. Response Plan
# - Loss of Electric Power Function

## Damage Assumption

○ When commercial power supply to Narita International Airport stops due to an external cause such as a natural disaster and it takes three days to restore the airport.

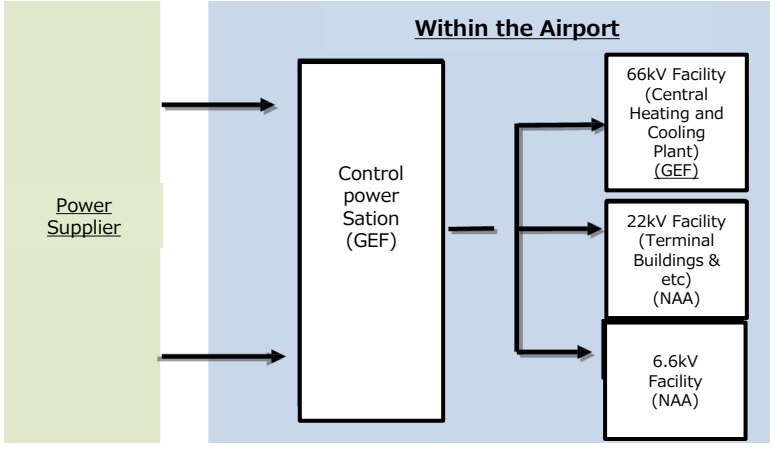
## Action Goals

○ Continue to supply power immediately with the emergency power equipment when the commercial power supply stops.

○ After the commercial power supply is stopped, operation of the aircraft is continued for 72 hours.

○ Secure fuel for backup emergency generator to maintain operation. (Passenger Terminal Building: 72hours)

○ Regarding the timing of restoration of commercial power sources, the progress status shall be periodically checked with the contracting electric power company, and the results shall be shared within the airport as appropriate, and priority prompt restoration shall be requested.




Power distribution diagram at Narita International Airport

# 3-1. Response Plan
# - Loss of Electric Power Function

Narita Airport

## Relevant Organization: Roles and Responsibilities

| [NAA] |
| --- |
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders. (using Airport Operations Information e-mail)<br>• Summarize evacuation situation shared by airport stakeholders and inform airport passengers and stakeholders. (using Airport Operations Information e-mail)<br>• Coordination on closure of Runway B with Air Traffic Control and issue NOTAM.<br>• Secure fuel for continuing the backup operation of emergency power sources, necessary for facilities in maintaining airport functionalities.<br>• Secure fuel to continue lighting in the buildings for stranded people in terminals and other facilities.<br>• Secure mobile phone charging environment for stranded people in the airport.<br>• Make an emergency request to Chiba Crisis Management Department and/or Chiba Disaster Prevention Department regarding fuel supply for emergency back-up power generators. (Fuel Supply Cooperation Plan for disasters) |
| **[GEF]** |
| • Sharing information of connection status.(hot water, cold water and electricity in the airport)<br>• Understanding and providing information on damage of management facilities.<br>• Securing fuel to continue the operation of the necessary functions to maintain the airport functions with an emergency power supply.(including driving time management)<br>• Understanding and providing information of the supply area by the emergency generator.<br>• Contact the Joint Emergency Operation Center as necessary regarding the scope and limitations of ensuring operational functions with the continuation of emergency power supply. |

# 3-1. Response Plan
# - Loss of Electric Power Function

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[Narita Airport Office]** |
| • Confirm operation of emergency back-up power supply and ensure continuous air traffic control function availability during the disaster.<br>• Coordination to resume full operation. |
| **[Airlines]** |
| • If necessary, contact the Joint Emergency Operation Center on the scope and restrictions that can be secured for the operation by the emergency back-up power supply (information sharing). |
| **[CIQ (coordinated by Customs)]** |
| • If necessary, contact the Joint Emergency Operation Center on the scope and restrictions that can be secured for the services by the emergency back-up power supply (information sharing). |
| **[Ground Handling]** |
| • If necessary, contact the Joint Emergency Operation Center on the scope and restrictions that can be secured for the operation by the emergency back-up power supply (information sharing). |
| **[Electric Power Company]** |
| • Conduct restoration of commercial power and inform the Joint Emergency Operation Center periodically. (information sharing) (confirm estimation of recovery time of commercial power, and possibility of restoration within 72 hours) |
| **[Chiba Prefecture (Disaster Prevention Department/ Crisis Management Department)]** |
| • Contact the Emergency Response Team at the Prime Minister's Office in response to an emergency request for fuel supply. |

# 3-2. Response Plan
# - Loss of Communication Function

## Damage assumption

○ When the equipment of the communication system (telephone and/or other communication lines with outside) in the airport fails due to an external cause such as a natural disaster, and disrupted the functionality.

○ When the communication system (telephone and/or other communication line with outside) in the airport disrupted due to a power outage.

## Action Goals

○ Implement early restoration of the failed communication equipment or early restoration of power supply.

| | | SUMMARY | Application | User |
|---|---|---|---|---|
| **Provided by NAA** | **BBN** | IP communication network in the airport | Data communication | Passengers (Wi-Fi only), CIQ, airlines, airport operators, NAA |
| | **MMN** | Video network in the airport | Video collection and distribution | Government offices, airlines, airport operators, and NAA |
| **Provided by Telecommunication carriers** | **Dedicated line** | Dedicated lines provided by telecommunications carriers | Data communication | Government offices, airlines, airport operators, and NAA |
| | **Fixed line telephone** | Fixed-line telephone in the airport | Voice and data communication | Government offices, airlines, airport operators, NAA, |
| | **Mobile phones Public telephone** | Respective mobile phones, Public telephones in the airport | Voice and data communication | (Non-specific) |
| | **MCA radio** | Airport radio | Radio communication | Government offices, Airlines, airport operators, NAA |

Overview of Communication Functions

# 3-2. Response Plan
# - Loss of Communication Function

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA]** |
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders (using functioning communication infrastructure)<br>• Summarize damage status shared by telecommunications carriers, and send the information to airport passengers and airport stakeholders (using functioning communication infrastructure)<br>• Inspection and restoration of communication facilities |
| **[Telecommunications Carriers]** |
| • Inspection and recovery of communication facilities at Narita International Airport in accordance with the securing the status of entire service area through their monitoring centers |
| **<Mobile Carriers>** |
| • Dispatch mobile base station vehicles upon request from the prefectural government, depending on the extent of damages. |
| **<NTT East>** |
| • Securing fuel for emergency generators (to secure power supply for NTT Narita Airport Area) |
| **[Narita Airport Office]** |
| • Request for mobile base station vehicles |

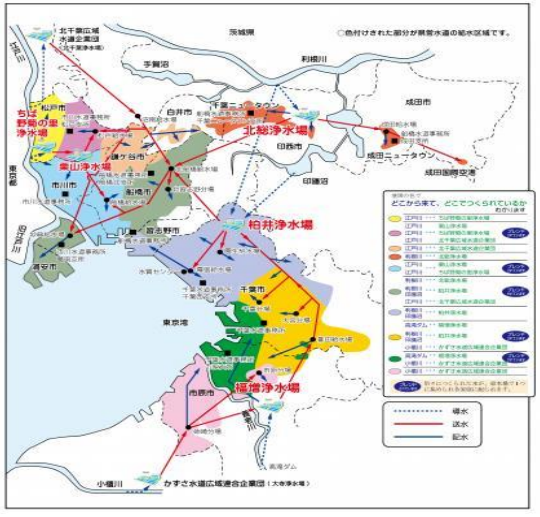
# 3-3. Response Plan
# - Loss of Water Supply Function

## Damage Assumption

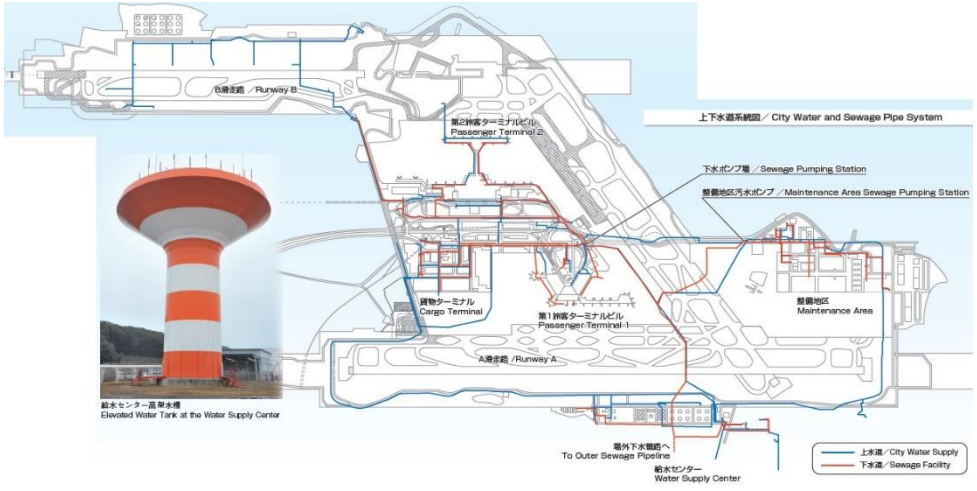
- ○ When water supply is disrupted for four days due to damage to prefectural water supply facilities, in case of natural disasters, etc.
- ○ Since the facilities in the airport are not severely damaged, the amount of water usage is the same as usual.
- ○ When the supply of greywater produced in the airport is also disrupted.

## Action Goals

- ○ Secure drinking water and toilet water for employees and passengers for four days.
- ○ Restrict water supply according to the situation while being aware of the amount of water retained.




Water Supply Route from Water Purification Plant
(Source: Chiba Prefecture)




Water supply and sewerage system diagram

# 3-3. Response Plan
# - Loss of Water Supply Function

Narita Airport

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA]** |
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders (using Airport Operations Information e-mail)<br>• Secure status of damage to water supply facilities and supply destination in the airport<br>• Confirmation and communication of the amount of water retained in water supply centers and water receiving tanks of each building<br>• Sharing information to airport operators<br>• Distribution and management of bottled water in stockpiles<br>• Prepare well water supply (1PTB, 2PTB)<br>• Securing drinking water for NAA employees and passengers<br>• Securing portable toilets for passengers and NAA employees<br>• Set up and distribution of portable toilets<br>• Request for and response to restrictions on the use of water depending on the situation |
| **[GEF]** |
| • Understanding and providing information on damage of management facilities<br>• Inspection and restoration of management facilities<br>• Responding to restrictions on the use of water supply<br>• Securing drinking water and portable toilets for employees |
| **[Narita Airport Office]** |
| • Review and decide on whether to request dispatch of the Self-Defense Force |

# 3-3. Response Plan
# - Loss of Water Supply Function

## Relevant Organization: Roles and Responsibilities

| [Airport Stakeholders] |
|---|
| • Securing drinking water for employees<br>• Securing portable toilets for employees<br>• Response to request on restriction of Water Use |
| **[Chiba Prefectural Bureau of Enterprises]** |
| • Confirmation of damage situation, communication and restoration |

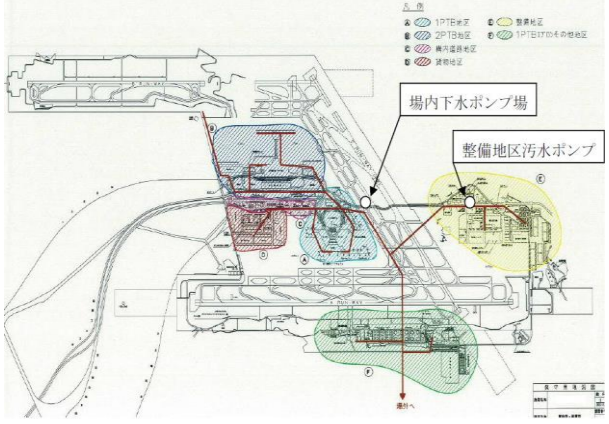
# 3-4. Response Plan
# - Loss of Sewage System Function

## Damage Assumption

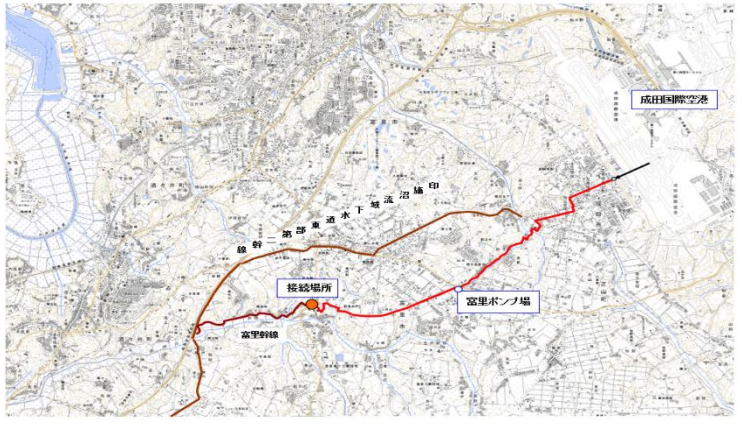
- ○ Commercial power supply at Tomisato Pump Station disrupted for seven days due to natural disaster, etc.
- ○ When the commercial power supply of the airport sewage pump station disrupted for three days due to a natural disaster, etc.

## Action Goals

- ○ Secure toilet functions until commercial power is restored.
- ○ Secure the power supply for the in-house sewage pump using by the emergency generator (for 3 days).
- ○ Until power is restored, continue operation of the emergency power at the off-site sewage pump station, stored in the piping, and respond by distributing portable toilet (for 7 days).
- ○ Restore the commercial power supply as soon as possible.




Airport sewerage drainage system diagram




Route chart of sewage pipeline outside the airport site

# 3-4. Response Plan
# - Loss of Sewage System Function

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA]** |
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders (using Airport Operations Information e-mail)<br>• Secure fuel for emergency generator<br>• Secure damage status to sewage facilities and points used in the airport<br>• Sharing information to airport operators<br>• Sharing information of status of available toilets<br>• Depending on the situation, limit the use of toilets and respond accordingly<br>• Securing portable toilets for passengers and NAA employees |
| **[Airport Stakeholders]** |
| • Secure status on damage status of managed facilities and sharing information with NAA<br>• Securing portable toilets for employees |
| **[Inbanuma sewerage office in Chiba Prefecture]** |
| • Confirm and communicate damage status |
| **[Power Company]** |
| • Confirm and communicate damage status |

# 3-5. Response Plan
# - Loss of Air-conditioning Function

## Damage Assumption

○ When commercial power supply to Narita International Airport is stopped for three days due to an external cause such as a natural disaster, supply of air conditioning in the airport is no longer possible.

○ When the supply of gas to Narita International Airport has been stopped for three days due to an external cause such as a natural disaster, and supply of air conditioning in the airport is no longer possible.

## Action Goals

○ Restore commercial power supply as soon as possible.

○ Restore gas supply as soon as possible.

○ Reduce the strain on stranded people.

## Relevant Organization: Roles and responsibilities

| **[NAA]** |
|---|
| • Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using Airport Operations Information e-mail)<br>• Deploy alternative air conditioning tools for passengers (request of air-conditioning vehicles to AGP, sleeping bag, etc.)<br>※ The air-conditioning vehicles can be used for both cooling and heating. |
| **[GEF]** |
| • Understanding and providing information on damage of management facilities<br>• Inspection and restoration of management facilities<br>• Adjustment of boilers and refrigerators for resumption of operation |
| **[Airport Stakeholders]** |
| • Distribution of uchiwa (fan) and blankets to its employees |

# 3-6. Response Plan
# - Loss of Gas Function

## Damage assumption

○ When the supply of gas to Narita International Airport has been stopped for three days due to a natural disaster, etc.

## Action Goals

○ Restore the gas functionality as soon as possible.

○ To the extent possible, restaurants will continue to operate, even when there is no gas functionality

○ To the extent possible, administrator of facilities using gas shall continue to operate, even during a loss of gas function.

# 3-6. Response Plan
# - Loss of Gas Function

## Relevant Organization: Roles and Responsibilities

| |
|---|
| **[NAA]** |
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders (using Airport Operations Information e-mail)<br>• Communicate damage status shared by gas utilities and facility managers to airport stakeholders (using Airport Operations Information e-mail)<br>• Confirmation of Cogeneration System damage status and restoration measures<br>• Confirmation and restoration of damage at each facility |
| **[GEF]** |
| • Sharing information of connection status(hot water, cold water and electricity in the airport)<br>• Understanding and providing information on damage of management facilities<br>• Inspection and restoration of management facilities<br>• Response to loss of gas function and suspension of CGS(Boiler operation switching according to heat demand and electric refrigerator operation etc) |
| **[Gas Company]** |
| • Confirm status of damages and establish order of priority<br>• Confirm status of damages and conduct restoration work |
| **[Restaurants]** |
| • Confirm status of damages and conduct restoration work (checking and resetting of gas appliances, etc.)<br>• To the extent possible, continue operations with the absence of gas |
| **[Administrators of Facilities Using Gas]** |
| • Confirm status of damages and conduct restoration work (checking and resetting of gas appliances, etc.)<br>• To the extent possible, continue operations with the absence of gas |

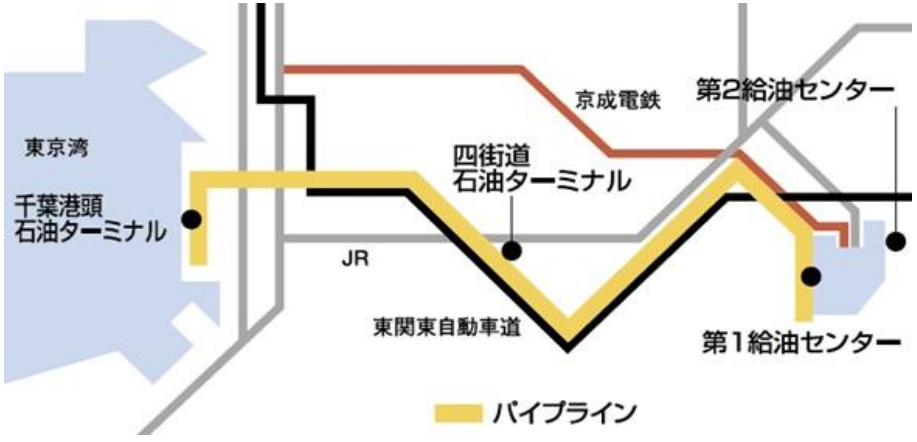
# 3-7. Response Plan
# - Securing Aviation Fuel

## Damage assumption

- ○ When the aviation fuel supply through pipeline to the airport shuts down due to an earthquake (the pipeline shuts down for inspection, temporarily)
- ○ When some facilities of the Fueling Centers are damaged due to the earthquake (the damage is assumed to be small)
- ○ When the emergency generator started to operate due to power failure, but over time the power supply became unavailable and the Hydrant Facility and the refueling station (GSE fuel) stopped functioning.

## Action goals

- ○ Check the emergency shut downed hydrants and restore them as soon as possible.
- ○ Inspect pipeline facilities and restore them as soon as possible.
- ○ Conduct early restoration of power supply.




Aviation fuel used at Narita International Airport is transported from each refinery plants in the Tokyo Bay area by tankers, then unloaded at the Chiba Port Fuel Terminal, and then transported to the airport through the pipeline.

Pipeline route diagram

# 3-7. Response Plan
# - Securing Aviation Fuel

## Relevant Organization: Roles and Responsibilities

| [NAA] |
|---|
| • Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders (using Airport Operations Information e-mail) |
| • Sharing damage information, etc. and send the information to airport stakeholders in the airports and Competent authorities, etc |
| • Building hazard assessment (inside the Fuel Terminal) |
| • Securing airport stockpiles of aviation fuel and managing the stockpiles during normal times |
| • Sharing information on the status of facilities to AFC (Narita International Airport Fuel Council: Oil wholesale company and some airlines) and confirmation of damage status and supply system on each refineries of the wholesale companies. |
| • Upon confirming the amount of stockpiles of aviation fuel, estimated resumption of aircraft operations, status of damages and estimated recovery of fueling facilities, request for fuel tankering to AFC (Narita International Airport Fuels Council: Fuel wholesale company and some airlines) and coordinate supply system. |
| • Inspection of refuelling facilities, emergency response, and restoration operations. |
| **[Fueling Companies]** |
| • Initial inspection of Hydrant equipment and confirm status. |
| • Securing a refueling system. |
| **[Airlines]** |
| • Securing airport stockpiles of GSE fuel and managing stockpiles during normal time |
| • Collecting and reporting damage information, etc. to the Joint Emergency Operation Center |