12 June 2020

Measures to Prevent COVID-19 Infection at Narita Airport

Various initiatives and measures have been in place at Narita International Airport to prevent the spread of COVID-19 infection. In addressing the various policies, we are also working to prevent infection in collaboration with the government authorities and airlines as well as other stakeholders to ensure a safe and reliable use of the airport by our customers.

Initiatives at Narita Airport

- **Measures to prevent infection among customers and employees**
  Customers are requested to wear a mask when they come to the airport, and airport employees are instructed to wear masks when at work and commute as well as wearing gloves when deemed necessary. Transparent barriers have been installed at check-in counters and other face-to-face type counters to prevent infection by droplet spread.
- **Temperature measurement**
  Temperature scanning of customers departing on domestic flights is being conducted prior to entering the security screening checkpoint.
- **Sanitizing and cleaning**
  Cleaning and sanitizing have been stepped up on escalator handrails, luggage cart handles and other customer touchpoints. Hand sanitizer has been placed at the terminal entrances, security screening checkpoints, before and after inbound and outbound passport control and at other locations along the main passenger flow.
- **Optimum air ventilation in the airport**
  Air conditioning has been adjusted to provide stronger ventilation and its operating hours has been extended.
- **Maintaining social distancing**
  Operations take into consideration the need to maintain social distancing (between queues and seating).
- **Dissemination of information to customers and airport stakeholders**
  Narita Airport provides information and asks for cooperation with its infection prevention measures on airport public address systems, digital signage and SNS, etc., and is producing a 2-minute video presentation, "Requesting Customer Cooperation With Narita Airport Initiatives To Prevent COVID-19", which will be posted on the airport website and on SNS. We are also developing the "Manual for Preventing COVID-19 Infection at Narita International Airport" for distribution to airport stakeholders. (Expected to be released by 19 June)
- **Further initiatives**
  Self-service automated check-in and boarding procedures including automated check-in kiosks and self bag drops will be expanded and improved to reduce contact with staff. We also plan to introduce contactless boarding processes using facial recognition which will eliminate the need to present boarding passes and passports.

Customer Cooperation Requests

• **<u>Check your health conditions at home and wear a mask.</u>** Practice normal etiquette when coughing or sneezing.

• Customers who are feeling ill such as high temperature are asked to refrain from coming to the airport or boarding aircraft.

   * The wearing of masks does not apply to babies and infants or when it is difficult to do so.

   * Customers not wearing masks and/or those feeling ill may be refused entry to the airport.

• Please wash hands frequently and/or use hand sanitizers.

• Customers on international flights in particular are asked for their patience and cooperation with temperature scanning and other Quarantine measures aimed at preventing the spread of infection.

• Customers are also requested to maintain social distancing when queuing at counters, etc. and in lounges and waiting areas.

• If an airline offers online check-in, we ask that customers complete their check-in procedures before coming to the airport. We also ask customers for their help in maintaining a smooth airport experience by taking advantage of the automatic check-in kiosks and other self-service options wherever possible.

Requests for Cooperation from Airport Stakeholders

• Airport stakeholders are asked to implement measures to prevent infection and ensure safety in accordance with the guidelines established by the government and various industry bodies. We also ask that they give special priority to the policies and instructions for preventing infection established by their parent bodies and industry organizations.

• We also ask that airport stakeholders be thorough in the management of employee health and take all appropriate measures to prevent infection and ensure safety.

Narita International Airport is committed to preventing the spread of infection and places the utmost importance on the health and welfare of our customers and employees.

Measures to Prevent COVID-19 Infection at Narita Airport

12 June 2020

Narita International Airport Corporation

Narita Airport

Connecting Japan to the World

Implementation of Initiatives to Prevent COVID-19 Infection at Narita Airport

Requests for Cooperation from Customers and Airport Stakeholders

Further Initiatives

Implementation of Measures to Prevent COVID-19 Infection at Narita Airport

The following initiatives are in place to prevent the spread of COVID-19 infection
✓ **Measures to prevent infection among customers and employees**
• Customers are requested to wear a mask, and employees are wearing masks as well as wearing gloves when deemed necessary. Counters and other areas have transparent barriers which separate staff from customers to prevent infection by droplet spread
✓ **Temperature measurement**
• Temperature scanning of customers departing on domestic flights is being conducted prior to entering the security screening checkpoint
✓ **Sanitizing and cleaning**
• Medicated soap is provided, and cleaning and sanitizing stepped up at customer touchpoints (escalator handrails and luggage cart handles, etc.), and hand sanitizer has been placed throughout the airport
✓ **Optimum air ventilation in the airport**
• Air conditioning has been adjusted to provide stronger ventilation and its operating hours has been extended
✓ **Maintaining social distancing**
• Operations take into consideration social distancing (between queues and seating)
✓ **Dissemination of information to customers and airport stakeholders**
• Information and requests for cooperation to prevent the spread of infection disseminated on airport website, SNS, airport PA systems and digital signage, etc.
• Distribution of infection prevention manual to airport employees
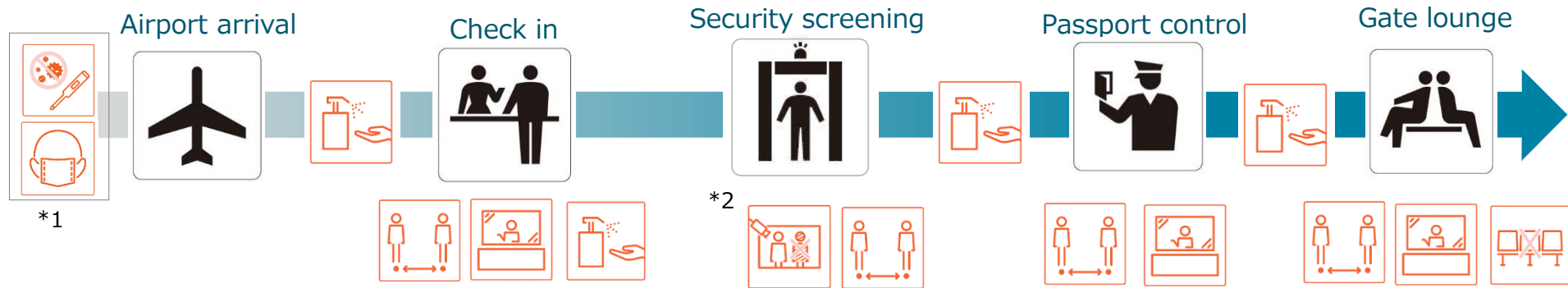✓ **Further initiatives**
• Expansion of self-service boarding Processes (Fast Travel)
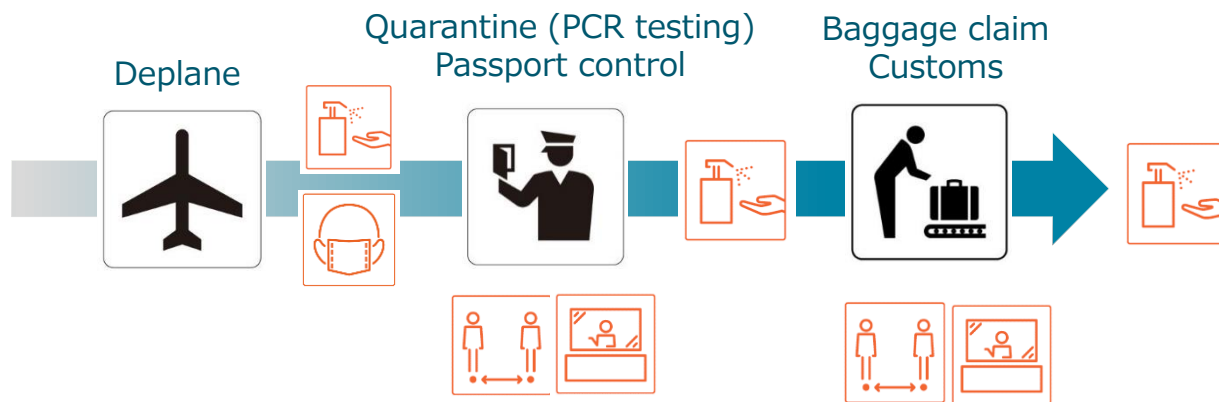• Introduction of contactless boarding processes using facial recognition (One ID)

COVID-19 Measures on Passenger Flow

- The following COVID-19 measures are in place on the departure and arrival passenger flow at Narita Airport

Departure

Airport arrival   Check in   Security screening   Passport control   Gate lounge

*1

*2

Arrival

Deplane   Quarantine (PCR testing) Passport control   Baggage claim Customs

Customer Cooperation Requests

- Check your health conditions at home
- Wear a mask
- Disinfect hands thoroughly

NAA Measures

- Disinfect hands thoroughly
- Stringent cleaning in terminals
- Use of Transparent barriers
- Seating limits
- Social distancing
- Temperature scanning
- Stronger air ventilation in terminals

*1 Customers not wearing masks and/or those feeling ill may be refused entry to the airport.
*2 Temperature scanning for domestic passengers only (as of June 2020)

NARITA INTERNATIONAL AIRPORT CORPORATION

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Prevention of Infection among Customers and Employees

- The following initiatives to prevent infection are in place
  - Customers are asked on the airport website, etc. to wear masks; staff wear masks and gloves
  - Transparent barriers at counters, etc. separate staff from customers to prevent infection by droplet spread

Use of Mask Requested on Website, etc.
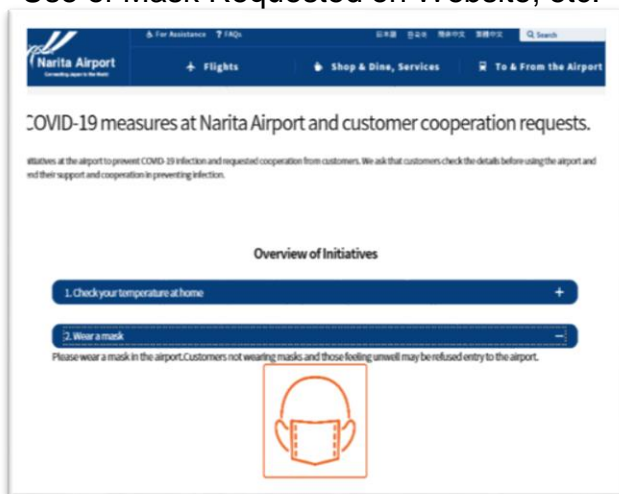
Mask

Transparent Barrier

Customer Cooperation Requests
Check your health conditions before coming to the airport and wear a mask.
＊Customers not wearing masks and/or those feeling ill may be refused entry to the airport.

Requests for Cooperation from Airport Stakeholders
Employees are asked to wear a mask when commuting.
When working, wear a mask and/or face shield as appropriate for the type of work and location.
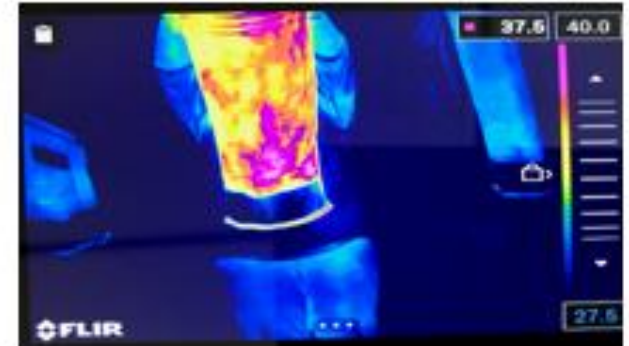
Temperature Measurement

- At present, temperature scanning is conducted on departing domestic passengers in front of the security screening checkpoints
- Customers with high temperatures or obvious symptoms of infection will be asked to refrain from boarding their aircraft

  ＊This will be introduced on international service as appropriate and in accordance with government directives

Temperature Scanning

When the measured temperature is equal or greater than 37.5℃, the individual will show up in pink.

Customer Cooperation Requests
Thermal imaging temperature measurements are conducted before boarding. Please consult with airline representative if a high temperature is detected.

Sanitizing and Cleaning

- The following initiatives are in place to prevent infection from contacts
  - ➢ Ordinary soap in toilets has been replaced with medicated soap
  - ➢ Cleaning and sanitizing has been stepped up in locations frequently touched by customers (escalators, baggage carts and counters, etc.)
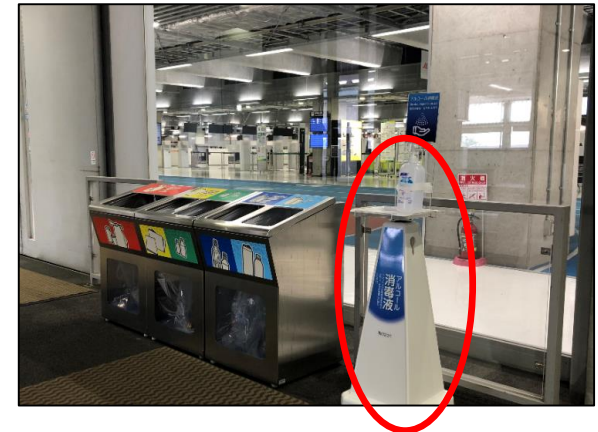 - ➢ Hand sanitizer has been placed throughout the terminals

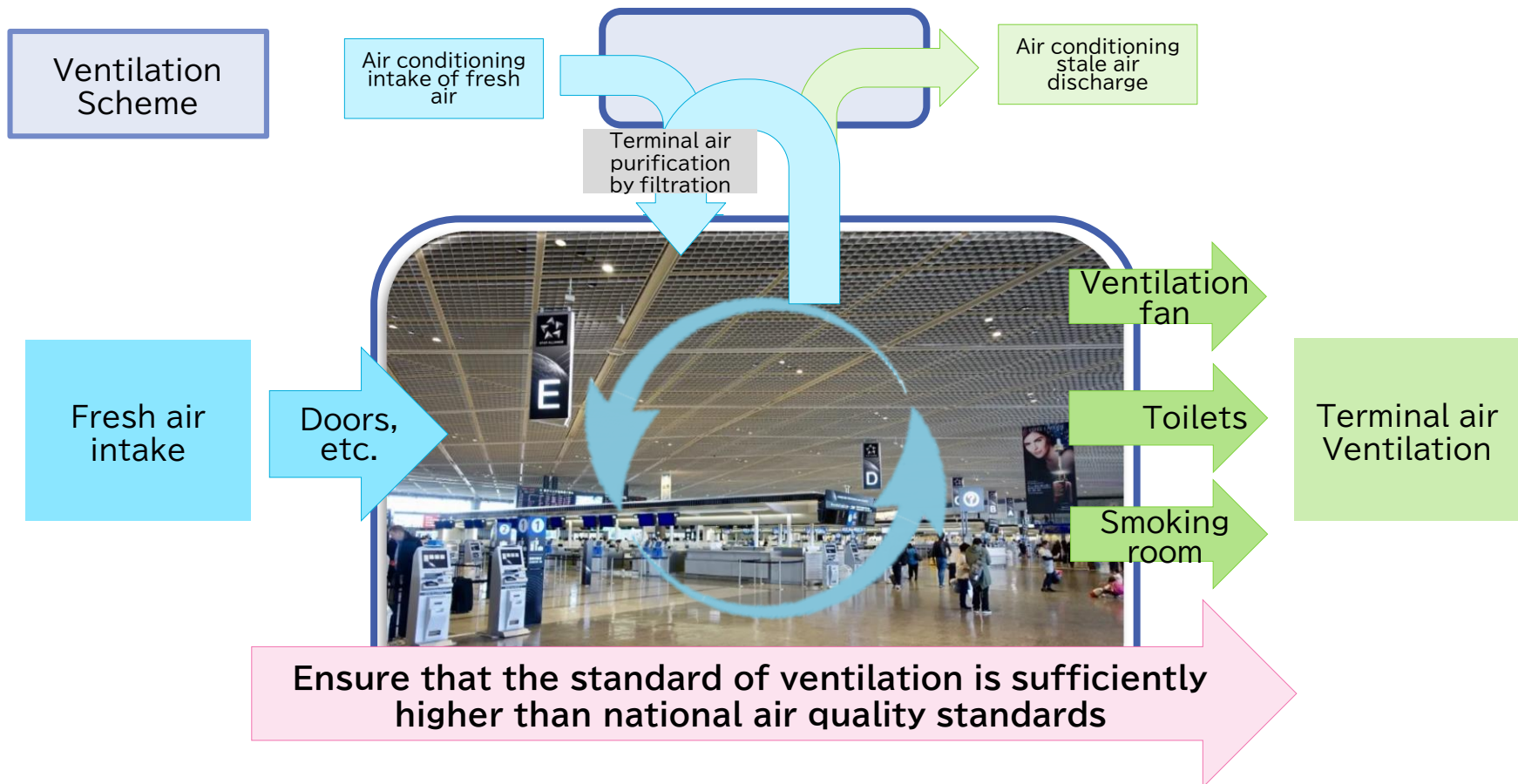## Medicated Soap   Cleaning and Sanitizing   Hand Sanitizer

Customer Cooperation Requests
Please wash hands frequently and/or use hand sanitizers.

Requests for Cooperation from Airport Stakeholders
Frequent hand washing and sanitizing throughout the day including before and after work.
Facilities under the control of the aindividual stakeholders are to be cleaned and sanitized frequently.

Optimum air ventilation in the airport

- Air conditioning adjusted to provide stronger ventilation and its operating hours has been extended
- Ensure that the standard of ventilation is sufficiently higher than the air quality standards set out under building management legislation(∗) and in accordance with the recommended ventilation methods set down by the expert committee

(∗) Act on Maintenance of Sanitation in Buildings promulgated to the safe, hygienic management of buildings

Ventilation Scheme

Air conditioning intake of fresh air

Air conditioning stale air discharge

Terminal air purification by filtration

Fresh air intake

Doors, etc.

Ventilation fan

Toilets

Smoking room

Terminal air Ventilation

Ensure that the standard of ventilation is sufficiently higher than national air quality standards

Social Distancing

- Ensure social distancing (minimum of 1.0 meters(∗)) when operating queues
- Seating in waiting lounges, lobbies, etc. to be spaced (by one seat width)

(∗) Defined in the following guidelines
Guidelines for Preventing the Spread of COVID-19 in the Aviation Industry (Scheduled Airlines Association and The All Japan Airport Terminal Association Inc.)
 Aviation Operations During COVID-19 Business Restart and Recovery (Airports Council International (ACI))

Social Distancing Floor Markings

1.0m

1.5m - 2.0m
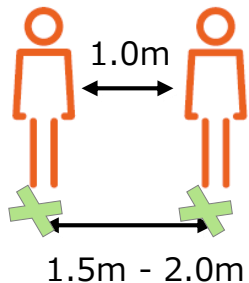
Queues at counters and security screening checkpoints

Spaced Seating

Seating in terminals

Customer Cooperation Requests
Please note the floor markings to maintain a physical distance from other customers.

Requests for Cooperation from Airport Stakeholders
Asked to place social distancing floor markings and limit seating numbers in facilities under their control.

Dissemination of Customer Information

- Information on COVID-19 prevention measures and requests for cooperation are disseminated to customers on terminal public address systems and digital signage, as well as on the airport website and SNS
- A 2-minute video, "Requesting Customer Cooperation With Narita Airport Initiatives To Prevent COVID-19", to be developed and distributed on the airport website and SNS

Information on Digital Signage

Information on Website and SNS

Customer Information
*Pictogram

Requests for Cooperation from Airport Stakeholders

- Airport Stakeholders have been asked to implement measures to prevent infection in accordance with ongoing government policies and industrial guidelines
- Asked to adopt measures for preventing infection among airport employees based on the Guidelines for Preventing the Spread of COVID-19 in the Aviation Industry(∗)
- "Manual for Preventing COVID-19 Infection at Narita International Airport" to be produced for distribution for standard initiatives by airport Stakeholders to prevent infection
  The implementation of measures in the manual shall not have priority over the infection prevention policies of stakeholders or industrial bodies

① Thorough management of employee health

- Check physical condition before working, etc.
- Check on the health of employees in isolation at home due to symptoms, etc.

② Give consideration to commuting and work patterns

- Make use of remote working and staggered working hours as appropriate for the type of activity
- Wear a mask when commuting
- Wear a mask and/or a face shield during working hours depending on the type of work and location
- Refrain completely from conversation when using public transport
- Refrain from non-urgent meetings and business trips, etc.

③ Breaks and Break Hours

- Ensure social distancing during breaks
- Thorough hand washing and disinfecting of frequently touched surfaces
- Spaced out seating in staff cafeterias, etc.

④ Equipment and materials

- Thoroughly disinfect equipment, handles, door knobs and other surfaces that are frequently touched by many people
- Dispose of all garbage to prevent infection from droplet spread
- Ensure proper inventory management of mask and disinfectant stocks, etc.
- Provide social distancing floor markings and limit seating numbers in facilities under the control of individual stakeholders

⑤ Ventilate offices

- Ensure that ventilation standards in offices, staff break rooms and locker rooms, etc. in the airport are sufficiently higher than national air quality standards
- Do not place equipment or items in front of air conditioning intakes and outlets

⑥ Limit visits

- Avoid public facility visits and other visits by non-essential outside personnel on non-urgent business

∗Guidelines for Preventing the Spread of COVID-19 in the Aviation Industry
(Drafted 14 May 2020 and revised May 28 by the Scheduled Airlines Association and The All Japan Airport Terminal Association Inc.)

Implementation of Initiatives to Prevent COVID-19 Infection at Narita Airport

Requests for Cooperation from Customers and Airport Stakeholders

Further Initiatives

Self-Service Boarding Processes - Fast Travel

- **Self-service automated check-in and boarding processes** will be expanded and improved to reduce contacts with airline staff
- Information on waiting times will also be provided at touchpoints such as security screening checkpoints which are prone to congestion

Check-in

Online Check-in

Automatic check-in kiosk

Bag Drop

Self Bag drop

Customer Cooperation Requests
If an airline offers online check-in, etc., we ask that passengers complete their check-in processes before arriving at the airport.
We also ask passengers to take advantage of the automatic check-in kiosks and other self-service options wherever possible.

Introduction of Facial Recognition Based Contactless Boarding Processes - One ID

- Boarding processes with facial recognition technology (One ID) will be introduced
- "Contactless" boarding by facial recognition eliminates the need for contact between airline staff and the customer to verify identity

※One ID is a new boarding process which will enable the passenger checking in to register their facial photo at the initial airport process and proceed through subsequent processes (baggage check-in, entry to security screening checkpoints, boarding gate) with a "Face Pass" (contactless) without having to present boarding passes or passports

Flow of One ID processes

Check in	Bag Drop	Entrance to passenger screening checkpoints	Boarding gate
Automatic check-in kiosk	Self Bag drop	Passenger progress verification system	Automated boarding gates

Contactless · Contactless