

28 June 2018

## 2020 Tokyo Olympic and Paralympic Games Narita Airport Initiatives

Being the main international gateway airport of Japan, Narita Airport is expected to prepare for the 2020 Tokyo Olympic and Paralympic games athletes, officials and spectators movement period. In addition, for Narita Airport, this is an hop, step, jump opportunity to leap forward with functional improvements for the long-term future with enhancements on customer convenience and comfort. We have recently adopted a fundamental policy for these developments.

Based on this fundamental policy, we are working steadily to fully prepare to support the success of hosting the Olympic and Paralympic Games in Tokyo by implementing immediate measures already in consultation and cooperation with the government of Japan, the Tokyo Olympic Organising Committee, the businesses in the airport and other stakeholders.

### Fundamental Policy

- ◆ We are working together with all stakeholders to achieve **total operational safety and reliability at the airport** so that our airport can be used by all users with peace of mind.
- ◆ In our role as the main gateway to Japan, we are driving forward with the development of a framework to **ensure safe and smooth movement of athletes and officials during the games related movement period.**
- ◆ We plan to adopt **more Universal Design improvements** to ensure that the airport is accessible by every travelers.
- ◆ We will do our utmost to **extend a warm welcome** to visitors from all parts of the world as they arrive in Japan.

### 2. Specific Initiatives

#### ◆ Total Operational Safety and Reliability

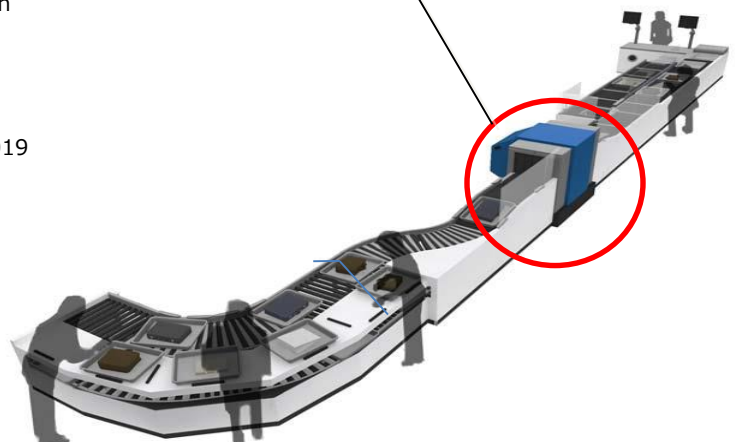
##### Strengthening the security screening system

- ✓ Installation of AIT (Advanced Imaging Technology) full-body scanner.  
22 units installed as of March 2018
- ✓ **Installation of CT-type (computed tomographic) X-ray screening systems** with automatic explosives detection system and all angle 3D image viewing monitor.  
7 units to be installed by the end of fiscal 2019

##### CT-type X-ray Screening System



\*According to data from NAA proving trials



##### Other Initiatives

- ✓ Tightening Security Systems
- ✓ Introducing Smart Security Lanes
- ✓ Strengthening Cyber-Security

◆ Ensuring Safe and Smooth Movement of Athletes and Officials

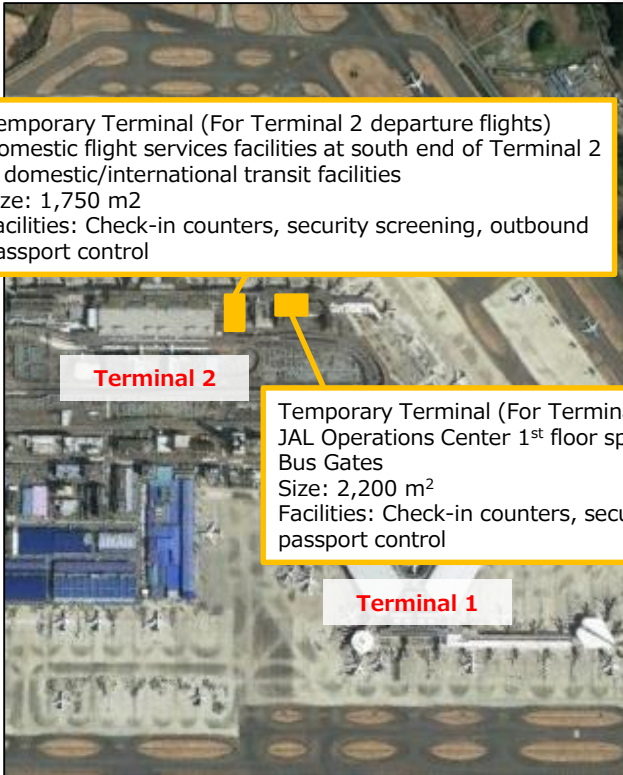
Setting-up Temporary Passenger Handling Facilities and Supporting Off-Airport Site  
Check-in and Baggage Handling at the Athlete Village

- ✓ Existing facilities will be modified to set-up temporary passenger handling facilities to ensure safe and smooth return of the large number of Olympic games athletes and officials and their baggage and equipment on and after the closing ceremony day to ease congestion in the terminals. (Completion by end of FY2019)
- ✓ **Temporary baggage collection facilities will be designated in the cargo area for screening, sorting and holding the baggage and equipments checked-in at the off-airport Athlete Village to ease congestion at the passenger terminals.** (Completion by end of FY2019)

Temporary terminal (Image)



Temporary Terminal (For Terminal 2 departure flights)  
Domestic flight services facilities at south end of Terminal 2  
& domestic/international transit facilities  
Size: 1,750 m<sup>2</sup>  
Facilities: Check-in counters, security screening, outbound passport control



Terminal 2

Temporary Terminal (For Terminal 1 departure flights)  
JAL Operations Center 1<sup>st</sup> floor space and part of Terminal 2  
Bus Gates  
Size: 2,200 m<sup>2</sup>  
Facilities: Check-in counters, security screening, outbound passport control

Terminal 1

Temporary Baggage Handling Facility  
Existing cargo warehouses  
Size: About 9,000m<sup>2</sup> (1,300m<sup>2</sup> x 7 warehouses)  
Facilities: security screening, sorting and holding

Establishing a Guidance and Information System

- ✓ NAA and other agencies will cooperate to **coordinate the deploy volunteers in the airport to provide information and assistance.**

Volunteer System (Planning to be completed by end of FY2018)

	Nature of Services	Number of Volunteers*1
Olympic volunteers (Organising Committee)	Guiding athletes and Olympic personnel through immigration procedures	80,000
City volunteers (Chiba Prefecture*2)	Providing information and assisting spectators and tourists regarding Olympic events, transport, tourism, etc.	3,000

\*1 Discussions with the relevant organizations are underway on the number of volunteers to be deployed in the airport and how to coordinate them with existing volunteers.

\*2 Chiba Prefectural Government is the lead organization for the assignment of city volunteers in Narita Airport

Other Initiatives

- ✓ Opening special flow lines for athletes and other personnel, and designating areas for baggage handling and vehicle standby
- ✓ Easing traffic congestion and accommodating business jets

## ◆ Further Implementation of Universal Design

### Additional and more functional elevators

- ✓ **Additional and more functional elevators** to be provided along main passenger flow lines, to comply with the Tokyo 2020 Accessibility Guidelines

(Four elevators by end of FY2019)

- ✓ **Elevators near boarding gates will be enlarged** as much as possible to accommodate personal wheelchairs

(To include 25 elevators eventually, after the Olympics\*)

\*The number of elevators to be enlarged before the Olympics has not been finalized

Elevator for wheelchairs, etc. (Illustration)

Gate 56 (already in place)



### Other Initiatives

- ✓ Comprehensive refurbishment of passenger terminals toilet facilities
  - The refurbishment of all **toilets facilities in the passenger terminals will include the addition of more Universal Design features**, including audio guidance, flash lights, L-shaped handrails, more evenly distributed multipurpose toilets and facilities compatible with the need for providing assistance to individuals of the opposite gender.

(To be finished by the end of September 2018 in Terminal 2, and the end of FY2019 in Terminals 1 and 3\*)

\*To be opened as they are completed.



- ✓ Terminal Refurbishment Project
  - The comprehensive refurbishment of Terminals 1 and 2 will include installation of larger signs and the conversion of lighting to LEDs for a more **spacious sense and visibility in all areas**.

(Completion by the end of FY2019)

- ✓ Ongoing implementation of Universal Design
  - Narita Airport's Universal Design masterplan will include revamped information counters and training for staff and volunteers on accommodating persons with disabilities.

(Facility initiatives to be completed by the end of FY2019, and service initiatives to be ongoing)

### ◆ Extending a warm welcome

## Spatial Design Improvements

- ✓ The arrival concourses will be staged with projector and LCD displays of classic Japanese scenes and culture to create a welcoming, inviting mood, aimed especially for foreign visitors.

(At four locations in Terminal 1 and five locations in Terminal 2 by the end of FY2018)

(Illustration)



## Other Initiatives

- ✓ Events and interior decor to foster excitement
- The “Olympics Two Years Ahead” event, sponsored by Chiba Prefecture, will be held on July 24 (Tue) in airline hangars and other locations at Narita Airport
- ✓ Promoting the appeal of Japanese culture through accreditation under the “Beyond 2020” program



### 3. Collaboration with Airport-related Organizations in Preparation for hosting the Olympics and Paralympic Games

- ✓ NAA is collaborating closely with the Organising Committee\*<sup>1</sup> and airport stakeholders\*<sup>2</sup> to ensure smooth airport operations during the Olympics and Paralympic Games passenger movement period.



\*1 Tokyo Organising Committee of the Olympic and Paralympic Games

\*2 Government agencies, airlines, transport operators, etc.

# Attachment

## 2020 Tokyo Olympic and Paralympic Games Narita Airport Initiatives

**June 2018**

**Narita International Airport Corporation**



# 1. Ensuring Safe and Stable Airport Operation Tightening Security Screening Process

## Outline

- AIT (Advanced Imaging Technology) full-body scanner capable of detecting non-metal objects carried by a person is installed.

Locations:

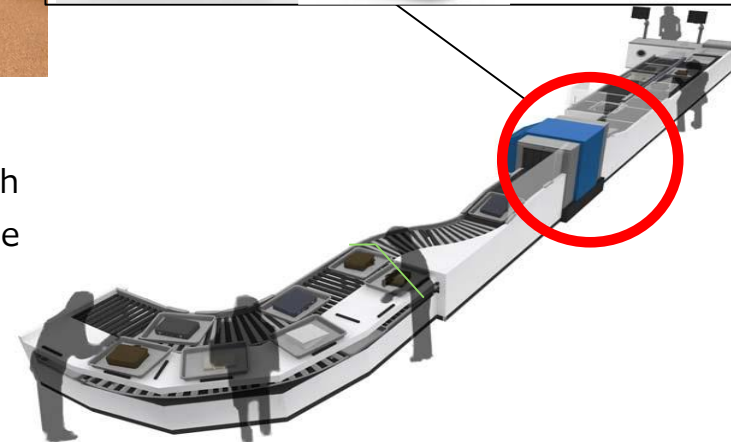
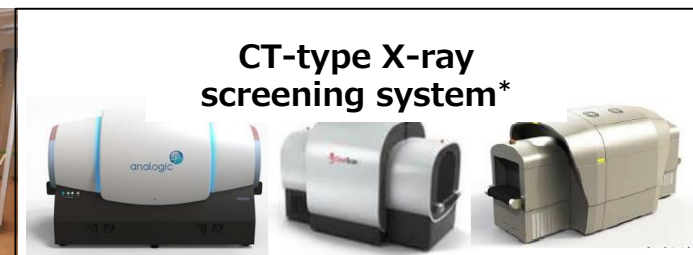
Departures area: 10 units (March 2017)

Transfer area: 12 units (March 2018)

- CT-type (computed tomographic) X-ray screening systems with automatic explosives detection system and an all angle 3D image viewing monitor.

Locations: Terminal 1: North Wing: 1 unit, South Wing: 1 unit,

Terminal 2: 3 units, Terminal 3: 1 unit:



## Schedule (Planned)

	FY2018	FY2019	FY2020
AIT scanners	(Installed)		
CT scanners		<div> <div>Manufactured</div> <div>Installation</div> </div>	<div> <div>Tokyo Games</div> <div>*Put to use from September 2019 to March 2020 period</div> </div>

# 1. Ensuring Safe and Stable Airport Operation

## Other Initiatives

### Tightening Security Systems

- Collaborating with relevant agencies to establish a CBRNE (Chemical, biological, radiological, nuclear and explosive) terrorism prevention system, and tighten security systems to protect athletes, officials and all passengers during the periods. (Preparation of the CBRNE manual and practice drills to be carried out.)



### Introducing Smart Security Lanes

- Along with the expansion of the passenger security screening areas in both terminal 1 and 2, “smart security lanes” using the latest screening equipments and process is to be introduced to relieve passengers from the waiting time and this would increase the processing capability to as much as 150%.

(To start from September 2019 over March 2020 period at the two terminals)

### Strengthening Cybersecurity

- To secure safety and stability for the critical airport infrastructure and operations from the steadily increasing threat of cyberattack, we will strengthen cybersecurity procedures and carry out trainings and drills.

# 2. Ensuring Safe and Smooth Movement of Athletes and Officials

## Setting-up Temporary Passenger Handling Facility ①



### Outline

- Existing facilities will be modified to set-up temporary passenger handling facilities to ensure smooth return of the large number of Olympic games athletes and officials and their baggage and equipment on and after the closing ceremony day. (\*Put to use during August 10 - 12)

### Locations

(For Terminal 2 departure flights)  
Domestic flight services facilities at south end of Terminal 2 & domestic/international transit facilities  
Size: 1,750 m2  
Facilities: Check-in counters, security screening, outbound passport control

Terminal 2



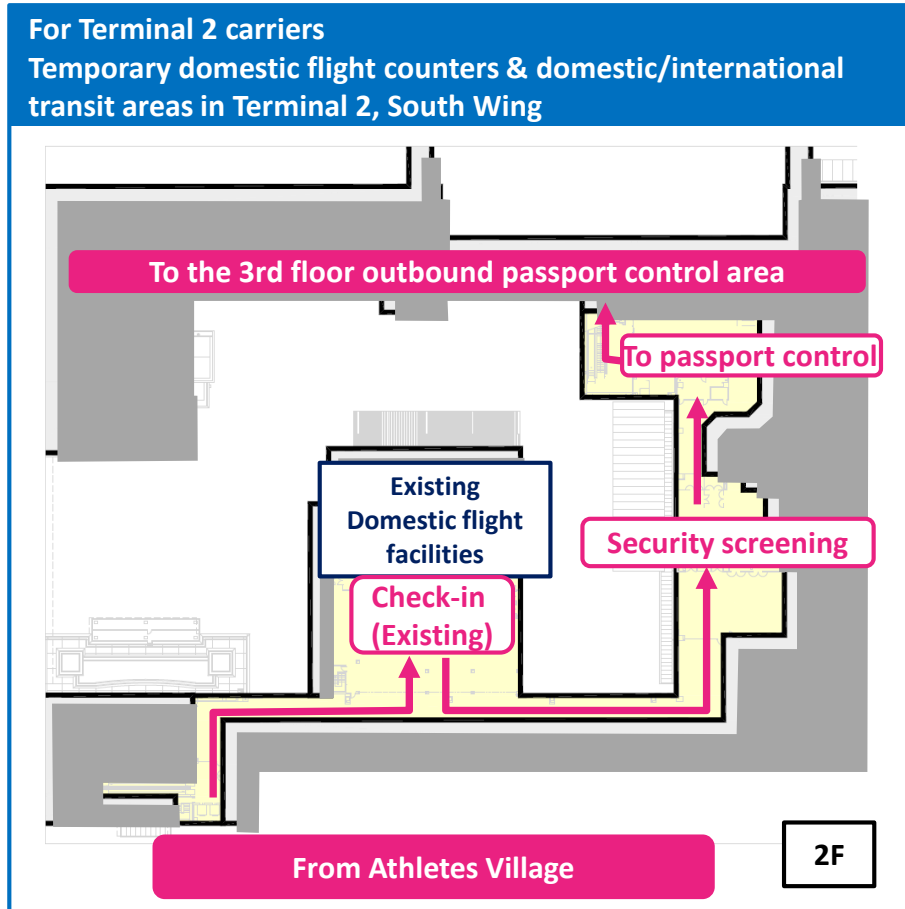
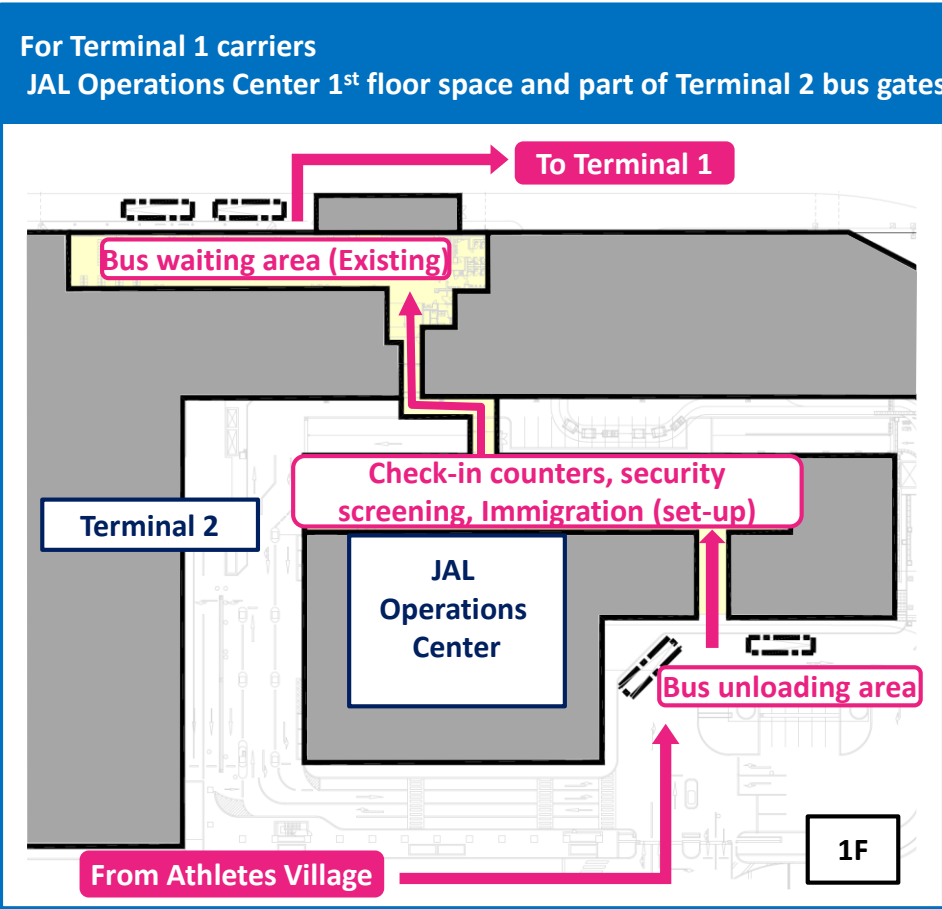
Temporary Facility (Image)

(For Terminal 1 departure flights)  
Utilizing JAL Operations Center 1st floor space and part of Terminal 2 Bus Gates  
Size: 2,200 m2  
Facilities: Check-in counters, security screening, outbound passport control

Terminal 1

# 2. Ensuring Safe and Smooth Movement of Athletes and Officials

## Setting-up Temporary Passenger Handling Facility ②



### Plan

	FY2018	FY2019	FY2020
Setting-up Temporary Passenger Facilities	Designing	Setting-up	Familiarization Tokyo Games

# 2. Ensuring Safe and Smooth Movement of Athletes and Officials

## Off-Airport Checked-in Baggage Handling at Narita Airport



### Outline

- To ensure safe and smooth departure of athletes and officials from the day after the Closing Ceremony, in order to ease congestion at the passenger terminals, temporary baggage collection facilities will be designated and screening, sorting and holding will be conducted for baggages and equipment collected at Athlete Village.

#### Locations



Temporary Baggage Collection Facilities

Size: About 9,000m2 (1,300m2 x 7 warehouses)

Facilities: Security screening



External view of the temporary facility in cargo area

### Plan

	FY2018	FY2019	FY2020
Setting-up Temporary Baggage Collection Facilities	Designing	Setting-up	Familiarization Tokyo Games

## 2. Ensuring Safe and Smooth Movement of athletes and Officials Guidance and Information System

### Outline

- NAA and other agencies will coordinate to deploy volunteers in the airport to provide information and assistance.

#### Volunteer System

	Services	Number of Volunteers* 1
Olympics volunteers (Organising Committee)	Guiding athletes and Olympic personnel through Immigration procedures	80,000
City volunteers (Chiba Prefecture *2)	Providing information and assisting spectators and tourists regarding Olympic events, transport, tourism, etc.	3,000

\*1 Discussions with the relevant organizations are underway on the number of volunteers to be deployed in the airport and how to coordinate them with existing volunteers.

\*2 Chiba Prefectural Government is the lead organization for the assignment of city volunteers in Narita Airport

(For reference)  
Scene during 2016 Rio Olympics



### Plan



Establishment of Flow lines for Athletes and Officials

- To ensure smooth movement of athletes and officials, we will establish dedicated or priority lanes for Immigration procedures and reserve spaces for curbside disembarkation. (Completion by end of FY2018)
- \*Consultations underway with relevant organizations

Baggage Handling for Athletes and Officials

- To accommodate high volumes of hold baggage brought by arriving athletes and officials, we will expand the baggage claim areas in the South Wing of Terminal 1 and in Terminal 2. (Completion by end of FY2019)
- Special sections will be designated in the baggage claim areas in anticipation of large volumes of hold baggage brought by athletes and officials and delays caused by checking of athletic equipment. (Completion by end of FY2018)
- \*Consultations underway with relevant organizations

Designating Areas for Vehicle Standby (Completion by end of FY2018)

- To facilitate bus transfers of arriving athletes and officials, special standby spaces will be designated for buses and baggage trucks in the terminal areas and the Maintenance Area.
- \*Consultations underway with relevant organizations

Traffic congestion

- To ease traffic congestion at the airport and accommodate anticipated increased demand, the roads around Car Park P1 have been improved, and multistory structures are being added to Car Parks P1 and P2 (for Terminals 1 and 2, respectively).

(Road improvements completed in July 2017. P1 to open in July 2018, P2 to open in the summer of 2019)

Scenes from the 2016 Olympics



View of baggage claim area during arrival of teams

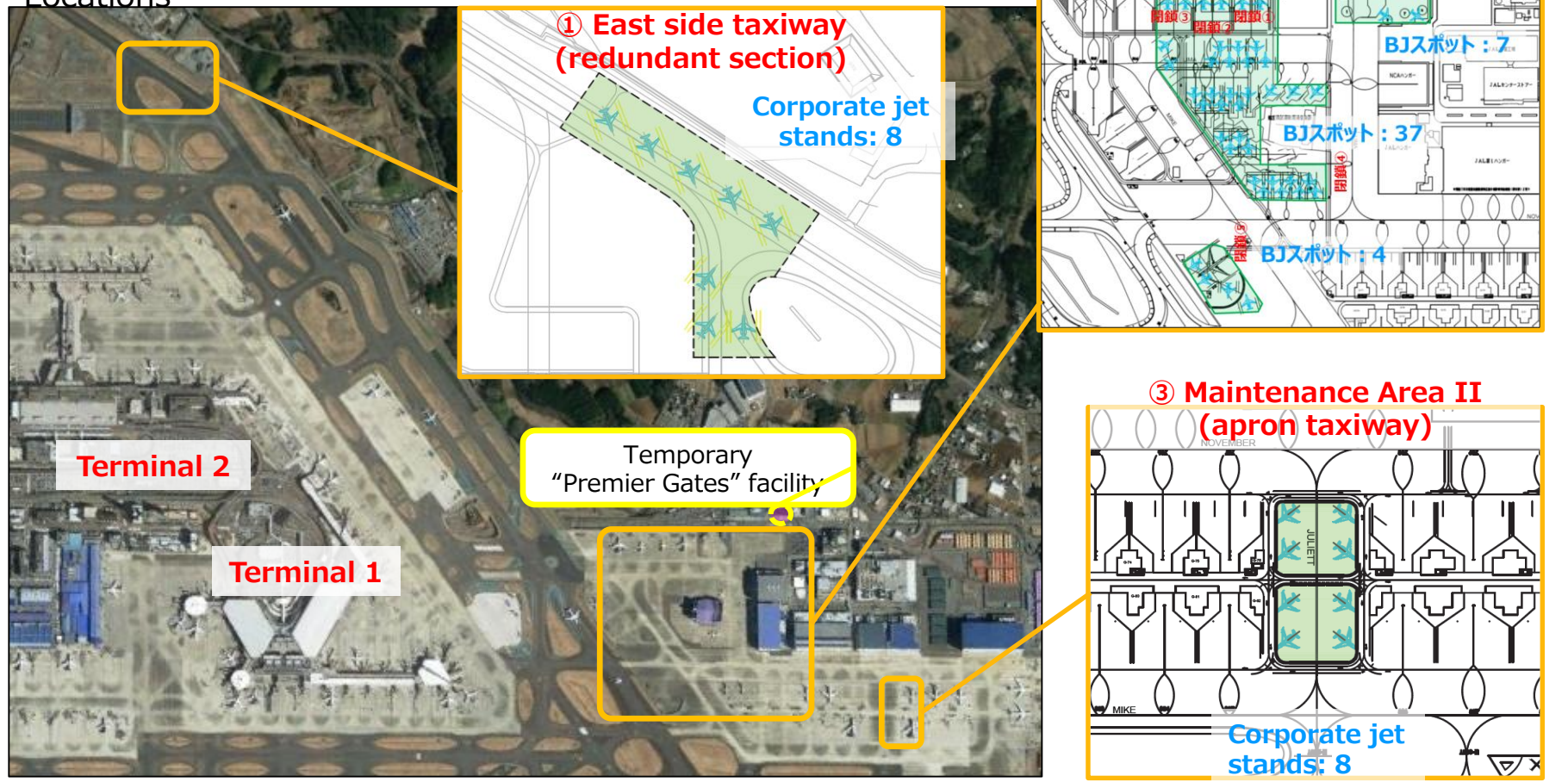


View at curbside as teams depart for home

Accommodation of business jets

- Sixty-four business jet stands will be temporarily provided to handle the anticipated large number of users during the Olympics, and premier gates will be provided on a temporary basis in the Maintenance Area where most of these aircraft will be parked. (Completion before the Olympic Games)
- \*Consultations underway with relevant organizations

Locations



# 3. Further implementation of Universal Design

## Additional and more functional elevators

### Details

- Two additional elevators and two functionally enhanced elevators will be installed along the main passenger flow lines, to comply with the Tokyo 2020 Accessibility Guidelines, which recommend 24-person capacity (presently capacity is 17 persons).
- Elevators near boarding gates (at 25 locations\*) will be reinstalled with larger capacity to accommodate more wheelchair passengers. \*Some will be completed after 2020. The number of elevators to be upgraded before the Olympics is not finalized.

Details of Passenger Terminal Elevator Improvements

	Location	Before	After
Terminal 1	Departure Security Screening Area (South Wing)	Two 15 persons elevators	One 15 persons elevator + <b>one new 30 persons elevator</b>
	Departure Security Screening Area (North Wing)	Two 15 persons elevators	One 15 persons elevator + <b>one new 20 persons elevator</b>
Terminal 2	Satellite Arrivals corridor	Two 11 persons elevators	Two 11 persons elevator + <b>one new 17 persons elevator</b>
	Shopping Arcade Atrium Area	One 30 persons elevator	One 30 persons elevator + <b>one new 24 persons elevator</b>

Illustration of elevator for wheelchairs, etc.



### Schedule (Planned)

	FY2018	FY2019	FY2020
Passenger elevators	Installation		
Utility elevators	Design	Installation	Tokyo Games
		*Phased in on completion	

#### Comprehensive refurbishment of passenger terminal toilet facilities

- The refurbishment of all toilet facilities in the passenger terminals will include the addition of more Universal Design features, including audio guidance, flash lights, L-shaped handrails, more evenly distributed multipurpose toilets and facilities compatible with the need for providing assistance to individuals of the opposite gender.

(To be finished by the end of September 2018 in Terminal 2, and the end of FY2019 in Terminals 1 and 3)

#### Terminal Refurbishment Project

- The comprehensive refurbishment of Terminals 1 and 2 will include installation of larger signs and the conversion of lighting to LEDs for a more spacious sense and visibility in all areas. (Completion by the end of FY2019)

#### In Addition, Ongoing Initiatives Based on Narita Airport's Universal Design Masterplan

Narita Airport's Universal Design masterplan will include revamped information counters and training for staff and volunteers on accommodating persons with disabilities.

## 4. Extending a Warm Welcome

### Spatial Design Improvements in the Passenger Terminals Arrival Passage

#### Details

The arrival concourses will be staged with projector and LCD displays of classic Japanese scenes and culture to create a welcoming, inviting mood, aimed especially for the foreign visitors.

Terminal 1: 4 locations (Satellites 1, 2, 3 and 5 in the 4th floor arrival concourse), 150m apart, with 300m<sup>2</sup> wall areas

Terminal 2: 5 locations (2nd floor arrival concourse), 150m apart, with 200m<sup>2</sup> wall areas



#### Schedule (Planned)

	FY2018	FY2019	FY2020
Spatial design	Construction →		Tokyo Games

# 4. Extending a warm welcome Other Initiatives

## Events and interior decor to foster excitement

Following on the “Olympics 1000 Days To Go” event held in 2017, the **“Olympics Two Years To Go” event, sponsored by Chiba Prefecture, will be held on July 24 (Tue) in hangars and other locations at Narita Airport.**

**Additional special events and decor changes are planned,** to foster excitement among airport guests.

Time: July 24 (Tue), 10:00 am to 12 noon

Location: JAL Hangar A

Details: Ceremony and airport tour

\* In addition to the above, a promotional event “Real Treasure Hunt” featuring the Olympic game events to take place in Chiba is being organized in Terminal 1 during July 24 (Tue) - July 29 (Sun) period.

## Promoting the appeal of Japanese culture through accreditation under the “Beyond 2020” program

On March 22, 2018, NAA plans for promoting Japanese culture became the first airport initiative in Japan to be accredited under the “Beyond 2020” program.

**Accreditation under the “Beyond 2020” program positions Narita Airport, the main gateway to Japan, to project the appeal of Japanese culture to even greater numbers of guests.**

\* For the long term, accreditation under the “Beyond 2020” program and official use of its logo will facilitate utilization of the wealth of regional diversity in cultural traditions that is Japan’s strength in order to generate a creative legacy worthy of a developed society, as part of a unified nationwide program.

View of the “Olympics 1000 Days To Go” event

(sponsored by Chiba Prefecture) (28 October 2017)



# For reference: Collaboration with Airport-related Organizations in preparation for hosting the Olympics and Paralympic Games.



- ✓ To plan for smooth airport operation during the Olympic and Paralympic games movement period, NAA is collaborating closely with the Organising Committee\*<sup>1</sup> and the relevant organizations that make up the Narita International Airport Liaison Council for the 2020 Tokyo Olympic and Paralympic Games.

\*1 Tokyo Organising Committee of the Olympic and Paralympic Games  
\*2 Government agencies, airlines, transport operators, etc.  
※2 官公庁、航空会社、交通事業者等

