NARITA INTERNATIONAL AIRPORT

OVERSEAS BUSINESS

Narita Airport
Connecting Japan to the World

About Narita Airport

Narita International Airport Corporation (NAA) owns the airport land,
runways, terminals and other facilities at Narita Airport.
We manage all aspects of airport planning, design, construction and operation.

Aircraft Movements **252,447** (FY2017)

Airport Site Area: 1,111 ha
Runway A: 4,000m × 60m
Runway B: 2,500m × 60m
No. of Stands: 171

95 airlines connecting **137** cities (As of September 2018)

International Network: 118 cities
Domestic Network: 19 cities

No. of Passengers **40.9** million (FY2017)

Terminal 1: 463,000m²
Terminal 2: 391,000m²
Terminal 3:   67,000m²

Tenant Sales JPY **124** billion (FY2017)

Tenant Area: 29,936m² (Feb 2017)
No. of Tenants: 301 (Feb 2017)

No. of Stands: 171 (FY2017)

BHS Total Length **26.5** km

Cargo Capacity **2.2** million tonnes (FY2017)

Total Floor Area **286,300** m²

Tank Capacity (Airport) **192,000** kiloliters (FY2017)

Pipeline Length **47** km

Fuel Supply **4.46** million kiloliters

Safety & Security

■ Safety

- Promotion of safe, reliable airport operation

• NAA-SMS(Safety Management System)
• Airport Operation Information Center (AOIC)
• Emergency Operations Center (EOC)

■ Security

- Effective security achieved by mechanical systems in combination with security personnel

• Facial & vehicle recognition cameras
• Next-generation screening equipment

Encouraging Efficient Operations

■ Fast Travel

- Facilitating the automation of procedures to reduce passenger processing and waiting time

• Automatic check-in kiosks
• Bag drop system

■ Smart Security

- Ongoing introduction of new security screening approaches in the pursuit of efficiency and comfort

■ Efficient Maintenance

- Practice systematic maintenance management to minimize the impact on day-to-day airport operations

• Preventative maintenance
• Facility maintenance, repairs, and replacement based on long term plan
• Early detection and repair of defects through daily inspections
• Inspection and maintenance manuals

Hospitality & Customer Satisfaction

■ Comfortable, Attractive Retail Areas and Terminal Facilities

• Adapt to diverse customer needs, and open shops with innovation and contemporary flair
• Create clean, comfortable environments
• Incorporate universal design

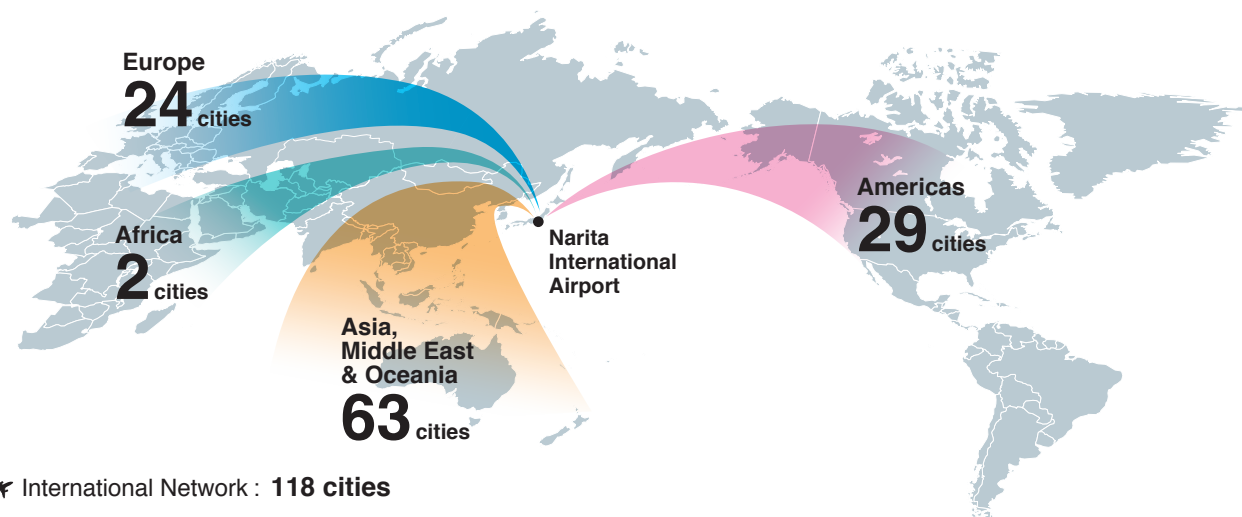## ■ Improved Customer Satisfaction

- Services from the customer's perspective that provide comfort and enjoyment

• Japanese culture events
• Transit tours
• Multilingual services
• Electric cart services

Airlines Operating at Narita

[As of September 2018]

Europe
24 cities

Africa
2 cities

Narita International Airport

Asia, Middle East & Oceania
63 cities

Americas
29 cities

✈ International Network : **118 cities**

✈ Domestic Network : **19 cities**

Recent Developments

Terminal 3

Terminal 3 at Narita International Airport was named the World's Best Low-Cost Terminal 2017 by Skytrax*
for the second year in succession.

* Skytrax: The airline research firm, based in the United Kingdom and founded in 1989. Skytrax evaluates airports and airlines around the world.

World's Airport Awards 2016·2017
- World's Best Low-Cost Terminal

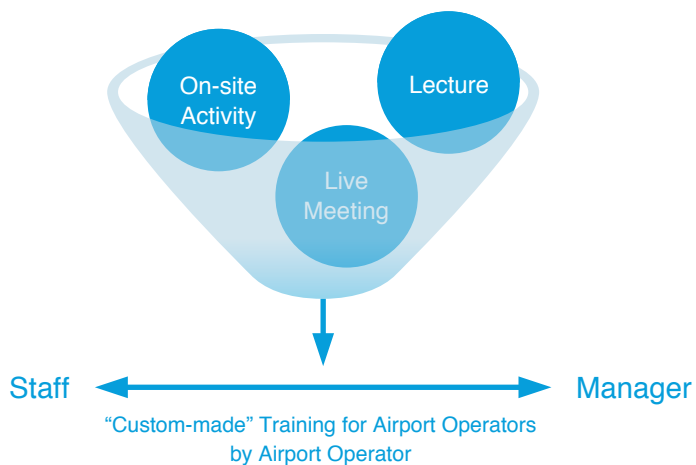| Award	Date
Achieve Level3 on Airport Carbon Accreditation (ACI)	Nov. 2018
World's Best Airport Security Screening 2018 (SKYTRAX)	Mar. 2018
Achieve Level2 on Airport Carbon Accreditation (ACI)	Jan. 2018
World's Best Low-Cost Terminal 2017 (SKYTRAX)	Mar. 2017
World's Best Low-Cost Terminal 2016 (SKYTRAX)	Mar. 2016
World's Best Airport Dining Experience 2016 (SKYTRAX)	Mar. 2016
Highly Commended on Routes Asia Marketing Awards 2016 (Routes)	Mar. 2016
Good Design Gold Award 2015 (Minister of Economy, Trade and Industry Award) *Narita Airport Terminal3	Oct. 2015
Grand prize awarded to Japanese toilet 2015 (Minister of Land, Infrastructure and Transport Award) *GALLERY TOTO	Sep. 2015

Overseas Business

Airside (Runway, Taxiway, Apron)
Operation & Maintenance

Customer Satisfaction

Safety & Security

Tenant Management

Total Airport Management

Passenger Terminal
Operation & Maintenance

IT

Fuel Facilities (Pipeline, Hydrant)
Operation & Maintenance

Environment

Marketing

Advantages of NAA	• Background of 40 years operating the airside and landside of Narita Airport. • An extensive resource of experts with a complete range of knowledge and skills.

Staff Training

On-site Activity

Lecture

Live Meeting

Staff ⟷ Manager

"Custom-made" Training for Airport Operators
by Airport Operator

Support Fields

1 Airside Operation & Maintenance

Narita's Strengths
· Practical repair and expansion work in operational environments
· Preventative maintenance (inspections and maintenance programs) expertise
· Reducing costs and construction times with the overlay paving method

Course Program (Example)
· Drafting maintenance programs and manuals
· Field maintenance training

2 Safety & Security

Narita's Strengths
· Installation of Safety Management System (NAA-SMS)
· Streamlined, high-quality screening and security practices

Course Program (Example)
· Adopting smart security to enhance security levels and operational efficiency
· Drafting emergency manuals and business continuity plans (BCP)
· Operations Center management

3 Passenger Terminal Operation & Maintenance

Narita's Strengths
· Practical repair and expansion work in operational environments
· Providing functional, comfortable facilities
· Providing appealing passenger services
· Efficient facility maintenance management

Course Program (Example)
· Drafting terminal facility plans, maintenance programs and operations manuals
· Providing VIP facilities (corporate jet terminal)
· Terminal cleaning services and information services (outsourced)

4 Fuel Facilities Operation & Maintenance

Narita's Strengths
· Expertise in operating fuel facilities with a 50km pipeline handling approx. 500 kiloliters a year
· Expertise in operational safety and stability

Course Program (Example)
· Drafting fuel facility maintenance programs and manuals
· Field maintenance training and training in fuel supply activities

5 Customer Satisfaction

Narita's Strengths
- Hospitality events, etc. to publicize the attractions of Japan to visitors from abroad
- Narita Airport Master Plan for Universal Design
- Free staff seminars

Course Program (Example)
- Customer satisfaction (CS) education and awareness
- Universal Design
- Improving employee satisfaction (ES)

6 Tenant Management

Narita's Strengths
- Expertise gained from expanding non-aeronautical revenue
  (from a 34% revenue ratio in 2004 to a 56% revenue ratio in 2017)
- Sales promotions aimed at visitors to Japan

Course Program (Example)
- Strategies for attracting popular tenant brands
- Finely tuned sales promotion methods
- Advertising media management

7 Information Technology

Narita's Strengths
- Introducing advanced technologies in cooperation with Japanese corporations

Course Program (Example)
- Automating airport procedures with Fast Travel and biometric authentication
- Utilizing robotics and other cutting-edge technology
- Passenger Flow Management

8 ECO Airport

Narita's Strengths
- Proceed in conjunction with stakeholders in building a sustainable company based on the Eco-Airport Master Plan

Course Program (Example)
- Management of eco-airport policy and planning organization
- Noise solutions and air and water quality assurance
- Resource recycling, reducing CO_2 emissions and energy conservation

9 Marketing

Narita's Strengths
- Network of 100 airlines operating to 137 international and domestic destinations
- Increase of 17 airlines serving the airport over a 5 year period
- Asia-North America network operated by Japan's national carriers and other airlines

Course Program (Example)
- Marketing strategies (market analysis)
- Airline marketing strategies
- Airline promotion (marketing support)

Overseas Business Projects   [Since 1997]
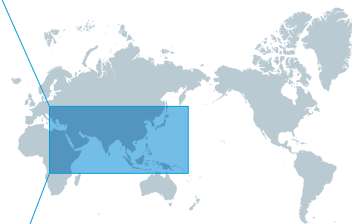
Mongolia
Chinggis Khaan International Airport

Vietnam
Noi Bai International Airport

Egypt
Borg El Arab International Airport

Airport Management Support

Vietnam
Noi Bai International Airport

- Support for the start up and commissioning of the new passenger terminal
- Technical support with experts to Vietnam
- On-site training in Vietnam and in Japan (Narita)

Mongolia
Chinggis Khaan International Airport

- Detailed planning survey and support for the start up and commissioning of the new airport
- Support for relocation from existing airport to new airport
- On-site training in Mongolia and in Japan (Narita)

Company Profile

International Affairs and Overseas Business Office

✉ naa-intl@naa.jp
🌐 http://www.naa.jp/en/index.html
http://www.naa.jp/en/b2b/index.html

Company Name ／ NARITA INTERNATIONAL AIRPORT CORPORATION
President & CEO ／ Akihiko Tamura
Employees ／ NAA：734　NAA+NAA Group: 2,463 (As of September, 2018)