Narita International Airport BCP (Business Continuity Plan)

Summary Edition

Ver. 7.1
November 7, 2025

Narita International Airport Corporation (NAA)

Narita Airport
Connecting Japan to the World

Revision history

Date	Version
2019.10.31	1.1 (first edition)
2021.03.31	2.1
2022.02.01	3.1
2022.04.28	4.1
2023.04.01	5.1
2024.01.01	6.1
2025.11.07	7.1

Structure of the NRT BCP

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

1-1. Purpose of the NRT 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. A disaster causing the airport functionalities to cease would have a significant impact on social activities, the 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 is to facilitate cooperation among airport stakeholders and implement prompt and appropriate measures in the event of a disaster, thus forming a disaster resilient Narita International Airport.**

To achieve the purpose

Strengthening Cooperation Among Airport Stakeholders

Achievement of early restoration and early commencement of operations through coordination with the individual BCPs of business entities

- Activation of the Joint Emergency Operation Center and the Liaison and Coordination Office
- Gathering and sharing of information
- Immediate decision-making

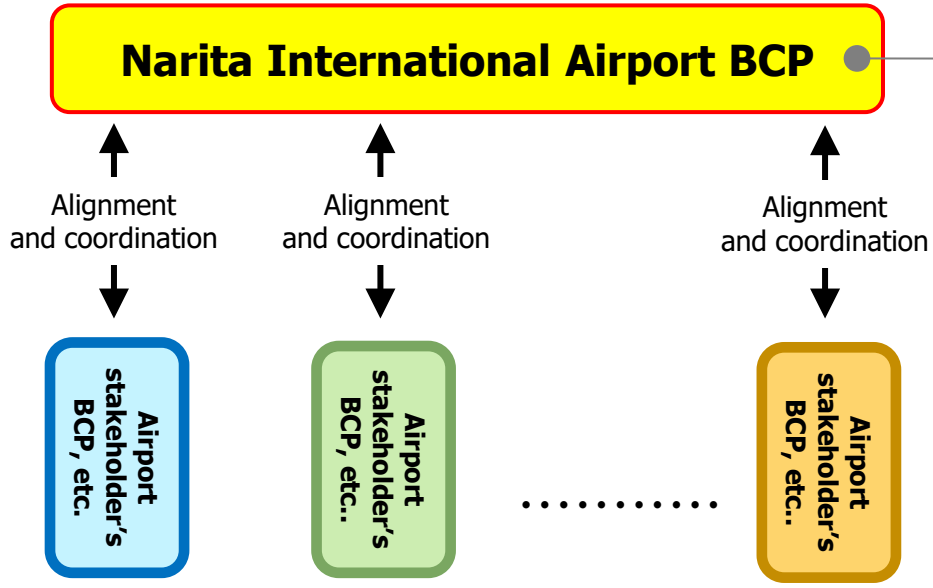
Response from the customer's perspective

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

- Evacuation guidance and rescue
- Sharing of information and provision of services that meet passenger needs
- Control of stranded people
- Security for food and drinking water supply
- Support for foreign nationals

1-2. Perspective of the NRT BCP

- The Narita International Airport (NRT) 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 individual airport stakeholders can take action in accordance with their respective individual BCPs and emergency response procedures (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.
- As shown in the "Diagram of the Narita International Airport BCP" in the figure below, the BCPs, etc. of the airport stakeholders shall be in alignment and coordination with the NRT BCP.



Chapter 1 General Provisions
- Purpose and perspective of the BCP
- Perspective
- Airport stakeholders
- Basic policies in case of a disaster

Chapter 2 Common Items
- Damage assumption
- Objectives based on basic policies in case of a disaster
- Joint Emergency Operation Center
- Information sharing and communication
- Action plan
- Drill plan
- Cooperation with external organizations
- Assignment of engineers, etc.

Chapter 3 Functional Response Plans
- Response plans in case of loss of airport functions (Electricity, communications, water supply, sewerage system, air conditioning, gas, fuel)

Diagram of the Narita International Airport BCP

- In addition to the application in case of a natural disaster, the NRT BCP is also intended to be applied when handling stranded people or operating irregular flights on the occasion of delayed or cancelled flights due to accidents, etc.

1-3. Airport Stakeholders

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

List of airport stakeholders

(As of Jan. 7, 2025)

#	Classification of businesses		Organization name
1	Govern-ment and public offices	Government and public offices	Narita Airport Office
2		Meteorological Observatory	Narita Aviation Weather Service Center
3		CIQ	Narita Branch Customs / Narita Air Cargo Sub-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 governments	Chiba Prefecture
15			Narita City
16	Airlines and ground handling companies		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

#	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	Lifeline	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		Communications	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		Narita International Airport Clinic
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

* as an observer

Structure of the NRT BCP

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

2-1. Damage Assumption - Earthquake

Damage assumption

○ Narita Airport earthquake (M7.3), seismic intensity 6 upper

Damage situation

○ Dozens of casualties occur due to damage to non-structural components in passenger terminal buildings and cargo areas.

○ A large number of passenger terminal building users, including passengers, and airport employees have difficulty returning home at night.

○ Passenger terminal buildings and facilities in airports are not damaged in terms of structural components, but are damaged in terms of non-structural components (ceiling decorative plates, air-conditioning ducts, window glass, etc.).

○ Cracks 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 occur due to damage to some of the power distribution facilities in the airport.

○ Supply of gas is suspended for inspection, water supply is cut off from the Prefectural Public Enterprises Bureau, the sewerage system is cut off due to a power outage in the Tomisato Pump Area, and communication circuits are intermittent on telephone lines (landline phones 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 in the tunnel.
- ○ Aircraft cannot take off or land due to strong wind or snow removal work, and a large number of departure and arrival flights are cancelled or diverted to other airports. (Diverted flights arrive in a concentrated manner after the weather recovers.)
- ○ Traffic congestion occurs due to the effect of the railway shutting down completely, traffic restriction on public roads and expressways shutting down completely, 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, which may cause people to become stranded.

2-1. Unexpected Disaster
- Loss of Airport Functions

Damage assumption

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

Damage situation

○ Commercial power supply to Narita International Airport stops for three days.

○ The loss of power supply of sewage pumps or the suspension of supply of heating and cooling to Narita International Airport is caused by the suspension of the commercial power supply.

○ Failure occurs in the communication system (telephone and Internet) in the airport and the system stops functioning.

○ Water supply stops 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

Objectives Based on Basic Policies

○ In the event of a disaster, we will set specific objectives from the perspectives of "ensuring the safety and security of airport users," "maintaining or promptly restoring the aviation network," and "contributing to the local community," thereby fulfilling our social responsibility.

(1) Ensuring the Safety and Security of Airport Users

○ **Evacuation guidance and rescue**: Bring human casualties (fatalities, injuries) 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.:** Fulfill the following objectives 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, ensure that the functions of critical facilities—including disaster prevention facilities, approximately 30% of the lighting, water supply, and communication networks, such as Wi-Fi—will be preferentially maintained for 72 hours after the power outage while the emergency generator in the airport is operating.
- Airport stakeholders will work together to provide information in multiple languages on airport operation status, airport access function, distribution of goods, etc. to airport users stranded in the airport.
- Secure food and drinking-water that are necessary before moving outside the airport or evacuating from the airport. (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, it is expected that many passengers will be congested in the terminal building and that safety and comfort will be impaired. Therefore, control the increase in the number of stranded people.

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:** Aim to 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

- Contribute 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 the airport as a temporary shelter for local residents who have evacuated to the airport.

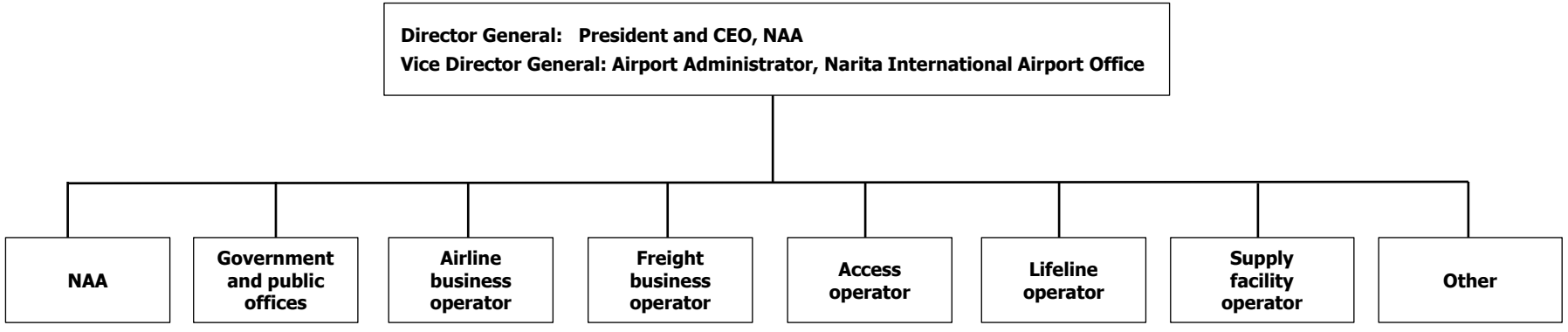
2-3. Joint Emergency Operation Center

Purpose

○ The Joint Emergency Operation Center is activated to formulate a system necessary for disaster preparedness in order to deal with disasters that have occurred or are likely to occur at Narita International Airport and airport stakeholders' facilities, and to coordinate necessary measures for passenger response, disaster emergency measures, and disaster recovery comprehensively, thereby enabling airport stakeholders to cooperate in addressing disasters.

Criteria for activation and notification system

○ NAA shall activate a Joint Emergency Operation Center and convene necessary airport stakeholders when a disaster occurs or is likely to occur and it is deemed necessary to comprehensively coordinate the maintenance and restoration of the functions of the airport as a whole based on the criteria for activation 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 stakeholders may request NAA to activate a Joint Emergency Operation Center.



Organization Chart of the Joint Emergency Operation Center

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

Criteria		Notification
The Joint Emergency Operation Center 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. The deactivation is made in consideration of the status of recovery of airport functions, access, and the status of the passenger terminal buildings.		NAA provides notification of activation upon the occurrence of an incident or the announcement of a warning in the left section or the decision of the director of the office (by using the airport operations information e-mail, etc.).
[Criteria for activation on each occasion of disaster]		
Earthquake	When an earthquake with a seismic intensity of "5 upper" occurs at Narita International Airport.	
Heavy rain Storm Typhoon	When an aerodrome heavy rain, storm, or typhoon warning (see note) is announced at Narita International Airport. However, the criteria do not apply if the warning is effective only within the takeoff/landing restricted hours and no actual damage is found in the airport or the access facilities.	
Heavy snow	When an aerodrome heavy snow warning (see note) is announced at Narita International Airport.	
Loss of airport functions	When any of the following functions is stopped throughout the airport: • Suspension of commercial power supply • Shutdown of communication systems (telephone and internet) • Suspension of water supply • Shutdown of sewerage function • Shutdown of air-conditioning function • Shutdown of gas supply	

(Notes)

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

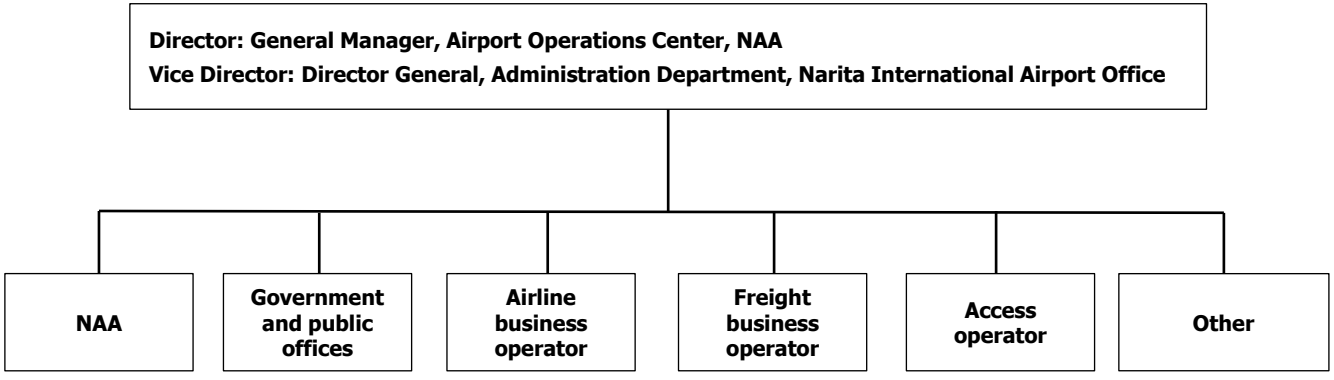
2-3. Liaison and Coordination Office

Purpose

- The Liaison and Coordination Office is activated instead of the Joint Emergency Operation Center as its preparatory body when a natural disaster is likely to occur, to enable airport stakeholders to cooperate and collect and share information, thereby making preparation and developing a system to deal with the disaster.
- The Office is also activated when an accident, etc. occurs, to enable airport stakeholders to handle stranded people or passengers on irregular flights by sharing the status of the passenger terminal buildings and information on resumption of operations.

Criteria for activation and notification

- NAA may activate the Liaison and Coordination Office instead of the Joint Emergency Operation Center as its preparatory body when a natural disaster is likely to occur.
- NAA may also activate the Office when an accident, etc. occurs. Airport stakeholders may request NAA to activate the Liaison and Coordination Office.



Organization Chart of the Liaison and Coordination Office

2-3. Liaison and Coordination Office (Criteria for Activation)

<table>
<tr><th colspan="2">Criteria</th><th>Notification</th></tr>
<tr><td colspan="2">The Liaison and Coordination Office can be activated instead of the Joint Emergency Operation Center when a natural disaster is likely to occur.
It can also be activated when an accident, etc. occurs.
The Joint Emergency Operation Center can be activated as necessary due to the worsening of the situation.
The deactivation is made in consideration of the impact on airport operations and the status of access and passenger terminal buildings.</td><td rowspan="4">NAA makes notification of activation based on the decision of the director of the office (by using the airport operations information email, etc.)</td></tr>
<tr><td colspan="2">[Criteria for activation on each occasion of disaster]</td></tr>
<tr><td>Heavy rain
Storm
Typhoon</td><td>When an aerodrome heavy rain, storm, or typhoon warning (see note) is announced at Narita International Airport, and the director of the office finds it necessary to collect and share information.</td></tr>
<tr><td>Heavy snow</td><td>When an aerodrome heavy snow warning (see note) is announced at Narita International Airport or such announcement is foreseen, and the director of the office finds it necessary to collect and share information.</td></tr>
<tr><td>Accident, etc.</td><td>When the occurrence of an accident, etc. causes stranded people or irregular flights, and the director of the office finds it necessary to share information and address the situation.</td><td></td></tr>
</table>

(Notes)

- An aerodrome heavy rain warning means that precipitation of 50 mm or more per hour or 120 mm or more per three hours is expected.
- An aerodrome storm warning refers to the case where an average wind speed of 48 kt or more is expected for 10 minutes (excluding the case where a wind speed of 64 kt or more is expected for 10 minutes due to a tropical cyclone).
- An aerodrome typhoon warning means that a wind speed of 64kt or more is expected for 10 minutes due to tropical cyclones.
- An 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 Assembling

Classification of businesses Or Organization name		Earth-quake	Bad weather	Electricity loss	Communi-cation function loss	Water supply function loss	Sewerage function loss	Air conditioning function loss	Gas function loss
Government and public offices	Narita Airport Office	○	○	○	○	○	○	○	○
	Meteorological Observatory	○	○						
	CIQ * 1	○	○	○	○	○		○	
	Police	○	○	○	○	○		○	
	Fire department	○							
	Narita International Airport Director for Security Policy * 2	○	○	○	○	○		○	
	Kanto Transport Bureau	○	○						
	Kanto Regional Development Bureau	Request as necessary							
	Chiba Prefecture	○	○	○	○	○	○	○	○
	Narita City	○	○	○	○	○	○	○	○
AOC, Japan Airlines and ALL NIPPON AIRWAYS Ground handling companies		○	○	○	○	○		○	
Freight business operators		Via the NAA Cargo Sales and Marketing Department							
Security		○	○	○	○				
Lifeline	Water supply	○		○		○			
	Sewage	○		○			○		
	Electricity	○		○					
	Gas	○							○
	Communication	○		○	○				
Supply facility operator		○		○		○		○	○
Access business operator	Railway	○	○	○	○				
	Bus	○	○	○	○				
	Expressway	○	○	○	○				
Medical care		○							
Airport tenants		Via the NAA Retail Operations Department							
Hotel		○	○						
Narita International Airport Corporation		○	○	○	○	○	○	○	○

The members marked with ○ must assemble at the Joint Emergency Operation Center or participate in the meeting at the Center using remote conference tools (e.g., MS Teams) or the telephone conference system; however, even if it is difficult to do so due to unavoidable reasons, they must maintain communication with the Center.

The unmarked members are not required to assemble at the Joint Emergency Operation Center but must maintain communication with the Center.

* 1 The Narita Air Cargo Sub-Branch Customs, Tokyo Customs, receives communication via the NAA Cargo Sales and Marketing Department as freight business operators do.

* 2 Participating as an observer

2-3. Joint Emergency Operation Center
- Major Roles of Each Entity and Information Provision

Category		Major Role	Major Information Provision Contents
Narita International Airport NAA		• Secretariat of the Joint Emergency Operations Center • Ascertain the number of stranded people and their trends • Curb the increase of stranded people • Implement adjustments concerning landing restrictions and request for issuance of NOTAM • Establish and operate temporary shelters for stranded people, etc. • Distribute emergency supplies to stranded people • Provide information to stranded people (in multiple languages) • Ensure provision of medical care for stranded people • Transport stranded people • Other care for stranded people • Early restoration measures of airport facilities • Activities related to fire fighting and rescue • Ensure safety within the airport • Adjust departure and arrival slots at the time of resumption of operation • Public relations for the Joint Emergency Operations Center • Guide passengers, etc. (including crowd control) • Other activities as an airport operator	• General information for stranded people (safety assurance, evacuation sites, emergency supplies, medical information, transfer, number of stranded people, etc.) • Operations information • Information on the damage and restoration of airport facilities
Government and public offices	**Airport Office**	• Coordinate air traffic control (including coordination of flow control) • Request disaster dispatch of the Self-Defense Forces • Adjust departure and arrival slots at the time of resumption of operation	• Air traffic control and flight operations information • Information on the damage and restoration of airport facilities
	Meteorological Observatory	• Provide weather forecasts	• Weather forecast
	CIQ	• Customs, immigration and quarantine services for passengers	• Emergency customs clearance, access control, and quarantine procedures
	Police	• Restrict traffic • Maintain security	• Traffic control information • Security information
	Fire department	• Activities related to fire fighting and rescue • Arrange transportation of injured people	• Fire-fighting and rescue information • Injured people information
	Narita International Airport Director for Security Policy	• Confirm airport operation status	-

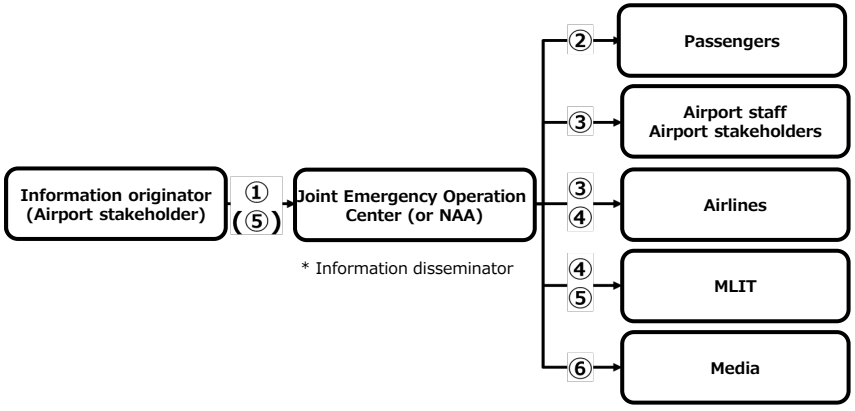
2-3. Joint Emergency Operation Center
- Major Roles of Each Entity and Information Provision (continued)

Category		Major Role	Major Information Provision Contents
Government and public offices	**Kanto Transport Bureau**	• Coordinate at the time of request for cooperation in ensuring alternative transportation	• Alternative transportation business operator information (bus operators, etc.)
	Kanto Regional Development Bureau	• Provide general road information	• General road information
	Local governments	• Liaise and coordinate with Narita City, Chiba Prefecture • Review and adjust acceptance of stranded people, etc. • Support activities for related organizations	• Information on transportation of stranded people • Support information from local governments • Public road information
AOC, Japan Airlines, All Nippon Airways		• Liaise with NRT airlines (AOC) • Cooperate in caring for stranded people • Plan departure and arrival movements (including list preparation) • Provide and coordinate latest information for in-flight announcements	• Information on stranded people • Departure and arrival information • Operational information • Airport information and access information (irregular information only)
Other airlines and ground handling		• Cooperate in caring for stranded people • Plan departure and arrival movements (including list preparation) • Ground support service	• Information on stranded people • Departure and arrival information • Operational information
Freight business operators		• Freight business operators • Contact point with freight business operators (Cargo Sales and Marketing Department)	• Information on freight handling
Security		• Security services	• Information on stranded people • Information on the safety of stranded people
Lifeline		• Provide water supply, sewage, electricity, gas, and communication environments	• Information on the status of the infrastructure
Supply facility operator		• Supply hot water, cold water, and electricity in the airport • Quickly restore 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 • Information of connection status(hot water, cold water and electricity in the airport)
Access		• Ensure safety and early restoration of access methods • Cooperate in the means of transporting stranded people • Public relations for in-house passengers on airport operations	• Information on the status of access measures • Information on access damage status and recovery prospects • Information on the transport of stranded people
Medical care		• Care for injured people • Support medical rescue activities	• Information of the injured
Hotel		• Provide accommodations for 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 the public announcement system, digital signage, loudspeakers, Narita Airport website, SNS (X), etc. to provide information to passengers, and request the access operators to provide such information at the railway station, etc., as necessary. In addition, multilingual employees will be dispatched to the terminals to provide information to passengers.
- ○ Airport operations information e-mail, telephone, and other e-mail will be used for airport staff and airport stakeholders.
- ○ Press conferences, 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 (diagram)

[Major Communication Means]

① E-mail 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 buildings. For other facilities in the airport, 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 have come to pick and send 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 for 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 and Arrival Coordination Response Plan**: The scope of this plan is all flights to and from Narita International Airport except for helicopters.
- **Plan for Receiving Emergency Supplies (Cargo Facility Recovery Plan):** The scope of this plan covers cargo terminal areas. It also covers the acceptance of goods to be handled at Narita International Airport, such as goods received from other airports, including emergency supplies.

2-5. Action Plan
- Evacuation Plan

Damage assumption

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

Action goal

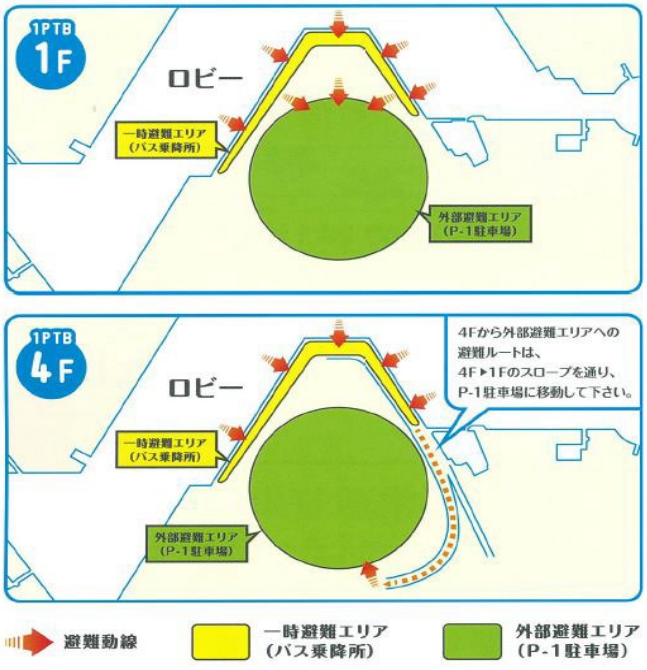
- ○ In order to bring casualties (fatalities and injuries) as close as possible to zero, airport stakeholders and medical institutions will work together and cooperate to ensure the safety of passengers and others, provide smooth evacuation guidance to safe places, and promptly rescue injured people.

Parties and organizations involved in the Action Plan: Roles and Responsibilities

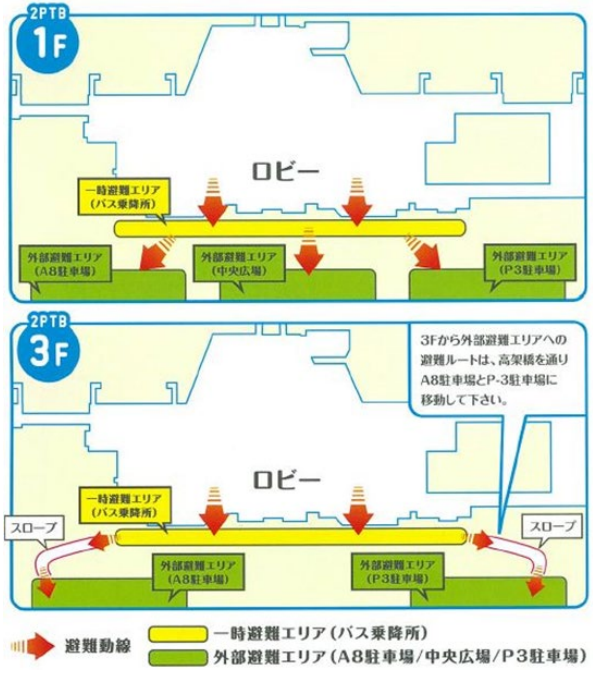
[NAA]
• Provide evacuation guidance for passengers (overall coordination) • Guide passengers to secondary evacuation sites • Conduct building hazard checks at passenger terminals (with the cooperation of NAA Group companies) • Confirm the number of evacuees
[NAA Safety Support (NAFS), Security Companies, Self-Defense Fire Corps (Airport Staff)]
• Guide of passengers and airport staff to evacuate outside the building • Report evacuation status and information on the injured to the Joint Emergency Operation Center (or NAA) • Confirm and report in-house conditions • Ensure in-house security and confirm the number of stranded people (including injured people and people requiring support) to maintain in-house order
[Police, Narita City Fire Defense Headquarters]
• Rescue injured people

2-5. Action Plan
- Evacuation Plan

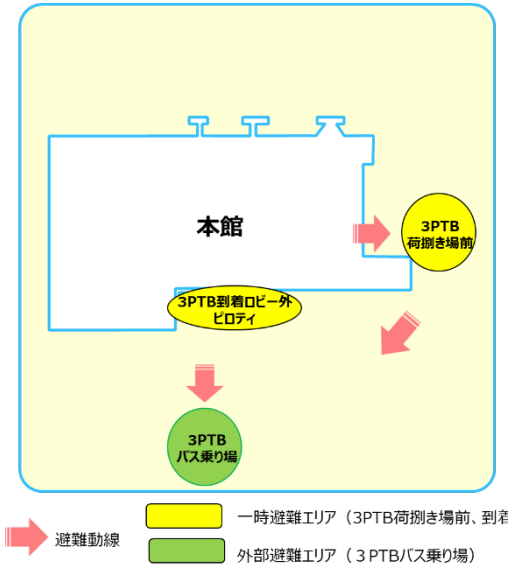
Evacuation Sites and Routes



Emergency evacuation site for Terminal 1



Emergency evacuation site for Terminal 2



Emergency Evacuation site for Terminal 3

2-5. Action Plan
- Passenger Response Plan

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 with the Joint Emergency Operations Center (or NAA).
- Quickly consolidate information on flight operations, airport access operations, damages, etc. and transmit it to airport stakeholders and passengers inside and outside the airport (including foreign nationals) as needed.
- Bring human casualties (fatalities, injuries) 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. When the airport access functions are disrupted or lost or are likely to be lost, conduct a simulation of stranded people and control the increase of stranded people by requesting JCAB to adjust the landing restrictions or prohibit landing and control air traffic flow (flow control) as necessary, so that the number of stranded people will not exceed the target number of people stranded in the airport at night.
- 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 Plan

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Activate the Joint Emergency Operation Center and notify and assemble 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)
• Summarize damage/recovery information and evacuation status shared by airport stakeholders and provide information using various tools (public announcement system, digital signage, translators, loudspeakers, placards, Narita Airport HP, SNS, JNTO). (Multilingual Support: Japanese, English, Chinese, and Korean)
• [Earthquake] Conduct building hazard checks in passenger terminal buildings (with the cooperation of NAA Group companies)
• Make requests to medical institutions inside and outside the airport
• Provide free use of available waiting rooms (elderly people, passengers with children, etc.)
• Respond to queuing management of passengers in the Arrival Immigration Inspection Area
• For prolonged response, distribute necessary supplies to passengers, coordinate the extension and resumption of opening hours of airport stores, provide passengers with mobile chargers, and inform them of free "00000JAPAN Wi-Fi" available in the event of a disaster.
• Secure multilingual personnel for guidance and implemented in Japanese, English, Chinese and Korean
• Establish passenger guidance routes and implement guidance at the time of resumption of railway and bus operations
[Narita Airport Office]
• Review and decide request for dispatch of the Self-Defense Forces
• Contact diplomatic missions in Japan
[CIQ]
• Respond to congestion in CIQ areas due to concentration of arriving flights, etc.
• Conduct special landing permission procedures for injured people and void procedures of departure clearance for people who have completed Departure Clearance
[NAA Safety Support (NAFS), Security Companies]
• Guide of passengers and airport staff to evacuate outside the building
• Report evacuation status and information on the injured to the Joint Emergency Operation Center (or NAA)
• Provide passenger guidance in congested areas in the building
• Establish passenger guidance routes and implement guidance at the time of resuming railway and bus operations
• Ensure in-house security and confirm the number of stranded people (including injured people and people requiring support) to maintain in-house order

2-5. Action Plan
- Passenger Response Plan

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[Self-Defense Fire Corps (Airport Staff)]
• Conduct 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]
• Consider extension and resumption of operations and consider procurement of additional supplemental food • Request to secure inventory of products
[Railway] **[Bus]** **[Taxi]** **[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) • Support multilingual passenger guidance and share numbers of stranded people by nationality • Deal with and support passengers of flights operated by respective airlines • Cooperate with affiliated hotels
[Medical care(Narita International Airport Clinic, Narita City Fire Headquarters, Narita Airport Quarantine Station)]
• Treat injured people
[Surrounding hotels]
• Be aware of vacancy status, share information with the Joint Emergency Operation Center (or NAAs), and cooperate with airlines

2-5. Action Plan
- Early Recovery Plan

Narita Airport

* With plans for bad weather

Damage assumption

○ Following the Narita Airport Earthquake (M7.3 [seismic intensity of 6 upper]), the following types of damage occur 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 the pipeline), the pipeline, and hydrants
- 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 Public Enterprises Bureau is disrupted.
- Sewage is out of power in the Tomisato Pump Area
- No significant damage to radio-related facilities or aeronautical lights
- Railways are completely out of service.
- Public roads and highways are restricted, and roads in the airport are damaged for their surfaces and 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 for evacuation within 5 hours.

○ Resume scheduled civilian aircraft operations 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 manpower, such as nighttime and holidays.

2-5. Action Plan
- Early Recovery Plan

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Activate the Joint Emergency Operation Center and notification to activate airport stakeholders • Conduct inspection and restoration work in each facility in the airport • Report facility damage information, etc. to the Joint Emergency Operation Center (or NAA) • Summarize damage status shared by airport stakeholders, and send the information to passengers in the airport and airport stakeholders (using airport operations information e-mail) • Set up conferences with airlines for information sharing • Adjust the operation during the curfew • Conduct hazard inspection in terminal buildings, etc. • Consider and coordinate the consolidation of passenger terminal buildings when some of passenger terminals are not available. • Request signatory parties to the "Agreement Concerning Disaster Emergency Response Operations at the Time of Disaster" to provide construction materials, equipment, etc. and carry out restoration work
[GEF]
• Ascertain and share information on damage to and recovery of management facilities (Central Heating and Cooling Plant and Control Power Station) • Ascertain and share information of the connection status of lifeline services (hot water, cold water, and electricity) in the airport • Inspect and restore 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) • Identify damage status of facilities and restore them • Request ATMC to coordinate with the Joint Emergency Operation Center (or NAA) to resume airport operations and restrict air traffic flow • Request TEC FORCE dispatch by the East Japan Civil Aviation Bureau and request SDF disaster-relief dispatch

2-5. Action Plan
- Early Recovery Plan

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[CIQ]
• Conduct building hazard inspection of government areas in the terminal government office • Coordinate with the Joint Emergency Operation Center (or NAA) to resume airport operations • Identify damage status of facilities and restore them
[Meteorological Observatory]
• Share information on aftershocks and future outlook with the Joint Emergency Operation Center (or NAA) • Identify damage status of facilities and restore them
[AOC and airlines (including handling companies)]
• Share operational information (cancellation, diversion, overnight delays, etc.) with the Joint Emergency Operation Center (or NAA) • Identify damage status of facilities and restore them • Identify damage status of GSE vehicles • Coordinate for resumption of scheduled civilian aircraft • Consider and coordinate the consolidation of passenger terminal buildings when some passenger terminals are not available.
[Airport stakeholders]
• Restore the facilities and equipment they use and manage, based on their BCPs

2-5. Action Plan
- Response Plan for 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, plan and implement recovery work, and share their status with the Joint Emergency Operation Center (or NAA).

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

○ In order to minimize the number 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.

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

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

○ The railway business operators, road transportation business operators, and NAA will cooperate to guide passengers in order to avoid confusion when resuming operations.

2-5. Action Plan
- Response Plan for Loss of Airport Access Functions

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Activate the Joint Emergency Operation Center and notify airport stakeholders (using airport operations information e-mail). • When a disaster occurs or is likely to occur, collect necessary information of the operation schedules, etc. from the railway operators, road transport operators, and road administrators to promptly be aware of the possibility that the airport access function will be stopped or inadequate. • If there is such possibility, 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). • Conduct a stranded people simulation, and request the Civil Aviation Bureau to adjust landing restrictions or prohibit landing and control air traffic flow so that the number of stranded people will not exceed the target number of people stranded in the airport at night. In implementing the landing restrictions, etc., coordinate with the Civil Aviation Bureau with regard to the appropriate time of restrictions and the timing of issuing NOTAM (including the timing of subsequent renewal) so as to minimize the influence of such restrictions on flight operation, while trying to reduce stranded people. • Confirm damage to roads in airport premises and implement restoration work (if necessary, request each signatory company to an agreement on disaster emergency measures in the event of a disaster to take emergency measures, interim road opening, emergency restoration, etc.) • Consolidate operation status and damage conditions, share the information with airport operators (using airport operations information e-mail), and with passengers inside and outside the airport (using public announcement system, digital signage, translators, loudspeakers, placards, Narita Airport HP, SNS, JNTO, etc.) (multilingual support (Japanese, English, Chinese, and Korean)) • Help people stranded in the airport • Establish a passenger guidance route and provide guidance at the time of resuming operation of railways and buses. At that time, if there is a risk of departure passengers becoming stranded in the airport, request each access business operator to inform the main metropolitan stations, etc. to refrain from allowing people to come 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. • Release NOTAM based on the results of the coordination.
Kanto District Transport Bureau
• Check the status with the Joint Emergency Operation Center (or NAA)
• Coordinate when requested by the Joint Emergency Operation Center (or NAA) to secure alternative transportation using chartered buses, etc.

2-5. Action Plan
- Response Plan for Loss of Airport Access Functions

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[Railway operators (JR East, Keisei Electric Railway)] **[Bus operations (Tokyo Airport Transportation, Keisei Bus, BE-TRANSSE, etc.)]** **[Taxi operators (Taxi Steering Committee)]**
• Share operation status with the Joint Emergency Operation Center (or NAA) • Inform passengers of operational status and damage status as needed • Consider responding to increased traffic if other airport access functions are disrupted or lost • Ensure safety in railway stations, front of ticket gates, platforms, etc.
[Road administrator (NEXCO)]
• Share the status of highways with the Joint Emergency Operation Center (or NAA) (e.g., highway recovery procedures and priorities) • Display road information to reduce congestion of road traffic
[Road administrators (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). • Display road information to reduce congestion of road traffic
[Police]
• Implement traffic restrictions (for general vehicles and prioritize emergency vehicles, etc.), and make required coordination with the road administrators in clearing roads, etc. • Prevent congestion and confusion at railway stations

2-5. Action Plan
- Emergency Departure and Arrival Coordination Response Plan

Narita Airport

Damage assumption

○ In the event of an emergency such as a natural disaster, the departure and arrival capacity will be limited in the short term, and the processing capacity at the airport will be reduced by 30% or more compared to normal, and that situation 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, carry out systematic adjustment (reduction of flights, etc.) promptly in a fair and highly transparent manner.

○ In anticipation of the above-mentioned damage assumption, establish the Narita International Airport Emergency Slot Coordination Response Team, and consider methods for coordination and response 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 Response Plan

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[Narita Airport Office]
• Ascertain an overview of the emergency and consider further emergency response policies. • 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 • In accordance with the constraints on airport processing capabilities, the Emergency Response Team reviews and makes decisions on immediate countermeasures and whether to apply departure and arrival emergency flight adjustments. In the implementation of departure and arrival emergency flight adjustments, the team reviews and decides on the applicable start time, reduction rate of departures and arrivals, applicable period, etc. • Prepare a list of departure and arrival slot status based on the above decisions, and notify airlines. • Summarize slot requests from airlines based on the list of departure and arrival slots status and determine emergency allocation plans.
[Airlines, AOC]
• Airlines make various adjustments to resume flight operations, and take immediate measures for flight delays, flight cancellations, and flight reaccommodation. • Members of the Emergency Response Team (airlines, AOC) assemble at the Joint Emergency Operations Center to consider immediate countermeasures and departure and arrival emergency flight adjustments in accordance with the constraints on airport processing capabilities. • Each airline applies for a slot request based on the list of the departure/arrival slot status provided by the Emergency Response Team. • Each airline notifies its users of the decided emergency flight allocation plan and coordinates with the destination airport for preparation of flights, etc.
[NAA]
• Ascertain an overview of the emergency and consider further emergency response policies. • Assemble at the Emergency Response Team to consider immediate countermeasures and departure and arrival emergency flight adjustments in accordance with the constraints on airport processing capabilities. • Provide information on the decided emergency flight allocation plans in passenger terminal buildings, on the website, etc.

2-5. Action Plan
- Plan for Receiving Emergency Supplies (Cargo Facility Recovery Plan)

Damage assumption

- In the event when cargo facilities are damaged by natural disasters, etc..
- While it takes time to restore the warehouse handling function, it is necessary to receive 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, restore the facility, 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
– Plan for Receiving Emergency Supplies

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify to activate airport stakeholders. (entire airport including government offices, NAA and operators)
• Summarize the damage status shared by freight operators and share the information with airport stakeholders. (including forwarders) (using airport operations information e-mail)
• Identifying damage status of facilities. (in collaboration with security officers, split up into teams)
• [Earthquake] Implement building hazard checks in freight facilities.
• [Bad weather] Implement warnings to prevent flooding of vehicles and baggage as necessary (inform them in advance at the time of forecasting).
• Conduct overall coordination of receiving emergency supplies (Cabinet Office, Customs, airlines, cargo handling companies, forwarders, Japan Red Cross, etc.)
• Conduct 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]
• Depending on the situation, share the damage status of cargo facilities with the Joint Emergency Operation Center (or NAA).
• Share information on and coordinate for receiving emergency supplies, etc.
• Coordinate temporary storage areas for stranded cargo and emergency supplies (including getting approval and license).
[Airlines, cargo handling companies]
• Depending on the situation, share information with the Joint Emergency Operation Center (or NAA) on the operational status, damage status of warehouse, stranded cargo status, and emergency supplies
• In case of receiving emergency supplies, coordinate with capable handling companies and cargo handling companies
• Coordinate alternative locations for damaged warehouse as well as storage place for emergency supplies with NAA

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

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[Forwarder (Customs Clearance Council, Bond Association, NAFA, JAFA and other organizations and individual major companies)]
• Depending on the situation, share information with the Joint Emergency Operation Center (or NAA) on the cargo facility damage status • Share information on the movement of cargo in the event of disaster • Share information and coordinate regarding the storage and delivery of emergency supplies.
[Security guard and security companies]
• Manage people and vehicles entering the premises • Traffic control • Identify the damage status of facilities (in collaboration with NAA, or split up into teams)
[Government Disaster Response Headquarters (recipient of emergency supplies): Assumed to be the Cabinet Office.]
• Coordinate for receiving emergency supplies, share arrival information, and provide overall coordination of logistics

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

Drill plan

○ To ensure the effectiveness of the NRT BCP and to promote information sharing and enhancement of response capabilities among all airport stakeholders, implement periodical and realistic drills.

Cooperation with external organizations

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

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 the airport's ability to respond as an organization.

Structure of the NRT BCP

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

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

Damage assumption

○ When the 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 emergency power equipment when the commercial power supply stops.

○ After the commercial power supply is stopped, continue aircraft operations for 72 hours.

○ Secure fuel for backup emergency generators 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.

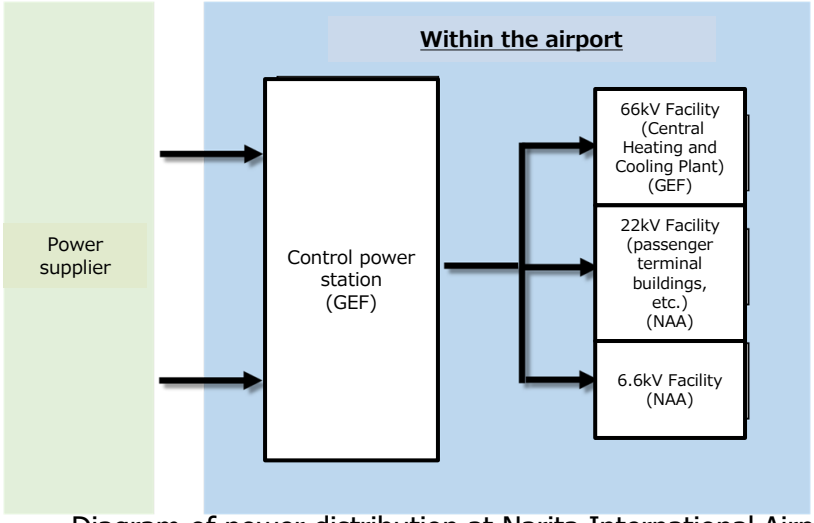


Diagram of power distribution at Narita International Airport

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

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using Airport Operations Information e-mail). • Summarize the evacuation situation shared by airport stakeholders and inform airport passengers and stakeholders (using Airport Operations Information e-mail). • Secure fuel for continuing the backup operation of emergency power sources, necessary for facilities in maintaining airport functionalities. • Secure fuel to continue lighting in the buildings for people stranded in terminals and other facilities. • Secure a mobile phone charging environment for people stranded in the airport. • Make an emergency request to the Chiba Prefecture Crisis Management Department and/or Chiba Prefecture Disaster Prevention Department regarding the fuel supply for emergency back-up power generators (fuel supply cooperation plan for disasters).
[GEF]
• Ascertain and share information on connection status of lifeline services (hot water, cold water and electricity) in the airport. • Ascertain and share information on damage to management facilities. • Continue the operation of the necessary functions to maintain the airport functions with an emergency power supply (including driving time management). • Ascertain and share information of the area where electric power is supplied using the emergency generator. • If necessary, contact the Joint Emergency Operation Center on the scope of functions necessary for the services to be secured by the emergency back-up power supply as well as restrictions on such functions (information sharing).
[Narita Airport Office]
• Confirm operation of emergency back-up power supply and ensure continuous air traffic control function availability during the disaster. • Coordinate to resume full operation.

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

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[Airlines]
• If necessary, contact the Joint Emergency Operation Center on the scope of functions necessary for the flight operation that can be secured by the emergency back-up power supply as well as the restrictions on such functions (information sharing).
[CIQ (coordinated by Customs)]
• If necessary, contact the Joint Emergency Operation Center on the scope of functions necessary for the services that can be secured for the services by the emergency back-up power supply as well as the restrictions on such functions (information sharing).
[Ground handling]
• If necessary, contact the Joint Emergency Operation Center on the scope of functions necessary for the flight operation that can be secured for the operation by the emergency back-up power supply as well as the restrictions on such functions (information sharing).
[Electric power company]
• Restore 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 Disaster Headquarters 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 is disrupted due to a power outage.

Action goals

- ○ Implement early restoration of the failed communication equipment or early restoration of the 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
Provided by telecommunication carriers	**Dedicated line**	Dedicated lines provided by telecommunications carriers	Data communication	Government offices, airlines, airport operators, 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 and public telephones in the airport	Voice and data communication	(Non-specific)
	MCA radio	Airport radio	Radio communication	Government offices, airlines, airport operators, NAA

3-2. Response Plan
- Loss of Communication Function

Parties and organizations involved in the Action Plan: Roles and Responsibilities

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

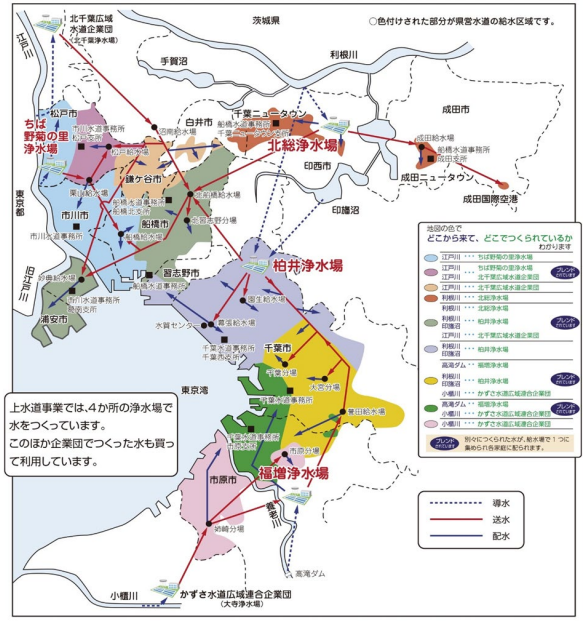
3-3. Response Plan
- Loss of Water Supply Function

Damage assumption

- ○ When the 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)

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

Narita Airport

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using airport operations information e-mail)
• Secure the status of damage to water supply facilities and supply destination in the airport
• Confirm and communicate the amount of water retained in water supply centers and water receiving tanks of each building
• Share information with airport stakeholders
• Distribute and manage bottled water in stockpiles
• Prepare and coordinate a well-water supply (1PTB, 2PTB)
• Secure drinking water for NAA employees and passengers
• Secure portable toilets for passengers and NAA employees
• Set up and distribute portable toilets
• Request restrictions on the use of water depending on the situation and take relevant measures
[GEF]
• Ascertain and share information on damage to management facilities • Inspection and restoration of management facilities • Take measures relevant to restrictions on the use of water supply (e.g., shutdown of the Central Heating and Cooling Plan) • Secure drinking water and portable toilets for employees
[Narita Airport Office]
• Review and decide on whether to request dispatch of the Self-Defense Force
[Airport stakeholders]
• Secure drinking water for employees
• Secure portable toilets for employees
• Respond to requests on restriction of water use
[Chiba Prefecture Public Enterprises Bureau]
• Confirm the damage situation, communication, and restoration

3-4. Response Plan
- Loss of Sewerage System Function

Damage assumption

- When the commercial power supply at Tomisato Pump Station is disrupted for seven days due to natural disaster, etc.
- When the commercial power supply of the airport sewage pump station is 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 generator at the off-site sewage pump station, store sewage in the piping, and distribute portable toilets (for 7 days).
- Restore the commercial power supply as soon as possible.

3-4. Response Plan
- Loss of Sewerage System Function

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using airport operations information e-mail) • Secure fuel for emergency generator • Confirm the damage status of sewage facilities and points used in the airport • Provide information to airport stakeholders • Provide information on the status of available toilets • Depending on the situation, limit the use of toilets and respond accordingly • Secure portable toilets for passengers and NAA employees
[Airport stakeholders]
• Confirm the damage status of managed facilities and share information with NAA • Secure portable toilets for employees
[Inbanuma Sewerage Office in Chiba Prefecture]
• Confirm and communicate the damage status
[Power company]
• Confirm and communicate the damage status

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

Damage assumption

- When the 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 is stopped for three days due to an external cause, such as a natural disaster, air conditioning in the airport is no longer possible.

Action goals

- Restore the commercial power supply as soon as possible.
- Restore the gas supply as soon as possible.
- Reduce the strain on stranded people.

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

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using Airport Operations Information e-mail) • Deploy alternative air conditioning tools for passengers (request air-conditioning vehicles from AGP, distribute sleeping bags, etc.) ※ The air-conditioning vehicles can be used for both cooling and heating.
[GEF]
• Ascertain and share information on damage of management facilities • Inspect and restore management facilities • Adjust boilers and refrigerators for resumption of operation
[Airport stakeholders]
• Distribute hand-held fans and blankets to employees

3-6. Response Plan
- Loss of Gas Function

Damage assumption

○ When the supply of gas to Narita International Airport is 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 shall continue to operate, even during a loss of gas function.

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

3-6. Response Plan
- Loss of Gas Function

Parties and organizations involved in the Action Plan: Roles and Responsibilities

[NAA]
• Depending on the situation, activate the Joint Emergency Operation Center and notify airport stakeholders (using airport operations information e-mail) • Communicate the damage status shared by gas utilities and facility managers to airport stakeholders (using airport operations information e-mail). • Confirm damage at each facility and conduct restoration work.
[GEF]
• Share information on connection status of lifeline services (hot water and cold water) in the airport. • Ascertain and share information on damage of management facilities. • Inspect and restore management facilities. • Deal with loss of gas function (boiler operation switching (use of heavy oil) according to heat demand and electric refrigerator operation etc.).
[Gas company]
• Confirm the damage status and establish the order of priority. • Confirm the damage status and conduct restoration work.
[Restaurants]
• Confirm the damage status and conduct restoration work (checking and resetting of gas appliances, etc.) • To the extent possible, continue operations with the absence of gas.
[Administrators of facilities using gas]
• Confirm the damage status and conduct restoration work (checking and resetting of gas appliances, etc.). • To the extent possible, continue operations with the absence of gas.

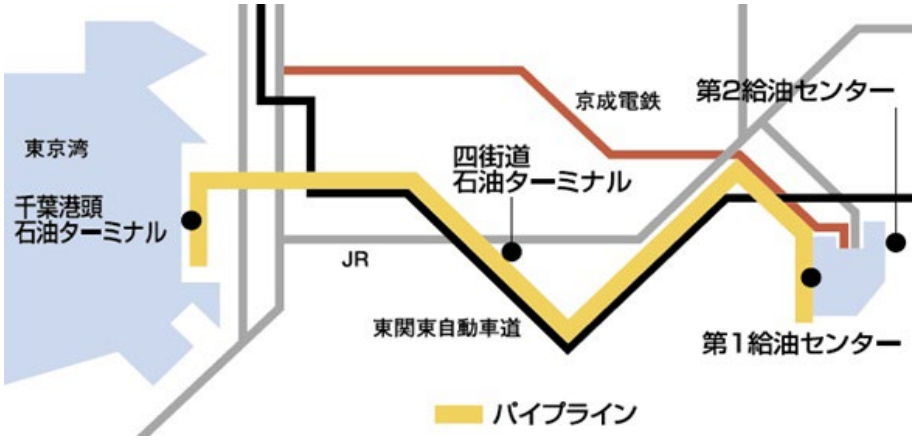
3-7. Response Plan
- Securing Aviation Fuel

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 emergency generators start to operate due to a power failure, but over time the power supply became unavailable and the Hydrant Facility and the refueling station (GSE fuel) stop functioning.

Action goals

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



Pipeline route diagram

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

3-7. Response Plan
- Securing Aviation Fuel

Parties and organizations involved in the Action Plan: 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)
• Collect damage information, etc. and send the information to airport stakeholders in the airports and competent authorities, etc.
• Assess building hazards (inside the fuel terminal)
• Secure airport stockpiles of aviation fuel and manage the stockpiles during normal times
• Provide information on the status of facilities to AFC and confirm the 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, and damage status and estimated recovery of fueling facilities, request fuel tankering from AFC and coordinate a supply system.
• Inspect refueling facilities, emergency response, and restoration operations.
[Fueling companies]
• Conduct initial inspection of hydrant equipment and confirm the status.
• Secure a refueling system.
[Airlines]
• Secure airport stockpiles of GSE fuel and manage stockpiles during normal time
• Collect and report damage information, etc. to the Joint Emergency Operation Center