

# Crisis Management System

In September 2001, the world watched in dismay as the US was attacked by terrorists. At Narita Airport, as at other airports around the world, passenger and baggage screening were stepped up to the highest level of alert, Phase E, on both international and domestic services, where they still remain today. The airlines have also bolstered their security measures to prevent hijacking and other acts of terrorism.

In the event of an incident, a joint command center, comprising 21 organizations including NAA, the Civil Aviation Bureau and the airport police station, is set up to deal with the situation. A similar command center can set up within NAA as the need arises to

implement security measures and step up security within the airport, even if there is no terrorism incident. Such a command center was set up in NAA under the leadership of its Executive Vice President in March 2003 with the outbreak of hostilities in Iraq.

Passenger flows on the airside in the terminal buildings are completely segregated to ensure security so that screened departing passengers and unscreened arriving passengers do not meet. Airport employees as well as passengers must also be screened before entering the airside departure area. With the increased security which began in March, however, entry through the departure base gates is now prohibited.

In addition to passenger and baggage screening, airports must also remain alert for explosives such as dynamite and C4. Narita has installed an EGIS II explosives detection unit in each of its two passenger terminals for just this purpose. In addition, we also have plans to install new baggage handling systems incorporating in-line explosives detection systems. This will both increase screening accuracy and facilitate the movement of passengers.

