

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. Since July 2004, this system has been modified further to include Phase E+ and Phase E++ when information suggests a possible attack on a specific airport. 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 20 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, including those entering from the apron via the bus gates.

In addition to passenger and baggage screening, NAA began x-ray inspections of coats in March 2003 and checking drinks by having passengers drink some of the contents. In May 2005, security was stepped up again with the introduction of random x-ray inspections of footwear.

All check-in baggage is x-rayed but one EGISII explosives detection unit has also been placed in each of the two passenger terminals to check for plastic and other types of explosive. NAA also has plans to incorporating in-line explosives detection systems in its baggage handling system in the south wing of Terminal 1 to facilitate passenger flow and improve security inspections.

In January 2004, the Japanese government appointed an airport crisis management team to Narita Airport to step up front line anti-terrorist measures and crisis control. NAA has also set up a front line anti-terrorist sub committee within the airport security committee and is working with the government and other organizations to increase territorial security.

