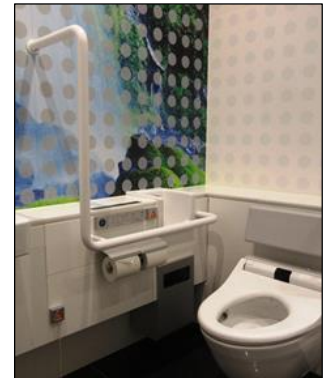


In the Lead up to the 2020 Tokyo Olympics and Paralympics, Narita Airport Undertakes

Total Makeover of Public Toilets! - Pushing Forward with Universal Design -

Tokyo, 26 May 2016: Work will soon get underway to carry out a complete makeover and expand Universal Design* elements of the public toilets in Narita Airport to ensure easy accessibility to all customers. This initiative is designed to enable Narita Airport to welcome even more people as the gateway to Japan in the lead up to the 2020 Tokyo Olympics and Paralympics.

In this drive, all public toilets in the terminals will undergo gradual refurbishment which will see the latest developments in Universal Design such as ① audio instructions to help locate toilets and differentiate between female and male facilities; ② flashing lights to provide light in an emergency situation; and ③ the installation of L-shaped handrails for easier body support.



L-shaped handrail

The restrooms in areas most frequently used by passengers and airport visitors will feature new designs with the most advanced facilities in the world, larger cubicles to allow passengers to enter with their baggage and easy to use vanity areas. The introduction of these improvements for the greater comfort and convenience for our customers will enable Japan to showcase to the world its futuristic advances in toilets.

The initiative also assists NAA to highlight Narita as the most advanced airport in the world for customer convenience. Narita Airport continues to advance.



(Image) Interior of new design toilets



[Summary of Refurbishment]

◆ Main items

- At All toilet facilities equipped with audio information, flashlights, L-shaped handrails and other Universal Design features
- New designs for most frequently used toilets to feature state-of-the-art equipment (Number of toilets in Terminal 1 still undecided, 5 toilets in Terminal 2)
- Warm water bidet seats on all toilets, Japanese style toilets converted to Western style
- Revamped walls and ceilings, etc.

All of these improvements will take place in Terminals 1 and 2. Terminal 3 already has warm water bidet seats so priority will be given to incorporating Universal Design.

◆ Number of toilets earmarked for refurbishment

- All public toilets in the passenger terminals under the management of NAA
 - Terminal 1: 69 locations
 - Terminal 2: 66 locations
 - Terminal 3: 13 locations(Total: 148 locations)

◆ Renovation schedule (Renovation work will commence from Terminal 2 toilet facilities in stages and be put to use as each is completed.)

- Terminal 1: Winter 2017 to March 2020
- Terminal 2: Winter 2016 to September 2018
- Terminal 3: Winter 2017 to March 2020

◆ Investment scale

Expected to total 5 billion yen

* Universal Design is a design concept for facilities and equipment that enables barrier-free accessibility to all members of society. (Source: Barrier Free Universal Design Guidelines (Cabinet Office, Government of Japan))