2020 Tokyo Olympic and Paralympic Games Narita Airport Initiatives

Being the main international gateway airport of Japan, Narita Airport is expected to prepare for the 2020 Tokyo Olympic and Paralympic games athletes, officials and spectators movement period. In addition, for Narita Airport, this is an hop, step, jump opportunity to leap forward with functional improvements for the long-term future with enhancements on customer convenience and comfort. We have recently adopted a fundamental policy for these developments.

Based on this fundamental policy, we are working steadily to fully prepare to support the success of hosting the Olympic and Paralympic Games in Tokyo by implementing immediate measures already in consultation and cooperation with the government of Japan, the Tokyo Olympic Organising Committee, the businesses in the airport and other stakeholders.

Fundamental Policy

◆ We are working together with all stakeholders to achieve total operational safety and reliability at the airport so that our airport can be used by all users with peace of mind.

◆ In our role as the main gateway to Japan, we are driving forward with the development of a framework to ensure safe and smooth movement of athletes and officials during the games related movement period.

◆ We plan to adopt more Universal Design improvements to ensure that the airport is accessible by every traveler.

◆ We will do our utmost to extend a warm welcome to visitors from all parts of the world as they arrive in Japan.

2. Specific Initiatives

◆ Total Operational Safety and Reliability

Strengthening the security screening system

✓ Installation of AIT (Advanced Imaging Technology) full-body scanner.
  22 units installed as of March 2018

✓ Installation of CT-type (computed tomographic) X-ray screening systems with automatic explosives detection system and all angle 3D image viewing monitor.
  7 units to be installed by the end of fiscal 2019

CT-type X-ray Screening System

*According to data from NAA proving trials

Other Initiatives

✓ Tightening Security Systems
✓ Introducing Smart Security Lanes
✓ Strengthening Cyber-Security
Ensuring Safe and Smooth Movement of Athletes and Officials

- Setting-up Temporary Passenger Handling Facilities and Supporting Off-Airport Site Check-in and Baggage Handling at the Athlete Village
  - Existing facilities will be modified to set-up temporary passenger handling facilities to ensure safe and smooth return of the large number of Olympic games athletes and officials and their baggage and equipment on and after the closing ceremony day to ease congestion in the terminals. (Completion by end of FY2019)
  - Temporary baggage collection facilities will be designated in the cargo area for screening, sorting and holding the baggage and equipments checked-in at the off-airport Athlete Village to ease congestion at the passenger terminals. (Completion by end of FY2019)

- Temporary Terminal (Image)

Temporary Terminal (For Terminal 2 departure flights)
Domestic flight services facilities at south end of Terminal 2 & domestic/international transit facilities
Size: 1,750 m²
Facilities: Check-in counters, security screening, outbound passport control

Temporary Terminal (For Terminal 1 departure flights)
JAL Operations Center 1st floor space and part of Terminal 2 Bus Gates
Size: 2,200 m²
Facilities: Check-in counters, security screening, outbound passport control

- Temporary Baggage Handling Facility
  - Existing cargo warehouses
  - Size: About 9,000m² (1,300m² x 7 warehouses)
  - Facilities: security screening, sorting and holding

Establishing a Guidance and Information System

- NAA and other agencies will cooperate to coordinate the deploy volunteers in the airport to provide information and assistance.
  (Planning to be completed by end of FY2018)

<table>
<thead>
<tr>
<th>Volunteer System</th>
<th>Nature of Services</th>
<th>Number of Volunteers¹</th>
</tr>
</thead>
<tbody>
<tr>
<td>Olympic volunteers (Organising Committee)</td>
<td>Guiding athletes and Olympic personnel through immigration procedures</td>
<td>80,000</td>
</tr>
<tr>
<td>City volunteers (Chiba Prefecture²)</td>
<td>Providing information and assisting spectators and tourists regarding Olympic events, transport, tourism, etc.</td>
<td>3,000</td>
</tr>
</tbody>
</table>

¹ Discussions with the relevant organizations are underway on the number of volunteers to be deployed in the airport and how to coordinate them with existing volunteers.
² Chiba Prefectural Government is the lead organization for the assignment of city volunteers in Narita Airport

Other Initiatives

- Opening special flow lines for athletes and other personnel, and designating areas for baggage handling and vehicle standby
- Easing traffic congestion and accommodating business jets
**Further Implementation of Universal Design**

- **Additional and more functional elevators** to be provided along main passenger flow lines, to comply with the Tokyo 2020 Accessibility Guidelines
  
  (Four elevators by end of FY2019)

- **Elevators near boarding gates will be enlarged** as much as possible to accommodate personal wheelchairs
  
  (To include 25 elevators eventually, after the Olympics*)

*The number of elevators to be enlarged before the Olympics has not been finalized.

- **Other Initiatives**

  - Comprehensive refurbishment of passenger terminals toilet facilities
    
    - The refurbishment of all toilets facilities in the passenger terminals will include the addition of more Universal Design features, including audio guidance, flash lights, L-shaped handrails, more evenly distributed multipurpose toilets and facilities compatible with the need for providing assistance to individuals of the opposite gender.
    
    (To be finished by the end of September 2018 in Terminal 2, and the end of FY2019 in Terminals 1 and 3*)
    
    *To be opened as they are completed.

- **Terminal Refurbishment Project**
  
  - The comprehensive refurbishment of Terminals 1 and 2 will include installation of larger signs and the conversion of lighting to LEDs for a more spacious sense and visibility in all areas.
  
  (Completion by the end of FY2019)

- **Ongoing implementation of Universal Design**
  
  - Narita Airport’s Universal Design masterplan will include revamped information counters and training for staff and volunteers on accommodating persons with disabilities.
    
    (Facility initiatives to be completed by the end of FY2019, and service initiatives to be ongoing)
◆ Extending a warm welcome

**Spatial Design Improvements**

✓ The arrival concourses will be staged with projector and LCD displays of **classic Japanese scenes and culture to create a welcoming, inviting mood, aimed especially for foreign visitors.**

(At four locations in Terminal 1 and five locations in Terminal 2 by the end of FY2018)

(Illustration)

**Other Initiatives**

✓ Events and interior decor to foster excitement

• The “Olympics Two Years Ahead” event, sponsored by Chiba Prefecture, will be held on July 24 (Tue) in airline hangars and other locations at Narita Airport

✓ Promoting the appeal of Japanese culture through accreditation under the “Beyond 2020” program

3. Collaboration with Airport-related Organizations in Preparation for hosting the Olympics and Paralympic Games

✓ NAA is collaborating closely with the Organising Committee*1 and airport stakeholders*2 to ensure smooth airport operations during the Olympics and Paralympic Games passenger movement period.

*NAA

*Narita International Airport Liaison Council for the 2020 Tokyo Olympic and Paralympic Games

*1 Tokyo Organising Committee of the Olympic and Paralympic Games

*2 Government agencies, airlines, transport operators, etc.
Attachment
2020 Tokyo Olympic and Paralympic Games
Narita Airport Initiatives

June 2018
Narita International Airport Corporation
1. Ensuring Safe and Stable Airport Operation
Tightening Security Screening Process

Outline

- AIT (Advanced Imaging Technology) full-body scanner capable of detecting non-metal objects carried by a person is installed.
  Locations:
  Departures area: 10 units (March 2017)
  Transfer area: 12 units (March 2018)

- CT-type (computed tomographic) X-ray screening systems with automatic explosives detection system and an all angle 3D image viewing monitor.
  Locations: Terminal 1: North Wing: 1 unit, South Wing: 1 unit,
            Terminal 2: 3 units, Terminal 3: 1 unit:

Schedule (Planned)

<table>
<thead>
<tr>
<th></th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIT scanners</td>
<td>(Installed)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CT scanners</td>
<td></td>
<td>Manufactured</td>
<td>Installation Tokyo Games</td>
</tr>
<tr>
<td></td>
<td></td>
<td>*Put to use from September 2019 to March 2020 period</td>
<td></td>
</tr>
</tbody>
</table>
1. Ensuring Safe and Stable Airport Operation
Other Initiatives

Tightening Security Systems
- Collaborating with relevant agencies to establish a CBRNE (Chemical, biological, radiological, nuclear and explosive) terrorism prevention system, and tighten security systems to protect athletes, officials and all passengers during the periods. (Preparation of the CBRNE manual and practice drills to be carried out.)

Introducing Smart Security Lanes
- Along with the expansion of the passenger security screening areas in both terminal 1 and 2, “smart security lanes” using the latest screening equipments and process is to be introduced to relieve passengers from the waiting time and this would increase the processing capability to as much as 150%. (To start from September 2019 over March 2020 period at the two terminals)

Strengthening Cybersecurity
- To secure safety and stability for the critical airport infrastructure and operations from the steadily increasing threat of cyberattack, we will strengthen cybersecurity procedures and carry out trainings and drills.
2. Ensuring Safe and Smooth Movement of Athletes and Officials
Setting-up Temporary Passenger Handling Facility ①

Outline

- Existing facilities will be modified to set-up temporary passenger handling facilities to ensure smooth return of the large number of Olympic games athletes and officials and their baggage and equipment on and after the closing ceremony day. (*Put to use during August 10 - 12)

Locations

(For Terminal 2 departure flights)
Domestic flight services facilities at south end of Terminal 2 & domestic/international transit facilities
Size: 1,750 m²
Facilities: Check-in counters, security screening, outbound passport control

(For Terminal 1 departure flights)
Utilizing JAL Operations Center 1st floor space and part of Terminal 2 Bus Gates
Size: 2,200 m²
Facilities: Check-in counters, security screening, outbound passport control
2. Ensuring Safe and Smooth Movement of Athletes and Officials Setting-up Temporary Passenger Handling Facility ②

<table>
<thead>
<tr>
<th>Plan</th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting-up Temporary Passenger Facilities</td>
<td>Designing</td>
<td>Setting-up</td>
<td>Familiarization Tokyo Games</td>
</tr>
</tbody>
</table>

For Terminal 1 carriers
JAL Operations Center 1st floor space and part of Terminal 2 bus gates

- Bus waiting area (Existing)
- Check-in counters, security screening, Immigration (set-up)
- Bus unloading area
- From Athletes Village
- To Terminal 1

For Terminal 2 carriers
Temporary domestic flight counters & domestic/international transit areas in Terminal 2, South Wing

- To the 3rd floor outbound passport control area
- To passport control
- Security screening
- Check-in (Existing)
- Existing Domestic flight facilities
- From Athletes Village
2. Ensuring Safe and Smooth Movement of Athletes and Officials
Off-Airport Checked-in Baggage Handling at Narita Airport

Outline

- To ensure safe and smooth departure of athletes and officials from the day after the Closing Ceremony, in order to ease congestion at the passenger terminals, temporary baggage collection facilities will be designated and screening, sorting and holding will be conducted for baggages and equipment collected at Athlete Village.

Locations

![Map of Narita Airport showing Terminal 1 and Terminal 2]

Temporary Baggage Collection Facilities
Size: About 9,000m² (1,300m² x 7 warehouses)
Facilities: Security screening

Plan

<table>
<thead>
<tr>
<th>Setting-up Temporary Baggage Collection Facilities</th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designing</td>
<td></td>
<td>Setting-up</td>
<td>Familiarization</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Tokyo Games</td>
</tr>
</tbody>
</table>
Outline

- NAA and other agencies will coordinate to deploy volunteers in the airport to provide information and assistance.

Volunteer System

<table>
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<tr>
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<th>Number of Volunteers*</th>
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<td>City volunteers (Chiba Prefecture *2)</td>
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</tr>
</tbody>
</table>

*1 Discussions with the relevant organizations are underway on the number of volunteers to be deployed in the airport and how to coordinate them with existing volunteers.

*2 Chiba Prefectural Government is the lead organization for the assignment of city volunteers in Narita Airport

Plan

<table>
<thead>
<tr>
<th>Finalization of plans (Numbers and positioning of volunteers)</th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Volunteer recruitment and training</td>
<td></td>
<td></td>
<td>Tokyo Games</td>
</tr>
<tr>
<td>Recruitment &amp; Selection</td>
<td></td>
<td></td>
<td>Training</td>
</tr>
</tbody>
</table>

(Scene during 2016 Rio Olympics)

(For reference)
2. Ensuring Safe and Smooth Movement of Athletes and Officials

Other Initiatives

Establishment of Flow lines for Athletes and Officials

- To ensure smooth movement of athletes and officials, we will establish dedicated or priority lanes for Immigration procedures and reserve spaces for curbside disembarkation. (Completion by end of FY2018)

- *Consultations underway with relevant organizations

Baggage Handling for Athletes and Officials

- To accommodate high volumes of hold baggage brought by arriving athletes and officials, we will expand the baggage claim areas in the South Wing of Terminal 1 and in Terminal 2. (Completion by end of FY2019)

- Special sections will be designated in the baggage claim areas in anticipation of large volumes of hold baggage brought by athletes and officials and delays caused by checking of athletic equipment. (Completion by end of FY2018)

- *Consultations underway with relevant organizations

Designating Areas for Vehicle Standby (Completion by end of FY2018)

- To facilitate bus transfers of arriving athletes and officials, special standby spaces will be designated for buses and baggage trucks in the terminal areas and the Maintenance Area.

- *Consultations underway with relevant organizations

Traffic congestion

- To ease traffic congestion at the airport and accommodate anticipated increased demand, the roads around Car Park P1 have been improved, and multistory structures are being added to Car Parks P1 and P2 (for Terminals 1 and 2, respectively).

(Road improvements completed in July 2017. P1 to open in July 2018, P2 to open in the summer of 2019)
2. Ensuring Safe and Smooth Movement of Athletes and Officials

Other Initiatives ②

Accommodation of business jets

- Sixty-four business jet stands will be temporarily provided to handle the anticipated large number of users during the Olympics, and premier gates will be provided on a temporary basis in the Maintenance Area where most of these aircraft will be parked. (Completion before the Olympic Games)

- *Consultations underway with relevant organizations

Locations

① East side taxiway (redundant section)
② Maintenance Area I (near existing business jet stands)
③ Maintenance Area II (apron taxiway)
3. Further implementation of Universal Design
Additional and more functional elevators

- Two additional elevators and two functionally enhanced elevators will be installed along the main passenger flow lines, to comply with the Tokyo 2020 Accessibility Guidelines, which recommend 24-person capacity (presently capacity is 17 persons).
- Elevators near boarding gates (at 25 locations*) will be reinstalled with larger capacity to accommodate more wheelchair passengers. *Some will be completed after 2020. The number of elevators to be upgraded before the Olympics is not finalized.

Details of Passenger Terminal Elevator Improvements

<table>
<thead>
<tr>
<th>Location</th>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Terminal 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Departure Security Screening Area (South Wing)</td>
<td>Two 15 persons elevators</td>
<td>One 15 persons elevator + one new 30 persons elevator</td>
</tr>
<tr>
<td>Departure Security Screening Area (North Wing)</td>
<td>Two 15 persons elevators</td>
<td>One 15 persons elevator + one new 20 persons elevator</td>
</tr>
<tr>
<td>Satellite Arrivals corridor</td>
<td>Two 11 persons elevators</td>
<td>Two 11 persons elevator + one new 17 persons elevator</td>
</tr>
<tr>
<td>Shopping Arcade Atrium Area</td>
<td>One 30 persons elevator</td>
<td>One 30 persons elevator + one new 24 persons elevator</td>
</tr>
</tbody>
</table>

Schedule (Planned)

<table>
<thead>
<tr>
<th></th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger elevators</td>
<td>Installation</td>
<td></td>
<td>Tokyo Games</td>
</tr>
<tr>
<td>Utility elevators</td>
<td>Design</td>
<td>Installation</td>
<td>*Phased in on completion</td>
</tr>
</tbody>
</table>
Comprehensive refurbishment of passenger terminal toilet facilities
➢ The refurbishment of all toilet facilities in the passenger terminals will include the addition of more Universal Design features, including audio guidance, flash lights, L-shaped handrails, more evenly distributed multipurpose toilets and facilities compatible with the need for providing assistance to individuals of the opposite gender.

(To be finished by the end of September 2018 in Terminal 2, and the end of FY2019 in Terminals 1 and 3)

Terminal Refurbishment Project
➢ The comprehensive refurbishment of Terminals 1 and 2 will include installation of larger signs and the conversion of lighting to LEDs for a more spacious sense and visibility in all areas. (Completion by the end of FY2019)

In Addition, Ongoing Initiatives Based on Narita Airport's Universal Design Masterplan
Narita Airport’s Universal Design masterplan will include revamped information counters and training for staff and volunteers on accommodating persons with disabilities.
4. Extending a Warm Welcome  
Spatial Design Improvements in the Passenger Terminals Arrival Passage

Details

The arrival concourses will be staged with projector and LCD displays of classic Japanese scenes and culture to create a welcoming, inviting mood, aimed especially for the foreign visitors.

Terminal 1: 4 locations (Satellites 1, 2, 3 and 5 in the 4th floor arrival concourse), 150m apart, with 300m² wall areas  
Terminal 2: 5 locations (2nd floor arrival concourse), 150m apart, with 200m² wall areas

Schedule (Planned)

<table>
<thead>
<tr>
<th>Details</th>
<th>FY2018</th>
<th>FY2019</th>
<th>FY2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spatial design</td>
<td>Construction</td>
<td></td>
<td>Tokyo Games</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4. Extending a warm welcome
Other Initiatives

Events and interior decor to foster excitement

Following on the “Olympics 1000 Days To Go” event held in 2017, the “Olympics Two Years To Go” event, sponsored by Chiba Prefecture, will be held on July 24 (Tue) in hangars and other locations at Narita Airport.

Additional special events and decor changes are planned, to foster excitement among airport guests.

Time: July 24 (Tue), 10:00 am to 12 noon
Location: JAL Hangar A
Details: Ceremony and airport tour

* In addition to the above, a promotional event “Real Treasure Hunt” featuring the Olympic game events to take place in Chiba is being organized in Terminal 1 during July 24 (Tue) - July 29 (Sun) period.

Promoting the appeal of Japanese culture through accreditation under the “Beyond 2020” program

On March 22, 2018, NAA plans for promoting Japanese culture became the first airport initiative in Japan to be accredited under the “Beyond 2020” program.

Accreditation under the “Beyond 2020” program positions Narita Airport, the main gateway to Japan, to project the appeal of Japanese culture to even greater numbers of guests.

* For the long term, accreditation under the “Beyond 2020” program and official use of its logo will facilitate utilization of the wealth of regional diversity in cultural traditions that is Japan’s strength in order to generate a creative legacy worthy of a developed society, as part of a unified nationwide program.
For reference: Collaboration with Airport-related Organizations in preparation for hosting the Olympics and Paralympic Games.

✓ To plan for smooth airport operation during the Olympic and Paralympic games movement period, NAA is collaborating closely with the Organising Committee*1 and the relevant organizations that make up the Narita International Airport Liaison Council for the 2020 Tokyo Olympic and Paralympic Games.

*1 Tokyo Organising Committee of the Olympic and Paralympic Games
*2 Government agencies, airlines, transport operators, etc.

- Facilities manager, preparing facilities and coordinating facility operation during the Olympic and Paralympic games movement period.

- Planning and managing the respective operations during the Olympics

- Sharing of planning and management information, and operational direction during the Olympics