

28 October, 2024

Formulation of “Basic Policy on Customer Harassment at Narita Airport”

Narita Airport CS Council^{*1} has formulated the “Basic Policy on Customer Harassment at Narita Airport” to ensure the safety of our customers and airport staff so that they could use our airport with comfort and safety.

Narita Airport CS Council will continue to take various measures^{*2} to improve customer satisfaction and promote customer harassment initiatives in cooperation with on-airport operators.

The “Basic Policy on Customer Harassment at Narita Airport” will be revised as necessary, taking into consideration the situation.



*Picture shown are for illustrative purposes only.

*1 With the aim of improving customer satisfaction at Narita Airport as a whole, the council consists of 29 organizations representing those in direct contact with customers (CIQ, police, airlines, stores and services, transportation services, cleaning agencies, and NAA).

*2 Measures for airport staff, including CS Award and hospitality seminars, as well as customer greeting events during Christmas season, such as seeing off passengers of aircrafts.

Basic Policy on Customer Harassment at Narita Airport

Introduction

We aim to be the world's top-level international hub airport. Companies in Narita Airport are endeavoring to provide better services in an integrated manner, always from the viewpoint of customers, with the aim of improving the value of their experience in the airport.

However, if we find any behavior from customers making excessive demands, which is categorized as customer harassment, such as verbal abuse or violence against airport staff, unreasonable demands for money or goods, photographing without permission, and threats, we will take strict measures in accordance with this Basic Policy on Customer Harassment.

As many visitors from overseas use Narita Airport, the awareness of customer harassment may differ by nationality or cultural background. Therefore, by clearly presenting our basic policy, we intend not only to secure the safety of airport staff but also to provide safety and security to airport users and provide even better services.

Our View on Customer Harassment

We consider all claims and behavior from customers the details of which are judged inappropriate and the means and methods for which are judged unreasonable based on social norms or which would harm the working environment of airport staff physically or psychologically, as customer harassment.

Concrete Examples of Customer Harassment

* The following are simply examples and customer harassment is not limited to these.

- i. Yelling, verbal abuse, discrimination, defamation, etc.
 - Persistently yelling at a staff member and blaming them for a problem
 - Insulting behavior, such as discriminating against a staff member by job type or making fun of their personal appearance
- ii. Threatening or intimidating behavior
 - Remarks suggesting legal action or posting on SNS

iii. Excessive demands

- Excessive demand for services
- Demand for preferential treatment taking advantage of social status

iv. Inappropriate demand

- Demand for monetary compensation or an apology unrelated to the relevant company's goods or services

v. Physical violence and other destructive behavior

- Grabbing a staff member's arm, hitting or kicking them, or throwing something at them

vi. Demand staff personal information or attack individuals

- Persistently demanding the disclosure of an attending staff member's personal information
- Taking a photo, or a visual or audio recording of a staff member and posting it on SNS without consent

vii. Sexual harassment

- Specifying that attending staff be a specific gender
- Indecent behavior, obscene remarks, stalking, etc.

viii. Act that disrupts business operations

- Prolonged detention of staff (face-to-face, by phone or by mail, etc.)
- Persistently repeating the same claim

ix. Unauthorized access to workspaces

- Entry into workspaces (counter, etc.) without permission

Efforts by the Airport

Airport staff will take strict measures in cases falling under customer harassment under this Basic Policy.

We will endeavor to further improve service levels and continue promoting efforts against customer harassment in close collaboration with companies in the airport.