

Message from President & CEO

Thanks to your support, Narita International Airport celebrates its 40th anniversary as we continue to grow and evolve

Through the efforts of our many stakeholders, Narita International Airport was able to overcome many difficulties and celebrate this year the 40th anniversary of the opening of the airport on May 20, 1978. Over these 40 years, as the gateway of Japan, we have linked Japan to many countries around the world, and with safety as our top priority, we have been growing and evolving, playing an important social infrastructure role through these times. In fiscal 2017, the number of aircraft movements exceeded 252,000 and the number of passengers reached approximately 40.94 million, both of which are record highs since the airport opened. Further, as of the end of September 2018, Narita has extended its network to 119 overseas destinations and 20 in Japan, thus 139 cities in total, likewise a record high since the opening of the airport. I would like to express our gratitude to all of you who participated in Narita Airport over these 40 years.

Final agreement for the further enhancement of Narita Airport, seeking symbiosis and co-prosperity between the community and Narita Airport

To meet air travel demand at Tokyo metropolitan airports, which is expected to rise in the future, we have been proposing "further functional improvements of Narita Airport" including the construction of an additional runway. In March of this year, a final agreement was reached by the Four Party Council on Narita Airport made up of the Ministry of Land, Infrastructure, Transport and Tourism (MLIT), Chiba Prefectural Government, the nine municipal governments around Narita Airport, and NAA. In seeking further functional improvements, we will strive to enhance environmental and regional symbiosis measures in a bid to achieve further coexistence and co-prosperity between the local community and Narita Airport.

We will also carry out environmental impact assessments as part of an initiative to create a better business plan from the viewpoint of environmental conservation, and we are currently working on the preparation of a Draft Environmental Impact Statement. This report introduces some of our environmental conservation initiatives in the Special Features section, and we are committed to the earnest pursuit of these goals.

Promoting mutual dialogue with all our Stakeholders

To promote environmental efforts throughout the airport, NAA established "Eco-Airport Vision 2030" in fiscal 2016, which sets the reduction of airport CO₂ emissions per flight by 30% by fiscal 2030 as our long-term goal, using fiscal 2015 as the baseline year. For achieving this vision, the Eco-Airport Master Plan (fiscal 2016–2020) specifies three initiatives, as well as goals and measures for the promotion of environmental management. We have been working along with all airport-related business entities toward the realization of these goals.

Our fiscal 2017 achievements in relation to the Master Plan are described also in this report, and overall good results have been obtained over the past fiscal year thanks in no small part to the cooperation of all the parties involved. Furthermore, for more effective environmental management throughout the airport, one of our new initiatives is the participation in the *Airport Carbon Accreditation** program. We will strive for further reductions in carbon emissions, with verification by an independent third party through the program.

To make our "Eco-Airport Vision 2030" message, namely "In collaboration with stakeholders, Narita Airport will pursue the development of a sustainable society by taking measures to reduce the environmental impact of airport operations on local communities and addressing global-scale environmental issues," into reality, NAA will dedicatedly continue its efforts, recognizing the expectations of society and the impact of our business activities, along with all our airport-related stakeholders, including airlines and airport-related business entities, local residents, and airport users.

As we redouble our efforts to make Narita Airport an airport that is well loved by the local community and chosen by customers, we look forward to your continued cooperation and support.

* Airport Carbon Accreditation

A program adopted by Airports Council International (ACI), the trade association of the world's airports. It independently assesses and recognizes the efforts of airports to manage and reduce their carbon emissions through four levels of certification. For details, see page 49.

Makoto Natsume

President & CEO
Narita International
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Management Philosophy

NAA is committed to ensuring that Narita International Airport maintain its status as one of the world's leading airports, contributing to the growth of the global transport network.

Management Vision

- ① A Trusted Airport Where Safety is Paramount
- ② Customer Satisfaction Exceeding Expectations
- ③ Environment-Friendly Airport Contributing to Community Growth
- ④ Sound Management and Growth through Efficiency and Transparency
- ⑤ Sensitive, Flexible, Speedy and Responsive to Society's Needs

Environmental Master Policy

Through a series of environmental initiatives and by incorporating a global perspective, we will strive to achieve an environment-friendly recycling-oriented airport (Eco-Airport), build a relationship of trust with the community as one of its members, and contribute to the attainment of an affluent 21st century society. We will:

- 1 Actively address environmental issues from a global perspective, limiting the environmental impact from airport construction and operation as well as reducing the effect on the regional environment.
- 2 Formulate basic plans for improved environmental conservation for all business activities, through strict adherence to environmental laws and regulations, as well as establishment and regular review of independent targets.
- 3 Set up a system to ensure environmental conservation activities function effectively, and implement continuous improvements.
- 4 Raise awareness at all staff levels through intercommunication on our fundamental commitments to the environment and community, and provide education and support so that each employee is motivated to take responsibility for and share in environmental conservation activities.
- 5 Encourage environmental conservation activities throughout the NAA group and extend activities to airport-related business entities so as to promote an environment-friendly recycling-oriented airport (Eco-Airport).
- 6 Actively disseminate information on environmental conservation activities, and maintain close communication on environmental issues with the local community as well as the world at large.