Safety Management

"A trusted airport where safety is paramount" is the first of the management visions at Narita International Airport and, in order to achieve this vision, the company as a whole has committed itself to formulating policies and safety promotion activities designed to resolve safety problems and issues at all levels.

Safety Policy

NAA pledges to adhere to the following safety policy, comprising the Basic Guidelines for Safety Promotion prescribed for the purpose of achieving the first of our management visions.

（1）Ensuring safety is the foundation of our airport operation, and the company will pursue this objective by ensuring that every individual employee places utmost importance on safety as a basis of their work activities and that all executives and employees are aware of their individual roles and responsibilities in the pursuit of safety.

（2）The company will enhance self-awareness of safety among all executives and employees through lectures and training courses, and work to develop a "safety-first" corporate culture to ensure that the spirit of safety is firmly embedded in everybody's mind.

（3）While encouraging safety reporting and driving forward with disclosure and sharing of safety information, the company will always maintain awareness of the issues and perform appropriate safety inspections to improve and expand its safety management system.

（4）NAA will include its group companies in its safety promotion activities while liaising and establishing cooperative relations with the government organizations and other airport stakeholders.

（5）Every individual member of the company will understand and comply with relevant laws, regulations and standards to ensure safety.

Safety Initiatives

（1）NAA Safety Management System (NAA-SMS)
The NAA-SMS is a comprehensive management methodology incorporating a system that designates safety policies and targets, establishes and implements management programs for achieving those targets, monitors progress and takes any measures as required.

NAA adopted this safety management system in its airport operations, and since April 2014 it has launched new initiatives for the system by setting and monitoring safety targets, collecting safety-related information and reporting to the government, based on the Aviation Safety Program led by the Ministry of Land, Infrastructure, Transport and Tourism, with a view to further improving safety.

（2）Safety Promotion Framework
A PDCA cycle for safety is implemented by all airport-related entities to ensure that the NAA-SMS operates effectively.

（3）NAA-SMS Implementation Framework
The Safety Development & Planning Committee and several other meeting bodies have been established for promoting safety at Narita Airport so that not only NAA but its group companies as well as other airport-related organizations and businesses may work together on safety promotion activities.

Safety Development & Planning Committee (Meets Quarterly)

The committee was established as a venue examining safety measures at all levels in the company and setting out policies. The committee is chaired by the President & CEO of NAA and attended by all NAA executives.

Within NAA

Safety Development & Planning Council
(Meets Weekly)

Safety Development & Planning Officers Council (Meets Monthly)

Airport Overall

Narita International Airport Safety Development & Planning Council
(Meets Twice Yearly)

NAA Group Safety Meetings
(Meets Quarterly)

Business Continuity Plan (BCP)

A business continuity plan (BCP) sets out in advance the methodologies and means, in the event of a major disaster, by which a corporation can minimize damage to its management resources, including the lives of its employees and its assets, while ensuring the continuation of business transactions that should be maintained under normal circumstances as well as those priority duties in times of emergency, with the objective of sustaining essential corporate activities and of restoring normal operations as quickly as possible.

The present BCP set out by NAA is as follows:
（1）Influenza Pandemic Action Plan
Cooperation with shoreline protection measures, prevention of infection in the airport as well as other urgently required measures, suspension of activities where the risk of infection is high, identify essential general tasks to be sustained and secure required resources for manpower planning based on the following fundamental guidelines:
① Ensure safety of human life
② Maintain airport functions
③ Sustain NAA management

（2）Major Earthquake Business Continuity Plan
Designation of priority activities to be restored or carried out in the event of an earthquake and specification of resources to be secured and allocated to sustain such activities, based on the following fundamental guidelines:
① Ensure customer safety
② Maintain airport functions
③ Contribute to local community
④ Establish NAA crisis management system and sustain management

PLAN
●Formulate safety promotion plans
●Identify safety targets
●Develop yearly programs
(training courses, drills, etc.)

DO
●Carry out flight operation support and maintenance activities
●Carry out training and drills
●Respond to emergency and other situations
●Manage safety risks
●Collect and report safety-related information

CHECK
●Conduct safety inspections
●Analyze factors behind facility malfunctions and establish measures for preventing recurrence
●Monitor achievements under safety promotion plans

ACT
●Assess and review results of initiatives in safety promotion plans
●Review regulations and manuals based on results of safety audits and inspections

Safety lecture meeting

Emergency drill

Prologue

Company Profile

Fiscals 2013-2015 NAA Group Mid-Term Management Plan

Operation

Projects

Finance