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## Overseas Airport Business

To date, NAA has provided assistance to airports around the world under its management philosophy of serving as an international hub, maintaining its status as one of the world's leading airports, and contributing to the growth of the global transport network.

The International Affairs and Overseas Business Office serves as a contact point in promoting overseas business projects as one of core initiatives for expanding non-aeronautical revenue as set out in our mid-term management plan, "Innovative Narita 2015".

NAA's strength lies in the wealth of knowledge and expertise in airport operations we have accumulated as a total airport management operator in the 36 years since opening in 1978. We utilize this experience to offer experienced airport specialists and provide an extensive range of consultancy services in the areas of airport planning, construction, airport start up and commissioning, airport management and operation after commissioning, and environmental strategies (refer to Diagrams 1 and 2).

The development of airports overseas stimulates expansion in the air transport network and generates strong aviation demand. This, in turn, leads to growth and development in the global aviation market overall. By bringing back the knowledge and experience we gain from participating in the construction, expansion and management of airports, which are major components in the public infrastructure, we have been able to improve the quality of our airport operations and enhance our services to airlines and other users.



## Examples of Overseas Airport Assistance Projects

Since 1997, we have provided assistance to airports in Thailand, Taiwan, Egypt, Vietnam and other countries. One such example is the project at Noi Bai International Airport in Vietnam.

The project got underway in 2010. The objective was to assist in the commissioning of the new terminal at the airport. We carried out studies in Vietnam on the existing terminal and the airport operations and facility maintenance frameworks at the airport; provided necessary advice and recommendations to the Airports Corporation of Vietnam (ACV) on items to be coordinated prior to the opening of Terminal 2, including aspects relating to customer satisfaction, tenant management and security, as well as the Terminal Operations Center and other facilities; and compiled a list of items to be prepared.

We then prepared detailed action plans on each of the items on that list and worked with ACV to create a road map for the commissioning of the new terminal. In addition to providing support in Vietnam, we organized training courses at Narita Airport for the ACV staff.

The case studies on the maintenance management of terminal equipment and terminal relocation at Narita introduced during these courses contributed to the development of human resources at ACV.



Total Airport Management Operator [Diagram 1]



Strength of Narita Airport [Diagram 2]

