



## Foreword by NAA President & CEO

Since its opening in 1978, placing “Safety” as its first priority, Narita Airport has striven to become an airport of customers’ first choice by extending both the international and domestic networks as Japan’s gateway and provide key international hub airport functionalities.

As of the end of October 2016, Narita Airport is extending its network to 107 overseas destinations and 17 in Japan, total of 124 cities to fulfil its role as an international hub airport. In fiscal 2015, a record number of passengers made use of Narita Airport for their travel.

We at Narita Airport, to offer greater convenience and comfort for our passengers, we have been working to further expand our flight service network coverage by having the airlines taking full advantage of the Narita Hub Promotion Incentives, introduced in April 2015 to attract more service routes and flight frequencies. We have also been committed to realize further facility expansions and service enhancements by building additional boarding gates and introducing passenger electric cart services at both Terminal 1 and 2, opening NAA directly operating common use lounge in Terminal 1 after outbound passport control and other service enhancements to improve customer experiences.

Shifting our attention to development in overseas, the major

airports in Asia have embarked on major functional enhancement projects between 2017 and 2019 in an effort to tap into the global demand for air transport. Consequently, Japan is faced with increasingly intensifying business competition with other international airports in the region to attract new route services to its own airport network.

Japanese government has set out on a target to attract 40 million foreign visitors to Japan in a year by 2020 and 60 million by 2030. There is a high expectation for the metropolitan area airports such as Narita and Haneda in particular to strengthen airport capability to accommodate the future growth. With such development, there is a growing need at Narita for further functionality improvements. In March 2016, as the NAA Group, to further increase its competitiveness and consolidate Narita’s position as a leading airport in Asia, NAA compiled the Group’s mid-term management plan, “Innovative Narita 2018 - The World’s Best Airport”.

We regard the three years from fiscal 2016 to fiscal 2018 as the period to increase Narita Airport’s competitiveness among the other major airports in Asia and to steadily and surely laying the ground work towards further advancement of the airport while making thorough preparations for the safe and smooth hosting of the 2020 Tokyo Olympic and Paralympic games. More specifically, to achieve this, we have set out five strategic policies

that will be pursued with our total commitment:

- Bringing safety and operating stability to the world’s highest standards;
- Improving airport functionalities and partnership with the local community;
- Thoroughly enhancing air services network;
- Increasing customer satisfaction by providing the world’s highest service standards and creating more attractive retail spaces;
- Reinforcing NAA corporate group management strength and competitiveness.

By surely following out with these policies, we will pursue to “become an airport of world’s highest standards to drive for customer acknowledgement to be offering the finest level of service in the world” and “retain and reinforce our position as the top class international hub airport in Asia.”

While these developments, the “Four Party Council on Narita Airport”, made up of the Ministry of Land, Infrastructure, Transport and Tourism, Chiba Prefectural Government, the nine municipal governments around Narita Airport, and NAA, has been holding a series of studies to look into further functionality enhancements for Narita Airport, including the construction of a third runway,

extension of Runway B and the relaxation of night operation restrictions, all of which are crucial for accommodating the increasing number of foreign visitors to Japan and strengthen Narita Airport’s competitiveness. Towards realization of these proposals, we would have to strive to gain acceptance, support and cooperation from the residents of the local community through a process of keeping everybody informed, provide polite and thorough explanation on the need for further airport functionality enhancements and its effects and as well as the environmental countermeasures that will be required, and maintaining a two-way dialogue. We remain firm in our resolve to continue to meet with the residents of the local community and face each other for the local community and airport to prosper together; develop and enhance environmental solutions and regional development strategies.

Narita Airport commit to continue enhancing our airport functionalities and create services from customer perspectives that would exceed their expectations so that we can firmly establish our position into the future as a leading airport in Asia. Please look forward to Narita Airport which continue its innovation.

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