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.
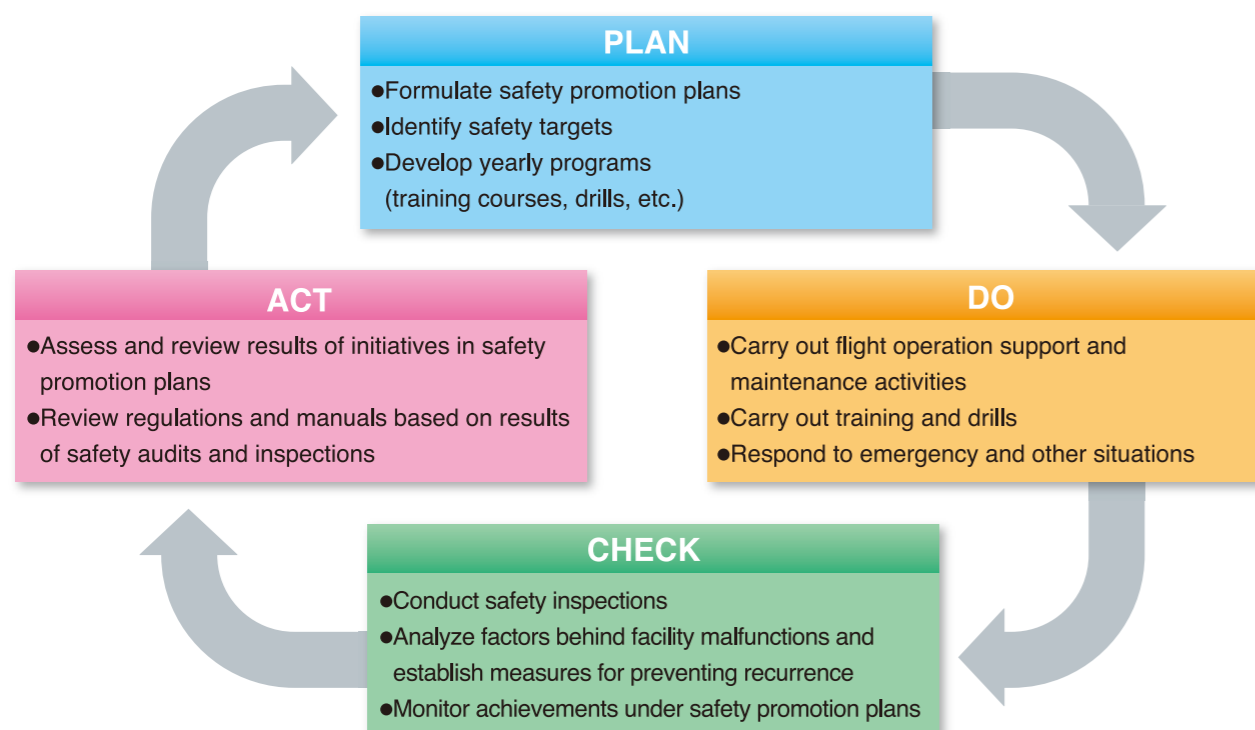
Basic Guidelines for Safety Promotion

These basic guidelines are for the specific 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.

Safety Initiatives

(1) NAA Safety Management System (NAA-SMS)

This is a comprehensive management methodology incorporating a system that clearly defines safety policies and targets, establishes and implements management programs for achieving those targets, monitors progress and takes any necessary steps during the entire process. NAA, as the owner/operator of Narita Airport, has adopted this safety management system in its drive to operate a reliable airport with advanced 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

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

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 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.

With in 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)

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.

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

Basic guidelines: Securing safety of human lives, sustaining airport functions, and maintaining NAA's business operation

- Cooperation with relevant authorities to implement appropriate border measures, prevention of spreading infection in the airport, suspension of activities where risk of infection is high, selection of general tasks to be sustained and securing essential task resources for manpower planning

- With the global spread of the A/H1N1 influenza in 2009, the BCP that was in place at the time made it possible to adopt countermeasures swiftly and smoothly and avoid any major impact or disruption to the functions of NAA and the airport overall.

- NAA will review its BCP with the enforcement of the Special Act for Responses to Influenza Pandemics

(2) Major Earthquake Business Continuity Plan

Basic guidelines: Ensuring customer safety, sustaining airport functions, contribution to the community, launch of NAA's crisis management system and maintaining NAA's business operation.

- This BCP reflects our earlier studies on identification of those services/activities to be restored and/or carried out on a priority basis and securing/allocating resources needed to sustain those activities.

- A review has been carried out on those priority activities based on our experience in the Great East Japan Earthquake of March 11, 2011.