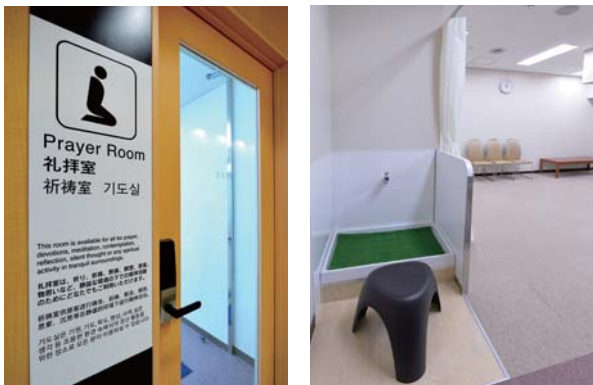


Initiatives to Improve Services for Tourists Visiting Japan

In its ongoing objective of offering an airport of customers' choice, Narita is in the process of creating an environment and improving services to better cater for increasing numbers of Muslim visitors by providing even better devotion facilities and offering Halal food in our rental waiting rooms. Initiatives are also underway to convey our spirit of hospitality using multiple languages.



Prayer Rooms

In 2013, the "silence rooms" for prayer and meditation in the area before passport control in Terminals 1 and 2 were renamed "prayer rooms" to make the purpose of these facilities clearer to the customers, and ablution areas for ritual washing were installed at the same time. We have made these rooms available at all hours and set up information signs so that they are easier to use. Furthermore, we have also set up prayer rooms in the area beyond passport control in Terminals 1 and 2 for the convenience of departing passengers as well as transit passengers.

Needless to say, these rooms may be used by any individual – regardless of his/her religious affiliations – wishing to indulge in spiritual activity in a serene environment.

Halal Food

For Muslims, dietary requirements are as important as worship, and only Halal foods are permitted under Islamic law. Muslims avoid alcohol, pork and their derivatives in their food intake and all other food must be handled and prepared in accordance with Islamic law.

To accommodate this need, in December 2013, we began offering Halal meals prepared in dedicated Halal



catering kitchens to customers using the rental lounges. Then, in June 2014, we opened Halal certified restaurants for the first time at Narita Airport, in response to requests from customers who wanted to enjoy Japanese food too. All items on the menu at Homemade Udon Noodles KINEYAMUGIMARU on the 5th floor of the Central Building in Terminal 1 and Tempura TENTEI on the 4th floor of the Main Building in Terminal 2 are prepared in special Halal kitchens and may be enjoyed with a clear conscience.

In addition, we have introduced pictograms to display the ingredients used in the menu items for the benefit of customers who are unable to eat certain foods not only for religious or belief-based reasons, but also due to allergies and other reasons. There are 14 different pictograms for beef, pork, chicken, sheep, fish, shellfish, alcohol, crab, prawn, egg, wheat, buckwheat, dairy and peanuts, and these will gradually be introduced at all food and beverage outlets at the airport from July 2014 onward.



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Multilingual Assistance

The following initiatives are underway at Narita Airport to convey our spirit of hospitality through the use of multiple languages.

Information at counters and on terminal signs is already provided in Japanese, English, Chinese and Korean, but to make Narita even more user-friendly, Thai, French, Spanish and Indonesian, the next most commonly needed languages, have been selected for travel support leaflets and as new additions to our voice translation application for smartphones, "NariTra".

Furthermore, we are displaying messages to greet our customers and encourage them to visit again in 25 languages used in the 34 countries and 3 territories on Narita Airport's network on our digital signage displays, and have installed illuminated signage boards to display multilingual messages of welcome to arriving passengers.