

# 出國報告（出國類別：考察）

## 成田機場及羽田機場參訪 -以探訪商業服務設施為主-

服務機關：桃園國際機場股份有限公司

姓名職稱：處長 李俊德

專員 陳慶隆

事務員 魏竹鑫

派赴國家：日本

出國期間：101年5月25日至28日

報告日期：101年7月30日

## 摘要

本考察報告主題分為五大部分，目的、過程簡述此次參訪原因及雙方交流過程。機場簡介部分，除介紹羽田、成田兩機場年運量、機場管理單位，並以表格方式彙整兩機場硬體設備、樓層面積…等資訊，藉由量化數據，使能具體比較兩機場與本公司兩航廈設備及其他容量。心得建議部分，除參訪心得外，分為整體規劃及細節規劃兩層次建議，先提出如成立子公司等大方向建議，再針對目前本公司兩航廈商業、航空等各項設施如手推車、報到櫃台、商業設施廣告牆等…，提出細部參考建議。附錄則為羽田、成田兩機場各項簡介資料、參訪接待行程表，並將此次參訪相關陪同及接待人士之聯絡方式，整理為通訊錄，以供將來各單位交流聯繫參考之便。

## 一、 目的

本次參訪，希冀透過對日本羽田及成田兩機場管理單位之正式拜訪，進行經驗分享、交流，並透過實地導覽介紹，吸收先進機場規劃管理之優點，將當地商業、旅客、航空服務各項設施之可供參考執行之方式，作為未來改善參考。

隨著第一航廈國家門戶改善計畫陸續完工，本公司第一航廈非管制區商業服務及餐飲服務開放在即，航空公司櫃檯安排及地勤作業流程等事項面臨調整之需求，若能參考其他指標機場之優點並納入本機場相關作業之規劃，將有助於提供更佳的服務。

## 二、 過程

### (一) 行程:

本次參訪期間為 101 年 5 月 25 日至 5 月 28 日，為期四日。

日期	行程
5/25(五)	羽田機場管制區內外導覽參訪 羽田機場人員接待意見交流
5/26(六) ~ 5/27(日)	自由參訪
5/28(一)	成田機場管制區外及內參訪 羽田機場人員接待意見交流

### (二)交流過程:

#### 1.羽田機場:

本公司由長榮航空公司羽田機場支店人員，陪同拜訪羽田機場國際線航廈管理單位 TIAT (Tokyo International Air Terminal，民營化公司)，機場接待人員為常務取締役及企劃部人員，雙方首先進行業務交流座談及意見交換，我方主要了解議題為商業服務設施招商、收費模式…。會後，由羽田機場人員導覽航廈航空服務設施及各項商業服務設施，本公司著眼於國際線四樓的江戶小路(EDO KOJI)及國際線五樓之 TOKYO POP TOWN，以及航空公司櫃檯配置規劃。



註:拜訪羽田機場國際線航廈管理單位 TIAT 合影



註:李處長聽取 TIAT 接待人員介紹江戶小路理念



註:航廈內座椅以椅套標示博愛座區域



註:象徵羽田機場的自有品牌玩偶

## 2. 成田機場:

本公司由長榮航空公司成田機場支店人員，陪同拜訪成田機場人士，由機場管理單位成田國際機場股份有限公司(Narita International Airport Corporation)綜理國際相關事務之國際業務室接待，與會人士包含該室室長、室次長及設施部、營業部之人員。雙方先針對商業服務設施及該公司經營模式及機場運量狀況交流，並由成田機場接待人員介紹該公司航廈之行李處理系統(BHS)、導覽各項商業設施如免稅商店、餐飲，並一同參訪衛星航廈及各項航空及旅客服務設施，我方首重如何提升商業設施產能及觀摩經營管理模式。



註:與成田機場國際事務室相關人員合影



註:商店一隅





註:戶外吸菸室



註:保險櫃檯與服務台相鄰



註:

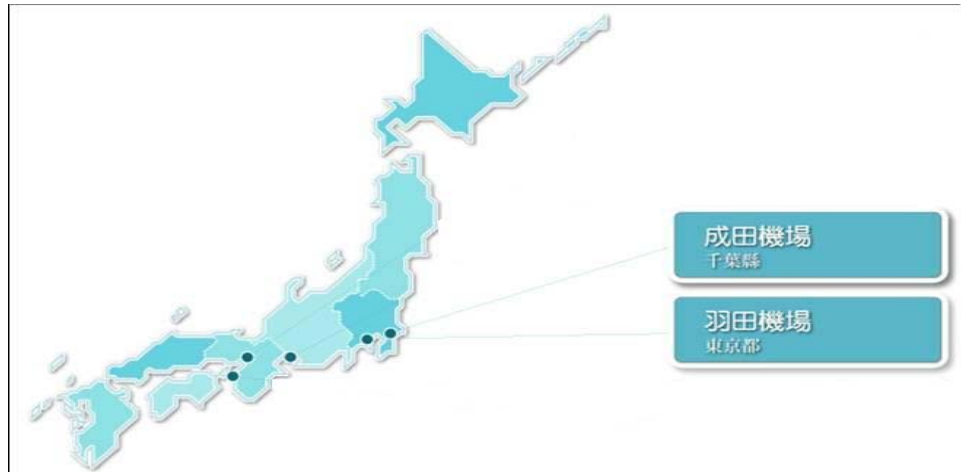
上圖:結合視訊功能之服務電話

右圖:試播服務電話



### 三、 機場簡介

本次先後參訪位於東京都之羽田機場，及位於千葉縣之成田機場。



#### (一)羽田機場:

羽田機場距東京市中心約 15 公里，國際線年運量為 700 萬人次，由 TIAT 負責羽田機場國際線航廈及停車場之整頓營運，TIAT 成立於 2006 年 6 月，由日本空港航廈股份有限公司、日本航空、成田國際機場股份有限公司、東京電力股份有限公司、株式會社三菱東京 UFJ 銀行等公司合資組成，取得羽田機場國際線航廈 30 年經營權利，負責羽田機場 land-side 之航廈經營管理，air-side、跑道仍由東京航空局負責，TITA 僅保留核心功能編制，如保全、維護等人員，採契約外包方式管理。

#### (二)成田機場:

成田機場距東京市中心約 60 公里，國際線年運量為 3,500 萬人次，機場管理單位 NAA 成立於 2004 年 4 月，負責機場陸策及空側之經營管理。另外，持有機場事業群等 25 家子公司，分別負責航廈大樓的設備及服務、機場內外的各項設施、系統、保全、貨運站、各類服務等的管理及維護。



(三)兩航廈設施彙整：

	羽田機場（國際線）	成田機場
年運量	約 700 萬（人次）	約 3,500 萬（人次）
航廈總樓地板面積	154,000 m <sup>2</sup>	T1：451,000 m <sup>2</sup> T2：362,300 m <sup>2</sup>
樓層	5（地上）	5（T1 1~5F、T2 B1~4F）
跑道	2（A、B）	2（A、B）
報到櫃檯	10 (A~J, 其中 A、J 為團體報到櫃檯)	T1：18（南 A~K、北 A~G） T2：20（A~T）
管理單位	TIAT（Tokyo International Air Terminal，民營化公司）	成田國際機場株式會社 （NAA，國營公司）

註：桃園機場 T1+T2 樓地板面積 485,006m<sup>2</sup>，報到櫃檯 14 座。

#### 四、 心得及建議

##### (一) 心得：

本次參訪最大收穫為探訪兩機場如何將商業服務設施及景觀造型融合本土傳統與現代文化。機場作為國家大門，勢必在推廣國家形象方面扮演要角，江戶小路突顯日本傳統，TOKYO POP TOWN 則呈現流行文化，僅一樓層之隔就讓過往旅客深刻感受新舊特色，藉由切換空間形象讓不同區域之商業設施給予旅客全新印象，並藉此創造經濟效益，實為商業服務設施區域之標竿作法。

##### (二) 參訪建議：

###### 1. 整體規劃：

(1.) 比較成田機場雖由 NAA 國營公司經營，其商業化程度明顯高於羽田機場。除機場核心管理工作外，成田機場另有關係企業(子公司 21 家、關係公司 1 家)家，就機場營運、商業、設施租賃、鐵路業四方面，管理各項機場營運相關工作。例如，例如商業由 8 家 NAA 投資之公司負責免稅店、廣告代理、商業擴展、餐飲商店營運等業務，除可收專業分工之效外，獲利性較佳事業，原則上透過此一模式將盈餘留在 NAA 公司內，將可未來子公司成立之參考。



註:關係企業分為機場營運、商業、設施租賃、鐵路業四大類

(2.) 目前兩航廈受限於航廈量體，商業空間已使用近極致，可參考成田機場興建衛星航廈以電車連結主體建築並透過衛星航廈擴增航廈量體、旅客空間及商業空間，進一步再提升商業產能。



註:衛星航廈導覽與示意圖



註:連結主體航廈與衛星航廈之電車

## 2. 細節規劃

### (1.) 手推車樣式:

現行手推車無剎車功能，易造成無人使用之手推車因地勢滑動或受大風影響移動、地勤回收人員或旅客隨意踢動玩耍，可考量加入煞車功能，下壓推行時方可移動。



### (2.) 垃圾桶樣式:

除可加強可分類之垃圾桶蓋及分類外觀外，亦可考量商業合作模式，增加企業品牌曝光度。



註:易於分類的垃圾桶樣式

(3.) 商業設施及導覽板:

有別於一般施工圍籬呈現素面隔板，商業服務設施或創新設備之圍籬，建議以大圖輸出方式加上完工後模擬圖或進駐品牌形象 LOGO，除可告知旅客區域更新進度，也能增加旅客對設施之期待度。設施開放營運後若屬眾多品牌進駐之大面積商場或餐飲設施，成田機場之大型導覽板及電子樓層導覽亦可供參考，以加強方向引導及吸引旅客消費。



註:商場餐飲導覽告示牆面



註:施工圍籬圖 1



註:施工圍籬圖 2



#### (4.) 候機室之等待管理:

為增加旅客候機之舒適度及樂趣，成田機場候機室設置了躺椅(本公司目前已引進)及電視，播放流行歌曲 MV 等節目，讓國內外旅客離開日本國土前，又複習了一次日本當代文化，也強化了國家印象及商業行銷之概念。



註:候機室之電視螢幕



註:候機室躺椅區

#### (5.) 航空服務設施:

羽田機場報到櫃檯磅秤與地面同高，並有便利地勤及票務人員出入之工作出入口，旅客不必費力提起沉重的行李，不但減少工作人員工作傷害，也十分便利旅客。



註:工作人員通道



註:省力的行李託運設備



## 五、 附錄

- (一) 成田機場及羽田機場、相關人士通訊錄
- (二) 成田機場參訪會議流程
- (三) 羽田機場東京國際機場航廈股份有限公司(TIAT)簡介
- (四) 成田機場行李處理系統簡介
- (五) 羽田機場航廈簡介
- (六) 成田機場公司簡介

單位	部門/職稱	聯絡人	電話	傳真	mail
成田 機場	經營計劃部 取締役付 國際業務室長	萩原 誠	0476-34-5039	0476-345193	<a href="mailto:m-hagiwara@naa.jp">m-hagiwara@naa.jp</a>
	經營計劃部 國際業務室 Senior Manager	仲田 雄一	0476-34-5073	0476-345193	<a href="mailto:y-nakada@naa.jp">y-nakada@naa.jp</a>
	旅客事業部門 retail operation 2 Manager	菅野 浩一	0476-34-5778	0476-34-5984	<a href="mailto:k-sugano@naa.jp">k-sugano@naa.jp</a>
	經營計劃部 國際業務室 次長 (Director)	松澤 宏	0476-34-5095	0476-34-5193	<a href="mailto:h-matuzawa@naa.jp">h-matuzawa@naa.jp</a>
	經營計劃部 國際業務室 副主幹 (Manger)	五十川 YUKA	0476-34-5037	0476-34-5193	<a href="mailto:y-isogawa@naa.jp">y-isogawa@naa.jp</a>
	旅客事業部	張立偉	0476-34-5620	0476-34-5984	<a href="mailto:r-cho@naa.jp">r-cho@naa.jp</a>

	常務取締役 Senior vice president	知久守一	(03)6428-5941	(03)6428-5949	<a href="mailto:m-chiku@tiat.co.jp">m-chiku@tiat.co.jp</a>
羽田	営業部 Asistant Manager	小林 雄太	(03)6428-5951	03-6428-5949	<a href="mailto:y-kobayashi@tiat.co.jp">y-kobayashi@tiat.co.jp</a>
機場	営業部 Senior Manager	志賀 裕樹	(03)6428-5951	03-6428-5949	<a href="mailto:h-shiga@tiat.co.jp">h-shiga@tiat.co.jp</a>
	企画部 Senior Manager	上田 圭一	(03)6428-5901	03-6428-5909	<a href="mailto:k-ueda@tiat.co.jp">k-ueda@tiat.co.jp</a>
長榮 航空	成田空港支店 Traffic Officer	黒澤佳功	0476-34-6320	0476-30-0080	<a href="mailto:k.kurosawa@evaair.co.jp">k.kurosawa@evaair.co.jp</a>
	羽田空港支店 Supervisor	伊達敦子	(03)5708-3720	(03)3747-0088	<a href="mailto:nobuko@evaair.co.jp">nobuko@evaair.co.jp</a>
	日本支社 副支店長	楊榮源	(03)5708-3720	(03)3747-0088	<a href="mailto:steveyang@evaair.com">steveyang@evaair.com</a>

**VISIT BY TAOYUAN INTERNATIONAL AIRPORT**

**AND**

**EVA AIRWAYS**

**TO**

**NARITA INTERNATIONAL AIRPORT**

**28 MAY 2012**

<b><u>Time</u></b>	<b><u>Details</u></b>
09:30am	Arrival of Visitors at departure lobby, Terminal 2 Delegation will be received by Mr. Kengo IWATATE
09:40am – 10:30am	Overview of BHS and site visit Presented by <b>Facility Management Department</b>
✓ 10:30am – 11:30am	Site visit to retail areas Presented by <b>Retail Management Department</b>
11:30am	End of site visit
11:30am – 12:00pm	Proceed to Terminal 1 and check-in
12:00pm – 12:50pm	Lunch
12:50pm	End of visit

# TOKYO INTERNATIONAL AIR TERMINAL

羽田空港国際線旅客ターミナル



# TOKYO INTERNATIONAL AIR TERMINAL



## 都心から世界への近道

The quickest way from Tokyo to the big, wide world.

21世紀の新しいゲートとして、羽田に新国際線旅客ターミナルが完成しました。  
今までよりも東京と世界の諸都市が、ぐっと近くなりました。

Construction of the new Haneda Airport International passenger Terminal is complete—a truly 21st century gateway that brings Tokyo and the world closer than ever before.

2010年10月21日にオープンした羽田空港国際線旅客ターミナルビルは、日本初の本格的な24時間運用のターミナルとして、首都圏の空の玄関口にふさわしい、空への旅立ちの期待感を沸き起こさせる明るく透明感のある空間を演出しました。内部は、直線的でシンプルなわかりやすい動線を旨として必要施設を集約配置し、お客さまの立場に立った便利で使いやすいターミナルです。「Made In JAPAN～羽田 Only One」をテーマに日本の伝統や文化を体感いただける商業施設を展開するほか、ユニバーサルデザイン・環境対策などにも注力しました。常に時代の先端を行くターミナル施設とサービスを提供し続け、世界に誇れるターミナルとして皆さまをお迎えいたします。

The Haneda Airport International passenger Terminal Building, opening on October 21, 2010, is the Japan's first full-scale around-the-clock terminal. As the gateway to the nation's capital, Tokyo, it is designed to create the light and transparent space which heightens your expectations of the wonders that await you on your travels. Inside of the building, necessary facilities are laid out together with more straight, simple and easy-to-follow paths of flow so that it can be recognized as a convenient and user-friendly terminal by the customers. Under the theme of "Made in Japan - Haneda Only One," the terminal building supplies commerce facilities where you can feel Japanese tradition and culture. It also incorporates the principles of universal design and environment measures. The new terminal building is proud to welcome the customers with the cutting-edge facilities and services.



# 首都東京の空の玄関として

As the gateway to the nation's capital, Tokyo

羽田空港国際線旅客ターミナルは、東京都心から約15キロの距離に位置し、アクセスも大変便利です。

The Haneda Airport International passenger Terminal is conveniently located just fifteen kilometers from the heart of Tokyo.

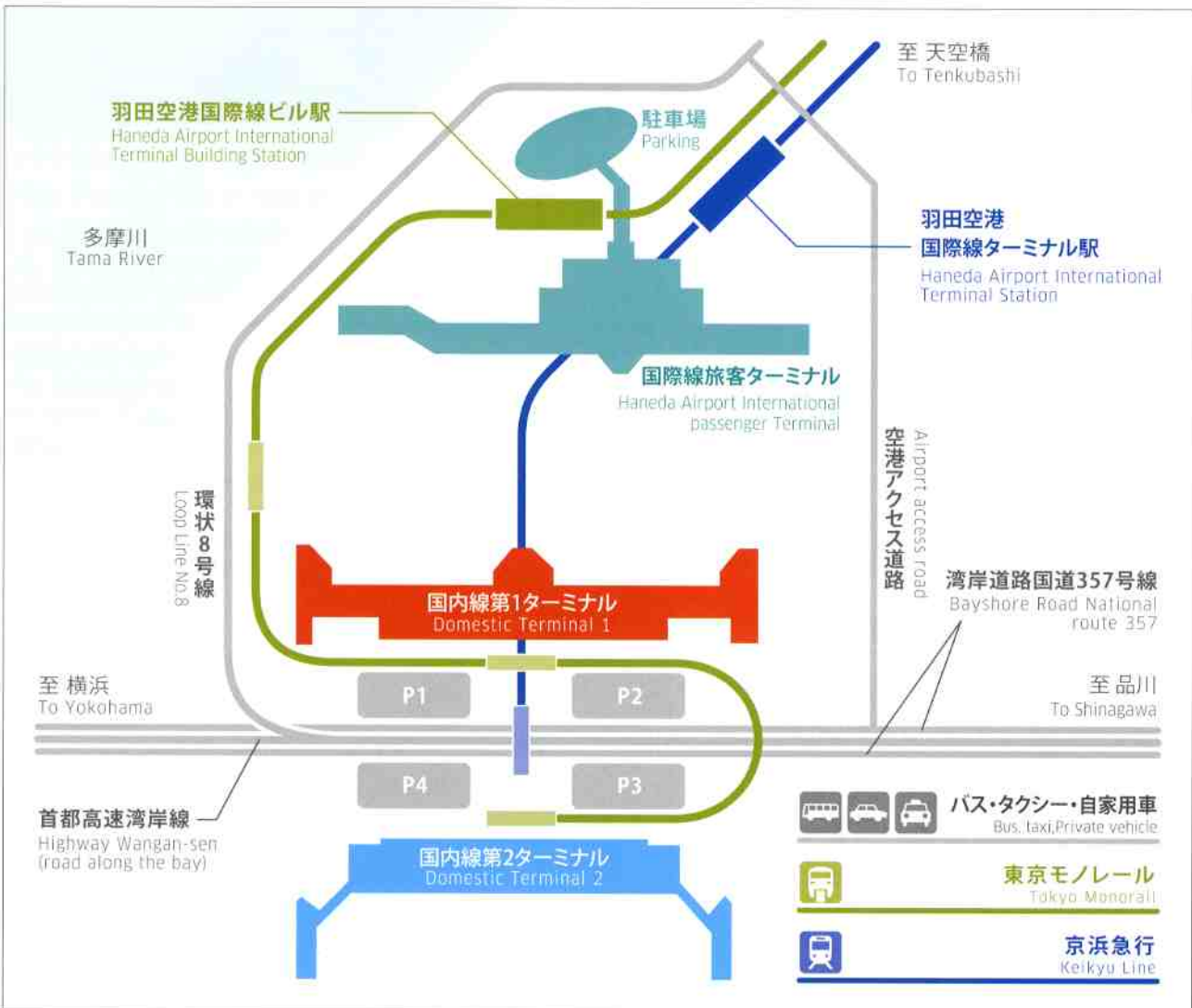
## 羽田空港国際線旅客ターミナルへのアクセス

Haneda Airport International passenger Terminal access

	<b>東京モノレール</b> Tokyo Monorail	「羽田空港国際線ビル駅」をご利用ください。 Get off at <b>Haneda Airport International Terminal Building Station</b> .
	<b>京浜急行</b> Keikyū Line	「羽田空港国際線ターミナル駅」をご利用ください。 Get off at <b>Haneda Airport International Terminal Station</b> .
	<b>バス・タクシー</b> Bus, taxi	「羽田空港国際線旅客ターミナル」の乗降場をご利用ください。 Get off at the Haneda Airport International passenger Terminal Station.
	<b>自家用車</b> Private vehicle	「国際線駐車場」をご利用ください。 Parking is available in the international terminal parking lot.

## 国際線旅客ターミナルへのアクセスマップ

Access map to the new Haneda Airport International Passenger Terminal

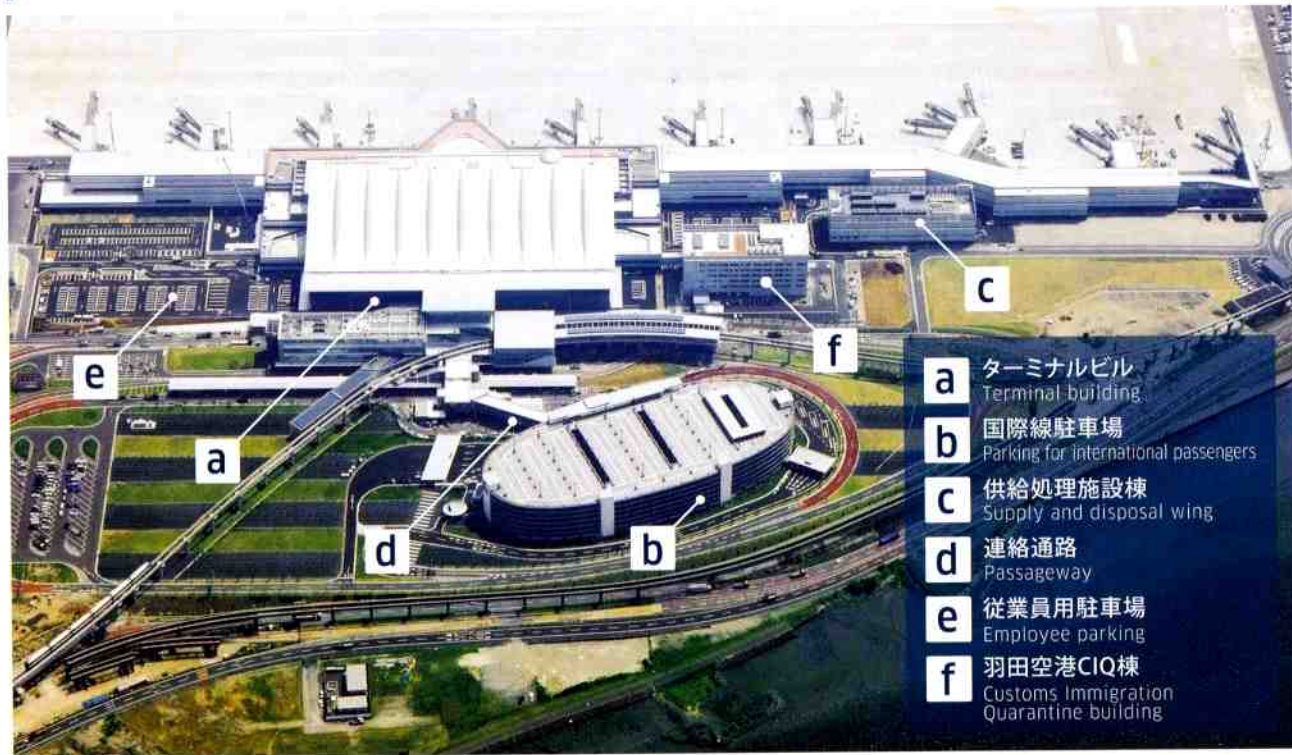


# ターミナル施設の概要

Outline of the terminal facilities

## 国際線旅客ターミナル全体図

Overview of the Haneda Airport International passenger Terminal



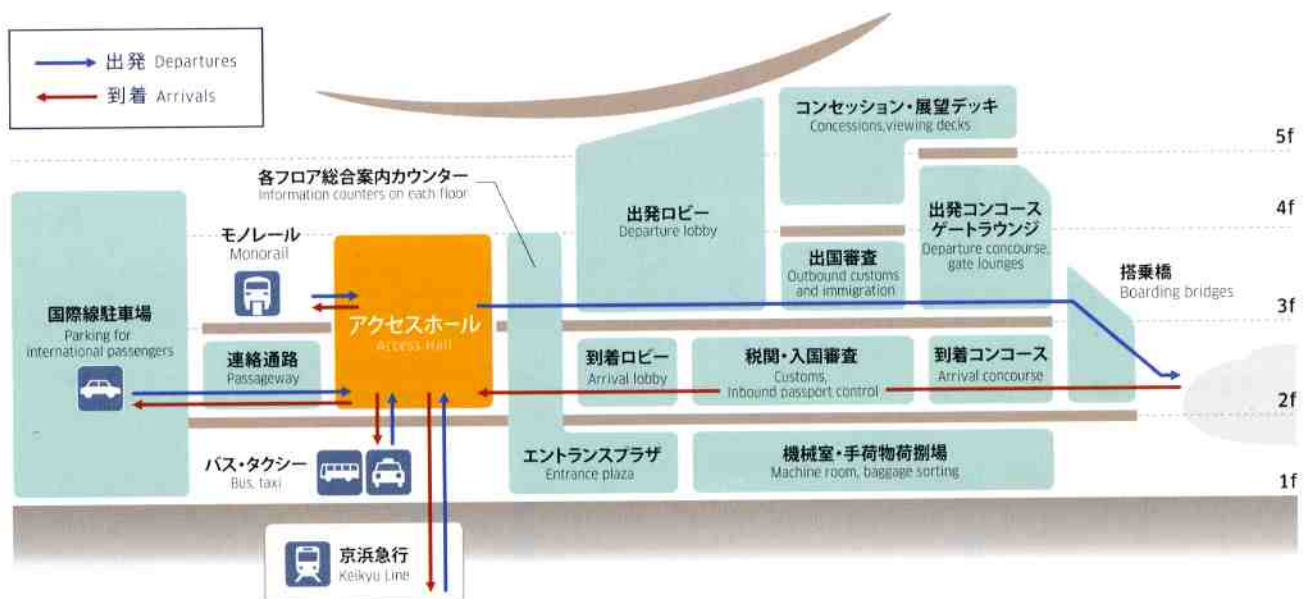
- a** ターミナルビル  
Terminal building
- b** 国際線駐車場  
Parking for international passengers
- c** 供給処理施設棟  
Supply and disposal wing
- d** 連絡通路  
Passageway
- e** 従業員用駐車場  
Employee parking
- f** 羽田空港CIQ棟  
Customs, Immigration, Quarantine building

## シンプルで機能的な動線とプランニング

Planning for simple, functional paths of flow

3階を出発階、2階を到着階として、直進性が高くフラットで階層移動の少ない動線を実現いたしました。1階は道路交通アクセスを受け入れる空間、4・5階は主に商業・サービス施設の空間です。

Locating the departure lobby on the third floor and arrivals on the second will mean more straight paths of flow and less need to move between floors. At ground level, the first floor is open to direct access from road transport, while the fourth and fifth floors host the commercial and service facilities.

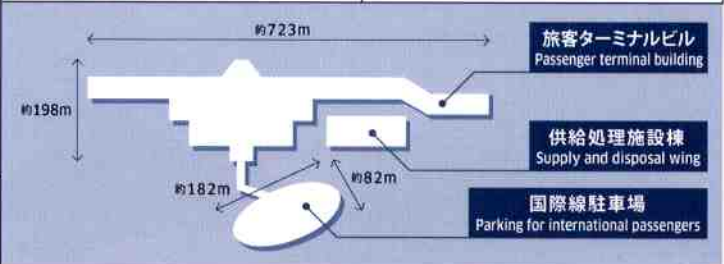




## 各施設の詳細情報

Details of the facilities

旅客ターミナルビル Passenger terminal building	供給処理施設棟 Supply and disposal wing	国際線駐車場 Parking for international passengers
建築面積：約54,000㎡ Building area approx. 54,000㎡	延床面積：約5,000㎡ Total floor space approx. 5,000㎡	延床面積：約67,000㎡ Total floor space : approx. 67,000㎡
延床面積：約154,000㎡ Total floor space approx. 154,000㎡		階層：6層7階建 Floors : 7 levels on 6 floors
階層：地上5階建 Floors 5 above-ground floors		収容台数：約2,300台 Capacity : approx. 2,300 vehicles
主な施設規模 Size of major facilities		
ロビー：出発/約10,000㎡ Lobbies Departures: approx. 10,000㎡; 到着/約5,000㎡ arrivals: approx. 5,000㎡		
固定スポット数：10(他オープンスポット10) Fixed berths 10 (also 10 open berths)		



## 旅客ターミナルビル3f 出発フロア

3F of the terminal building : Departures

3階の出発ロビーにはチェックインカウンターを、4アイランド、96ブース(24ブース/1アイランド)設置しています。チェックインシステムとして汎用CUTE(Common Use Terminal Equipment)を設置し、航空会社はCUTE経由で自社ホストに接続してチェックインを行います。さらに、チェックインカウンターをコモンユース化することで、カウンターアサインの効率化を図っています。加えて、共用自動チェックイン機CUSS(Common-Use Self Service)40基を設置。お客さまご自身でご搭乗手続きができるため、チェックイン時の待ち時間を短縮できます。

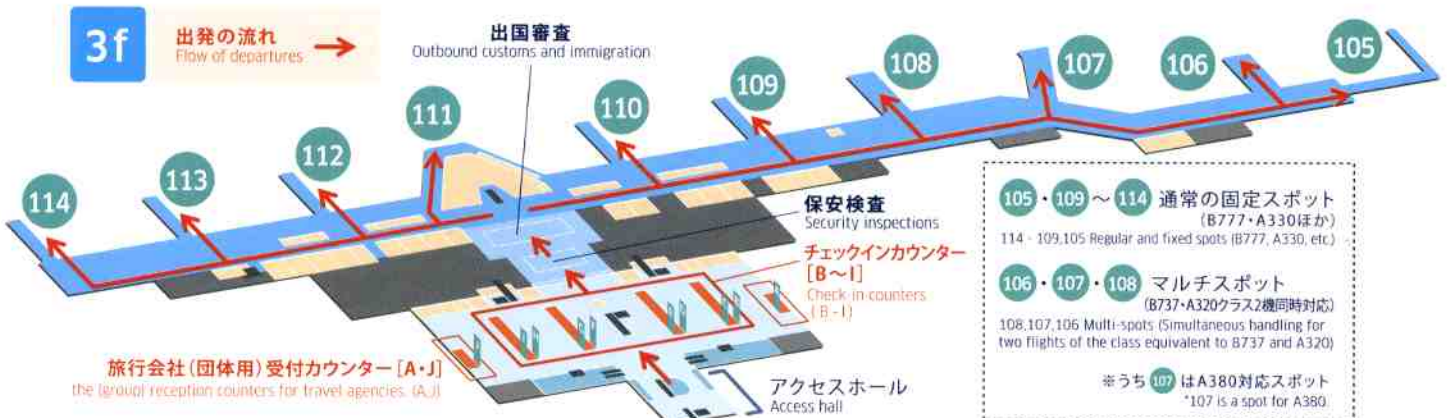
The departure lobby on the 3rd floor has four islands (24 booths per island) of check-in counters, or a total of 96 booths on the floor. The check-in system uses the general-purpose CUTE (Common Use Terminal Equipment) and airline companies conduct check-in operations by connecting with the host of the company via CUTE. Furthermore, the common use of the check-in counters promotes an effective assigning of the counters. In addition to CUTE, 40 units of CUSS (Common-Use Self Service), or shared automatic check-in machines, are installed on the floor. With the CUSS, customers can check in by themselves and the waiting time for the check-in can be reduced.



3f 出発ロビー  
3f departure lobby



自動チェックイン機  
CUSS(Common-Use Self Service)

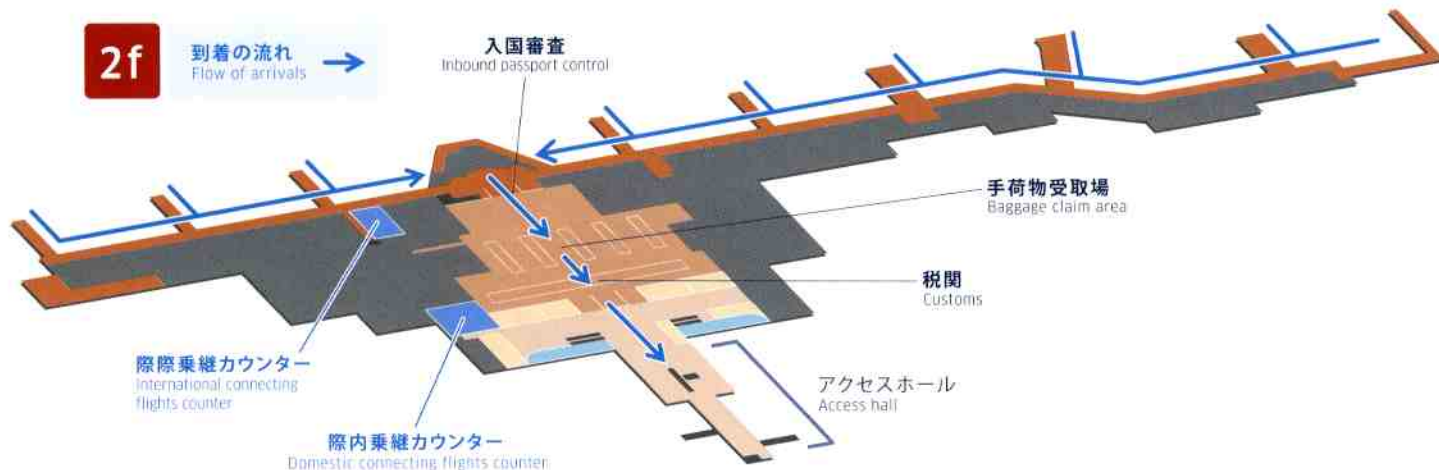


## 旅客ターミナルビル2f 到着フロア

2F of the terminal building : Arrivals

2階の到着フロアでは、入国審査を通過すると、クレイムコンベアが5台設置された手荷物受取場があります。また国際線および国内線への乗継カウンターを設け、お客さまの利便を図りました。

After passing through the inbound customs and immigration on the second-floor arrivals, there is a baggage claim area with five belt conveyors. Also, the international and domestic connecting flights counters are installed for the convenience of the customers.

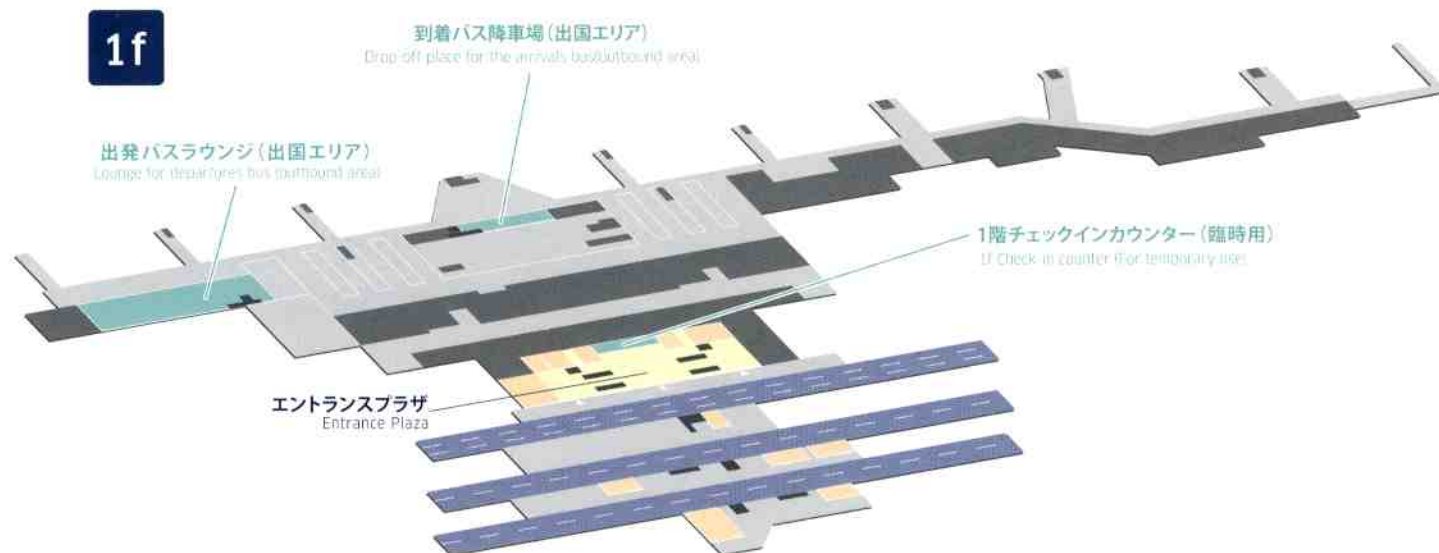


## 旅客ターミナルビル1f エントランスプラザ

1F of the terminal building : Entrance plaza

1階のエントランスプラザには、修学旅行生や団体の受付やフライトイレギュラー時の対応など、臨時に使用可能なチェックインカウンターを、10ブース設置しています。また、出国エリアではオープンスポットに駐機した飛行機を利用されるお客様向けにランプバスサービスを実施しています。

The entrance plaza on the 1st floor has 10 booths of check-in counters available for temporary use such as a reception for students on a school trip and tourist groups as well as an area for responding to irregular flights. Also, a ramp bus service is provided in the outbound area for the customers who must embark on aircraft not parked in a terminal docking bay.





# 商業施設について

Commercial facilities

## “Made In Japan”の技と文化がお出迎えします

“Made in Japan”—a heartfelt greeting of technology and culture

世界に誇る“Made In Japan”を提供する場、そして世界に向けた「新しい日本・東京」の発信地となるために。国際線旅客ターミナルでは、“Made In Japan”～羽田Only One～をコンセプトに、すべての店舗を厳選しました。

The commercial facilities provide world-class products that are “Made in Japan”, with the aim of becoming an information center of “a new Japan and Tokyo” for the world. All the shops have been selected based on the concept, “Made in Japan”: HANEDA, The One and Only, for the Haneda international Passenger Terminal.

# 和

“Wa (Japanese-style)”

伝統  
tradition

## “Made In Japan” 羽田 Only One

“Made in Japan” HANEDA Only One

現在  
Present

# 空

The sky

未来  
future

5f / 4f

## E·DO MARKET PLACE

4階・5階のショップフロアは、ひとつの街「E·DO MARKET PLACE」をつくりあげています。  
The shops on the 4th and 5th floors form one town: “E Do MARKET PLACE”.

5階は日本の現在から未来につながる文化を楽しめる、「E (Entertainment)・DO」な「TOKYO POP TOWN」。4階は「EDO (江戸)」の町並みを本格的に再現した「江戸小路」。この街はお客様の期待に応じて、二つの異なる日本の表情を見せてくれるでしょう。

The 5th floor is the “E (Entertainment) Do” “TOKYO POP TOWN” where you can enjoy the Japanese culture of today and the future. The 4th floor is “EDO KO-JI” which reproduces the town streets of the “EDO” period. This town presents these two different features of Japan to meet your expectations.

3f / 2f / 1f

1階から3階では、ご旅行されるお客様に便利で機能性の高いショップがお客様をサポートします。さらに3階の出発コンコースにある「Duty Free Shop Avenue」では、免税店が建ち並びお客様の出発までのひとときをより豊かなものにいたします。

On the 1st to 3rd floors, the shops with functionality and convenience support your travel. On the “Duty Free Shop Avenue” in the third-floor departure concourse, a row of duty-free shops adds a dash of pre-flight excitement to your travel.

## 5f TOKYO POP TOWN

プラネタリウム / 飲食店 / 販売店 / 展望デッキ など  
Planetarium / Food / Shop / Viewing decks etc.

4f



飲食店 / 販売店 など  
Food / Shop etc.

## 3f Duty Free Shop Avenue

免税店 / 飲食店 など  
Duty free shops / Food etc.

2f

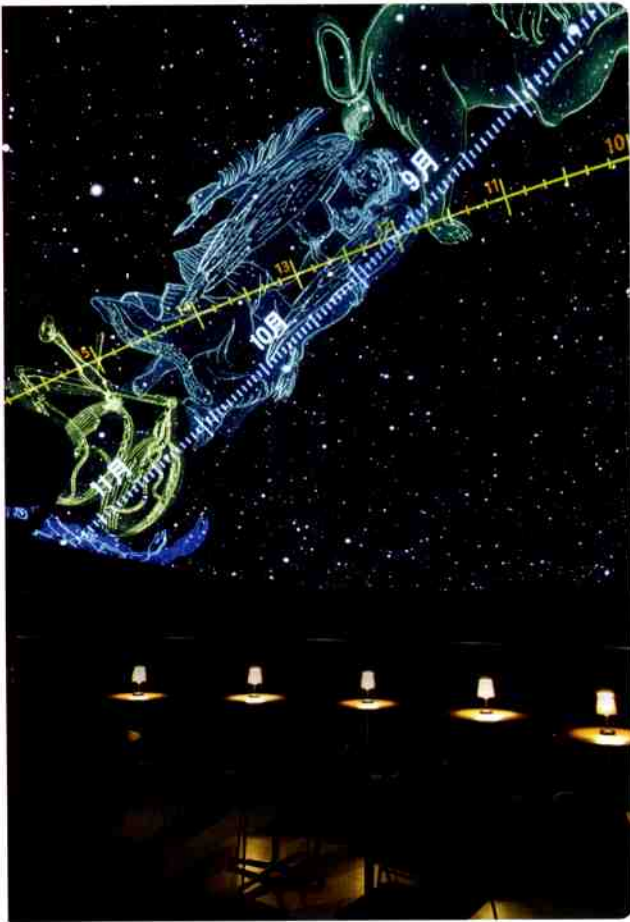
飲食店 / リフレッシュルーム / 観光ラウンジ など  
Food / Refresh room / Tourist information etc.

1f

販売店 / 銀行 / 郵便局 / クリニック など  
Shop / Bank / Post Office / Clinic etc.

# 日本の「今」を楽しむエンターテインメント空間 TOKYO POP TOWN

Entertainment space to enjoy "Japan Now" TOKYO POP TOWN



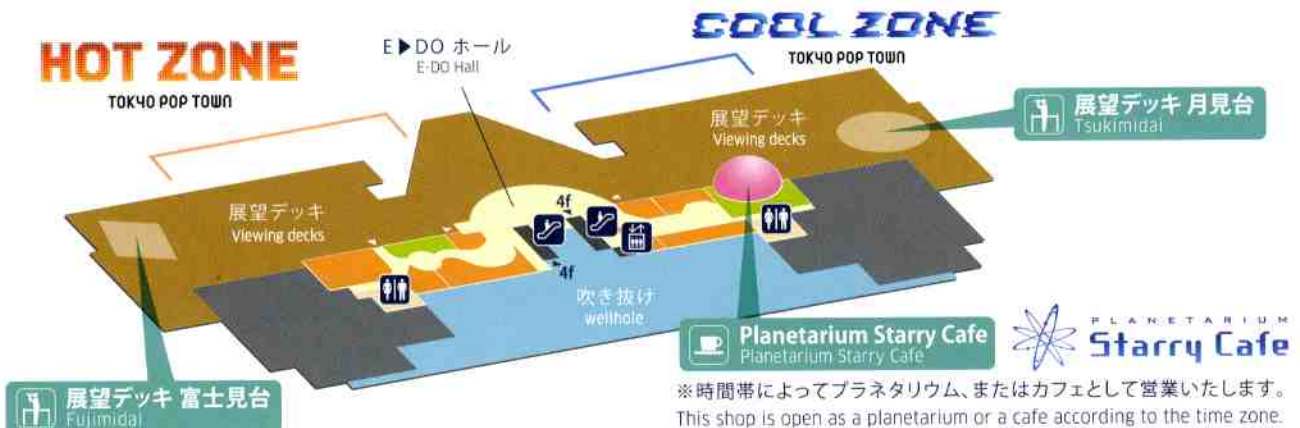
日本の「今」をつくる文化・流行、そして最先端の技術を楽しめる街、それがTOKYO POP TOWNです。「HOT ZONE」には、日本を代表する文化であるアニメ・キャラクターなどのショップを揃えました。全長約50mものスロットカーレーシングコースを併設した店舗もあり、親子や友達同士で熱いカーレースをお楽しみいただけます。「COOL ZONE」にはスタイリッシュな雑貨・ファッションを中心としたショップが集まっています。空港で初めて導入されたプラネタリウムを楽しめるカフェもこのエリアです。また、270度視界の広がる展望デッキでは、滑走路から飛び立つ飛行機、世界のエアラインのカラフルな尾翼が一望できます。トレンドと景観を同時に楽しめるこのフロアは、デートスポットにも最適です。

TOKYO POP TOWN: a town where you can enjoy the culture and trends of "Japan Now" and the latest technology. The shops in the "HOT ZONE" feature cartoons and anime characters that represent Japanese culture of today. Among these shops, one has a 50-meter-long slot car racing course where you can enjoy exciting car races with your family or friends. The shops in the "COOL ZONE" offer stylish goods and fashion items. This area also has a café where you can enjoy the planetarium that has been introduced to an airport for the first time. Furthermore, the viewing decks with a 270-degree view offer a panoramic view of the airplanes taking off from the runway and the colorful tails of the airlines of various countries. This floor is a perfect place for couples, providing both trendy items and a beautiful view.

## TOKYO POP TOWN

### 5f TOKYO POP TOWN フロア紹介

Introduction of the 5th floor ; TOKYO POP TOWN



※時間帯によってプラネタリウム、またはカフェとして営業いたします。  
This shop is open as a planetarium or a cafe according to the time zone.





# 日本の歴史・伝統を今に伝える、名匠がつくり上げた街 江戸小路

4f

EDO KO-JI : A town built by master craftsmen who convey the history and tradition of Japan to the world of today



江戸小路  
Edo Koji alley

ガラスを多用したモダンな建築空間から見上げると、庭には大きな「江戸櫓」がシンボリックに立ち、瓦屋根の日本建築に暖簾や提灯が下がる街並みが広がります。中村勘三郎氏に監修いただいた芝居小屋や数寄屋建築の名匠 中村外二工務店が手がけた素材も仕事も本物を追求した「江戸の街」を再現しました。江戸風情あふれる店舗には創業100年を超える老舗の逸品から、匠の技を今に活かしたアイテムが勢揃い。お食事は和食だけでなく、中華、イタリアン、フレンチなど幅広く専門店が並び、日本の多様な食文化をお楽しみいただけます。特に「江戸前横丁」は、江戸前寿司をはじめ焼鳥、おでんなど、旨い酒と粋な時間を過ごせる店が並んでいます。江戸時代の町人になりきって、そぞろ歩きも楽しいこのフロア。ぜひ日本の誇る歴史と伝統を肌と舌で感じてください。

Looking up from the modern architectures that frequently use glass, you can see a large "Edo fortified tower" symbolically standing in the garden. There is also a stretch of streets displaying typical Japanese architecture with tiled roofs and store curtains and paper lanterns hanging from them. The playhouse supervised by Kabuki Actor, Kanzaburo Nakamura, as well as the materials and works by the Nakamura Sotoji Koumuten, a company of master architects specialized in the style of tea-ceremony houses, have realized an authentic re-creation of "Edo Town". Shops filled with an Edo flavor have a wide selection of goods such as the quality items that can be found typically in a shop with a history of 100 years or more and modern items utilizing the traditional skills of a master craftsman. Restaurants offer not only Japanese food, but also Chinese, Italian and French cuisines providing an opportunity to enjoy the diverse food culture in Japan. "Edo-Mae Yokocho" or Edo-style food alley offers the opportunity to spend quality time over Edo-Mae (Edo-style) sushi, Yakitori (grilled chicken on sticks), Oden (fish cake in soup), and quality beverages. You can enjoy strolling along the street as if you were a merchant of the Edo period. Please experience the history and tradition of Japan with your five senses.

## 4f 商業フロア紹介 Introduction of the 4th floor : Commercial floor



江戸櫓 四十八茶・百景  
Edo Yagura (fortified tower) Shijuhachcha Hyakunezu



江戸舞台  
Edo Stage



江戸前横丁  
EDOMAE YOKOCHO



# 旅立ち前のひとときに華を添える 「TOKYO SHOW CASE」



Add a dash of pre-flight excitement to your travel at "Tokyo Show Case"



「TOKYO SHOW CASE」が3F出発コンコースのコンセプトです。世界に誇れる日本のブランド、憧れの海外ラグジュアリーブランドが立ち並んでいます。ブランドショップ11店舗のうち2店舗が日本免税店に初出店。魅力的なコレクションが、旅立ち前の時間を華やかに彩ってくれます。出国審査場を抜けて正面に見えるのは、単一店舗として国内最大級の規模を誇る免税店。香水や化粧品をはじめ、幅広い商品を取り揃えています。眺望と美味しいお酒が楽しめるバー、豊富なメニューが嬉しい24時間営業のダイニングもお楽しみいただけます。歩くだけでも心が華やぐショーケースのような空間は、海外旅行にもう一つの楽しみを添えてくれるでしょう。

"TOKYO SHOW CASE" is the concept of the third-floor departure concourse. World-class Japanese brands and overseas luxury brands that everyone admires have set up shop here. Two of the eleven brand shops have opened a duty-free shop in Japan for the first time. The attractive collection of items adds a dash of pre-flight excitement to your travel. The shop you can see in front of you after passing through the outbound customs and immigration is a duty-free shop which boasts of being one of the largest single duty-free shops in Japan. They have a wide range of goods including perfume and cosmetics. You can also enjoy a panoramic view and tasty beverage at the bar and a variety of food at the round-the-clock restaurant. Just walking down this space offering an exciting showcase of goods will add another source of entertainment to your overseas travel.

## 3f 商業フロア紹介 Introduction of the 3rd floor : Commercial floor

### Duty Free Shop Avenue



4f TOKYO SKY KITCHEN  
4f Tokyo Sky Kitchen  
スカイラウンジ  
SKY LOUNGE  
出発コンコース中央のエスカレーターを上るとフードコートやスカイラウンジのあるフロアへと続きます。  
Going up the central escalator in the departure concourse brings you to the food court and sky lounge.

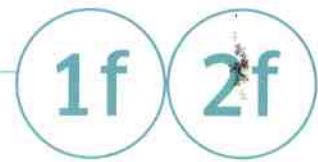
- |  |                                  |                      |
|--|----------------------------------|----------------------|
| 物販<br>Shop   | サービス<br>Service                  | 飲食<br>Food           |
| TIAT DUTY FREE SHOP (総合免税店)<br>TIAT DUTY FREE SHOP (Comprehensive duty free store) | ブランドブティック<br>Brand-name boutique | ラウンジ<br>Lounge       |
| トイレ<br>Toilets   | 電話<br>Telephones                 | 両替<br>Money Exchange |
| ご案内<br>Information   | チェックイン<br>カウンター<br>Check-in      | エレベーター<br>Elevator   |
| ATM<br>ATM   | エスカレーター<br>Escalator             |                      |





# 1f / 2fの店舗・施設

Shops and facilities on the 1st/2nd floor



長旅の疲れを癒してくれる施設を揃えた2F到着ロビー。自然の光さしこむカフェは、落ち着いたひとときを過ごせる憩いの空間となっています。リフレッシュルームにはシャワー室のほか、リクライニングソファ付きの個室もご用意しました。空港内のアクセスホールを介し、各種交通機関までスムーズに移動いただけます。1Fにはクリニックやコンビニエンスストアを設置しています。

The second-floor arrival lobby has facilities to relieve the weariness of the journey. The cafe with natural lighting is a relaxing space that offers you a peaceful moment. The refresh room provides a shower room and a private room with a reclining sofa. The public and private transportation systems can be reached smoothly via the access hall in the airport. The 1st floor has a clinic and a convenience store.

## 1f / 2f 店舗紹介

Introduction of shops on the 1st floor / 2nd floor



## その他のサービス施設

### Other service facilities

その他、各フロアでターミナルビルをご利用になる様々なお客さま向けの施設・サービスを用意しています。

The terminal building provides various facilities and services on each floor to support your comfortable travel.

## 深夜・早朝時間の営業・サービス

### Late-night and early-morning business hours and services

本格的な24時間運用の国際線旅客ターミナルビルとして、深夜・早朝便をご利用になるお客さまのために、到着ロビーにはリフレッシュルーム(P10)を、出発ゲート内にはスカイラウンジを24時間営業いたしております。

As a full-scale and round-the-clock international air terminal building, the refresh room (P.10) in the arrival lobby and the sky lounge at the departure gate are open 24 hours a day for customers on a late-night or early-morning flight.



## 観光情報センター

### Tourist Information Center

東京都・大田区・神奈川県・横浜市・川崎市・千葉県・埼玉県・さいたま市の観光情報を提供するとともに、JR乗車券、ホテル・旅館予約など、国内旅行のお手伝いをいたします。またインターネットコーナーでは旅行情報を入手いただくことも可能です。

The Tourist Information Center provides tourist information on Tokyo, Ota-ku of Tokyo, Kanagawa Prefecture, Yokohama City, Kawasaki City, Chiba Prefecture, Saitama Prefecture, and Saitama City and can assist with travel in Japan through its reservation system for rail travel and accommodation. Tourist information is also available at the Internet corner.



観光情報センター  
Tourist Information Center

## 羽田空港内での乗継に便利なサービス

### Convenient service for connecting flights within Haneda Airport

国際線旅客ターミナルと国内線旅客ターミナル間のアクセスは、無料連絡バスを通常約6分間隔で運行いたしております。また、国際線～国内線間の乗り継ぎのお客様には、さらに京浜急行の「羽田空港国際線ターミナル駅」と「羽田空港国内線ターミナル駅」の間、または、モノレールの「羽田空港国際線ビル駅」と「羽田空港第1ビル・第2ビル駅」の間をご利用いただける「無料乗継旅客用乗車券」を当社と日本空港ビルデング(株)にて手配・配布し、羽田空港内のターミナル間をより速く・快適に移動できるサービスを行っています。

A free shuttle bus is available approximately every 6 minutes between the International Air Passenger Terminal and the Domestic Terminals. For customers who require a connection between an international flight and a domestic flight, TIAT and Japan Airport Terminal Co., Ltd arrange and distribute "free tickets for transit passengers" for transportation between the "Haneda Airport International Terminal Station" and "Haneda Airport Domestic Terminal Station" of the Keikyu Line and for transportation between the "Haneda Airport International Terminal Station" and "Haneda Airport Terminal 1/2 Station" of the Tokyo Monorail, in order to facilitate quick and comfortable transportation between the terminals of Haneda Airport.



国内線乗継  
チェックインカウンター  
Domestic Check-In



## 日本の気候風土を表現し、日本の感性を伝えるアート

Expressing Japan's climate and culture, and Japanese sensitivity through water-based art installations

国際線旅客ターミナルのアートワークは、国際的にも高い評価を受けている日本画家 千住博氏が手がけました。到着コンコース中央に飾られた、幅18mに及ぶ滝の作品「ウォーターシュライン」は圧巻。豊かに流れ落ちる水をモチーフに、日本の気候風土を印象強く表現したこの作品には、入国する人を祓い清め、日本で無事安全を祈るという意味が込められた千住博氏の世界観を存分に堪能できる一枚です。時にダイナミックに、時に繊細に。移ろい行く自然の表情を描く千住博氏の作品は、日本の自然の豊かさ、日本人の繊やかな感性と美意識を伝えながら、見る人すべての旅の安全を祈り、疲れを癒し勇気を与えてくれるでしょう。

The art works installed in the International passenger Terminal are by the Japanese-style painter, Hiroshi Senju, who enjoys a worldwide reputation. The 18-meter wide "Water Shrine" overwhelmingly presents the image of a waterfall in the center of the arrival concourse. This art work, featuring the affluent cascading water, creates a strong image of Japan's climate and culture. This art work also purifies the people entering Japan, wishing for their safe stay in Japan. You can observe and appreciate how Hiroshi Senju views the world from this art work. He expresses the changes in nature in his works, sometimes dynamically, and sometimes sensitively. His works convey the rich nature in Japan and the sensitivity and aesthetic consciousness of the Japanese people while wishing a safe trip to everyone that stands in front of his art work and providing them with healing power and courage.



▲「ウォーターシュライン」[W17,865×H2,500mm] 到着コンコース中央  
"Water Shrine" [W 17,865 x H 2,500 mm]  
Installed in the center of the arrival concourse



▲「あかねさす」[W7,100×H2,800mm] 4f フードコート前(出国エリア内)  
"Akanesasu" [W 7,100 x H 2,800 mm]  
Installed in front of the Food Court on the 4th floor (within the restricted area)

### ターミナル内に散りばめられたアート作品 Art works installed throughout the terminal





# ユニバーサルデザインへの取り組み

Dedication to universal design principles

ユニバーサルデザインの考え方にに基づき、すべてのお客さまに安心してご利用いただける「より優しい」ターミナルづくりに取り組んでおります。

ユニバーサルデザインの推進においては、有識者や多様な障がい者（車いす使用者、肢体不自由者、全盲、弱視者、聴覚障がい者等）および関係事業者（航空会社、鉄道事業者等）を含めた様々な利用者の参加する「ユニバーサルデザイン検討委員会」を開催しました。また、検討委員会の下に、有識者や障がい者による「ワークショップ」を設置し、実物・実地での検証と意見聴取、改善策の協議を行い、施工・運営計画へ反映しました。

We have endeavored to make the new Haneda Airport International passenger Terminal as user-friendly as possible, incorporating the principles of universal design so that every customer can make use of our facilities easily and with peace of mind. As part of our effort to promote universal design, we established a Universal Design Committee, drawing on a wide range of people to bring a broad perspective to its decisions. These included experts in the field, people with disabilities (e.g., wheelchair users, those with limited use of limbs, blind and sight-impaired people, and those with hearing disabilities) as well as representatives from relevant businesses such as airlines and railways. These experts and people with disabilities also participated in workshops under the umbrella of the committee. This allowed us to conduct trials using actual facilities instead of simulations and models, and we were able to elicit participants' opinions, discuss improvement measures and incorporate these into installations and operation plans.

## 搭乗橋にもバリアフリーを

Barrier-free Passenger Boarding Bridge

これまでの旅客機とターミナルを結ぶ搭乗橋には、通路の途中に段差がありましたが、国際線旅客ターミナルでは、世界で初めて段差のない「ステップレス搭乗橋」を導入しました。通路がより広く、フラットになったため、足が不自由なお客さまや車いす使用のお客さまにもスムーズでストレスなく乗り降りしていただけます。

Previously, the passenger boarding bridges that connect aircraft with airport terminals have tended to be comprised of different levels. The Haneda Airport International passenger Terminal, is the first to introduce step-less passenger boarding bridges, which have no split levels. Wider and flatter walkways mean less stress for wheelchair users and other people with limited mobility when using the passenger boarding bridges to board and alight from aircraft.

A380のアップパーデッキにも直接接続する搭乗橋(107番スポット)  
Berth number 107 has the passenger boarding bridge that connects directly to the upper deck of A380 aircraft.



トンネル間の  
渡り板がなくフラット

The panels over the connections between the sections that comprise passenger boarding bridges have been designed to maintain a flat pathway.

雨樋をなくし、通路が拡大

The need for drain pipes has been eliminated, thus allowing for wider pathways.



## トイレ・多機能トイレ

Regular toilets and multipurpose toilets

一般トイレは、手動車いす使用のお客さまやスーツケースをお持ちのお客さまもご利用いただけるスペースを確保しています。また、すべてのトイレに1~2ヶ所の多機能トイレを併設いたしました。車いす使用のお客さま、ご高齢のお客さま、オストメイトのお客さま、乳幼児連れのお客さまなどの様々なお客さまにご利用いただけるトイレとして、十分なスペースで機能的な機器配置をしています。

The regular toilet facilities at terminal building are spacious enough for wheelchair users and people with bulky suitcases to use. Furthermore, each block of toilet facilities has one or two multipurpose toilets to serve the needs of wheelchair users, the elderly, Ostomate users, and people with infants. Generous space is afforded in order that these highly functional facilities may be used in comfort.



一般トイレ  
Regular toilets  
多機能トイレ  
Multipurpose toilets

## 介助サービス・統一規格の車いす

Assistance service, Wheelchair with uniform specifications

お身体が不自由なお客様、ご高齢のお客さまに介助サービスを実施しております。当日の受付に加え、事前のご予約(電話・FAX・ホームページ)も承ります。航空機内のお座席までご利用いただける統一規格の車いすをターミナル全域で導入いたしました。

Terminal building offers assistance to customers with disabilities and elderly customers. Those who require assistance can ask upon arrival or book in advance(Reservations accepted by telephone or fax, or online.). We also have standardized wheelchairs in all areas of the terminal. These are designed to fit into aircraft aisles so passengers can go right to their seats on the aircraft.



## 乗用カート

Passenger carts

出発コンコース・到着コンコースで乗用カートによる送迎サービスを行います。お身体が不自由なお客様やご高齢のお客様、小さなお子様連れのお客さまにもスムーズでストレスなく移動していただけます。

Terminal building offers transportation along departure and arrival concourses by Passenger carts for elderly customers and those with physical disabilities or with small children, thus ensuring smooth, stress-free movement for those in need.



乗用カート  
Passenger carts



## コミュニケーション支援ボード・筆談ボード Communication Support Board, message board

耳や言葉の不自由な方とのコミュニケーションツールとして、各案内カウンターには、筆談ボードや羽田空港オリジナルのコミュニケーション支援ボードをご用意しています。

To ensure clear communication with passengers with hearing or speech impairments, information counters are equipped with message boards for written communication, as well as original terminal building Communication Support Boards.

コミュニケーション支援ボード・筆談ボード  
Communication Support Board, message board



## 聴覚ボタン

Emergency assistance button for hearing impaired passengers on elevator

非常時にボタンを押すことで、エレベーター内の聴覚障がい者の存在を外部に知らせることができるよう、通常の非常ボタンに加えて「聴覚ボタン」を設置しています。

In addition to regular emergency buttons, elevators in the terminal are equipped with emergency assistance button for hearing impaired passengers on elevator. In emergency situations, these buttons let people outside the elevator know that there are hearing-impaired passengers inside.

聴覚ボタン  
Emergency assistance button  
for hearing impaired passengers on elevator



## フライトインフォメーションボード Flight information boards

UDフォントを採用、文字サイズも従来の空港のものより大きくし、背景色とのコントラストをつける工夫を行い、より多くの方に視認・判読いただきやすいものとなりました。

Terminal building's flight boards use UD fonts and larger-sized text than airports have traditionally used. We have also achieved greater contrast between text and background in order that flight information is more clearly visible to all.

フライトインフォメーションボード  
Flight information boards



## 補助犬トイレ

Guide dog toilet facilities

日本で初めて、ターミナル内1階(屋内)に補助犬(盲導犬、聴導犬、介助犬)専用のトイレを設置しました。

Terminal building is the first airport in Japan to offer dedicated indoor toilet facilities for guide dogs (i.e., dogs to assist people with seeing, hearing and other impairments). Facilities are located on the first floor.

▶ 補助犬トイレ  
Guide dog toilet facilities



5号、招商(てんんと)  
 duty free public area (2号)  
 対応于店業  
 2号  
 2号  
 master

## 「コンシェルジュ」による案内体制

Concierges are on hand to assist you

ターミナル内の案内スタッフである「コンシェルジュ」は、ターミナル内3ヶ所にある「案内カウンター」や「テレフォンセンター」のほか、ターミナル内にてご案内を行います。コーポレートカラーである翡翠色(ひすいいろ)を基調としたユニフォームがトレードマークです。テレフォンセンターでは、フライト情報やターミナル施設、空港までのアクセス、お忘れ物など、電話でのお問い合わせにて24時間体制で対応しています。また、ターミナル内、駐車場、バス・タクシー乗降場にテレフォンセンターへつながる「インフォメーションフォン」を設置し、お問い合わせにお答えいたします。

For those who require information about terminal building, concierges are on hand to assist. Concierges, who can be found at the terminal's three information counters or reached by telephone at the Telephone Center, are easily recognizable by their striking jade-colored uniforms. Meanwhile, the Telephone Center provides round-the-clock information on flights, terminal facilities, airport access and lost items. There are also a number of Information Phones located throughout the terminal, in parking lots and at the bus and taxi stands to connect customers to the Telephone Center to answer their enquiries.



コンシェルジュ  
Concierges

2,50名 employee

2号  
 2号  
 2号/年  
 自旅機  
 (含収入)  
 収利金

## 環境負荷を最小限におさえた、エコエアポート

The "Eco Airport" designed to minimize environmental impact

国際線旅客ターミナルは、空港だけでなく、周りの環境にも配慮した「エコエアポート」です。大気、騒音、振動、水、土壌、廃棄物、エネルギー、自然環境について対策を行い、CO<sub>2</sub>の排出量を抑えます。

The international passenger terminal has been designed to be as considerate to the surrounding environment as possible. We call it the "Eco Airport". A large range of measures are in place to minimize environmental impact in terms of atmospheric pollution, noise, vibrations, water, soil, waste matter and energy, and we are working aggressively to minimize carbon dioxide emissions.

国際線ターミナル地区は、生き茂る緑と水辺に囲まれています。  
 The Area of Haneda Airport International Terminal is surrounded by lush greenery and water.



### a 供給処理施設棟 Supply and disposal wing

- 高効率機器の採用  
Highly efficient equipment installed
- BEMSによる運営  
Building Energy Management System (BEMS)
- 排水の再利用  
Waste water recycled
- 地中熱・中水熱利用  
Geothermal and under-water heat harnessed for use
- 水蓄熱・NAS電池  
Water heat storage, NAS batteries
- ガスコージェネレーション  
Gas-based cogeneration

### b ターミナルビル/駐車場 Terminal building/Parking

- 雨水利用  
Rainwater collected for use
- 太陽光発電  
Solar power generation
- 建物負荷の軽減  
Reduced load on terminal building
- トップライト自然採光  
Top lighting uses natural light
- 居住域空調  
Air-conditioning for occupied areas
- 自然換気システム  
Natural ventilation system

### c 敷地外環境 Surrounding environment

- インフラ抑制  
Minimized infrastructural facilities
- エコマテリアル  
Use of eco-materials
- SOx、NOx抑制  
Restrictions on SOx, NOx
- 緑のネットワーク  
Greenery network
- オゾン層破壊係数"0"  
Ozone layer depletion factor 0

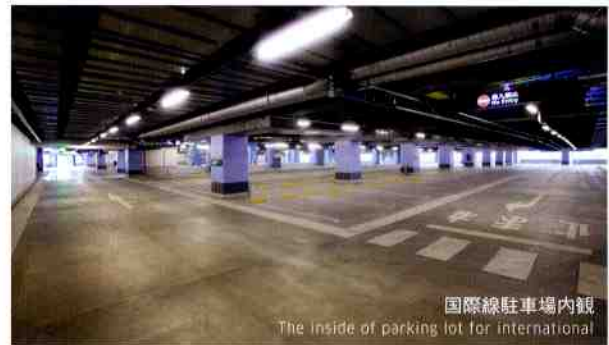


## 国際線駐車場

International terminal parking lot

約2,300台を収容できる立体駐車場は、安全性のため、車両動線を考えて設計されました。十分な待機スペースを確保することで、構内道路の混雑を緩和しています。予約スペースには専用通路と入場ゲートを設け、障がい者用駐車スペースは、移動距離や安全性に配慮し、エレベーターホールや連絡通路近くに配置しました。フロアごと、ブロックごとの満空表示や、インターネット配信の混雑情報により、お客さまをスムーズに駐車スペースへご案内いたします。

The multi-level parking lot, which has a capacity of approximately 2,300 vehicles, has been designed for optimal safety through carefully considered lines of movement, and there are generous waiting zones to help relieve congestion on airport roads. There is a section for parking spaces reserved in advance, which can be accessed by a dedicated road and entrance gate, as well as spaces reserved for handicapped customers, which are located near to elevators and passageways in order to minimize distance and maximize safety. We have implemented a number of measures to help all customers arriving by car find a parking spot without hassle. For instance, vacant/full indicators are provided not only for each floor of the parking lot, but also for each section on each floor, and congestion information is available online.



国際線駐車場内観  
The inside of parking lot for international

### 駐車場付属のサービス

Adjunct services to the parking



◀個室駐車場  
(全31室)  
[要予約/予約制]  
Private parking lot  
(Total of 31 parking spots)  
(Prior booking essential)

国際線駐車場外観  
The outside of parking lot for international



## 供給処理施設棟

Supply and disposal wing

ガスや電力などのエネルギーの供給、循環機能にかかわる施設です。地中熱の利用や夜間電力を有効に活用したNAS電池など、効率良くエネルギーや資源を使う環境負荷低減に配慮された技術が数多く導入されています。国際線旅客ターミナルがエコエアポートの運営にあたっての要となる施設棟です。

The facilities have the supply and circulation functions for gas, electricity and other energy sources. In order to use energy and resources effectively, the facilities have introduced many different environmental load-reducing technologies including the utilization of geothermal heat and NAS batteries that utilize the electricity stored at night. The wing of these facilities plays a key role in the operation of the International Air passenger Terminal as an eco-airport.



東京国際空港  
ターミナル株式会社  
Tokyo International Air Terminal Corporation

<http://www.tiat.co.jp>

東京国際空港国際線旅客ターミナル 公式ウェブサイト  
<http://www.haneda-airport.jp/inter/>

東京国際空港ターミナル インフォメーション  
03-6428-0888

#### 会社ロゴマーク Company Logo

「TIAT/TOKYO/TERMINAL」のTの頭文字を象徴的に表現。  
Symbolic representation of the initial letter T in TIAT, TOKYO and TERMINAL.

ターミナルビルの建築的特徴である、「すじ雲」の浮かぶ空へ舞い上がるような「ループ(大屋根)」のイメージをベースに、それを支えるターミナルビルの構造体やそこで働き支えていく人達の力、さらには空港同士を結びつける航空路の軌跡をイメージ豊かに重ね合わせ、21世紀の新しいゲートとして誕生した国際線ターミナルビルを、力強くかつ優しくしなやかな印象で表現。

The logo design is based on the image of the terminal roof, which is an architectural feature of the terminal, soaring up into the sky filled with "billowing clouds" supported by the terminal structure below as well as the power of the people who work there. The logo also combines the image of flight paths connecting various airports to boldly and yet subtly depict the international terminal which has come into existence as a new gateway for the 21st century.

### 企業理念

Corporate philosophy

#### 基本理念 Basic philosophy

私たちは、首都東京の空の玄関として、広く世界の人々に、常に時代の先端を行くターミナル施設とサービスを提供し続けるよう努め、その実現を通し、国際航空ネットワークの発展に貢献します。

As the gateway to the nation's capital, Tokyo, we will endeavor to continue providing cutting-edge terminal facilities and services to customers from across the world and thus contribute to the development of the international aviation network.

### CS理念

CS Philosophy

#### CS基本方針 CS Basic Policies

1. 私たちは、常に誠実に、お客様一人ひとりに合ったおもてなしをいたします。  
We will consistently offer our customers sincere, personalized hospitality.
1. 私たちは、常に仲間に感謝し、お互いを高めあい、成長し続けます。  
We will remain appreciative of our colleagues and maintain our efforts to achieve mutual advancement and growth.
1. 私たちは、常にターミナルの代表としての意識を持ち、すべての人に愛されるHANEDAをめざします。  
We will always remain aware of our position as a representative for the terminal and will seek to ensure that HANEDA is cherished by all our users.

#### CS標語 CS Slogan

もっと便利に もっとやさしく もっとステキなHANEDAへ  
Making HANEDA more convenient, more friendly and more attractive

### 会社概要

Company Profile

名称 Company name	東京国際空港ターミナル株式会社(略称:TIAT[ティアット]) Tokyo International Air Terminal Corporation (TIAT)
設立 Established	2006年6月20日 June 20, 2006
資本金 Capital	45億円 4.5 billion yen
代表取締役社長 President & CEO	櫻井 正志 Sakurai Masayuki
住所 Address	〒144-0041 東京都大田区羽田空港2-6-5 6-5, Haneda Airport 2-chome, Ohta-ku, Tokyo 144-0041, Japan



東京国際空港  
ターミナル株式会社  
Tokyo International Air Terminal Corporation

2011.07(改訂)





WORLD SKY GATE \_ NARITA

# Facilities Overview in NRT



Mechanical Systems Group  
Facilities Management Department  
Narita International Airport Corporation



WORLD  
SKY GATE—  
NARITA

# Baggage Handling System in NRT



# Overview of Facilities(BHS) (2)

BHS systems for each terminal  
(Each independent from the other with no link.)  
All equipped with inline screening systems providing 100% EDS coverage.

\*Excludes a large portion of  
online transfer bags

Terminal	Alliance in terminal	Introduction period for inline screening	Baggage handled (pieces) (International departures) December 2011	Baggage handled (pieces) (International arrivals) December 2011
North Wing, Terminal 1		July 2008	239,681 /month* (Avg. 7,731/day)	190,443/month (Avg. 6,143/day)
South Wing, Terminal 1	 STAR ALLIANCE	June 2006	489,214/month* (Avg. 15,781/day)	382,508/month (Avg. 12,338/day)
Terminal 2		April 2008	494,694/month (Avg. 15,957/day)	332,788/month (Avg. 10,735/day)

黄玉通 5月

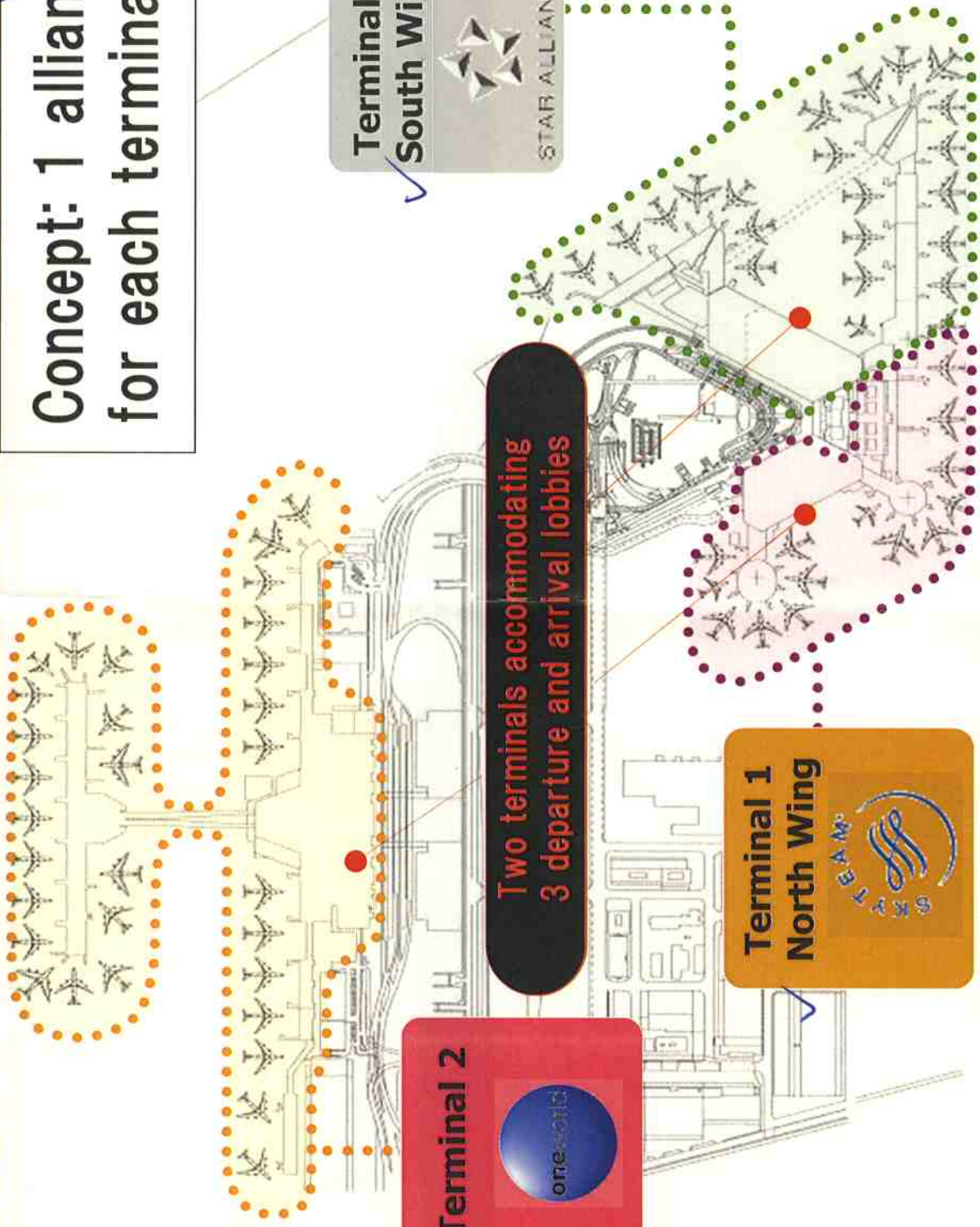


# Overview of Facilities(BHS)

1978 open.

依T分配

Concept: 1 alliance  
for each terminal



Terminal 2  
one world

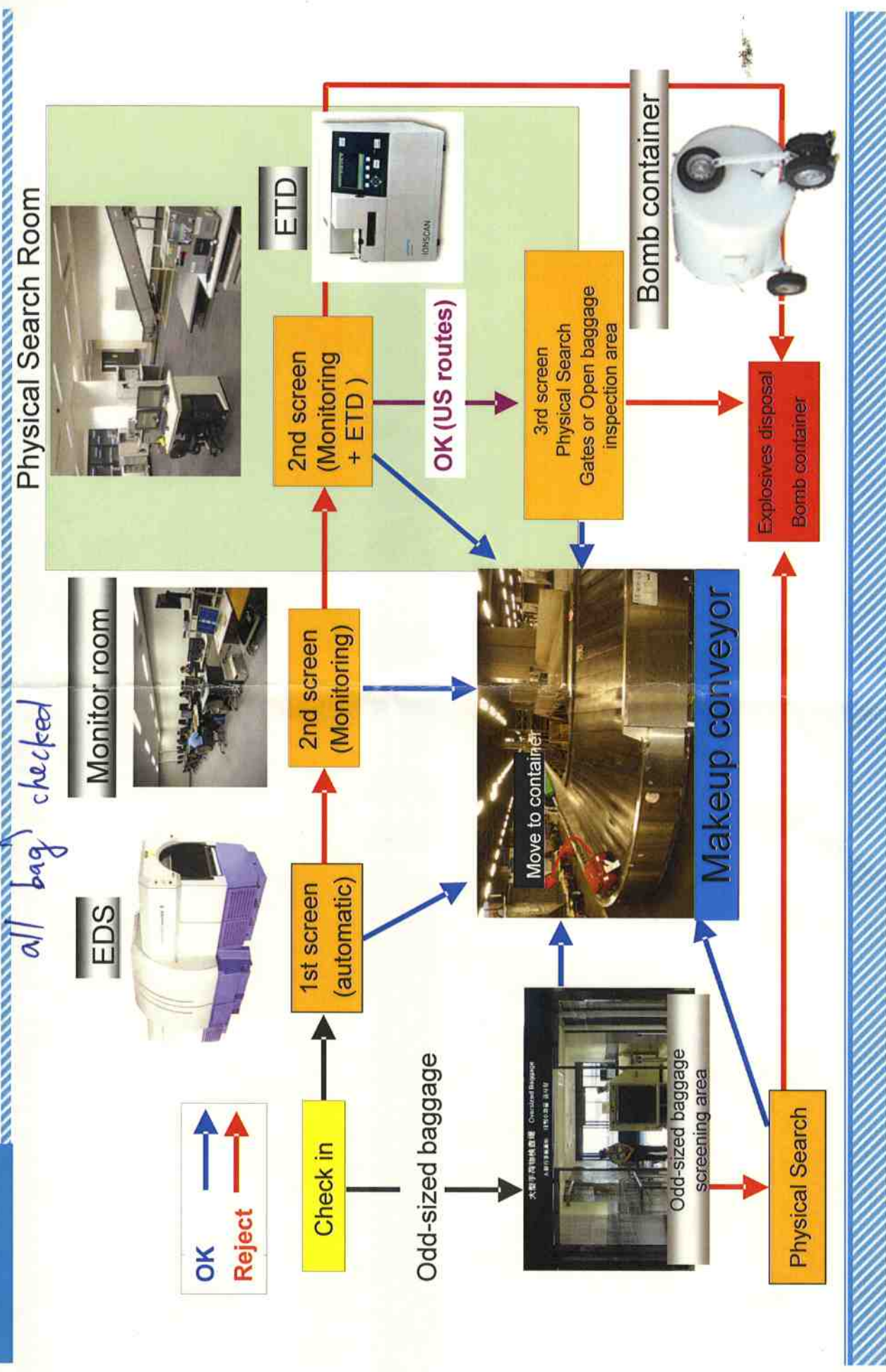
Terminal 1  
North Wing  
SILK AIRWAYS

Terminal 1  
South Wing  
STAR ALLIANCE

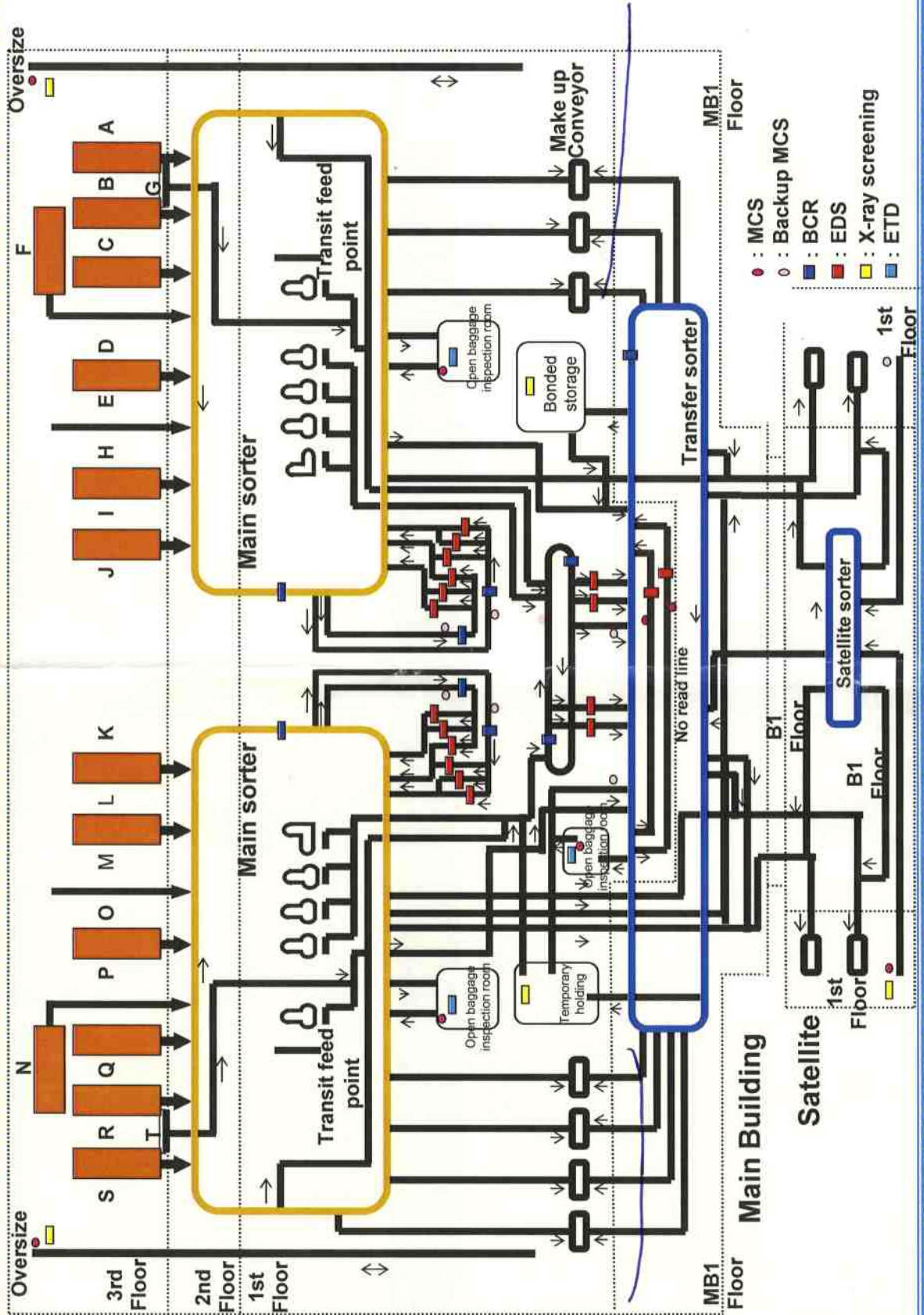
Two terminals accommodating  
3 departure and arrival lobbies



# Inline Screening at Narita Airport (100% EDS Coverage System)



# Terminal 2 BHS system





WORLD  
SKY GATE—  
NARITA

Thank you for your attention.





**BHS**  
**Baggage Handling System**

**NARITA INTERNATIONAL AIRPORT**  
**Terminal 2**

# Safety and Reliability achieved

## System for Departure & Transfer



Check-in counter

International Airline



Check-in counter

Domestic Airline



Bar code reader

International Airline



EDS (Explosive detection system)

International Airline



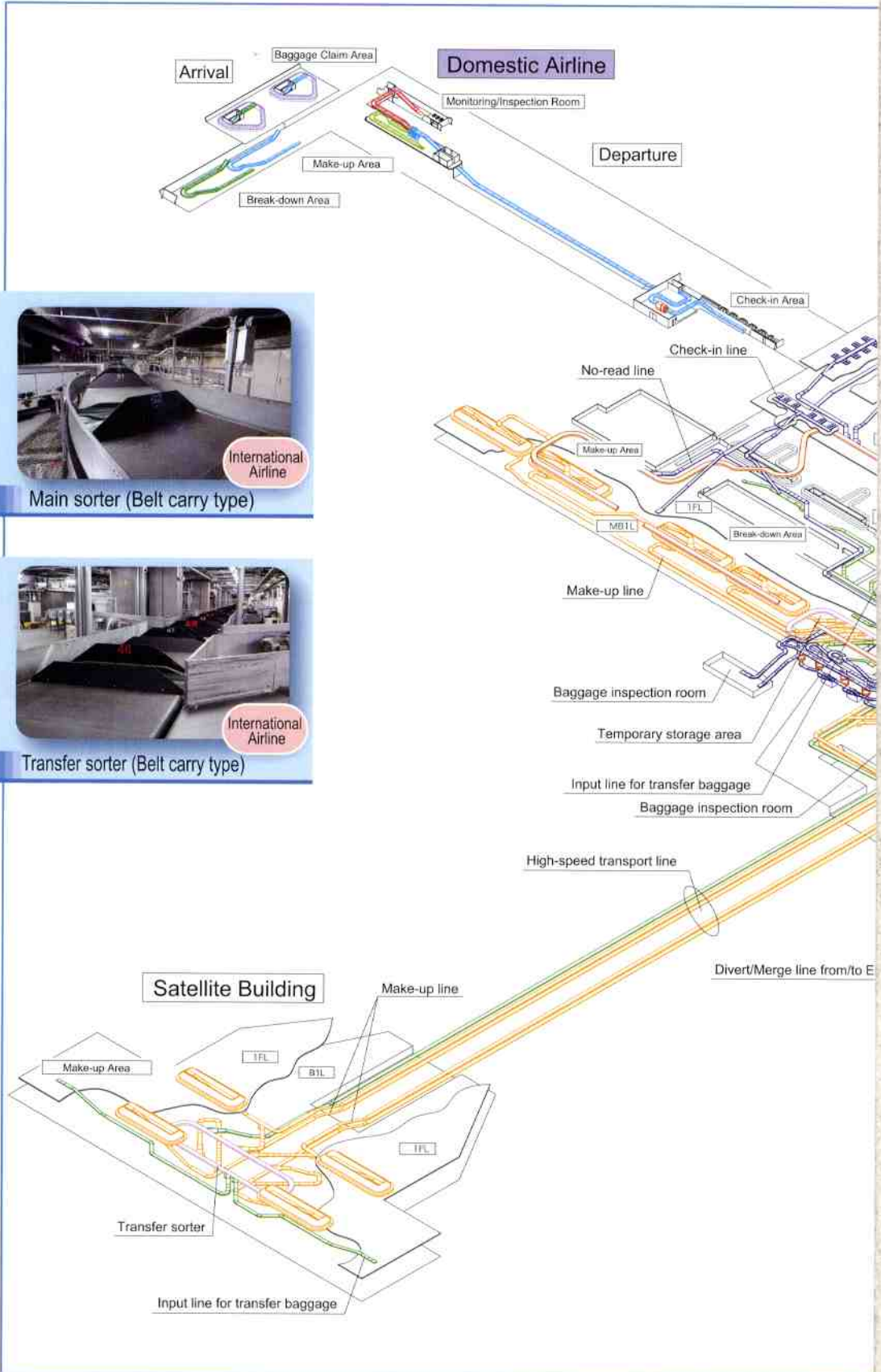
Make-up conveyor

International Airline



Make-up conveyor

Domestic Airline





# by Higher-Level Security System

## Special Features of BHS System

### System for Departure

#### International Airline

Terminal 2 of this airport was opened in Dec., 1992, where the belt carrier sorting system and the high-speed conveyor for handling the baggage between the main building and the satellite were adopted first in Japan in those days.

For improving the security level, an in-line screening system was introduced in Apr., 2008, and in Feb., 2009, BRS (Baggage Reconciliation System) was introduced respectively.

Departure baggages are transported and sorted from the check-in counter (3F) to the line in the baggage make-up area (1F) via main sorter /EDS.

Transfer baggages are transported and sorted from the transfer baggage input line in the baggage handling area to the line in the baggage make-up area (1F) via EDS/Transfer Sorter.

#### High Reliability

Duplexed computerization  
Baggage Reconciliation System (BRS)

#### Higher Security Level

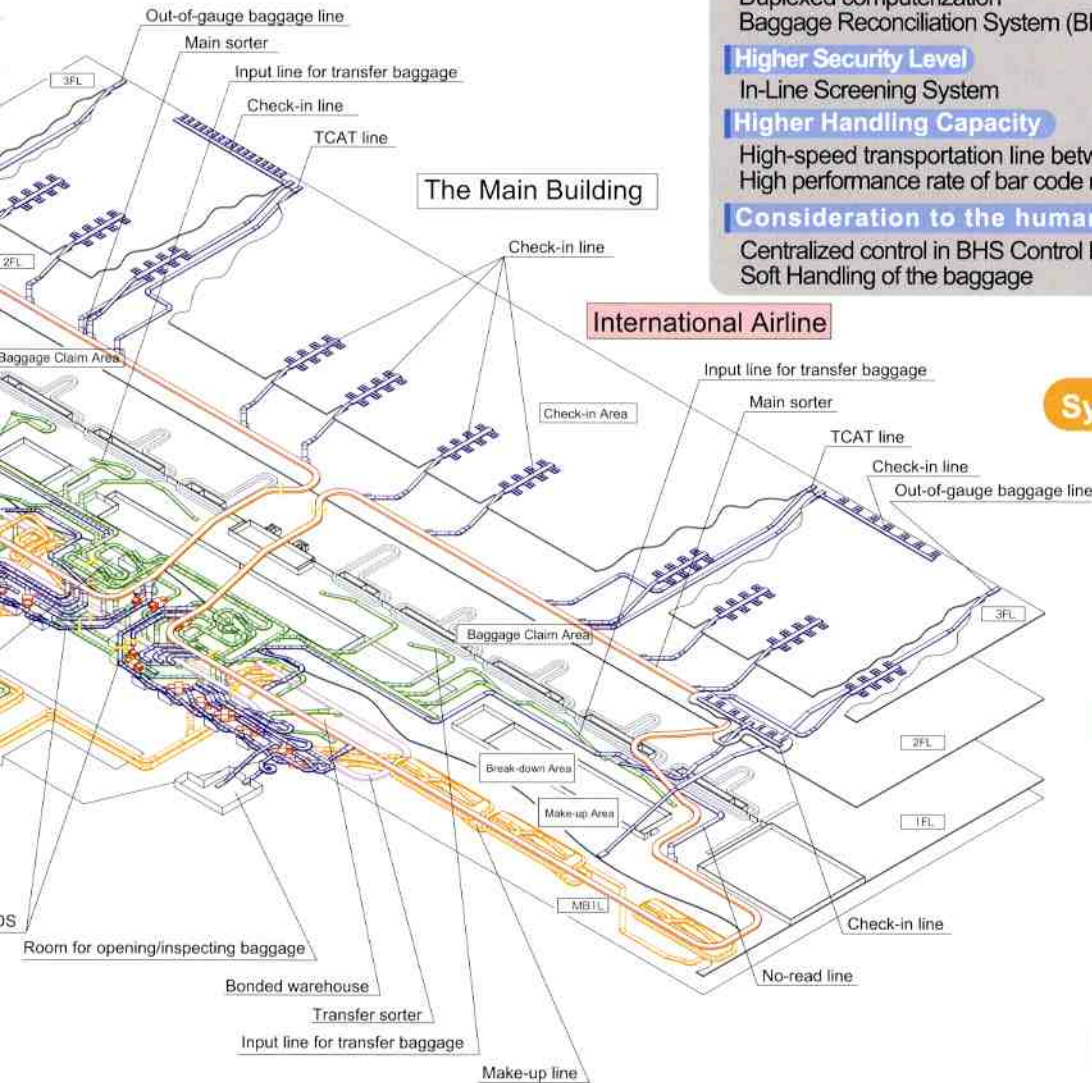
In-Line Screening System

#### Higher Handling Capacity

High-speed transportation line between the main building and the satellite  
High performance rate of bar code reading

#### Consideration to the human beings and baggages

Centralized control in BHS Control Room  
Soft Handling of the baggage



### System for Arrival



Break-down conveyor

International Airline



Baggage claim conveyor

International Airline



Break-down conveyor

Domestic Airline



BHS control room



Baggage claim conveyor

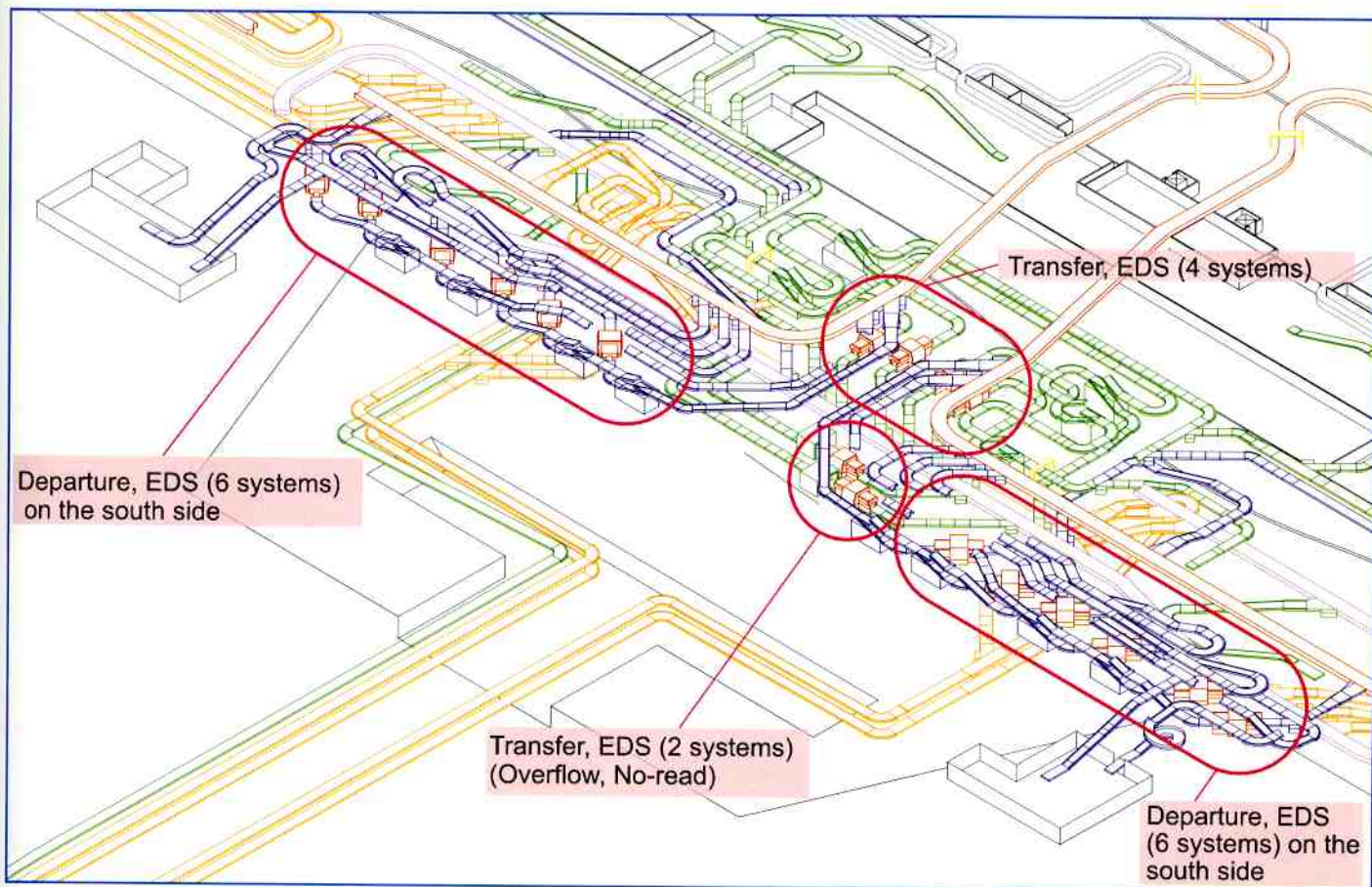
Domestic Airline



# EDS

## What is EDS ?

EDS is an in-line screening system having CT scan to detect explosives in the baggage of the passengers. At this airport, each 12 systems and 6 systems are installed for Departure and Transfer Lines respectively (18 systems in total). Through the stricter inspection with these systems, a high-quality security has been achieved.



### Departure System

#### Domestic Airline

In-line screening system was introduced in Jul., 2007. Baggages for departure are transported and sorted from the check-in counter (1F) to the baggage handling area via EDS.

### Arrival System

#### International Airline

Direct Feed Method has been adopted and the baggages are directly transported from break-down area (1F) to baggage claim area (1F).

#### Domestic Airline

Remote Method has been adopted and the baggages are directly transported from break-down area (1F) to baggage claim area (2F).



# BHS (= Baggage Handling System) and Flow of Information on Baggages

BHS and BRS receive the information on each baggage (BSM, BUM) sent from the host computer of each airline via Baglink.

Based on this information on each baggage and on the result of EDS (= screening equipment) set up on the way of its transportation, BHS/BRS automatically sort the baggages and send them to the make-up line allotted to each flight.

Such baggage as its screening results show "NG" are sent to the room for opening/inspecting baggage.

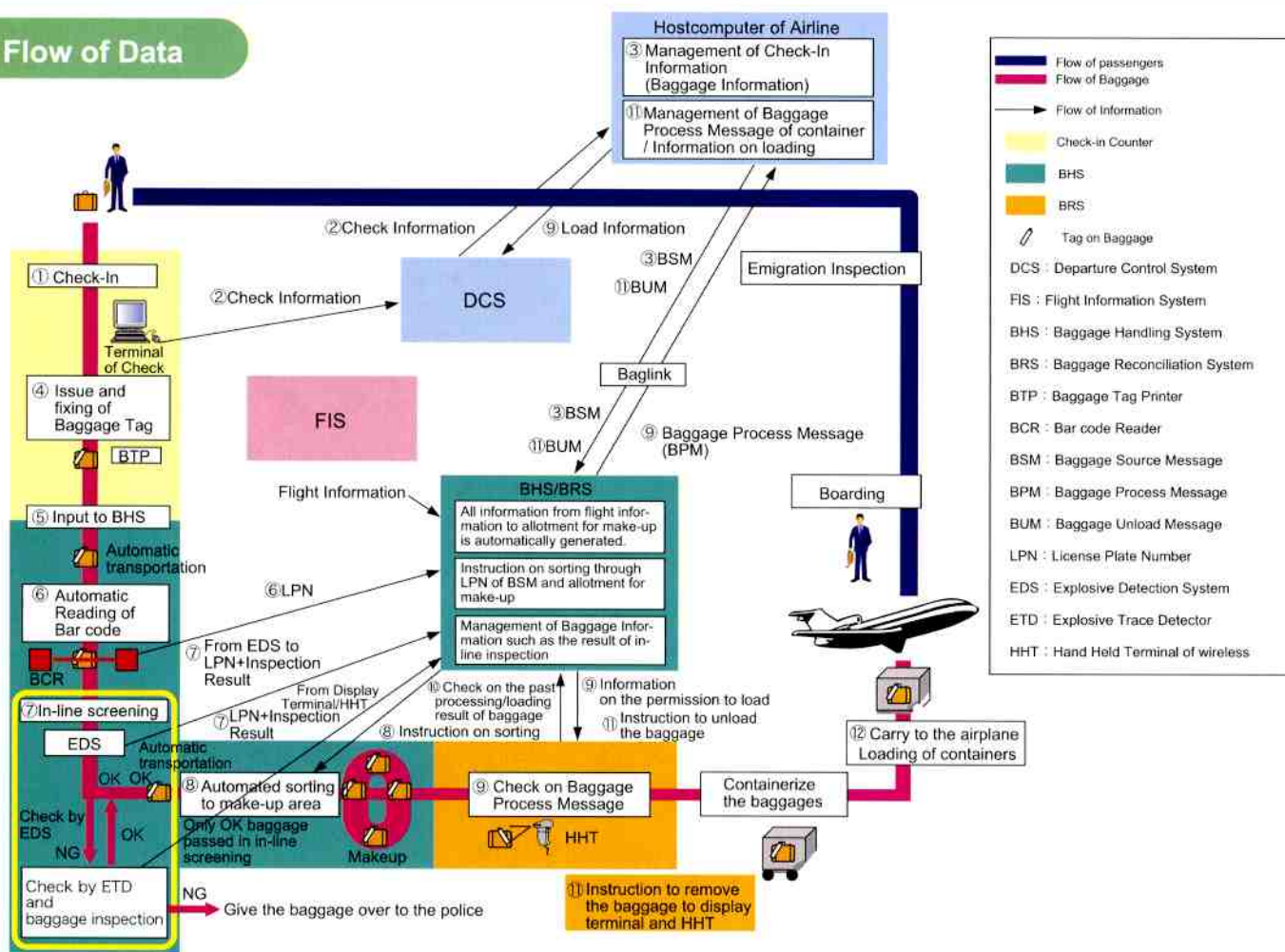
On the other hand, by reading the bar code of the tag of the baggage by HHT when the baggage is put into the container, the mistaken carrying can be avoided and the information on the actual carrying of the baggages can be gained, and further, BRN is given to the host computer of each airline.

BRS: Baggage Reconciliation System

BSM: Baggage Process Message

BUM: Baggage Unload Message

## Flow of Data



# Main Facilities

## International Airline

### Departure

Check-in counter	246 counters
Check-in line	16 lines, Max. transportation capacity:720 bags/Hr · Line
TCAT line	2 lines, Max. transportation capacity:720 bags/Hr · Line
Out-of-gauge baggage line	2 lines, Max. transportation capacity:800~1500 Bags/Hr · Line
Sorter	Departure section of the main building 2 lines, Length: abt. 500 m/line
	Transfer section at the main building 1 line, Length: abt. 350 m/line
	Transfer section at satellite building 1 line, Length: abt. 100 m/line
	Total max. transportation capacity:3600 bags/Hr · Line
EDS	Departure section :12 systems, Transfer section:4 systems For No-Read / Overflow:2 systems
EDS reject line	Departure section :2 lines, Transfer section:1 line
EDS re-input line	Departure section :2 lines, Transfer section:1 line
Make-up line	Departure section :11 lines, Transfer section:11 lines
	High-speed conveyor:Speed 150 m/min, Length: abt. 140m × 8 lines abt. 150m × 2 lines
	Racetrack: Length abt. 60 × 11 lines
No-read line	Departure section :2 lines, Transfer section:2 lines
Transfer baggage input line	The Main Building: 2 lines, Satellite Building: 2 lines
Discharge line to temporary storage	1 line
Retrieval line from temporary storage	2 lines
Discharge line to bonded warehouse	1 line
Retrieval line from bonded warehouse	1 line

### Arrival

Baggage transportation line	10 lines, Length of racetrack: abt. 80 m × 8 lines abt. 70 m × 2 lines
Out-of-gauge baggage line	2 lines

## Domestic Airline

### Departure

Check-in line	1 line
EDS	1 system

### Arrival

Baggage transportation line	2 lines, Length of racetrack: abt. 40 m × 2 lines
-----------------------------	---

**Total Length of Conveyor abt. 11.2 km**

(International Airline : Departure 10.0 km, Arrival 0.8 km, Domestic Airline : Departure 0.2 km, Arrival 0.2 km)





# Tokyo International Air Terminal Corporation

## 1. Company Profile

- ◇ Established: June 20, 2006
- ◇ Capital: ¥5.85 billion
- ◇ Representative: Masayuki Sakurai, President & CEO
- ◇ Employees: 52(As of September 1, 2011)
- ◇ Address: 2-6-5 Haneda Airport, Ota Ward, Tokyo

## 2. Business Overview

Construction and operation of the international passenger terminal and car park at Tokyo International Airport (Haneda)

## 3. Main Business Areas

- ◇ Ownership and management of the international passenger terminal and facilities
- ◇ Leasing of offices and stores to airlines and airport operators and management of the car park
- ◇ Sales of goods (Duty free shops, etc)
- ◇ Management of food & beverage stores and cafes
- ◇ Services etc. (Information services, lounge & rental conference room management, etc.)

## 4. Corporate Philosophy

### ◇ Corporate Philosophy

As the gateway to the nation's capital, Tokyo, we will endeavor to continue providing cutting-edge terminal facilities and services to customers from across the world and thus contribute to the development of the international aviation network.

### ◇ Corporate Principles

- Ensuring safety: We promise to ensure full safety so that all our customers can use the airport in comfort and to strive to create reliable terminal facilities.
- Customer-oriented initiatives: We will offer innovative facilities and services from the customers' perspective, always keeping the needs of our customers in mind.
- Compliance: We will maintain high standards of ethics and sound judgment, abide by legal and social rules, and conduct fair and transparent business operations.
- Ensuring stable business feasibility: We will perform efficient management retaining clear responsibility and authority, striving toward long-term management stability.
- Staff training: We will foster the right staff for an international terminal and create an environment in which employees at the airport can work together in mutual respect with a sense of pride and satisfaction in the work they do.

- Environmental commitments: We will drive forward with comprehensive measures to reduce the environmental impact with the objective of creating an eco-airport that is friendly to the planet and to the people.
- Community contributions: Through our business activities, we will actively contribute to the revitalization and sustainable development of the community.

## 5. Company Logo



The logo design is based on the image of the terminal roof, which is an architectural feature of the international passenger terminal, soaring up into the sky filled with "billowing clouds" supported by the terminal structure below as well as the power of the people who work there. The logo also combines the image of flight paths connecting various airports to boldly and yet subtly depict the international terminal which has come into existence as a new gateway for the 21st century.

## 6. CS Initiatives

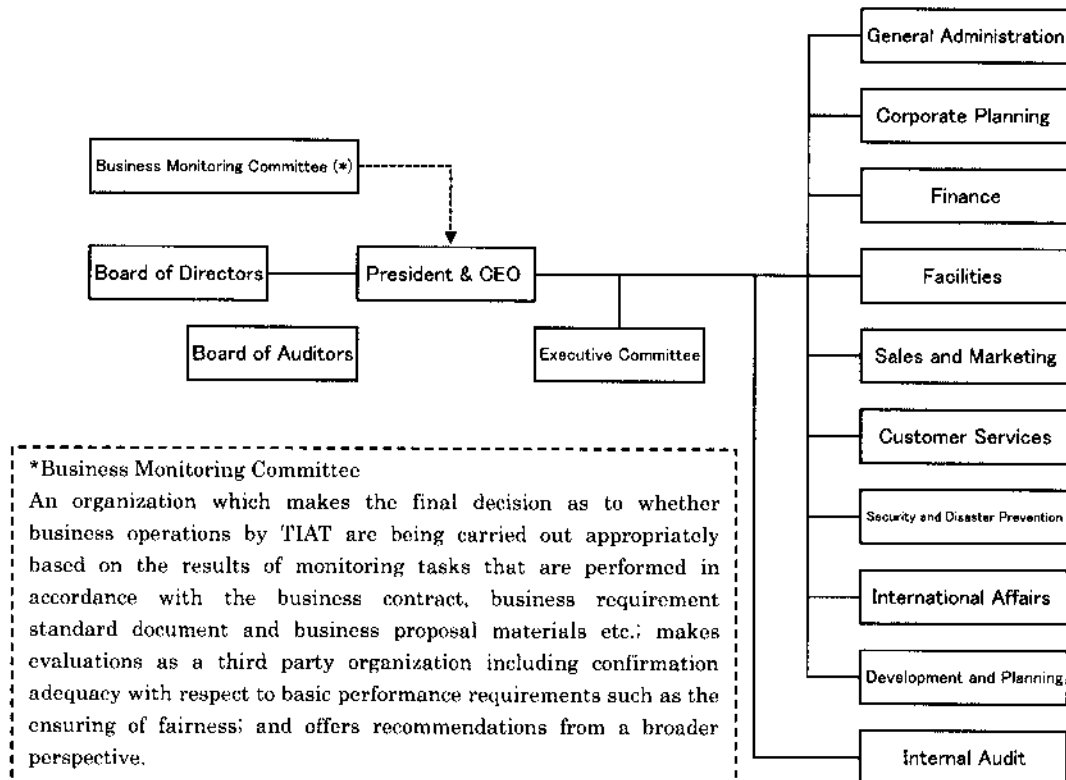
### ◇ CS Philosophy

- We will consistently offer our customers sincere, personalized hospitality.
- We will remain appreciative of our colleagues and maintain our efforts to achieve mutual advancement and growth.
- We will always remain aware of our position as a representative for the terminal and will seek to ensure that Haneda is cherished by all our users.

### ◇ CS Slogan

**【Making Haneda more convenient, friendly and attractive】**

## 7. Organization



## 8. Executives

President & CEO: Masayuki Sakurai  
Senior Vice President: Kazunari Sasaki (Finance)  
Senior Vice President: Shigeyuki Taguchi (Customer Services and  
Security and Disaster Prevention)  
Senior Vice President: Shoji Sakakibara (General Administration and Corporate Planning)  
Senior Vice President: Morikazu Chiku (Facilities, Sales and Marketing and  
International Affairs)  
Senior Vice President (Non-resident): Harubumi Kohori  
Senior Vice President (Non-resident): Hiroaki Takatsu  
Resident Corporate Auditor: Masakazu Owashi  
Corporate Auditor (Non-resident): Fumiya Akai  
Corporate Auditor (Non-resident): Kiyooki Sano

## 9. Stockholders (As of 1 September 2011)

Stockholder	No. of stocks
Japan Airport Terminal Co., Ltd.	849
Japan Airlines Co., Ltd.	423
All Nippon Airways Co., Ltd.	423
Narita International Airport Corporation	162
Tokyo Electric Power Company	126
Secom Co., Ltd.	70
Tokyo Gas Co., Ltd.	70
NTT DATA CORPORATION	54
Keihin Electric Express Railway Co., Ltd.	47
Tokyo Monorail Co., Ltd.	47
Development Bank of Japan Inc.	23
Mizuho Corporate Bank, Ltd.	23
Bank of Tokyo-Mitsubishi UFJ	23

## 10. History of the Company's Establishment

### ◇ Establishment as a Special Purpose Company

Tokyo Airfield (Haneda) was returned to the Japan Government on July 1, 1952 and renamed Tokyo International Airport. Since then, it has served as Japan's main gateway to the skies for over 50 years. Today, it has grown into one of the world's busiest airports used by more than 60 million passengers a year.

During this time, most of the international services were transferred to New Tokyo International Airport (Narita) when it opened in 1978. However, with the re-expansion project for Tokyo International Airport, in October 2010, Haneda relaunched itself as Greater Tokyo's new gateway to the world, opening the international passenger terminal in conjunction with the commissioning of Runway D and resuming schedule international services for the first time in 32 years.



The construction and operation of the international terminal and facilities at Tokyo International Airport undertaken by TIAT were planned with the objective of designing and supervising the construction of the passenger terminal, the car park for airport users and the connecting corridor linking the two facilities, as well as the efficient operation and management of these facilities through private finance initiative (PFI) as part of the Tokyo International Airport re-expansion project.

To achieve this objective, the Ministry of Land, Infrastructure, Transport and Tourism announced an implementation policy on April 15, 2005 and application guidelines on June 29 the same year. Subsequently, the founders of our company, Japan Airport Terminal Co., Ltd. (JATCO), Japan Airlines Corporation and All Nippon Airways Co., Ltd., formed a consortium comprising 14 companies under the leadership of JATCO, which, after primary and secondary government reviews, was designated as a candidate for the selection process.

#### Main Events

2005: HKT Group decided as name of application group

2006: HKT Group designated as candidate to perform selection

Special purpose company, Tokyo International Air Terminal Corporation, established

2008: Construction of international passenger terminal and international car park commenced

2010: Construction of international passenger terminal and international car park completed

International passenger terminal and international car park commissioned (October 21)

#### 11. Destinations and Airlines (International services only) (As of 1 September 2011)

##### ◇ Daytime Slots (6am - 11pm)

Destination (Country)	Airline
Seoul Gimpo (Korea)	Japan Airlines, All Nippon Airways, Korean Air, Asiana Airlines
Beijing (China)	Air China International, Japan Airlines, All Nippon Airways
Shanghai Hongqiao (China)	Japan Airlines, All Nippon Airways, China Eastern Airlines, Shanghai Airlines
Hong Kong (China)	Cathay Pacific Airways, Japan Airlines, All Nippon Airways
Taipei Songshan (Taiwan)	Japan Airlines, All Nippon Airways, China Airlines, EVA Airways

##### ◇ Late Night & Early Morning Slots (11pm - 7am)

Destination (Country)	Airline
Paris (France)	Japan Airlines
London (UK)	British Airways
Honolulu (US)	Japan Airlines, All Nippon Airways, Hawaiian Airlines
San Francisco (US)	Japan Airlines
Los Angeles (US)	All Nippon Airways, Delta Air Lines
New York (US)	American Airlines
Detroit (US)	Delta Air Lines
Singapore (Singapore)	Singapore Airlines, Japan Airlines, All Nippon Airways
Bangkok (Thailand)	Japan Airlines, All Nippon Airways, Thai Airways International
Kuala Lumpur (Malaysia)	AirAsia X
Kota Kinabalu (Malaysia)	Malaysia Airlines System

(Published on 1 September 2011)