

At 70, JAPAN AIRPORT TERMINAL HEADS FOR A NEW GATEWAY



Haneda Crossing: where possibilities intersect

The year 2023 marks our 70th anniversary.

By melding our Group companies and their employees, we plan to turn the diversity they represent into strengths that will build for us a distinctive future.

Our logo—a stylized capital letter H—represents our sense of unity in diversity. The overall dynamic design of the letter communicates to the world the Japan Airport Terminal Group's future vision.

The letter's two stem lines represent our earnest, direct gaze toward the people visiting our airport. Meanwhile, the crossbar evokes the feeling of gliding and flying into the future.

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Reporting period

This report covers FY2022 (April 1, 2022 to March 31, 2023)
 Note: Earnings results cover FY2022, but some data include activities prior to March 2022 and after April 2023.

Scope

This report covers the Japan Airport Terminal Group
 Note: Affiliated companies are listed at the URL below.
https://www.tokyo-airport-bldg.co.jp/en/corporate_profile/group.html

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Forward-looking statements

This report contains forward-looking statements and projections based on plans. Please be aware that actual results and achievements may differ.

Editorial policy

The Japan Airport Terminal Group's Integrated Report 2023 was produced and published to explain to the public how the Group is working to solve societal issues and improve sustainable corporate value through its business.

In preparing this report, we have referred to the International Integrated Reporting Framework, recommended by the IFRS Foundation, and the Guidance for Collaborative Value Creation formulated by the Ministry of Economy, Trade and Industry.



Information disclosure system

Financial information

Website: Investor relations
<https://www.tokyo-airport-bldg.co.jp/en/ir/>

Sustainability

Website: Sustainability
<https://www.tokyo-airport-bldg.co.jp/en/sustainability/>

Integrated report

IR materials and stock information, etc. Environment, social, and governance

At a Glance

Outline of Business

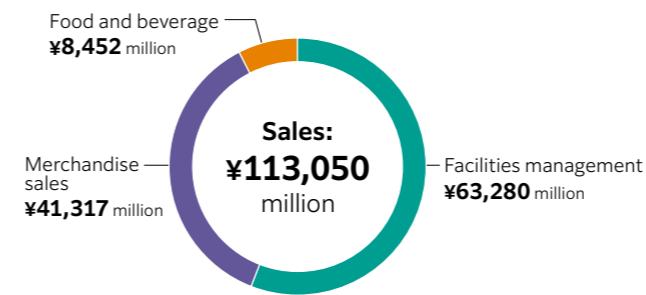
Builder, manager, operator of Haneda Airport terminals

Under the Airport Law, the Japan Airport Terminal Group has been designated an airport functional facility operator at Haneda Airport. It operates and manages Terminals 1, 2, and 3, as well as parking lots P1, P4, and P5. The Group not only rents out office space, but also sells goods (including food) at airport stores, operates restaurants, produces and sells in-flight meals, and provides travel services.

In addition, we provide dining services. These include: the sale of goods; production and sale of in-flight meals at base airports such as Narita International Airport; and the leasing of real estate by using Company-owned land outside the airport.

Besides these services, we leverage the experience we have gained over the years to deploy new businesses, both inside and outside airports.

Breakdown of sales by business



Haneda Airport passenger traffic: 59.87 million people

Domestic flights: 53.06 million passengers
International flights: 6.8 million passengers

* FY2022 results

Role of administrators at Haneda Airport

Japanese National Government (Minister of Land, Infrastructure, Transport and Tourism)	Installation / management Airport facilities (basic facilities) • Runways/Taxiways/Aprons • Control facilities
Japan Airport Terminal Group	Passenger terminals

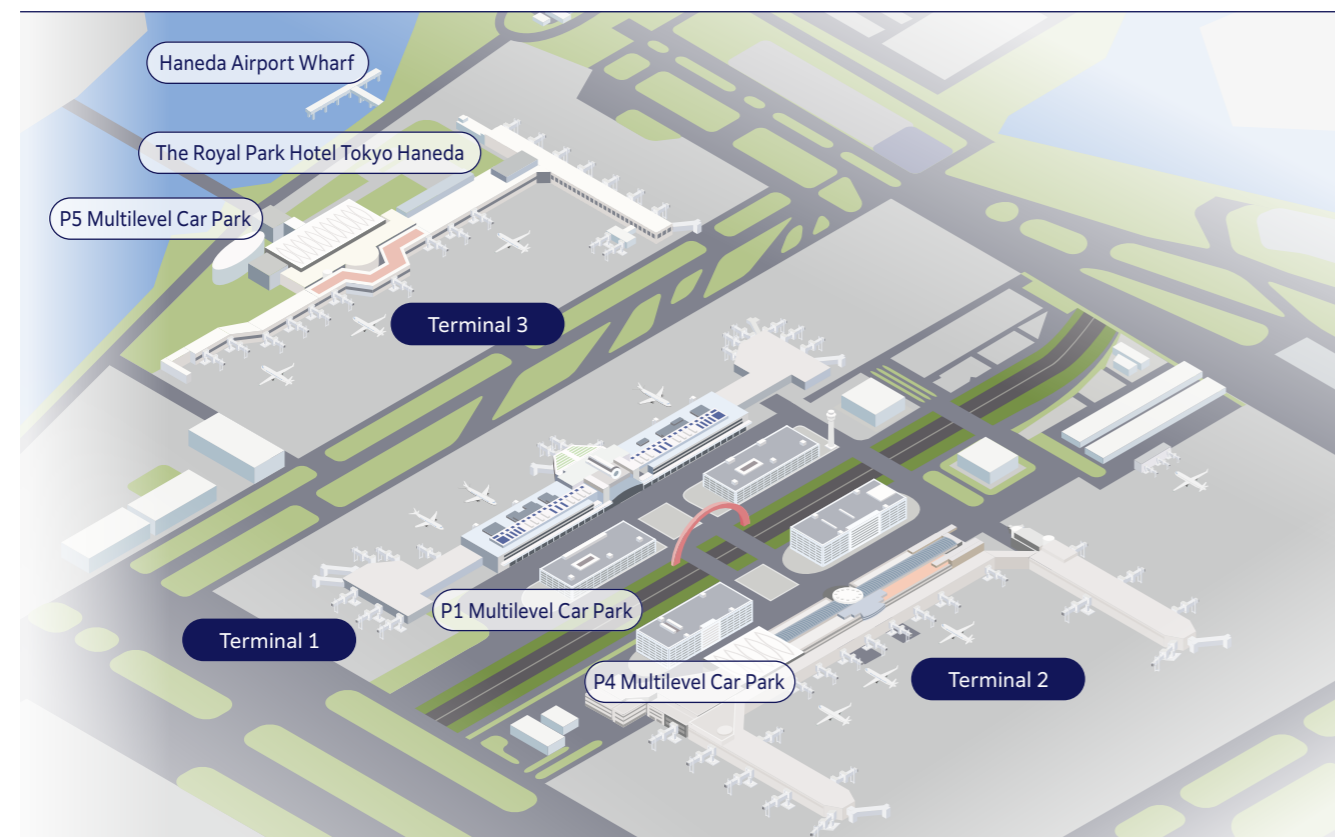
Awarded 5-Star Airport Rating

As an air gateway to Japan, we will continue aiming to be an airport that is trusted and chosen by customers from around the world, as well as those in the aviation industry.

To date, Japan Airport Terminal has been awarded the world's highest standard 5-Star Airport Rating for nine straight years in the World Airport Awards from the London-based Skytrax international air transportation rating organization.

In addition, we have been ranked first in the world for eight consecutive years in the airport cleanliness category, as well as number one in the world for 11 consecutive years in the comprehensive domestic airport evaluation category.

Then we have also been ranked number one in the world for five consecutive years in the Persons with Reduced Mobility (PRM) category, which includes the elderly, disabled, and injured people.



Outline of Business

Group companies (19 consolidated companies)



Facilities Management

- Construction, management, and operation of passenger terminals
- Real estate rental
- Management and operation of parking lots
- Passenger services

- Tokyo International Air Terminal Corporation (TIAT)
- Japan Airport Techno Co., Ltd.
- Haneda Airport Security Co., Ltd.
- Sakura Shokai Co., Ltd.
- Big Wing Co., Ltd.
- Haneda Passenger Service Co., Ltd.
- Japan Airport Ground Handling Co., Ltd.
- Haneda Future Research Institute Incorporated



Merchandise Sales

- Operation (including commissioned operation) of retail and wholesale stores

- Haneda Airport Enterprise Co., Ltd.
- International Trade Inc.
- Japan Airport Logitem Co., Ltd.
- Japan Airport Terminal Trading (Chengdu) Co., Ltd.
- Hamashin Co., Ltd.
- Japan Duty Free Fa-So-La Isetan Mitsukoshi Co., Ltd.
- Air BIC Inc.



Food and beverage

- Operation of restaurants
- Manufacture and sale of in-flight meals

- Tokyo Airport Restaurant Co., Ltd.
- Cosmo Enterprise Co., Ltd.
- Lani Ke Akua Pacific, Inc.
- Kaikan Kaihatsu Co., Ltd.

Terminal 1

Terminal 1 opened in 1993. In 2018, we opened THE HANEDA HOUSE and then, in 2019, renovated the arrival lobby and the first basement of the building, the latter area providing a place where our customers can relax.



Terminal 2

Terminal 2 opened in December 2004. We provide a comfortable space there for our customers that includes an open terrace with a range of chairs and tables brought over from around the world. Our Stardust Stage, lit up by 4,000 LED lights, offers a space from which to enjoy night views and runway lights.



In March 2020, we provided facilities for use by international flights, thus strengthening our connecting services between domestic and international flights, and providing greater customer convenience.



Terminal 3

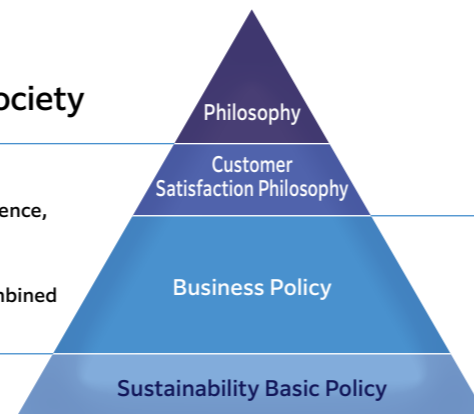
Terminal 3 opened in 2010 with the expansion of international flight slots. In addition to welcoming customers with traditional Japanese hospitality, we have implemented the automated passenger procedure FAST TRAVEL. This is expected to reduce personnel costs, improve traveler satisfaction, and ensure a smooth boarding process.



Our Group philosophy and long-term vision

Philosophy Harmony between the Business and the Society

- Business Policy**
- Establish absolute safety in passenger terminals.
 - Operate passenger terminals for the benefit of customers (for convenience, comfort and functionality).
 - Operate passenger terminals stably and efficiently.
 - Reinforcement of the corporate structure and improvement of the combined competence of group companies.



Customer Satisfaction Philosophy

Peace to those who enter, hail to those who leave

PAX INTRANTIBVS SALVS EXEVNTIBVS

This Latin inscription—often translated as “Peace to those who enter, good health to those who depart”—is engraved on the Spital Gate, in the well-preserved medieval town of Rothenburg ob der Tauber, Germany.

The Japan Airport Terminal Group has adopted the inscription as its customer service (CS) philosophy, as we work to improve our services to ensure the satisfaction of all those using Haneda Airport.



Each year, the Group’s CS award winners visit Rothenburg, in order to keep the philosophy front of mind.

Long-term Vision

To Be a World Best Airport

- To be the world’s most respected airport, pursuing the satisfaction of all stakeholders -

The Japan Airport Terminal Group has as its long-term vision the goal of being a world best airport.

It reflects our determination to continue pursuing stakeholder satisfaction and, in the process, to make Haneda Airport the most highly respected and No. 1 in the world.

This is not about the number of passengers or the size of the terminal. It is about being No. 1 in terms of, for example, the way we combine ingenuity and wisdom; paying attention to detail, so as to fully satisfy our functions; and putting more energy into customer-oriented services rather than architectural dynamism.

Based on this long-term vision, we seek to be an airport that is well-remembered by our customers.

Our stakeholders



Sustainability Basic Policy

The Japan Airport Terminal Group, as a purely private company engaged in construction, management and operation of highly public passenger terminals, has adopted a basic philosophy of “Harmony between the Business and the Society.”

To realize “To Be a World Best Airport - To be the world’s most respected airport, pursuing the satisfaction of all stakeholders -,” we will promote sustainable business activities while contributing to the development of the socioeconomy under the Sustainability Basic Policy.



Customers

Serving as an air gateway to Japan, we strive to operate customer-centered passenger terminals (convenience, comfortableness and functionality), continuously work at improving services and operations while actively utilizing digital technologies, and provide the best hospitality.



Partners

Together with partners, such as airline companies, tenants and subcontractors, and the national government, we promote the development of safe and secure airports and open innovation toward mutual growth.



Employees

We give consideration to physical and mental health and security of officers and employees, and strive to develop personnel and improve work environments so that they can work with a motivation while exercising a wide range of abilities they have in various fields associated with the airport.



Local Communities

In partnership with surrounding communities, we not only contribute to the growth of the Tokyo metropolitan area, but also enable domestic air mobility in cooperation with airports throughout the country as the hub of the aviation network, and aim to co-exist and co-prosper with local communities throughout Japan.



Shareholders/Investors

We endeavor to be transparent in disclosing information on a timely basis and increase corporate value from a long-term perspective, based on engagement with shareholders and investors.



Global Environment

In moving toward a decarbonized society and/or a resource-circulation society, we aim to reduce the environmental burden associated with business activities through, for example, promoting measures against global warming and 3R, and realize sustainable airports in harmony with the global environment in cooperation with stakeholders.



Common

Having ensured absolute safety, we properly manage risks that may pose a threat to business activities. Also, we routinely promote disaster prevention measures, etc., and business continuity management so that, even in emergencies, we can ensure safety and continue operating the passenger terminal, which is public infrastructure, without delays.

We comply with domestic and overseas laws, regulations and rules, and carry out business honestly and fairly while taking human rights into consideration.