

Result of Terminal Customer Satisfaction Survey at Haneda Airport International Passenger Terminal

As 25APR2017

Tokyo International Air Terminal Co.

Thank you for using the Haneda Airport International Passenger Terminal.

In order to achieve an accurate understanding of customer opinions and wishes and make improvements to our services and facilities, we utilize comments received in our suggestion box as well as the results of customer surveys.

Just as in FY 2014 and FY 2015, we conducted a customer satisfaction survey in FY 2016. The results were as follows. We intend to disseminate these survey results among members of our company as well as companies and other organizations operating inside the terminal, and utilize the information gained therein in our efforts to make Haneda Airport an even better place.

If you have any comments or opinions you wish to share, we urge you to do so via our suggestion box, concierges, terminal information counters,^{*1} terminal website^{*2} and/or other such means.

(*1) http://www.haneda-airport.jp/inter/en/premises/service/info_center.html#info_phone

(*2) <http://www.haneda-airport.jp/inter/en/contact/>

Lastly, we would like to offer our sincerest thanks to those who contributed their feedback via the survey.

Survey Overview

■ Survey Method

Staff members distributed survey sheets directly to customers inside the terminal, respondents filled them out on the spot, and staff members then collected the sheets.

■ Date of Survey

- 06OCT2016 ~ 07OCT2016 (2days)
- 15OCT2016 ~ 16OCT2016 (2days)

■ Eligible Respondents

- Flying Passengers
- Non-flying customers (Field trip、 Seeing off & picking up people etc.)

■ Survey Content

Respondents responded with number values to indicate levels of satisfaction regarding the follow six items

- ① Airport Facilities (Washrooms, Elevators, Wireless LAN (Wi-Fi) , Cleanliness)
- ② Airport Signs
- ③ Service of Airport staff / Counters
- ④ Shops
- ⑤ Restaurants
- ⑥ Service Facilities

■ Number of Respondents

6, 151

■ Administering Company: MEMBERS Co.,Ltd

Results (Summary)

Regarding my use of the Haneda Airport International Passenger Terminal,

values in () are from the previous year

- **I felt satisfied overall** : 95. 2% (93. 4%)
- **I want to use this terminal again** : 95. 2% (94. 3%)

* Refers to the percentage of “satisfied” and “somewhat satisfied” responses received via five-grade evaluations (possible responses: “satisfied,” “somewhat satisfied,” “neither,” “somewhat dissatisfied” and “dissatisfied”). The same applies to other results as well.

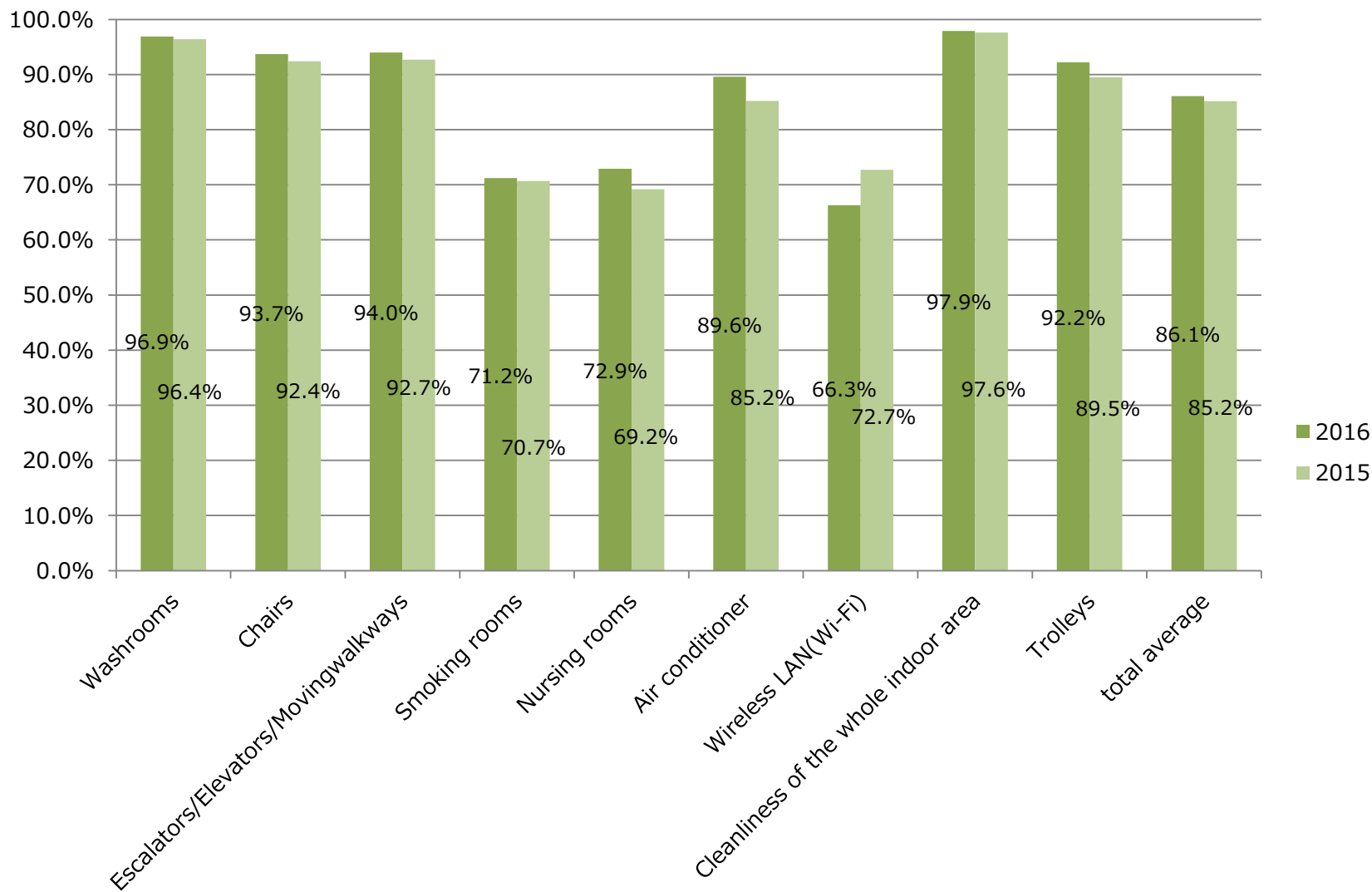
Although our terminal facilities received very positive feedback overall, we also received negative feedback in certain categories (refer to graphs on the following pages). We will make use of this information as we continuing striving for higher levels of customer satisfaction among terminal users. In FY 2016, we implemented the following improvements based on the overall results of the previous year’s survey.

- In addition to the ticket vending machines at the bus platforms, we have also installed four bus ticket vending machines in the arrival lobby, improving convenience for customers.
- From a universal access perspective, the voice guidance for the escalators and moving walkways in the terminal building were set to be constantly active, but we have changed them to a motion-sensor system, improving the comfort of customers staying in the airport overnight.
- We have amended the electronic signs on the free shuttle bus to alternate between guidance display of Japanese and English, improving ease of understanding.
- In order to respond to a wider range of customer needs, we have provided 36 folding wheelchairs with wider seats than usual.
- In addition to the (free) hot water dispensers installed in the food court, we have installed dispensers in six new locations.

Additional examples of improvements made, as expressed through customer comments, are available on our website.

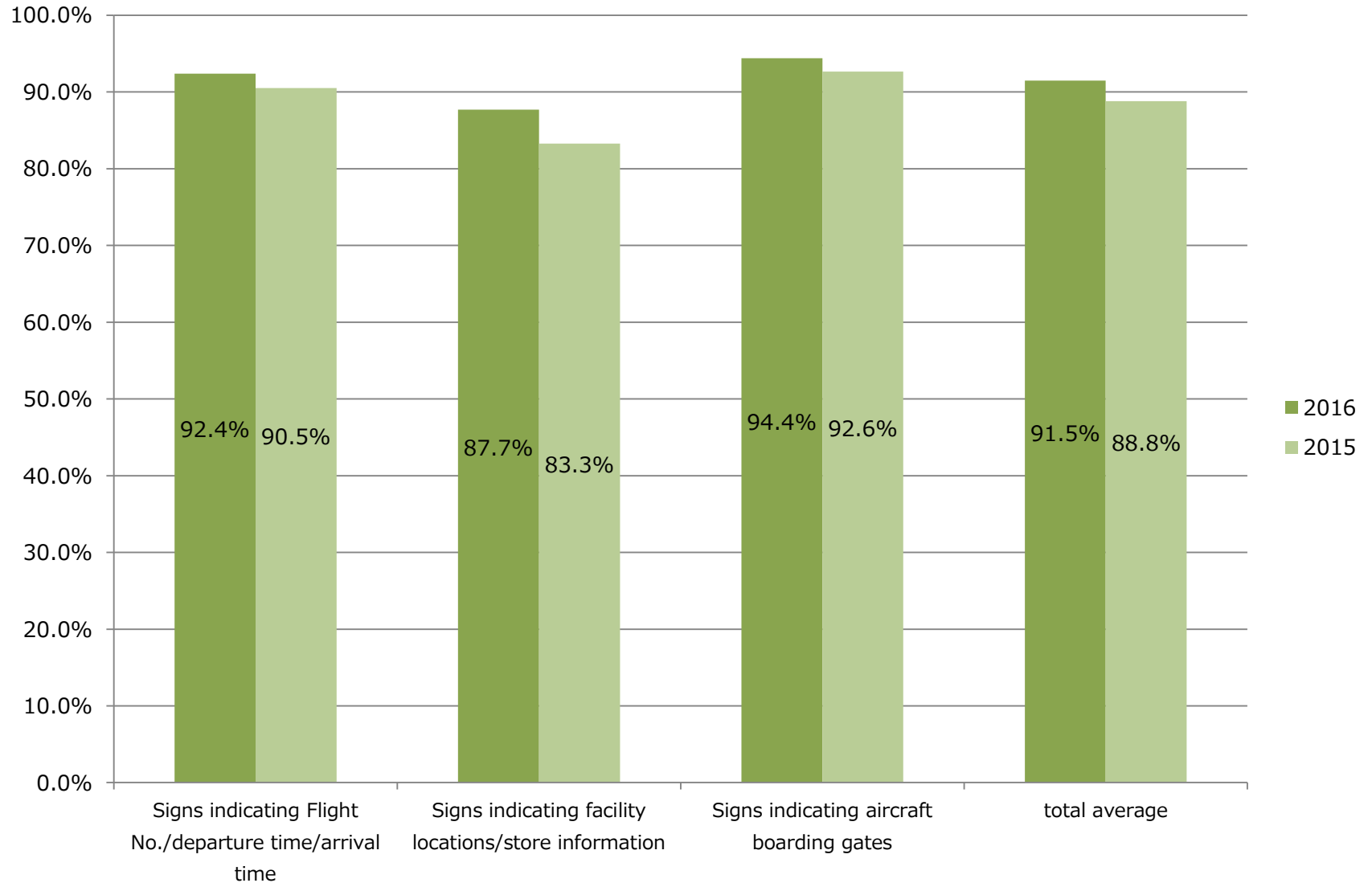
http://www.haneda-airport.jp/inter/en/contact/CSreport/customer_feedback_en.pdf

Percentage of satisfied (Airport Facilities)



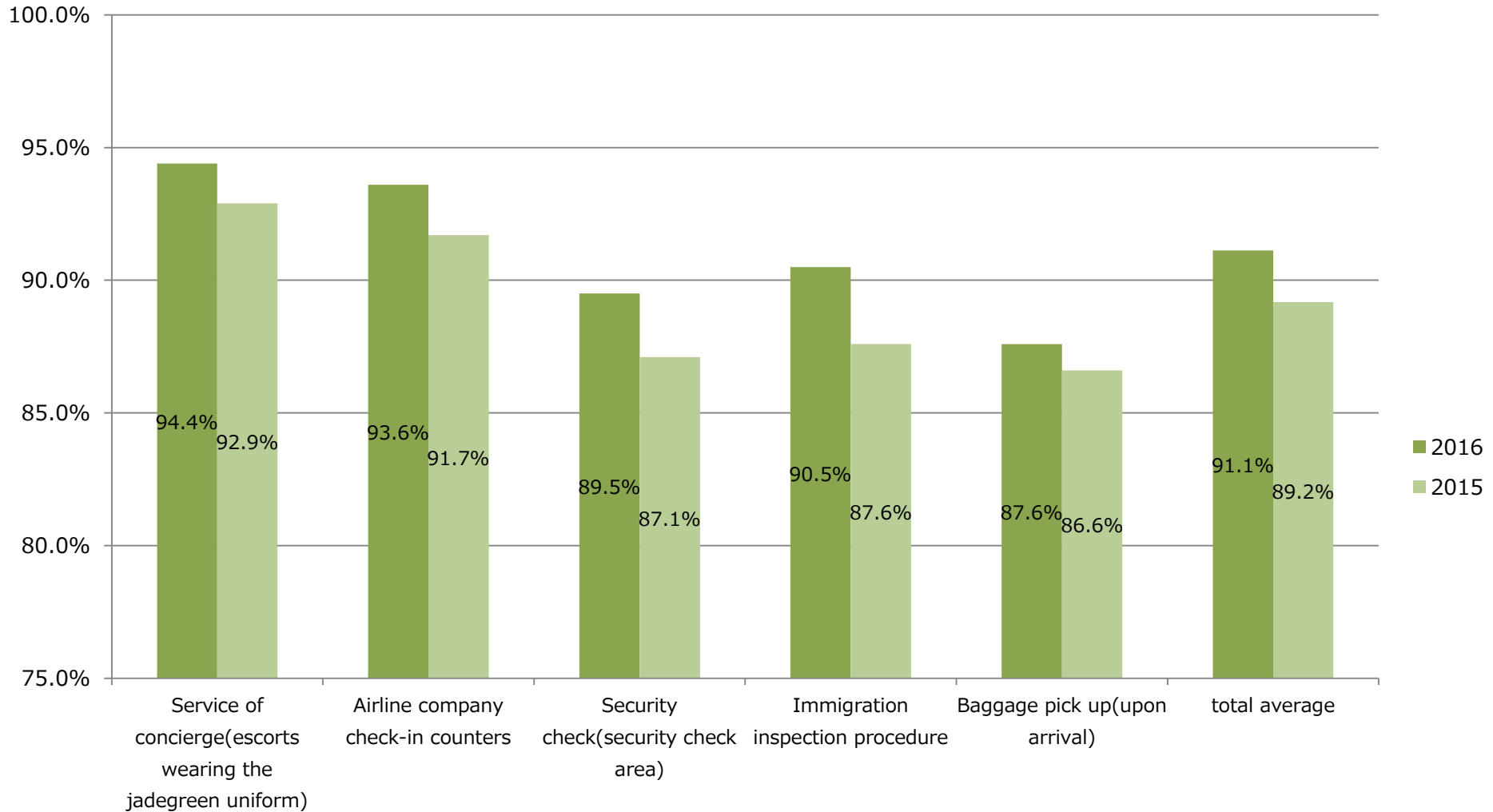
Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

Percentage of satisfied (Airport Signs)



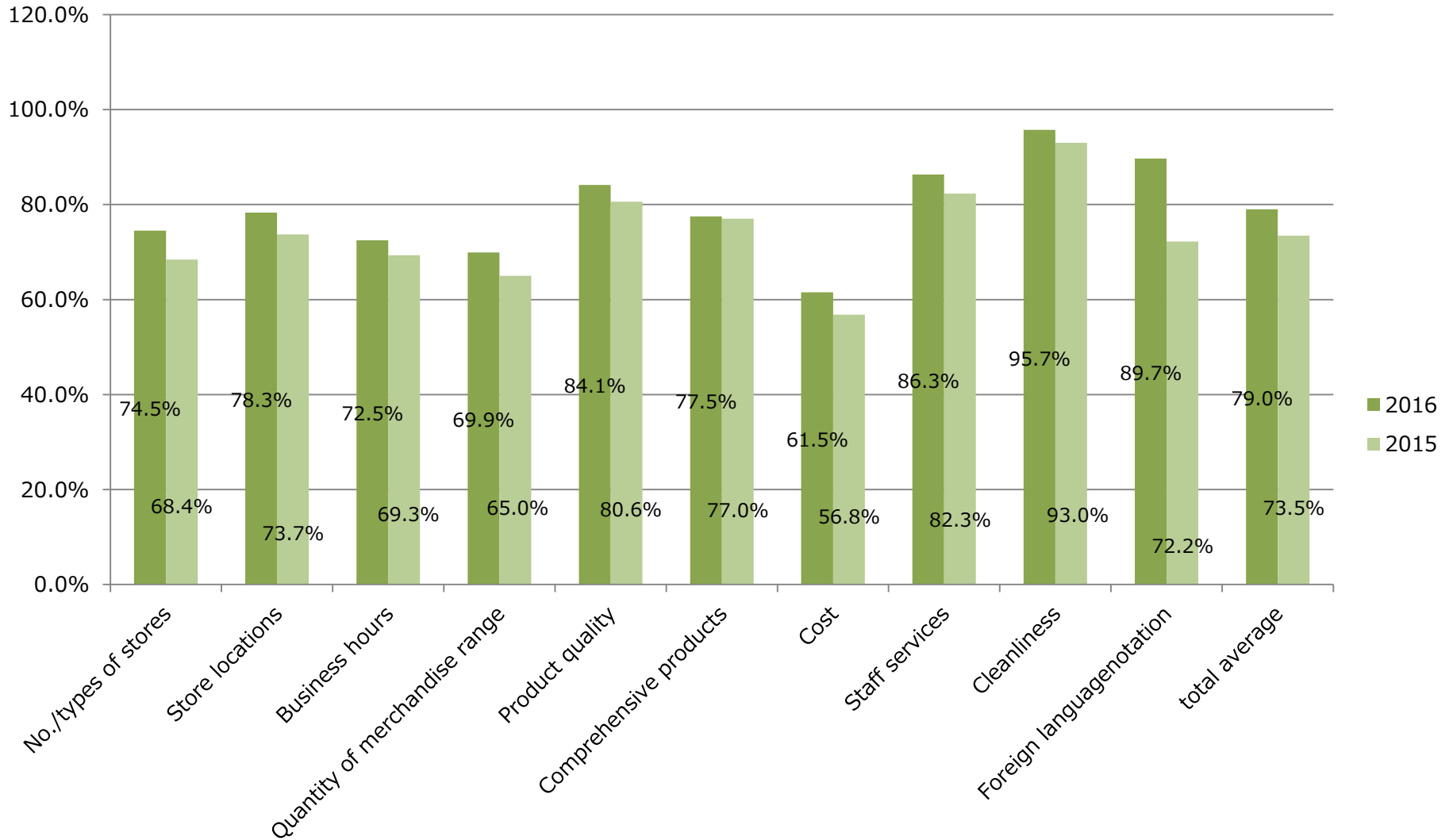
Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

Percentage of satisfied (Service of Airport staff / Counters)



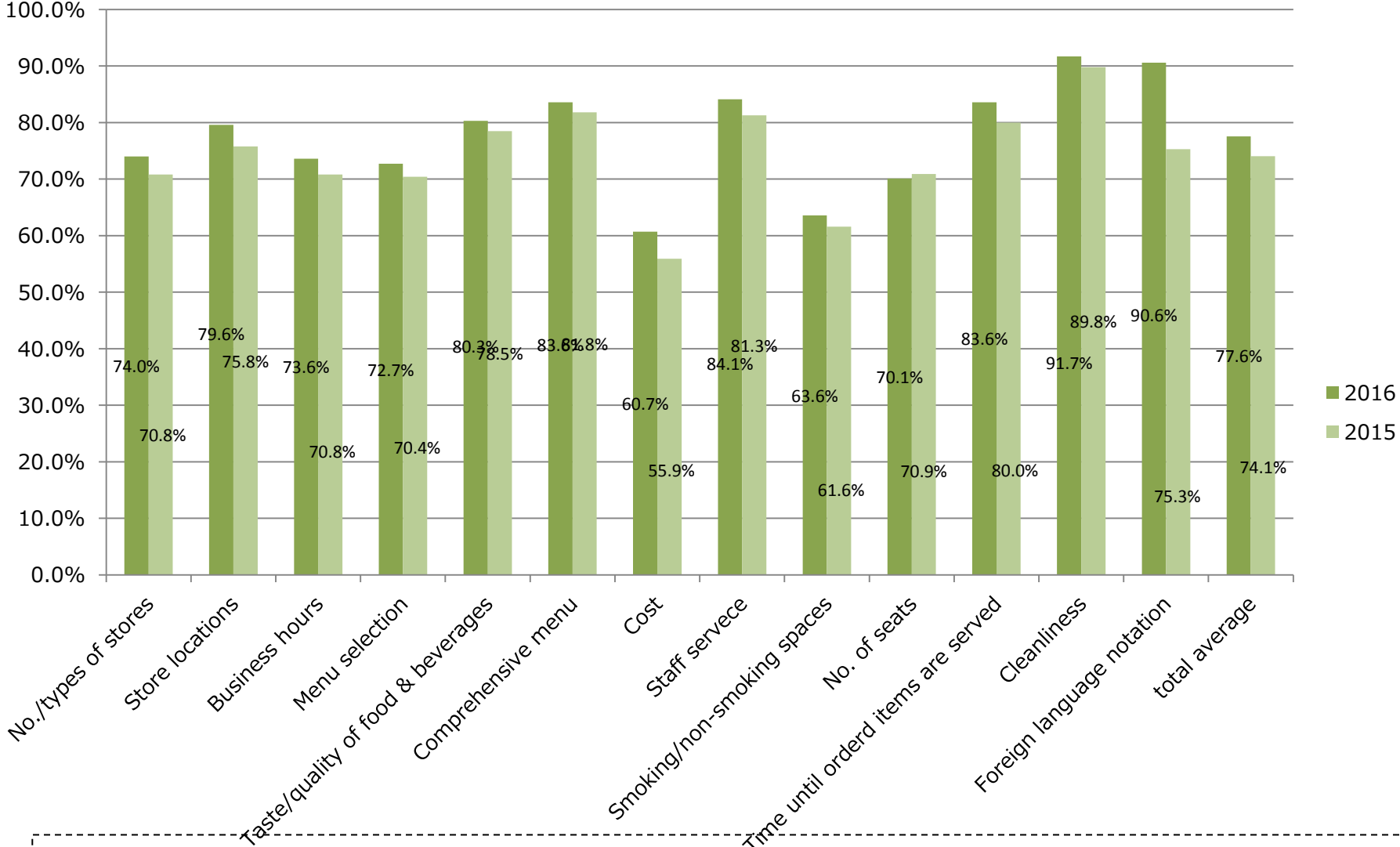
Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

Percentage of satisfied (Shops)



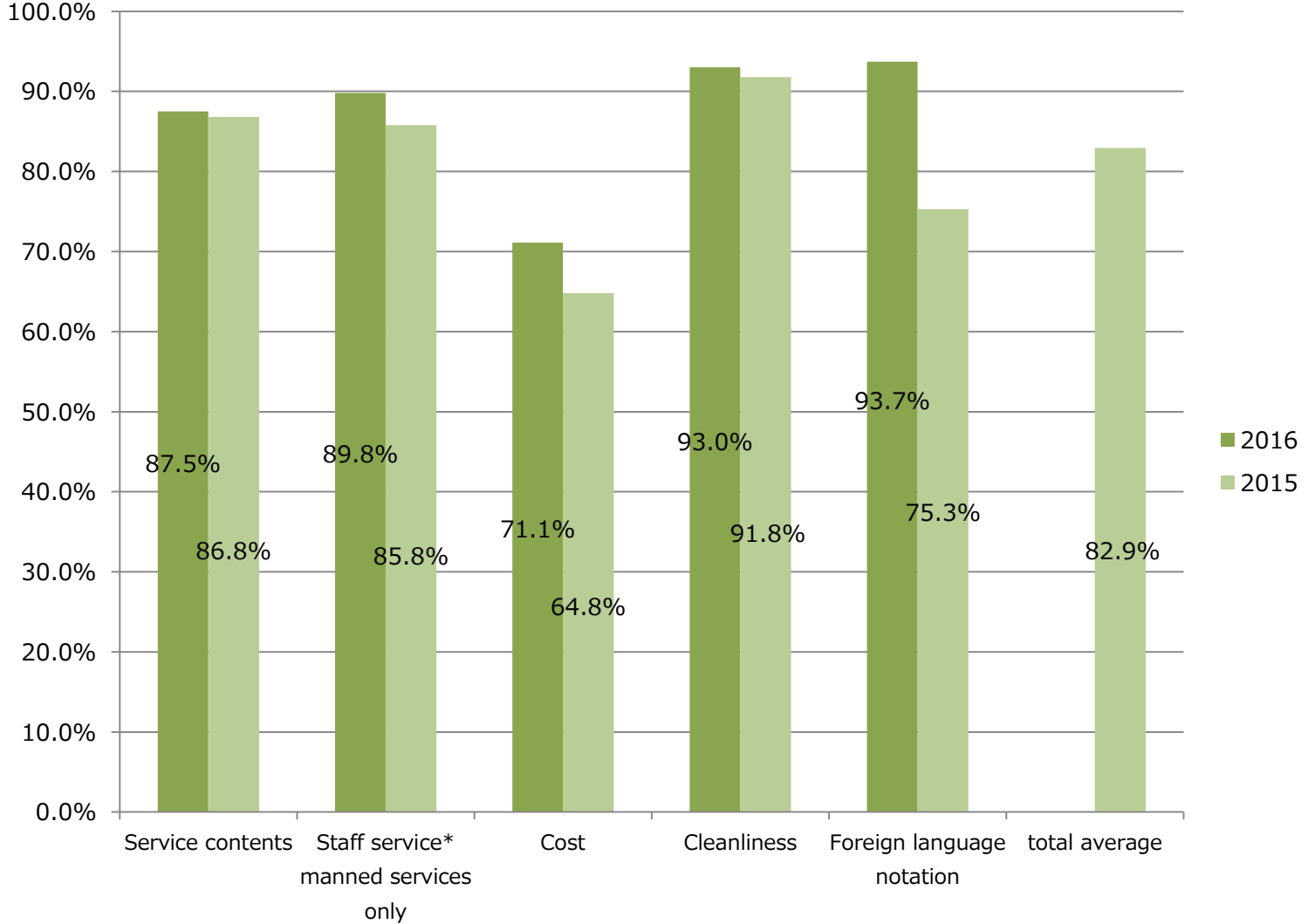
Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

Percentage of satisfied (Restaurants)



Refers to the percentage of "satisfied" and "somewhat satisfied" responses received via five-grade evaluations (possible responses: "satisfied," "somewhat satisfied," "neither," "somewhat dissatisfied" and "dissatisfied").

Percentage of satisfied (Service Facilities)



Refers to the percentage of “satisfied” and “somewhat satisfied” responses received via five-grade evaluations (possible responses: “satisfied,” “somewhat satisfied,” “neither,” “somewhat dissatisfied” and “dissatisfied”).