

## “The Hidden Disabilities Sunflower” straps distributed on a trial basis at Haneda Airport



At Haneda Airport, as part of our efforts to ensure that passengers and airport users with various disabilities to be able to have a comfortable journey, “The Hidden Disabilities Sunflower” \*1 straps will be available for people with invisible disabilities, such as intellectual disabilities, mental disabilities, and chronic diabetic diseases, to receive guidance and support. The straps will be distributed at information counters in Terminal 1, 2, and 3 on a trial basis.

“The Hidden Disabilities Sunflower” straps is designed to support people with invisible disabilities to gain the understanding of those around them. Airport staffs and any others will be able to recognize that the people wearing this strap may need support and care and are looking for immediate assistance from the airport staff. As this initiative is expanding mainly at airports in Europe and the United States, Haneda Airport will be implementing this initiative as a contribution to the Sustainable Development Goals (SDGs) promise of “Leave No One Behind” under the theme of the “HANEDA Diversity and Inclusion” \*2.

\*1 Created by Hidden Disabilities Sunflower Scheme Limited, which began in 2016 at Gatwick Airport in London, to solve the problem of how to recognize customers with disabilities not visible from appearance. This initiative is currently available or will be launched at 98 airports in 20 countries around the world.

\*2 As part of Japan Airport Terminal Group’s efforts to achieve SDGs, we are promoting activities to convey the “beauty of diversity, beyond race, nationality and physical function” from Haneda Airport where a wide variety of domestic and overseas customers come and go.

1. Trial distribution period: Tuesday, March 1st, 2022, thru Friday, March 31st, 2023
2. Distribution spots: <Terminal 1> Information Counter (on basement floor, South Wing 2nd floor), Service Center (on 1st floor)  
<Terminal 2> Information Counter (on basement floor, North Wing 2nd floor)  
<Terminal 3> Information Counter (on 1st floor, 3rd floor)  
\*The straps are distributed free of charge.
3. Supporting organizations: Host-Chuo University Research and Development Initiative (Akiyama and Niwa Research Team) and Foundation for Promoting Personal Mobility and Ecological Transportation  
Co-host: All Japan Airport Terminal Association, Inc.

For inquiries, please contact:

Japan Airport Terminal Co., Ltd., PR and Branding Strategy Office

+81-3-5757-8030 9:00 - 5:30 (weekdays only)

Tokyo International Air Terminal Corporation, Planning Dept.,

+81-3-6428-5901 9:00 - 5:30PM (weekdays only)

(Reference) Other barrier-free initiatives at Haneda Airport

1) Customers who require special assistance

Haneda Airport offers free-of-charge special assistance by airport concierge who are certified Care-Fitter. This service is available to customers with disabilities and the elderly to support customers from the point of arrival at Haneda Airport and to move around in the terminal.

To apply for assistance and inquiries regarding the terminal:

Haneda Airport website <https://tokyo-haneda.com/en/service/facilities/assist.html>

Call +81-3-5757-8111 (Operating hours for Domestic: 5:00AM thru 1:00AM / International: 24 hours)

2) Communication Board (Japanese, English, Chinese, Korean)

To enable smooth communication with customers who have difficulties in oral communication and for foreigners, a specialized communication board (a tool with illustrations) are available at information counters and bus ticketing counters.

3) Universally designed "Calm down, cool down" spaces (Domestic terminal only)

Available for individuals with dementia or developmental, intellectual, or mental disabilities and their family members to use while at the airport. When those who find it hard to adapt to traveling or crowded places and are sensitive to sound, light, or making eye contact feel anxious or stressed, they can use these spaces to calm down. Available in the area after passing through security checks.

4) Received "World's Best PRM\* / Accessible Facilities" category for the 3rd consecutive year from SKYTRAX.

\*Persons with Reduced Mobility which includes elderly, disabled and infirm passengers.