ANNOUNCEMENT
June 12, 2020

COVID-19 safety measures at three airports in Kansai

We are striving to provide a clean and safe environment to protect our customers, visitors, and workers, while fulfilling our responsibilities as a public transport infrastructure operator, in cooperation with airlines and other stakeholders.

Kansai Airports Group is working closely with relevant organizations and on-airport business operators to reduce infection risk so that all customers can feel safe and comfortable when visiting and travelling through the airports.

[Initiatives in place at three airports in Kansai]

Kansai Airports Group takes the following safety measures:

- **Protection of passengers and employees**
  Prevent droplet infection (airport visitors requested to wear masks; airport staff wearing masks and gloves; and transparent shields installed at counters, etc.)
- **Health screening**
  Perform temperature checks on passengers at security checkpoints using thermo scanners (for domestic flights at KIX and ITAMI)
- **Disinfection and cleaning**
  Properly disinfect and clean high contact surfaces (counters, security checkpoints, escalators, etc.), install hand sanitizer dispensers, and enhance ventilation
- **Social distancing**
  Ensure social distance (in queues, seating, etc.) in airport operations
- **Communication**
  Provide information on precautionary measures and request cooperation through in-terminal announcements and posters, social media sites, etc.

[Request to customers]

We would appreciate your cooperation in the following efforts to prevent infection:

- **When visiting the airports, please be sure to wear a mask** and practice cough etiquette.
  *This does not apply to infants or other customers who have difficulty wearing a mask.
- For those with any symptoms such as fever, please refrain from visiting the airports and using flight services.
- Customers are advised to frequently wash and sanitize hands. Hand sanitizer dispensers are available across various locations of the airport.
- Please maintain social distance while queueing up at the counter or waiting in the lobby.

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KANSAI AIRPORTS

COVID-19 safety measures at three airports in Kansai

June 12, 2020　Kansai Airports

Shaping a New Journey

KANSAI AIRPORTS

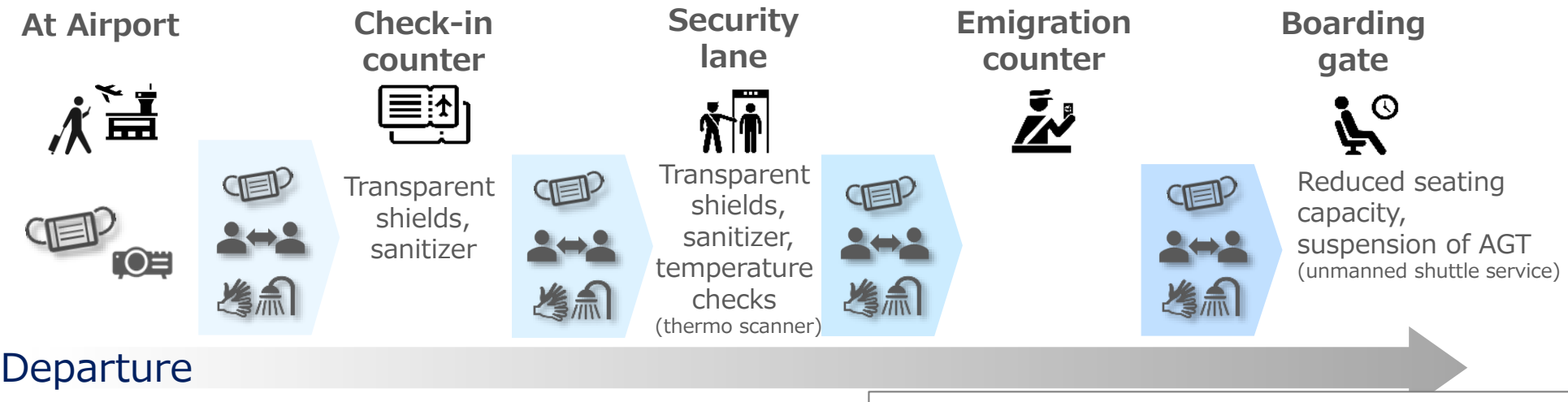
Initiatives at three airports in Kansai

Kansai Airports Group takes the following initiatives to ensure safety and security of all airport users

- **Protection of passengers and employees**
  Prevent droplet infection (airport visitors requested to wear masks; staff wearing masks and gloves; and transparent shields installed at counters, etc.)
- **Health screening**
  Perform temperature checks using thermal scanners (for domestic flights at KIX/ITAMI)
- **Disinfection and cleaning**
  Disinfect and clean high contact surfaces (counters, security checkpoints, escalators, etc.), install hand sanitizer dispensers, and enhance ventilation
- **Social distancing**
  Maintain social distance (e.g. in queues and seating)
- **Communication**
  Provide information on precautionary measures and request cooperation through in-terminal announcements and posters, social media sites, etc.

Passenger flow

*This illustrates the flow of passengers on international flights at KIX
*The measures shown here are as of June 12, 2020
*Temperature checks at security checkpoints are performed only for domestic flights (as of June 12)



[Request to airport visitors]
- Check temperature and health status at home
- Wear masks

[Measures taken at the airports]
- Disinfect and clean high contact surfaces
- Enhance ventilation
- Maintain social distance
- Announce precautionary measures to passengers and promote awareness
- Shut down some facilities (smoking rooms, etc.)
- Cooperate with airport access and other business operators

: Wear masks : Wash and sanitize hands
: Thermo scanner : Social distance

Protection of passengers and employees

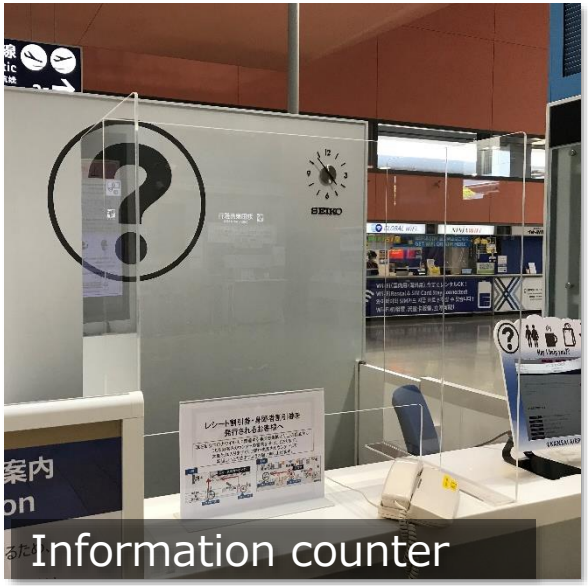
*The measures shown here are as of June 12, 2020

The measures are in place as below to reduce the risk of droplet infection

- Passengers requested to wear masks, and airport staff wearing masks and gloves
- Transparent shields installed at counters and other locations

Request for wearing masks

Transparent shields to prevent droplet infection


Information counter

Security checkpoint (KIX)

Health screening

*The measures shown here are as of June 12, 2020

- Temperature checks using thermo scanners are in place at the entrances to security checkpoints for domestic flights at KIX and ITAMI
- Temperature checks at the entrances to KIX terminal buildings are planned to be implemented

Temperature checks in place

Security checkpoint (KIX domestic)

*The image is for illustration purposes only

Disinfection and cleaning

*The measures shown here are as of June 12, 2020

The following measures are taken to reduce the risk of contact transmission

- Install and refill hand sanitizer dispensers
- Disinfect and clean high contact surfaces such as counters, security checkpoints, and escalators
- Enhance ventilation

Hand sanitizer

Disinfection and cleaning of escalators

Disinfection of tables and chairs

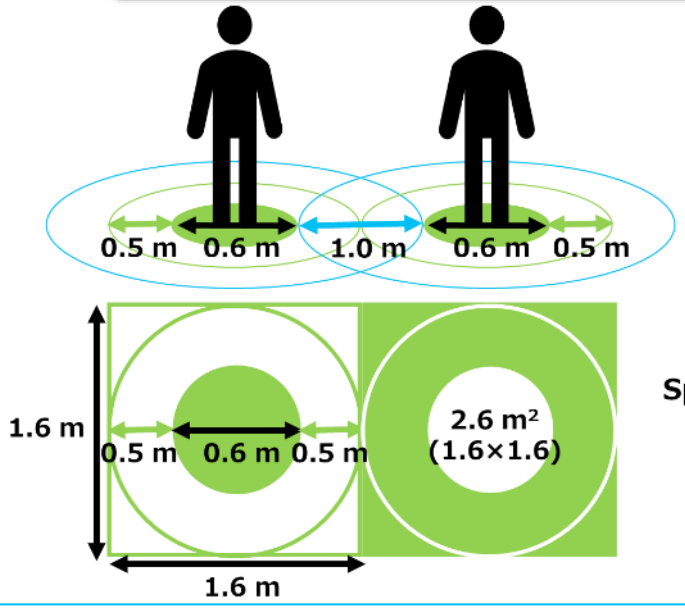
Social distancing

*The measures shown here are as of June 12, 2020

We implement the following initiatives and request customers' cooperation to maintain social distance (distance of one meter or more)

- Install social distancing markers and put reminder stickers
- Ensure social distance in seating at departure lounges, lobbies, etc. (one seat apart)

Concept of social distance



Space per PAX
2.6 m²/PAX

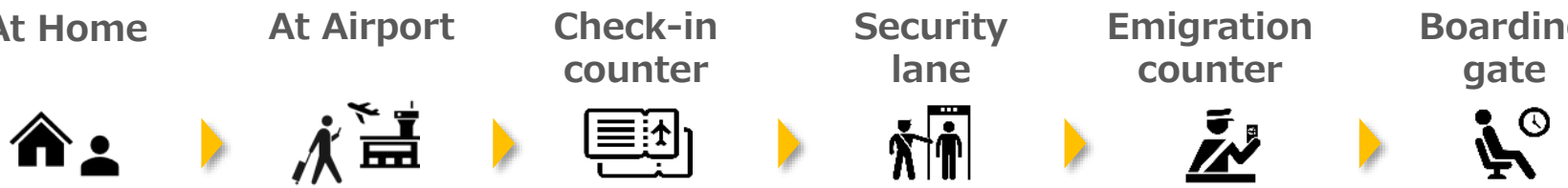
Social distancing marker and reminder sticker (sample)

Communication

*The measures shown here are as of June 12, 2020

The following efforts are made to provide customers with a sense of safety

- Make announcements and put up posters at terminal buildings to remind customers of keeping social distance, etc.
- Post information about precautionary measures taken at the airports on websites, social media sites, etc.



Websites, social media sites

In-terminal announcements

Digital signage/posters

Floor markings

Seat markings

Provide information on anti-virus measures and request customers' cooperation through various communication channels