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.

**Contact Information**
Planning & Administration
Corporate Communications
TEL: +81-72-455-2201
COVID-19 safety measures at three airports in Kansai

June 12, 2020  Kansai Airports
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

At Airport
- Transparent shields, sanitizer
- Temperature checks (thermo scanner)

Check-in counter
- Transparent shields, sanitizer
- Temperature checks (thermo scanner)

Security lane
- Transparent shields, sanitizer, temperature checks (thermo scanner)

Emigration counter
- Reduced seating capacity, suspension of AGT (unmanned shuttle service)

Boarding gate
- Transparent shields, sanitizer

Departure
- Quarantine, immigration
  - Quarantine (PCR test)
- Baggage claim carrousel
  - Keep distance between bags on carousel

Arrival
- 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

*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)

Shaping a New Journey KANSAI AIRPORTS

* : 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
Health screening

➢ 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

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

Temperature checks in place

Security checkpoint (KIX domestic)

*The image is for illustration purposes only
Disinfection and cleaning

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

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

Hand sanitizer  Disinfection and cleaning of escalators  Disinfection of tables and chairs
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)

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

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**At Home**

![Home icon]

**At Airport**

- Security lane
- Emigration counter
- Boarding gate

**Check-in counter**

**Digital signage/posters**

**Floor markings**

**Seat markings**

**Websites, social media sites**

**In-terminal announcements**

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

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