

Categories	Meteriarity	Initiatives	Major KPIs (Key Performance Indicators)	Target year	FY2024 Results
E	Measures to combat climate change	Reduction of CO2 emissions	Reduction by 46% from the FY2013 level (net zero by 2050)	2030/2050	-Increase by 12.0% from the FY2013 level (CO2 emissions from the JAT Group in the premises of Haneda Airport*1)
			Receipt of ZEB Oriented certification for T1 satellite in the terminal expansion project	2025	-Obtained ZEB Oriented certification in April 2024
	Effective use of limited resources	Introduction of eco-friendly materials and merchandise	Offering of ethical products at all directly managed (JAT’s select) stores *2	2025	-Offered at 24 of the 34 directly managed stores (JAT’s select)
			Introduction of wooden structure/interior decoration to T1 satellite in the terminal expansion project	2025	-Progress of T1 north satellite facility construction work is at 31%; scheduled to start operation in 2026
		Waste reduction/resource recycling	Recycling rate for waste from the terminals: 70%	2030	-Recycling rate: 39.6%
			Recycling rate for food residue from the manufacturing of in-flight meals in the JAT Group's business: 95%	2025	-Haneda factory: 100%, Narita factory: 98%
S	Development of a safe, comfortable and advanced airport	Enhanced terminal functionality	Continuous receipt of “5 Star Airport” rating from SKYTRAX (terminal expansion, smoother passenger flows, enhanced signage, diverse commercial facilities, etc.) *3	Every straight year	-JAT received the "5 Star Airport" rating for the 11th straight year.
		Assurance of safety and security	Continuous receipt of the 1st rating from SKYTRAX in the “World’s Cleanest Airport” category	Every straight year	-JAT ranked 1st in the "World's Cleanest Airport" category for the 10th straight year.
			Continuous implementation of disaster drills, etc. (150 times/year; 3,000 total participants/year)	Every straight year	-246 disaster drills participated in by 3,728 people in FY2024
		Promotion of universal design	Continuous receipt of the 1st rating from SKYTRAX in the “Best PRM & Accessible Facilities” category every straight year *4	Every straight year	-JAT ranked 1st in the "Best PRM & Accessible Facilities" category for the 7th straight year.
			Completion of the initiative to introduce mobile electric carts and self-driving wheelchairs to all terminals	2025	-Mobile electric carts for terminals were introduced at Terminal 2 and 3 -"WHILL" self-driving wheelchairs were introduced at all terminals
		Use of digital technologies	A wider use of digital and robotic technologies in the five categories of (1) cleaning; (2) guidance/translation; (3) mobility support; (4) security; and (5) retailing and food service	2025	-Introduction to the five categories completed: (2) Lost and Found Chat findchat, an online system for finding lost items; (4) introduction of 2 security personnel robots
	Contribution to local and regional communities	Creation of interaction with local communities	Utilizing the "location" of Haneda Airport, promotions for local and specialty products are held at permanent promotion stores and event spaces at least 24 times a year.	Every straight year	-In fiscal 2024, 34 regional collaboration promotions (53 million yen in sales) held at a dedicated section.
			Provision of know-how acquired in the Haneda Airport and products (robots, etc.) installed therein to overseas airports and other facilities at the rate of 50 cases a year	2025	-37 such contracts were signed (for Radi-Cool, robots, consulting services, etc.)
		Benefit-sharing with local communities	Continued participation of at least 1,000 people, including local (Ota City) elementary and junior high school students, in the airport tours and work experience programs	Every straight year	-Some 203 events were held with a total of 10,390 participants in fiscal 2024.
			Holding of regional cooperation events in the "terminal.0 HANEDA" R&D project in three categories: (1) events for local communities, (2) participation of local companies, and (3) regional tours.	Every straight year	-Held in all three categories: (1) Exhibition on the history of Haneda Airport, (2) participation by local companies, and (3) a tour of local factories in Ota ward

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S	Human resource development	Transformation of workforce into a group of real professionals	Active recruitment and development of human resources with diverse skills	Every straight year	-New graduates: 21, mid-career recruitment: 4 -Introduced talent management system
			Creation of innovative businesses and improvement of business operations through cross-industry/industry-academia collaboration and secondment of personnel to outside entities	Every straight year	-Industry-academia collaboration: 7 people (total of 31 people) -Number of employees on external assignment: 24, number of new assignee companies: 2
		Improved employee engagement	Embedding of internal branding activities (Plus One Promotion) into the mindset of all JAT Group executives to promote the development of “human resources who can think and take on challenges on their own”	2025	-Implemented employee engagement survey -Engagement index: 82.5, index related to new challenges: 74.1
	Promotion of DEI and respect for human rights	Promotion of DEI	Rate of childcare leave being taken by male workers: 100%; Rate of managerial posts being assumed by female personnel: 40%*Non-consolidated basis	2027	-Childcare leave acquisition rate among male employees: 88.9%, rate of female managers: 37.0%
			Employment rate of persons with disabilities: 6.6% *Non-consolidated basis	2025	-Employment rate of persons with disabilities: 5.1%
		Implementation of human rights due diligence	Implementation of measures to the issues identified in human rights risk surveys	2025	-JAT implemented measures regarding identified issues and completed a round of responses regarding human rights due diligence and disclosed the details. *5
G	Promotion of fair business activities	Ensuring of thorough compliance	Zero incidents of inappropriate behavior (serious misconduct/violations) in corporate activities	Every straight year	-Number of incidents of inappropriate behavior (serious misconduct or violations) in corporate activities: 1*6
		Strengthening of sustainability governance	Continuous improvements both in the response rate for surveys on compliance with the Sustainable Procurement Guidelines and in the compliance rate.	2030	-Compliance survey: response rate was 39% and conformance rate was 67%
			Dialogue with experts (twice a year)	Every straight year	-Number of sessions of dialogue with experts: 2
	Strengthening of risk management	Strengthening of risk management systems	Semiannual implementation of PDCA for priority risks	Every straight year	-The Risk Management Committee met twice and implemented the PDCA cycle.
		Cybersecurity	Zero incidents that result from a lack of adequate cybersecurity measures and have a serious impact on the terminal building operations	Every straight year	-Number of incidents that resulted from a lack of adequate cybersecurity measures and had a serious impact on the terminal building operations: 0

*1 Excluding those from airport vehicles owned by the JAT Group

*2 Ethical products are defined as products that lead to less food loss, fair trade products, products that use recycled materials, products that bear a certification label or mark, products that take into consideration local production and consumption, organic products, alternative meat/milk products, etc

*3 SKYTRAX: A UK-based aviation services research company founded in 1989. It evaluates airports and airlines worldwide, covering a wide range of evaluation criteria. Haneda Airport has won various awards, including the “5 Star Airport” rating (for ten consecutive years since 2014) and the 1st rank in the “Best Airport Terminal Cleanliness” category (for eight consecutive years from 2016) and the “Best PRM/Accessible Facilities” category (for five consecutive years from 2019).

*4 “PRM,” an abbreviation of “Persons with Reduced Mobility,” represents an evaluation category for facilities that consider the elderly, people with disabilities, and those who have been injured

*5 For a detailed disclosure, see: <https://www.tokyo-airport-bldg.co.jp/files/en/sustainability/JapanAirportTerminalGroupHumanRightsInitiatives.pdf>

*6 For a survey report, see: <https://www.tokyo-airport-bldg.co.jp/files/en/ir/000016260.pdf> (Survey results announced: May 9, 2025)