





Import Cargo Handling Services





Inbound Cargo (warehouse arrival)

Cargo unloaded from the aircraft is brought into the warehouse.



Cargo breakdown and sorting

Shipment loaded on Unit Load Device (ULD) is sorted by Air Waybill (AWB).



Shipment Check

Based on the pre-arrival information, arriving cargo and its condition is inspected. Any irregularities found are also reported.



Storage

Cargo is stored in appropriate facilities according to its specific characteristics.

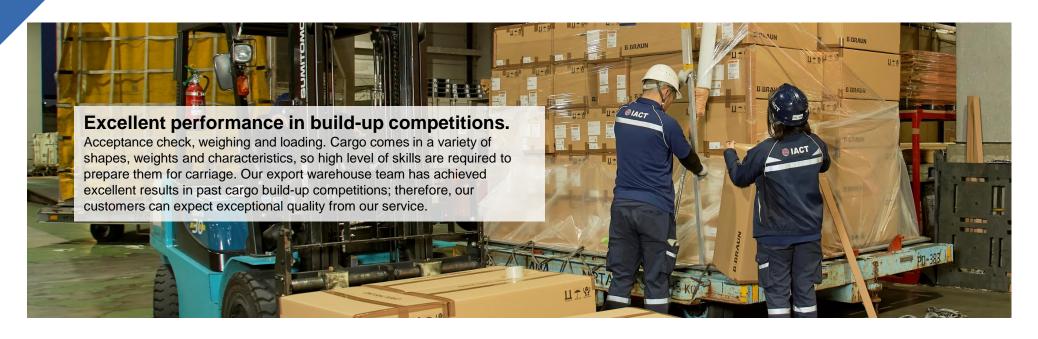


Delivery

Cargo is delivered to the customer after import clearance.



Export Cargo Handling Services





Cargo acceptance
Export permitted cargo is
unloaded from the delivery truck.
Shipment is accepted upon
condition check.



Creation of loading plans ULD build-up plan is created according to cargo weight, shape, and other characteristics.



Build-upForklifts are used to load shipment onto ULD.



Weighing
ULD is weighed and tagged.
Detailed information on the
weighed ULD is shared with
operations personnel.



Cargo delivery
ULD is handed over to the ramp agent in preparation for loading onto the aircraft.



Import Documentation Services





Inbound document pickup
Cargo documents are retrieved
from the aircraft upon arrival and
brought over to the import
documentation office.



Processing import documents

Details are registered into the system and instruction is given to the warehouse team to store cargo in appropriate storage. Once all processes are completed, AWB is handed over to the customer.



Customer service
Customers are informed on the arrival of their cargo. For any shipment requiring temperature control, storage instructions are confirmed with the customs agent.



Irregularity handling
When irregularities such as
missing pieces or damages
occur, Airline system is used to
trace the shipment's past
handling records.



Other Cargo Related Services



International Express Cargo Handling

We handle international courier and express service such as small packages. With the increasing demand for e-commerce, we provide support for our customers' door-todoor delivery service.



Forwarder Export Handling Services

In addition to handling cargo in the warehouse, we also provide export services for forwarders such as screening, packaging, labeling, and re-icing perishables. As we are located inside the airport, we can handle urgent matters.



IACT Narita Logistics Center Services

As an AEO-accredited operator in an offairport facility located in the southern airport district, this facility offers export and import cargo handling for shippers, consolidators and airlines. Operational support to logistics providers is also provided.





Ramp Handling Services





Marshalling
Aircraft guidance to tarmac.



Baggage handling Sorting of arriving baggage, and loading departing baggage into containers.



Loading/ Unloading Arriving baggage and cargo is unloaded from the aircraft before departing baggage and cargo is loaded.



Transport

Baggage and cargo is transported between aircraft and passenger or warehouse terminals.



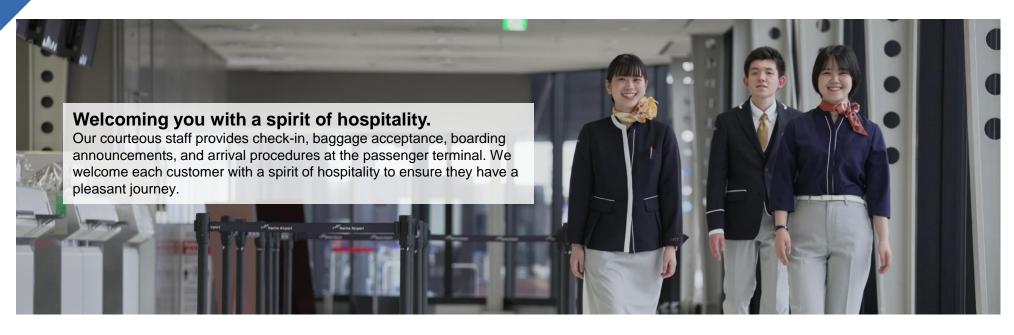
Pushback
The aircraft is sent to
the taxiway for takeoff
by our pushback tractor.



Cabin cleaning
For the comfort of our passengers, cabin cleaning is provided.



Passenger Handling Services



DEP — ARR



Check-in Counter
Passenger's boarding pass, passport and other
departure documents are checked, and baggage is
checked in.



Departure GateDeparting passengers
are guided to the aircraft.



Arrival Gate
Passengers are
guided upon arrival.

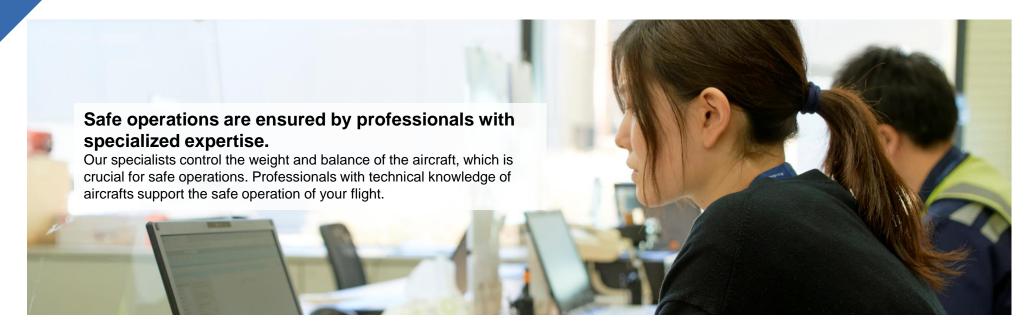


Wheelchair Support
Assists passengers with
physical disabilities to board
and disembark from the aircraft.





Flight Operation Services





Weight & Balance
The number of passengers, the weight of their luggage, and cargo weights are calculated to create a ULD loading plan for the aircraft.



Communication with Aircraft Communication with aircraft before arrival and after departure.



Handling of Flight Operation Documents

Documents necessary for the flight operation, such as the flight plan to the arrival airport, are prepared for delivery to the flight crew.







Special Facilities Owned by IACT

Cargo Climate Control Terminal (CCC)

Feb.2024

In February 2018, we began operating Narita Airport's first Cargo Climate Control Terminal (CCC) with five temperature zones. This has made it possible to thoroughly control temperature using the chemical storage. Furthermore, in November 2020, we received IATA CEIV Pharma certification, a quality certification for air transport of pharmaceuticals. We provide higher quality transportation services by acquiring certification that comprehensively meets the pharmaceutical storage and transportation standards of various countries.



Cool room (+5°C): 920m²
Main Cargo: Fruits, Vegetables, Cheeses, etc



Temperature controlled room (-20°C) : 435 m² Main Cargo : Frozen foods, Pharmaceuticals, etc



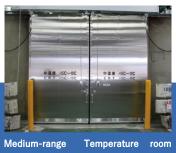
Temperature controlled room (+1°C~+20°C): 993 m
Facilities for warehousing, cargo handling, content inspection



Pharma room 1 (+15°C~+25°C) : 97 m Pharma room 2 (+2°C~+8°C) : 44 m Main Cargo : Pharmaceuticals,etc

- Other Facilities & Equipment

Feb.2024







Function: Exteminate/sterilize desease and pest from agricultural products



20 feet pit scale scale: 20ton



Main Cargo: Unit Load Device (ULD)



VAL room: 88m di vi room: 19m Semi-VAL room: 22m Dangerous goods room: 22m





Vehicles and Equipment Owned by IACT



6 Towing Cars A vehicle for towing an aircraft



9 Main Deck Loader A vehicle for loading and unloading ULD from a freighter aircraft's main deck



9 High Lift Loaders A vehicle for loading and unloading ULD from an aircraft's lower deck



11 Belt Loaders A vehicle for loading and unloading bulk cargo and baggage from an aircraft's bulk cargo bay



59 Towing Tractors A vehicle for towing ULD dolly and bulk cart



GSE: Ground Service Equipment

646 Pallet Dolly Equipment for transporting ULDs



94 Bulk Carts Equipment for transporting bulk cargo and passenger **6** baggage



9 Passenger Boarding Steps

A vehicle for crew and passenger access to an aircraft



4 Deicing car

A Vehicle for the removal of snow and ice from an aircraft



1 Air Start Unit

Equipment for starting aircraft jet engines



2 Lavatory Service Cars A vehicle for extracting wastewater, such as from aircraft lavatories, and transporting it to a treatment facility.



2 Water Cars

A vehicle for supplying drinking water to an aircraft



18 Tow Bar

Stick-like equipment for connecting an aircraft to a towing car



Our Company's CSR Activities (What is CSR?) Corporate Social Responsibility



Our Approach and Commitment to CSR

As a company operating within Narita International Airport, we have supported Japan's gateway since the airport's opening, providing essential services even in times of disaster as part of our commitment to social contribution. Through these activities, we have come to recognize that a corporation is also an integral member of society. In recent years, CSR has become a major trend, and we see it as our corporate duty to contribute to the local community. This responsibility extends to acting responsibly toward all stakeholders, enhancing motivation within our business, and improving customer satisfaction. With this in mind, we have actively launched CSR initiatives to fulfill our role in supporting the community.

Our Initiatives as a Regional Future Driving Company

Our company has engaged in various community activities, including volunteer cleaning efforts within the airport and Narita City, sponsoring a youth baseball tournament for lower elementary school students in Narita, and hosting educational tours for local middle school students. In 2020, we were selected as a 'Regional Future Driving Company' by the Ministry of Economy, Trade and Industry, which has encouraged us to expand our activities, such as participating in local events and contributing to the broader Hokuso region. Our CSR efforts have only just begun, but we are committed to further contributing to the local community and working towards regional revitalization, with the ultimate goal of building a better society.



IACT Cup

Since 2018, our company has sponsored the youth baseball tournament for lower elementary school students in Narita City, supporting the event under the name 'IACT Cup.'



Sponsorship of Narita City Events

Various festivals and events are held annually in Narita City, and as a local company, we actively participate by providing sponsorship, assisting with venue organization, cleanup, and other operational support, thereby fostering connections with the community.



Beautification Activities Around Narita City

Our employees participate annually in cleanup events around Narita International Airport and adjacent areas, engaging in activities such as picking up litter to help maintain the beauty of the local environment.

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Important Events of Company History

E	1960 — Oct. 1963 — Dec. 1964 — Dec. 1965 Nov. 1966	Company Founded as Fujii Airport Service Co., Ltd. Company name changed to International Airport Cargo Terminal Co., Ltd. , abbreviated as IACT Designated by AOC as the operator of a joint import warehouse at Haneda Airport Began operation of a joint import warehouse (bonded area) at Haneda Airport
Fujii Airport Service Co., Ltd.	1970 — May. 1978	Narita International Airport opened; established Narita Operations Headquarters Began operation of a joint import warehouse (bonded area) at Narita International Airport
IACT facility at the time of Narita Airport opening	1980 — Aug. 1982 — Nov. 1986	Began export cargo consolidation operations Opened expanded import joint warehouse at Narita International Airport
	1990 — Aug. 1993 — Apr. 1996 — Mar. 1998	Opened newly constructed import joint warehouse at Narita International Airport Opened Cargo Building No. 4 bonded warehouse at Narita International Airport Relocated joint warehouse at Haneda Airport to the East Cargo Area
	2000 — Jun. 2002 Nov. 2002 — Oct. 2003 — Mar. 2008 — Oct. 2008 — Nov.2009	Opened Cargo Building No. 6 bonded warehouse at Narita International Airport Closed joint warehouse at Haneda Airport Opened IACT Airport South Center Opened IACT Narita Logistics Center Began import airline handling operations Began export warehouse and export airline handling operations
	2010 — Oct. 2010 Mar. 2011 — Nov. 2016 — Feb. 2018	Launched ramp and passenger handling services Recognized by Tokyo Customs as an AEO Designated Bonded Warehouse (IACT Narita Logistics Center registered as a bonded warehouse) Celebrated 50th Anniversary Opened Cargo Climate Control warehouse (CCC) at Narita Airport
	2020 — Nov. 2020	Obtained CEIV Pharma certification for quality assurance in pharmaceutical transportation



Board Members

Top Message

Since the beginning of the 21st century, we have aimed to enhance efficiency and quality in our operations by implementing warehouse systemization, launching a temperature-controlled warehouse, obtaining CEIV Pharma certification, and expanding into new service areas. To meet the diverse needs of airlines, we have actively expanded into off-airport warehouse services, export warehouse operations, airline document handling, ramp handling, and passenger counter services.

As a result of this steady business expansion, we were selected in 2020 by the Ministry of Economy, Trade and Industry as a 'Regional Future Driving Company' for our potential to play a central role in the regional economy. In 2024, we will begin operating a new facility equipped with automated high-rise racks and automated forklifts.

Under the 'New Narita Airport' concept, we will continue to support the development of Narita International Airport as essential infrastructure, while also contributing to the revitalization of the surrounding region through local employment promotion and CSR activities.

With our 60th anniversary approaching in 2026, we are committed to fostering each employee's growth as a professional and to providing efficient, high-quality services that satisfy our customers, built on strong teamwork. We will continue to uphold our legacy as a pioneer in joint warehouse operations while adapting to changes in a new era, pursuing self-improvement, and striving to contribute to the advancement of international exchange.

Thank you for your continued support.

President, Hiroshi Kishimoto



2025.Jul

Post Name		Responsibility		
Chairman of the board	Eiichi Okamoto	Operation Reform Promotion		
President	Hiroshi Kishimoto	Corporate Administration/Chairman of ICS Co., Ltd. Chairman of Skyport Service Corporation		
Senior Managing Director	Ryuichi Maekawa	Interdepartmental Cordination/Internal Audit/General Affairs Department General Accounting Department/Facility Department		
Managing Director	Keiji Watanabe	Import Operation Department 2		
Director	Fuminori Kawaguchi	Corporate Planning Department/Department of Ramp & Passenger Handling Services		
Director	Masanori Otake	Marketing & Sales Department/Operation Control Department President of ICS Co., Ltd.		
Director	Seiji lijima	Import Operation Department 1/Import Documentation Handling Department IACT Narita Logistics Center/Haneda Branch		
Director	Masayuki Kida	Export Operation Department/IT Developing Office		
Auditor	Yoshikazu Tsurumaki			
Executive Officer	Makoto Kiuchi	President of Skyport Service Corporation		
Executive Officer	Yoshiki Takagi	Manager of Import Operation Department 2		



IACT Customer Airlines

I/-	CT Customer Airline	3					Mar.2025
1	AIRLINE	IMPORT CARGO HANDLING	EXPORT CARGO HANDLING	DOCUMENT HANDLING	RAMP HANDLING	PASSENGER SERVICES	NOTE
3S Aero	Logic	•	•	•	•	-	-
5J Cebu	u Pacific	•	•	•	-	-	At NGO
5Y Atlas	Air	•	•	•	•	-	-
7C Jeju		•	•	•	•	-	-
	Way West Airlines	•	•	•	•	_	_
-	rance	•	•	•	-	_	_
	Cargo		•	•	_	_	_
	Cargo			•	_	_	RFS
	Cargo	•	•	•	_	_	-
-	Air Cargo	•			_	_	_
	a Postal Airlines	•	-	•	•	_	
					•	-	-
	AIR S.p.A	•	•	•	•	-	-
	ay Pacific Cargo	•	•	•	•	-	-
	ppian Airlines	•	•	•	•	•	-
-	Ex Express	•	•	-	-	-	-
	ter Bay Airlines	•	•	•	•	•	-
HY Uzbe	ekistan Airways	•	-	•	-	-	-
HZ Auro	ra	-	-	-	•	•	-
19 Cent	ral Airline	•	•	•	•	-	-
IT Tige	rair Taiwan	•	•	•	•	•	At NGO
K4 Kalitt	ta Air	•	•	•	•	-	-
KJ Air Ir	ncheon	•	•	•	-	-	-
KZ Nipp	on Cargo Airlines	-	•	-	-	-	Partial Handling
	long Kong	•	•	•	•	-	-
	ansa Cargo	•	•	•	-	-	-
-	s International Air Lines	•	•	•	_	-	_
	L Israel Airlines	•	•	•	_	_	_
	Mongolia	•	•	•	_	_	_
MS Egyp		•	•	•	•	_	_
	ippon Airways		_	•	-	_	_
NX Air M			_	•	_	_	RFS
O3 SF A		•	_	•	_	_	RFS
	rian Airlines	•	•	•	-	-	-
	na Airlines	•	•	-	•	-	-
	r Air Cargo Worldwide	•	•	•	•	-	-
	r Airways	•	•	•	-	-	-
	al Airlines	•	•	•	•	•	-
RS Air S		•	•	•	•	•	-
	ndong Airlines	•	-	•	-	-	-
	ndinavian Airlines	•	-	•	-	-	RFS
SL Thai	Lion Air ish Airlines			•	-	-	-
TN Air T		•			-	_	_
TW T'wa		•	•	•	•	_	_
	ed Airlines	•	•	•	-	-	-
	ankan Airlines	•	•	•	•	•	-
	g Kong Express Airways	•	•	•	-	-	-
VJ Vietje	et Air	-	-	=	•	-	-
	nam Airlines	•	•	•	-	-	-
	tJet Airlines	•	•	•	-	-	-
	arna Airlines	•	-	•	-	-	RFS
YP Air P		•	•	•	-	-	-
ZE East		•	•	•	•	-	-
	TTL	49	43	47	26	7	



Guide to Facilities within and around Narita International Airport

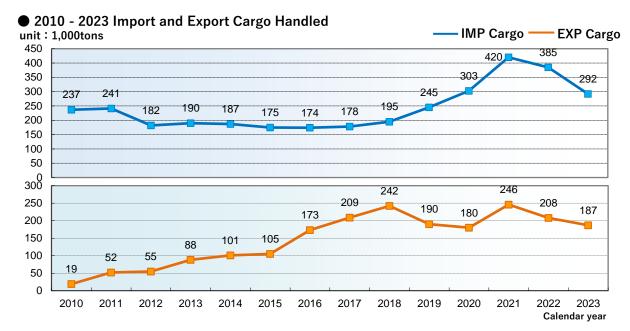


Partially cited from Narita International Airport homepage Oct.2024

Bonded area per facility	
Warehouse	Area(m²)
Import Common Warehouse Bldg. (Bldg. A)	22,027.00
No.4 Cargo Bldg. Room No,108 (Bldg. B)	9,646.52
No.8 Cargo Bldg.	21,834.29
No.6 Cargo Bldg. (Bldg. D)	5,714.17
No.1 Cargo Bldg. Room No.105(Bldg. E)	1,565.46
No.2 Cargo Bldg. Room No.103-B,104,106(Bldg. F)	3,815.20
No.1 Cargo Bldg. Room No.103,104,108-2 (Bldg. G)	5,338.61
No.1 Cargo Bldg. Room No.106(Bldg. H)	2,108.10
No.4 Cargo Bldg. Room No.105(Bldg. I)	5,596,56
Cargo Climate Control Terminal(CCC)	3,185.29
Fumigation Facility	465.67
Others	1,813.16



Cargo Handling Results by IACT







A	International Air Cargo Terminal Co.,Ltd. 国際空港上屋株式会社
tier	国際空港上屋株式会社

Company Name International Air Cargo Terminal Co., Ltd.

Operation Started November, 1966

Location

Capital 300 million Yen

Category of Business International Air Cargo Handling, Surface Transportation of Cargo

Keio Higashi Nihonbashi Bldg., 5F,1-1-7, Nihonbashi Chuo-ku,

Tokyo, 103-0004, Japan

[Haneda Office]

【Head Office】

No,474 No.1 International Freight Bldg., 2-6-3 Haneda Airport,

Ohta-ku, Tokyo 144-0041,Japan

[Narita Operation Headquarters]

Import Common Warehouse Bldg., Narita International Airport

Narita-city, Chiba, 282-8691, Japan

[IACT Narita Logistics Center]

lwayama Aza Imorito 114-7, Sanbu-gun, Shibayama-machi,

Chiba, 289-1608, Japan

http://www.iactcgo.co.j

Affiliated Company

Company Name ICS Co., Ltd.

Operation Started March, 1987

Capital 10 million Yen

Category of Business Man-Power Supply, Customs-Broker

Location [Head Office]

No.1 Agency Bldg., Narita International Airport, Narita-city, Chiba, 282-8691, Japan

[Narita Customs Broker]

No.2 Cargo Bldg. Rm 206, Narita International Airport,

Narita-city, Chiba, 282-0021, Japan

http://www.ics-narita.com

Company Name

Operation Started

Skyport Service Corporation

August, 2006

Capital 100 million Yen

Category of Business Ground Handling Service

Location [Head Office]

International Warehouse #3 1-2 Centrair, Tokoname, Aichi 479-0081, Japan

http://www.skyport.co.jp