

Enhancement of hospitality environment for inbound Muslim tourists

As we continue to support the Shoryudo promotion project across the Chubu region, and due to the increase in the number of inbound tourists from Southeast Asia, as well as Air Asia X's launch of Kuala Lumpur services in March, 2014, more Muslim tourists are expected to visit Japan.

To that end, while we have been continuously improving our hospitality environment for inbound tourists, we have decided to further enhance the hospitality environment especially for Muslim people. We will establish prayer rooms and introduce pork and alcohol free food menus at restaurants, hoping Muslim tourists will spend time at Centrair more comfortably.

Furthermore, we will make continuous effort to improve services for Muslim tourists such as introducing more detailed restaurant menus, which list all food ingredients. (The detail will be announced as soon as the decision is made)

1.Establishment of prayer rooms

We will establish prayer rooms in non-restricted area and in restricted area of the international departure area.

[Facility outline]

- Each prayer room is divided into two spaces so that men and women can pray separately.
- Reservation and application are not required. Prayer rooms are available from 6:40 a.m. to 9:30 p.m.

[Installation site and open date]

<Non-restricted area>

Installation site: Arrival lobby on 2nd floor at Passenger Terminal Building

Open date: Monday, March 17, 2014



Prayer rooms (non-restricted area)

<Restricted area of the international departure area>

Prayer room in the restricted area of the international departure area will be completed by April, 2014. (Details including installation site and open date will be announced at a future date.)

2.Pork-free and alcohol-free food service in restaurants

(1)Provision of pork and alcohol free service utilizing Halal certified food in retort pouch.

Halal certified food in retort pouch provided by "Brahim's Holdings Berhad"(Brahim's*) will be served at restaurants in non-restricted area as well as in restricted area of the international departure area.

All Brahim's products are certified halal by the Malaysian government JAKIM.

[shops]

<Non-restricted area>

Hai Shang Lou (Passenger Terminal Building, 4th Floor)

<Restricted area of the International departure area>

DELI&CAFE (Passenger Terminal Building, 3rd Floor)

[Provision start date]

Monday, March 17, 2014

*Brahim's Holdings Berhad

Located in Southeast Asia, Brahim company is a long-established, internationally-recognized food company, which supplies Halal food certified by the Malaysian government JAKIM. It is also a world-leading company in terms of reliability among Muslims. Since its establishment in 1986, Brahim's sells retort pouch food in over 15 countries, including the United States, England, Indonesia and Jordan under its brand name "Brahim's". It also started selling products in Japan in 2012. In-flight meals are provided to 95 % of airlines which use Kuala Lumpur International Airport.

(2)Provision of pork-free and alcohol-free boxed lunch

Centrair provides pork-free and alcohol-free boxed lunches to group passengers with advance reservations. The boxed lunches are prepared by Nagoya Air Catering Co.,Ltd., which has its own in-flight meal processing plant.

[Restaurants to provide pork and alcohol free boxed lunch]

<Non-restricted area>

Hai Shang Lou (Passenger Terminal Building at 4th Floor)

[How to apply]

Please apply five (5) business days prior to the preferred date.

The contact information is as follows:

TEL : +81-569-38-7867 (10:00a.m.-8:00p.m.)

FAX : +81-569-38-7867

e-mail : delicafe@qacj.com

[Reservation date & provision start date]

Reservation start date: Monday, March 10, 2014

Provision start date: Monday, March 17, 2014

Definition of pork-free and alcohol-free meals

Pork-free and alcohol-free meals are less strict than Halal meals. Pork, pork-derived ingredients and alcohols are not contained in raw materials, seasonings or food additives.

3. Selling souvenirs

Souvenirs that do not contain “pork (including pork-derived ingredients)”, “alcohol” or “derived food” are sold at duty-free shop in restricted area of the international departure area.

[shops]

<Restricted area of the International departure area>

Centrair Duty-Free Shop, Neo Japan (Passenger Terminal Building at 3rd floor)

[Sales start date]

Monday, March 17, 2014

4. Enhancement of hospitality & customer service level of airport staffs (implementation completed)

To prepare to welcome Muslim tourists, Centrair held a seminar for airport staff members in February 28, 2014, with the cooperation of ASEAN –Japan center to gain a further understanding of Muslim customers such as their lifestyle and to enhance hospitality of airport staff members. The seminar ended in success with approx. 250 participants.

[Theme and lecturer]

“Welcoming Muslim tourists from ASEAN countries”

Ken Fujita, Project Manager, Tourism interchange department, ASEAN-Japan center

[Place]

Centrair Hall at Centrair building 2

[Participants]

Company members working at Centrair, and relevant parties of Chubu region tourism-related organizations