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# IACT BULLETIN

— The Total Ground Handling Company  
in Narita Int'l Airport / JAPAN —

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## IACT's Strategy for Safety Improvement - Risk Experience Exercise

In this issue, we will introduce "Risk Experience Exercise Dojo", one of IACT's core strategies for improvement in operation safety.

"Risk Experience Exercise Dojo" is a safe operation exercise for all licensed forklift drivers aimed to raise awareness in safety and re-recognize the importance of safe work environment and procedures through experience in simulated operation risks and accidents. This exercise was implemented since June 2012, and has been conducted regularly as part of the "Transformation of Business Operations Project". The planning, coordination and instruction of courses are performed by the project members and IACT's Operation Control Department.

There are two courses in the exercise in which participants experience a simulated accident in order to understand its cause, and learn how they can prevent it. Upon completion of these exercises they are required to submit a written report which must include answers to questions such as "How would you feel if the accident involved a cargo you had paid for?" or "What would the customer think of your company if their cargo was damaged by an accident at your warehouse?" By placing the participants into the customers' position, great emphasis is placed on the staff's attitude and awareness toward their own operation of a forklift.

After the submission of the report, a magnet card printed with the participant's name is made, and is placed on the wall within the warehouse sorting area as a symbol of determination and a reminder for safe operating procedures.

In Operation Department 1, 3 and 4, so far almost all originally planned participants have completed the courses, and the participation for the staff in other departments is currently being considered.

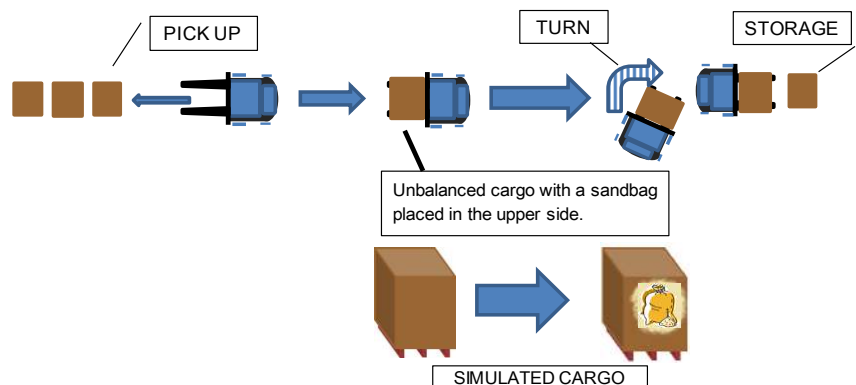
### "Risk Experience Exercise Dojo" Course Example

**COURSE:** Measures for prevention of cargo collapse caused by an unbalanced cargo.

**◆ POINT ◆**

- When forks are inserted under the cargo, they must be moved forward slowly for three-fourth of the length, and raised 5-10cm from the floor, and its stability must be ensured.
- When turning/switching directions, the forklift must be slowed down to its safe driving speed.

- ① 3 pieces of cargo are prepared with battens fitted under the bottom. One of the pieces is purposely made unbalanced.
  - ② A participant transfers cargo from the starting point to the goal within 5 mins. She/he operates a forklift as they normally do in daily operations.
- ◆ If a driver lifts the forks without care, an unbalanced cargo would fall over.
  - ◆ Without slowing down before turning/switching a forklift, an unbalanced cargo would fall over.



Pictures of last year's "Risk Experience Exercise Dojo".



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## 2013 IACT Initiation Ceremony



On the first day of April, which is the beginning of a new fiscal year, IACT welcomed 11 new employees. The eleven men and women in fresh suits, with a nervous look on their face, received a letter of appointment from the president and officially became members of IACT.

During the greeting our company president Osamu Tsukahara introduced the word "Onkochishin", which means "developing new ideas

by learning the past", from analects of Confucius, which he said is the most important word for our current company to follow. As the veteran company of warehousing, this year makes the 48th year since the establishment. In our organization, the history and skills that have accumulated are deeply valued yet at the same time new ideas and innovation are always sought after in order to inspire the entire company.

The president also mentioned "women's spirits" as an important element for our company today, and said: "we are still far behind on emphasizing women's role in our business and social progress; however I do not see any difference between men and women regarding their ability to accomplish certain tasks. I would like women to be more proactive in our work environment." As the response for this message, Ms. Ukigai, one of our new employees, spoke as the representative of the group and promised future success for the company.



Ms. Ukigai took a freshman's oath.

There is a unique training conducted at IACT every year for new employees, which is to complete a walk around the entire Narita International Airport area. The purpose of the training is to have all freshmen get accustomed to the sheer size of the airport by going through the distance of 30 kilometers entirely on foot.

The training this year was held on April 4th, and 11 new employees, President Tsukahara, Director Shibata, and three other employees from the Personnel Affairs Division left the IACT Building A (Import Common Warehouse Building) and started their walk under a perfect weather condition. Amidst the walk, the group stopped by IACT Narita Logistics Center for lunch and interacted with IBS staff from India who are on their temporary business stay and work at the center on the new warehouse system development. All the participants safely returned to the starting point in the evening without any problem, albeit physical

exhaustion. After walking approximately 37,000 steps, one of the freshmen said: "I truly understood now how vast the airport is. It was amazing." Another has said "Walking 30 kilometers was very difficult but once you finish the walk, the feeling was incredible. I also did not know that there was a lot of natural scenery around the airport."

Overall the initiation served as a re-affirmation for the new recruits to fulfill their role as working members of the society as well as representing new ideas that our company seeks in order to provide high quality services to our customers.



At IACT Narita Logistics Center, freshmen and IBS staff had lunch together.



Walking around the airport.

Freshmen 2013. This year six males and five females have joined IACT.

## Temporary Transfer Employees Return to IACT for Idea Exchange

On April 24th, the employees that have temporary transferred to other companies for development of human resource assembled at IACT for a group discussion meeting to report on their current situation.

Some of IACT employees are currently working within our affiliated firms Skyport Service Corporation (SPS) and I.C.S Co., Ltd. as well as other companies such as All Nippon Airways Co., Ltd. (ANA), Nippon Cargo Airlines Co., Ltd. (NCA), Narita Inter-

national Airport Corporation (NAA), Nippon Automated Cargo and Port Consolidated System, Inc.(NACCS), to name a few. Presently there are 18 employees working at these companies (currently 10 companies in total), and some of these workers returned to the company and reported their work situations and shared their opinion with others.



Temporary transfer employees and IACT board members.