



The Second-Half  
Of 2013

# IACT BULLETIN

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

## The 3rd IACT Competition for Forklift Safety Operation

On July 31st, the 3rd IACT Competition for Forklift Safety Operation was held in Cargo Building 4 in the cargo area of Narita International Airport. The objective of this competition is to promote safe operations and accident prevention by further improving forklift operators' regulatory compliance and safety consciousness, as well as their operational skills. This year 20 staff members from various sections within import and export department were chosen as contestants, and each were to demonstrate their forklift techniques in front of visiting spectators – among them were employees and guests from customer airlines of IACT, Narita International Airport Corporation, etc.

The competition constitutes a scoring method based on written and practical examinations where a maximum of 100 points can be earned for each part. The written exam is a set of true and false questions that are made to measure the participant's operating skills and their understanding of equipment inspection method, while the practical test measures the contestants' basic forklift operation procedure, their awareness during cargo handling, and on safe handling procedure, where the biggest emphasis is placed.

The result of this year's competition are as follows: Mr. Satoshi Motoki won the first place, with Mr. Yuta Kurikawa and Mr. Shin Hirano won the second and third place respectively. All top three winners are assigned to Operation Department 1, is the section of IACT tasked with import cargo handling. These three winners demonstrated a remarkably high skill level in forklift operation, thereby distinguishing themselves from the rest of the competitors.

This event is held once every 2 years, and the next one is scheduled for 2015. This is not the only event with a focus in enhancing the service quality; IACT also periodically holds cargo build-up contest and risk experience exercises for its employees, among many others.



A female operator using forklift machine.



Forklift operators showing their skills while driving safety.



The contestants with President Tsukahara at a commendation ceremony.



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## Report on Women's Committee of Workforce Promotion

Due to rising demand for more active roles by the female employees, IACT established Women's Committee of Workforce Promotion in July 2013. The committee will hold a meeting once a month over the course of the year, and discuss what kind of actions the company can take to promote women who take active participation at the workplace. The committee is composed of 9 members that include two women from outside of the company; both of them have an experience in working as female administrators. IACT had requested these two women to take part in the committee in order to receive some ideas and advice based on their experience.

The first meeting was held on July 23rd. As the committee's very first undertaking, Ms. Harumi Ikoma from IACT Narita Logistics Center was selected and approved as the committee chairwoman. Following that, the committee secretariats summarized the assortment of issues: for example, the fast turnover rate by the female employees. The committee listed women's reasons for leaving work in the past 8 years and found that many have left due to marriage and/or relocation; to concentrate on parenting or housekeeping, occupation change, and finally, due to personal health issues. Better company awareness and employee engagement was raised as possible solution by the committee members; however, the task of balancing between business and private life remained for future discussion.

At the 2nd and 3rd meeting, for the opportunity to learn about different methods to approach these issues, the committee invited several guests as well as their own members who work in a different company to speak about their experience. One of the committee members who currently works as a manager spoke about her experiences before she entered her position and her motivations towards job responsibility. Another male guest explained his present role as a supervisor in a female dominated workplace that the key is to gather workers with necessary talents and clear objectives with less focus on stereotypes against men or women.

After their speech, the committee also took note of differing opinions from its members that the company needs to create a working environment where it is possible for women to become more active in their roles.

The committee will continue to discuss the development suitable job environment and an available employment system for working women in the next meetings.



The members of Women's Committee of Workforce Promotion having a live discussion.

## Reports on IACT Ground Handling Business in the Second-Half of 2013

IACT currently provides its ground handling service to 5 airlines, handling about 52 flights per week. The business is continuously expanding and operational practices are being developed day by day. Here is the report on our recent ramp handling.

### Spring Airlines Japan

On August 2, 2013, Spring Airlines Japan operated a test flight with their first B737-800, and IACT provided necessary ramp services such as aircraft marshaling and push-backs. Spring Airlines Japan Co., Ltd. was established in September 2012 by as an affiliated company of Spring Airlines Co., Ltd., the first private LCC in China. The company is planning to open its hub at Narita International Airport from the end of May in 2014 with flights to Hiroshima, Takamatsu and Saga airport.



Spring Airlines Japan's brand new B737-800 aircraft.

### Cathay Pacific Airways

IACT was awarded as the ground handling agent for Cathay Pacific Airways' cargo freighters at Narita. We had already provided import cargo handling to Cathay Pacific's passenger and freighter flights for years.

Cathay Pacific currently employs several B747 series aircraft for cargo transport, with the newer B747-8F as the main force in its fleet of cargo freighters flying to and from Narita.

The first ramp operation by IACT took place on November 16th, which involved a special loading procedure for particular shipment; however the entire operation was completed smoothly and without any problems.

Loading/unloading operation for Cathay Pacific Cargo on Nov. 16th.

