



ANA Cargo

ANA Cargo Base

Service Guide

ANA Cargo www.anacargo.jp

Cargo 8 ANA



October 2024 "ANA Cargo Base +" commences

New Start, New Future

ANA's largest cargo warehouse, "ANA Cargo Base +", will be operational from October 2024. Cargo warehouse functions that were previously dispersed throughout Narita Airport will be integrated into "ANA Cargo Base +".

With the latest facilities, we will begin highly efficient new operations.

In order to meet diversifying transport needs and provide high-quality services, ANA Cargo has acquired international quality certification, renewed its systems, and promoted digital transformation (DX).

At "ANA Cargo Base +", further enhancement of the operational quality will be achieved by automating duties based on utilization of cutting-edge technologies and expanding temperature-controlled facilities.

ANA Cargo will continuously create new values for the air logistics.

What is ANA Cargo Base +

In addition to the existing No.7 cargo building, the No.8 cargo building will be newly constructed. New added-values according to changing times shall be continuously created by enhancement of warehouse functions & convenience, etc. utilizing the large space, and such intent is expressed in "+" of the new building name "ANA Cargo Base +".

New logistics is to start from Narita

The total area of "ANA Cargo Base +", in combination with ANA's largest cargo warehouse, Narita Airport No.8 cargo building, and the adjacent No.7 cargo building, is approximately 48,000m², which will be expanded by approximately 10,000m² than before.

By securing sufficient space, handling of more cargo will be available.

With the latest equipment installed in the "ANA Cargo Base +", ANA Cargo will provide higher quality services and pursue new logistics that will pioneer the future, under the three themes of "customer convenience enhancement", "product appeal reinforcement", and "for the sustainable future".

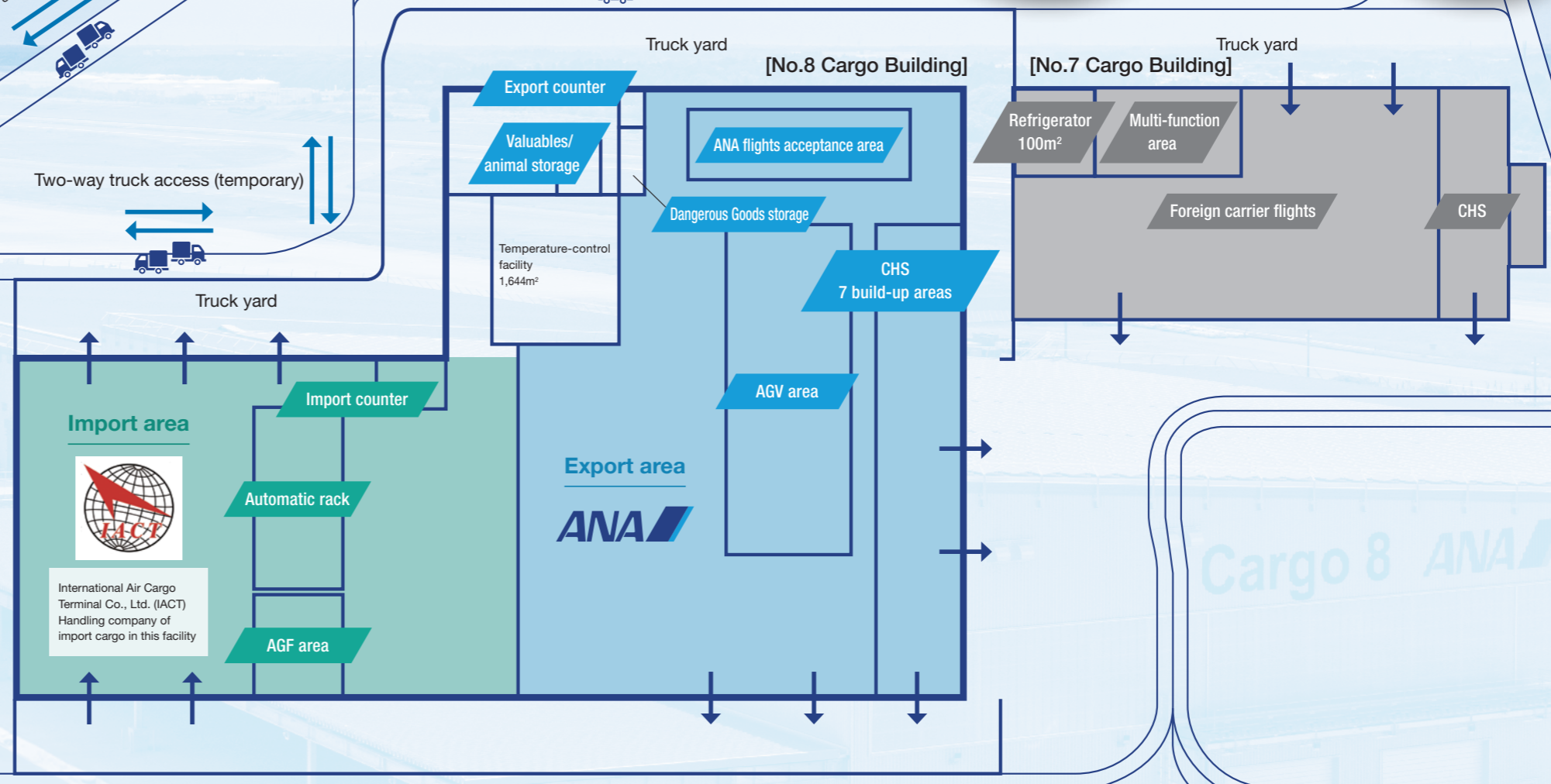
Two-way truck access (after completion)

Two-way truck access (temporary)

Two-way truck access (after completion)

Two-way truck access (temporary)

Northern cargo gate



Point 1
Improved customer convenience
 Handling in ANA's largest warehouse greatly expands processing capability, providing faster and safer service
 For details, see P.07

Point 2
Responding to diversifying transport needs
 Providing stable ANA quality with the latest temperature control equipment and professional care
 For details, see P.09

Point 3
For a sustainable future
 Creating a new future with the latest technology and environment-friendly equipment
 For details, see P.13

ANA Cargo Base

Cargo 8 ANA

Features of "ANA Cargo Base+"

"ANA Cargo Base+" is equipped with the latest facilities and advanced functions utilizing cutting-edge technology.

With an efficient handling system enabling significant time savings or by the introduction of advanced equipment as a first airline in Japan, the "new logistics" shall be realized.

Features and strengths of "ANA Cargo Base+" based on figures and keywords will be introduced.

ANA's largest cargo warehouse

Approximately

61,000m²*



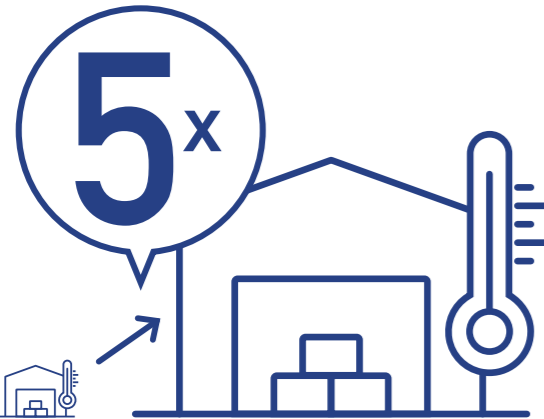
* Total floor area

+25%

Expanded handling scale



Temperature-controlled facility area:
5 times the size of Narita Airport's current warehouse



1644m²

Temperature-controlled facility area

(Pharmaceutical warehouse 732m² + Temperature-controlled warehouse 912m²)

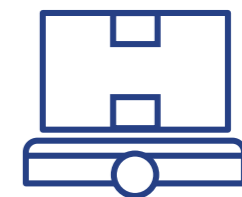


Integrated
6 warehouses in the cargo area to
"ANA Cargo Base +"



First Japanese airline

AGV*
introduced



* AGV: Automated Guided Vehicle

Trilateral connecting time
Reduced to
180 minutes
Max **40%** reduction



Reduced truck waiting time



By warehouse service

**Time reduced
Cost reduced**



Acquired
ZEB
Oriented
certification*



* Acquired in Narita Airport

Point 1

Enhancement of Customers' Convenience

Providing prompt and safe cargo transport services through work efficiency using the latest technology

Narita Airport's No.8 cargo building is 2 story high with a total floor area of approximately 61,000m².

Of this, the warehouse area accounts for approximately 38,000m².

With the operation of No.8 cargo building, ANA Cargo's cargo handling scale at Narita Airport has expanded by 125% compared to the previous level. In addition to securing sufficient space, further improvement of the operations quality is aimed by streamlining the handling system.

ANA Cargo will further promote the work efficiency and pursue speedy & safe operations by utilizing the latest technology-based equipment installed in No. 8 cargo building.

More convenient high-quality cargo transport services for the customers shall be provided.



ANA's largest cargo warehouse
Approximately **61,000m²**
* Total floor area

+25%
Expanded handling scale

Integrated 6 warehouses in the cargo area to
"ANA Cargo Base +"

Trilateral connecting time
Reduced to 180 minutes
Max 40% reduction

By integrating the cargo warehouses, connection times will be shortened and convenience improved

Strengthen warehouse hub function

- By integrating the warehouses that were previously dispersed throughout the airport, cargo acceptance & delivery from/to the customers can be completed in one warehouse

Strengthen trilateral cargo transport handling

- The arrival & departure handling of trilateral cargo is now able to be conducted in the same warehouse, shortening the connection times from previous 300 to 180 minutes at the maximum
- Enhancing convenience and international competitiveness of trilateral cargo transport between Europe/U.S.=Asia with increasing demand



2 Truck access routes is simplified, realizing waiting times reduction

Truck dock management system reduces road congestion and ensures safety

- The truck dock management system (vehicle advance reservation & call system), already in operation for export cargo and being promoted by Narita Airport, is planned to be introduced for import cargo from November, 2024
- Relieving congestion and improving safety when trucks are waiting in the cargo area
- Introduction of this system enables drivers to keep track of waiting times and the number of vehicles in the queue

New cargo gate has been installed to enable direct access

- New cargo gate will be installed near "ANA Cargo Base +"
- Direct access from outside the airport to the Narita Airport Cargo Terminal Area, where "ANA Cargo Base +" is located, will be available, improving convenience



3 Warehouse handling services based on the customers' needs will be provided Enable to reduce time and delivery costs

- Warehouse handling services, such as measuring, weighing, labeling, and security inspections, is comprehensively provided in the airline's warehouse
- By performing in the airline's warehouse, lead times, damage risk, and transport costs can be reduced
- Handling of wide range of cargo, from perishables of which freshness is important to concert equipment requiring special packaging, is available to be handled

Cargo handling flow by new operations

The customers' cargo will be accurately and promptly transported based on efficient handling fully utilizing digital technology.

Export

After unloading the cargo from the truck, it is automatically transported to the build-up area by AGV (Automated Guided Vehicle)



The cargo built-up into such dedicated ULDs for cargo transport are weighed and then moved to the container automatic transfer & cargo handling system (CHS)

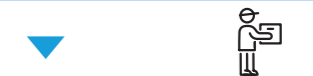


Transfer to the aircraft



Import

Arrived cargo is unloaded from the aircraft and breakdown is conducted in the import area



After breakdown, it is stored in a system-controlled automatic rack using AGF*. Inventory management and speedy transfer to/from the warehouse are available

* AGF: Automated Guided Forklift, a system-controlled unmanned forklift



Point 2

Responding to Diversifying Transport Needs

Expanded temperature-controlled facilities, including dedicated pharmaceutical storage, and dedicated storage for animals to meet a wide range of transport needs

No.8 cargo building, equipped with the latest facilities, can handle special cargo such as perishables and pharmaceuticals. ANA Cargo provides services and products based on a high-quality operations system.

Thorough temperature control with equipment complying with international standards

The area has been significantly expanded from the existing facility to meet the strong demand for temperature-controlled cargo transport, and a dedicated pharmaceutical storage complying with IATA CEIV PHARMA has been installed. Handling according to the characteristics of the cargo will be realized. In addition, 3 temperature ranges (frozen, refrigeration, medium temperature) are available at each dedicated storage for pharmaceuticals & temperature-control. Temperature mapping is conducted in all storages, while high-quality handling is provided in accordance with international transport guidelines (IATA TCR, PCR, etc.).

Temperature-controlled facility area: 5 times the size of Narita Airport's current warehouse

5x

Temperature-controlled facility area **1644m²**
(Pharmaceutical warehouse 732m² + Temperature-controlled warehouse 912m²)



Dedicated pharmaceutical storage with thorough temperature control for hygiene management

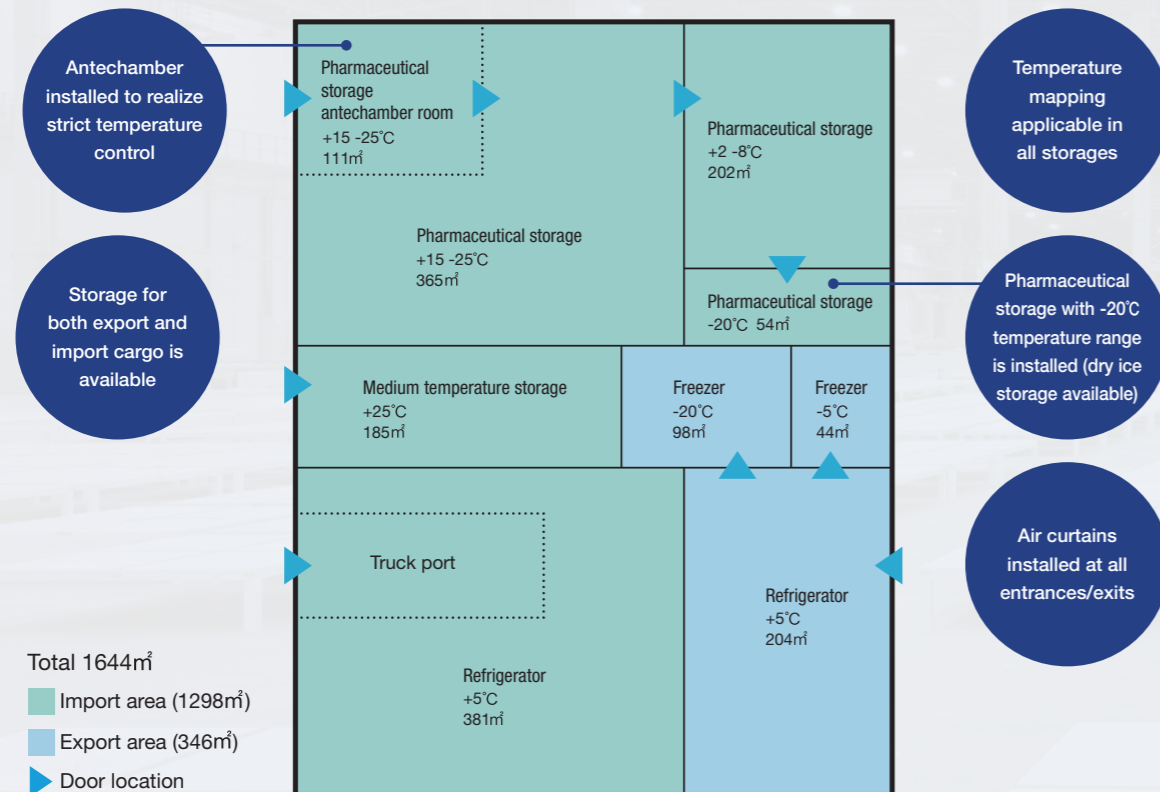
At Narita Airport, where many pharmaceuticals are imported and exported in Japan, dedicated pharmaceutical storage has been installed to handle under 3 temperature ranges, frozen, refrigerated, and medium temperature. Utilizing ANA's extensive network, not only the handling of cargo to/from Japan, but also transports via Narita Airport, such as between Europe/U.S.=Asia, where there is a strong demand for pharmaceutical transports, is available. In compliance with IATA CEIV PHARMA, this facility is thoroughly quality-controlled, and dedicated pharmaceutical handling is conducted by the specialized trained staff. ANA Cargo provides high-quality pharmaceutical transport services according to the customers' requests in order to fulfill its social responsibility as a member engaged with the pharmaceutical supply chain.

- Installation of antechamber enables strict temperature control inside the warehouse
Available temperature ranges: -20°C, +2 -8°C, +15 -25°C
- Thorough hygiene management
In addition to regular cleaning, electric forklifts/pallets and other dedicated equipment are used in the warehouse
- Temperature monitoring based on temperature mapping is installed in all storages
Temperature conditions are monitored 24 hours a day. The quality of pharmaceuticals is maintained, while in the event of any deviation, it is notified to all concerned parties by an alarm
- Cargo, including dry ice, can also be handled
- Fully equipped with charging equipment for active containers
- ULD build-up/breakdown services are provided in the dedicated pharmaceutical storage



Image picture

Temperature-control facility layout



Quality is maintained by specialized handling for pharmaceuticals



ANA's dedicated pharmaceutical transport product provides a variety of services according to the characteristics of pharmaceuticals. In addition to strict temperature control, by meeting customers' various needs, prompt & secured reliable transport is realized.



In 2017, ANA became the first Japanese airline to acquire IATA CEIV PHARMA certification. This certification, established by IATA, is a quality certification program for the air transport of pharmaceuticals ensuring its safety, security, compliance, and efficiency based on international unified standards that suit GDP (Good Distribution Practice). ANA provides pharmaceutical transport services that comply with CEIV certification standards by preparing a dedicated pharmaceutical transport manual, implementing a quality management system based on risk assessment, and providing thorough pharmaceutical transport training to the concerned company staff.

Responding to Diversifying Transport Needs

Temperature-controlled storage provides high-quality service with various temperature ranges

Narita Airport has a high transport demand for temperature-controlled cargo. No.8 cargo building, equipped with high-quality & sufficient area, is available to meet the requirements for 3 temperature ranges, frozen, refrigerated, and medium temperature. Quality-wise, IATA CEIV FRESH standards are complied, and temperature mapping is conducted, while fully equipped with temperature monitoring functions. ANA Cargo utilizes its high-quality facilities and operational system, as well as its extensive network, to meet the needs of cargo transport requiring temperature control, such as perishables, semiconductor-related products, and chemicals.

- Responding to the growing demand of temperature-controlled cargo's air transport, such as perishables and chemicals
- Available of 3 temperature ranges: frozen, refrigerated, and medium temperature (-20°C, -5°C, +5°C, +25°C)
- Temperature monitoring installed in all storages based on temperature mapping
- Fully equipped with charging equipment for active containers
- Installation of import truck port with +5°C storage enables truck loading under maintained temperature-controlled condition
- ULD build-up/breakdown services are provided in the temperature-controlled storage



Dedicated storage facilities for animals, reducing their stress, have been installed

- Animals' stress is reduced under an environment less affected by external lights and movement of people & things
- Appropriate temperature is maintained by air conditioning (around 23°C)
- Upon request, food & water replenishment, and photography services for dogs or cats is available



Animals are taken good care and safely transported to their destination



Transport from large animals to small pets is provided. Boeing777 freighter aircraft can transport large animals such as horses. For the high demand of dogs and cats transport, optional services such as food & water replenishment, and photography are available, which are frequently requested by customers. Safe & secured air transport quality for animals is provided.



Perishables transport service without using refrigerated containers



Perishables, sensitive to sunlight & temperature changes, are transported to each city in the world by the extensive network with its freshness being maintained.

Temperature-controlled containers are available. Transport of various cargo other than pharmaceuticals is available



Each active & passive type temperature-controlled container is available. Consistent temperature-controlled transport for a wide range of cargo, including chemicals, dairy products, and frozen goods is available.



2 A thorough operation system by a professional unit

The professional unit of ANA Cargo, established in July 2023, organized with well-experienced skillful members, is a dedicated team specialized in safe transport handling of special cargo. Utilizing the know-how based on "no damage", "no missing", and "no delay", initiatives to deliver the Japan quality to the world shall be promoted. In addition, the future of the logistics industry will be pioneered by aiming for further efficiency & safety based on proactive introduction of AI or robotics technologies.



Other available PRIO products



Reservations & acceptance is available up to 120 & 60 minutes prior to departure, respectively. Furthermore, delivery is available within 90 minutes after arrival. Handling of unexpected urgent cargo is available.



Regardless of its size, weight, or type of commodity, loading on the reserved flight is 100% guaranteed. The customers' "wish to deliver" is realized with top priority.



Transport of semiconductor manufacturing equipment or medical devices with shock watches & tilt watches is available to be managed with handling considering the impact risk.



Vehicle transport utilizing skilled staff & ANA's extensive network. Wide range of vehicles from compact cars to SUVs can be handled, and delivered to various locations around the world, from motor shows to testing.



Services for cargo requiring special care, such as artworks & musical instruments. Delicate cargo is safely transported by taking measures such as shock protection based on characteristics of the cargo.



ANA, in 2023, became the first Japanese airline to acquire IATA CEIV FRESH certification. This certification, established by IATA, is a quality certification program for the air transport of perishables ensuring its safety, security, compliance, and efficiency based on international unified standards that suit HACCP (Hazard Analysis and Critical Control Point). ANA provides perishables transport services that comply with CEIV certification standards by preparing a dedicated perishables transport manual, implementing a quality control system based on risk assessment, and providing thorough perishables transport training to the concerned company staff.

Point 3

For the Sustainable Future

“ANA Cargo Base +” realizes a sustainable logistics business

Aiming to realize a sustainable society and to enhance corporate value, ANA Cargo is promoting ESG management taking consideration of the "Environment", "Social", and "Governance". Under the slogan, "ANA Future Promise", achievement of the SDGs by developing unified efforts based on the cooperation of the valued customers is aimed. To realize even more sustainable logistics, the latest initiatives at "ANA Cargo Base +" will be introduced.

First Japanese airline
AGV introduced
※ AGV: Automated Guided Vehicle

Acquired
ZEB Oriented certification ※
※ Acquired by Narita Airport



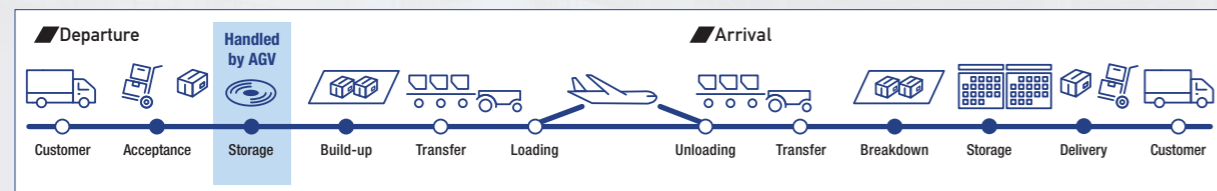
1 Smart operations shall be realized by promoting automation In addition to improving productivity, well-being of the workers shall be enhanced

ANA Cargo, as the first Japanese airline, fully introduced AGV (Automated Guided Vehicles) for the operations in the No.8 cargo building. Every effort will be made to realize further sustainable logistics by promoting automation to enhance efficient & safe cargo transport, as well as pursuing a more comfortable environment for the workers.



- Traditional duties will be performed by AGV to realize smart airport cargo warehouse operations
- Due to AGV being durable for a long-hours, operations efficiency shall be greatly enhanced
- Introduction of AGV reduces human error & improves safety
- Improved productivity & facilities will contribute to the workers' well-being

■ Cargo handling flow of the new operations using AGV



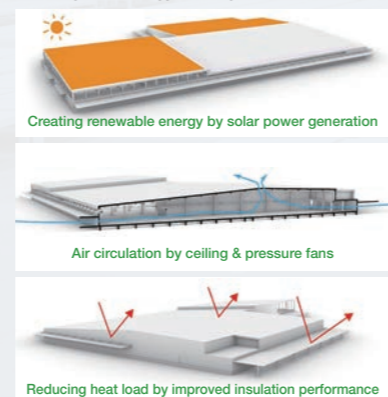
2 Achieving energy savings through environment-friendly design

As one of the initiatives to promote decarbonization, Narita Airport aims to construct new buildings as ZEBs (※2) based on BELS (※1). The No. 8 cargo building acquired the "ZEB Oriented" certification (※3) on July 28, 2023, by adopting highly efficient air conditioning equipment and building materials with high insulation performance. Moreover, by introducing a solar power generation system, "energy creation" is implemented.

※1 What is BELS?
BELS (Building-Housing Energy-efficiency Labeling System) is a building's energy saving performance indication system. It is a certification system conducted by a 3rd evaluation party, specialized in the buildings' energy-saving performance, led under the Ministry of Land, Infrastructure, Transport and Tourism, and a five-level rating is applied based on number of stars.

※2 What is ZEB and ※3 ZEB Oriented?
ZEB (Net Zero Energy Building) is a building that aims to achieve zero annual primary energy balance while realizing a comfortable indoor space. ZEB Oriented is a building with a total floor area exceeding 10,000 m² that has achieved more than 40% energy-savings vs. standard primary energy consumption, or realized energy-saving by more than 30%.

■ Image of energy-saving measures (Example)



New Start, New Future

ANA Cargo | Becoming the comprehensive air logistics company of choice
ANA Cargo website is available from this QR code ▶



■ Facility overview

Address: 936 Aza Hirota, Komaino, Narita City, Chiba 282-0021
Scale: Steel-frame 2 stories building
Total floor space: Approximately 61,000m²
(including warehouse space: approximately 38,000m²)
Applicable cargo handled: Export, import, trilateral, Japan domestic cargo,
Special facilities: Pharmaceutical, refrigeration, animal storage, others

