

July 30, 2024

## Launching first-ever wheelchair mobility assistance service provided by an airport operator at KIX!

**Contributing to resolving labor shortages at airlines and ground handlers**

Kansai Airports is delighted to announce that it will launch a mobility assistance service for wheelchair users on passenger flights taking off and landing at Terminal 1 at Kansai International Airport (KIX), starting August 1, 2024.

This service is the first of its kind among Japanese airport operators, and it is currently provided by airlines or ground handling companies upon passengers' requests. We will arrange wheelchairs and provide wheelchair mobility support in response to passengers' requests via airlines and ground handling companies. We believe that this consolidated process would help airlines and ground handling companies alleviate manpower shortages.

Kansai Airports Group will continue to work with stakeholders to address issues and improve the convenience of the airport, while providing new travel experiences that are safe, secure, and comfortable.

### Application flow



**For illustration purposes**

Service hours: 7:00 a.m. to 10:00 p.m.

Service locations:

Departures: From check-in counters to boarding gates

Arrivals: From boarding bridges to requested locations (within Island 1 only)

Transits: From boarding bridges to transit gates

**Contact:**

## Shaping a New Journey



Kansai Airports was established by a consortium made up of VINCI Airports and ORIX Corporation as its core members. Kansai Airports took over the operations of Kansai International Airport (“KIX”) and Osaka International Airport (“ITAMI”) from New Kansai International Airport Company (“NKIAC”) and has been operating the two airports since April 1, 2016.

Kansai Airports Kobe, Kansai Airports’ wholly-owned subsidiary, took over the operations of Kobe Airport (“KOBE”) from Kobe City and started its business as an operating company on April 1, 2018.

Under the concept of “One Kansai Airports Group”, Kansai Airports group strives to continuously improve its services for all airport guests through appropriate investments and efficient operations, with safety and security being the top priority. Kansai Airports group aims to maximize the potential of the three airports, for the benefit of the communities they serve.

For more information, please visit : <http://www.kansai-airports.co.jp/en/>

### Kansai Airports

Location	1-banchi, Senshu-kuko kita, Izumisano-shi, Osaka	Shareholders	ORIX 40%, VINCI Airports 40%, Other investors 20% <sup>1</sup>
Company Representatives	Representative Director and CEO:Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kansai International Airport and Osaka International Airport		

### Kansai Airports Kobe

Location	1-ban, Kobe-kuko, Chuo-ku, Kobe-shi, Hyogo	Shareholder	Kansai Airports 100%
Company Representatives	Representative Director and CEO: Yoshiyuki Yamaya Representative Director and Co-CEO: Benoit Rulleau		
Business Scope	Operation and management services, etc. of Kobe Airport		



Established in 1964, ORIX Group has grown into a diverse corporate group active worldwide in financing and investment, life insurance, banking, asset management, real estate, concession, environment and energy, automobile-related services, industrial/ICT equipment, ships, and aircraft. ORIX operates in around 30 countries and regions with approximately 35,000 people. Its Purpose, “Finding Paths. Making Impacts.” which defines why ORIX exists in our world. With this Purpose, ORIX will unite globally to help our world develop in a better way.

For more details, please visit our website: <https://www.orix.co.jp/grp/en/>



The world’s leading private airport operator, VINCI Airports operates more than 70 airports in 13 countries. Thanks to its expertise as a global integrator, VINCI Airports develops, finances, builds and manages airports by providing its investment capacity and its know-how in optimizing operational performance, modernizing infrastructure and managing their operations and environmental transition. VINCI Airports is the first airport operator to have committed to an international environmental strategy in 2016, to achieve the goal of net zero emissions across its entire network by 2050.

For more details, please visit our website: [www.vinci-airports.com](http://www.vinci-airports.com)

<sup>1</sup> ASICS Corporation; Iwatani Corporation; Osaka Gas Co., Ltd.; Obayashi Corporation; OMRON Corporation; The Kansai Electric Power Company, Incorporated; Kintetsu Group Holding Co., Ltd.; Keihan Holdings Co., Ltd.; Suntory Holdings Limited; JTB Corp.; Sekisui House, Ltd.; Daikin Industries, Ltd.; Daiwa House Industry Co., Ltd.; Takenaka Corporation; Nankai Electric Railway Co., Ltd.; NIPPON TELEGRAPH AND TELEPHONE WEST CORPORATION; Panasonic Holdings Corporation; Hankyu Hanshin Holdings, Inc.; Rengo Co., Ltd.; The Senshu Ikeda Bank, Ltd.; Kiyo Holdings, Inc.; The Bank of Kyoto, Ltd.; THE SHIGA BANK, LTD.; The Nanto Bank, Ltd.; Nippon Life Insurance Company; Mizuho Bank, Ltd.; Sumitomo Mitsui Trust Bank, Limited; MUFG Bank, Ltd.; Resona Bank, Limited; and the Private Finance Initiative Promotion Corporation of Japan.