



JAL Network Flights Recognized by Conducive Technology as Most On-Time

Japan Air Commuter Awarded Most Punctual Regional Asian Airline

TOKYO January 24, 2012: Today, Japan Airlines (JAL) was announced to have achieved, among 39 global airlines, the best on-time arrival performance in the category of *Major International Airlines Operated and Codeshare Flights*^{*3}, by Conducive Technology Corporation^{*1} – a data provider of reliable flight information to the transportation industry.

Statistics tabulated by Conducive for the FlightStats On-time Performance Service (OPS) Awards^{*2} show that 86.33% of the 419,060 scheduled international and domestic flights operated and marketed by JAL (including codeshare flights operated by partners American Airlines, British Airways and Air France etc.) between January 1 and December 31, 2011, arrived at their destinations as scheduled^{*2}. Of those, 227,035 were operated by JAL Group airlines with 90.52% of flights arriving on-time.



In another category of Regional Asian Airlines, where four of five nominees out of a total of 15 contending airlines were JAL Group subsidiaries, Japan Air Commuter (JAC) was recognized as clocking the best on-time arrival result of 92.60% punctual flights. This title has been held by a JAL Group subsidiary for the third consecutive year this year, with JAL Express and J-AIR distinguished in 2009 for most punctual Asian Airline, and in 2010 respectively.

The company wishes to express its appreciation to customers who have directly contributed to this commendation by turning up at their boarding gates early, and to employees for their daily efforts to ensure flights depart as scheduled.

The JAL Group, a recognized Eco-First company in Japan, is also a strong advocate for environmental conservation. Minimizing the time an aircraft is parked waiting to depart reduces the consumption of fuel needed to power the aircraft and thereby also lessens the amount of carbon dioxide released.

With foremost priority on ensuring the safest flight operations, the JAL Group will continue dedicating efforts to delivering the best quality in products and services to our customers including maintaining on-time performance, while also endeavoring to minimize impacts on the environment so as to be the airline of choice.

1. Conducive Technology Corp. is a data services provider focused on delivering innovative information solutions to the travel and logistics industries (www.conducivetech.com). Conducive's FlightStats (www.flightstats.com) product delivers real-time and historical flight performance information. Conducive Technology has broad experience in travel, including development of high-volume e-commerce web



sites and web infrastructure for several major airlines. The privately held company is led by President Jeffrey Kennedy and is based in Portland, Oregon.

2. The FlightStats On-time Performance Service (OPS) Awards recognize airlines around the world that deliver the highest percentage of flights to their arrival gates within 15 minutes of the scheduled arrival time or earlier.
3. The "Major International Airlines Operated and Codeshare Flight" is a new category established this year which takes into account all flights with the airline code of a carrier, and thus includes operated and marketed flights. The 39 major global airlines evaluated for this award were reviewed for the on-time performance of each of its more than 30,000 flights operated in 2011, as well as that of its codeshare flights, in at least 3 of the following regions: Asia, Africa, Europe, America and the Pacific. In a separate category of Major International Airlines, in which JAL was recognized for two consecutive years of 2009 and 2010 as most punctual, JAL achieved second place this year with 90.14% of its flights arriving within 15 minutes of schedule.

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