

Japan Airlines Commits as Member of The Valuable 500

TOKYO, December 26, 2019 – Japan Airlines (JAL) made the commitment to become a member of The Valuable 500, joining a global movement to focus on disability inclusion.



To promote diversity, the Company will implement measures that allow all employees to actively participate in the workplace regardless of personal attributes, while nurturing professionals that will lead to the development of the aviation industry.

And, by improving accessibility standards, JAL aims to create and support a society where anyone can enjoy social activities through air travel. Over time, the carrier has continually improved accessibility in various areas, such as:

Sign Language Interpretation Services

Through an IT service developed by ShuR Co., Ltd., the carrier offers sign language interpretation services at call centers in Japan, check-in counters at Tokyo-Haneda airport's domestic terminal, and at the JAL Plaza ticketing counter located in downtown Tokyo, providing an option to communicate via sign language with JAL's representatives.



Disabled Skiing Tour in Hokkaido

In March 2019, a 3-day tour was organized for customers to enjoy time skiing via adaptive equipment, where family members were also invited to hit the slopes at the Hoshino Resort in Asahikawa, Japan. In order to travel stress-free, rehabilitation staff joined the tour to provide personalized care during the trip.



Image Source: SOU Inc.

JAL Group Service Policy on Accessibility

Based on the JAL Philosophy, which constitutes the basic mindset of employees, JAL will:

- Provide a stress-free travel experience for all our customers.
- Offer various travel options to all our customers.
- Co-create well-being through travel, with our customers and society.

