



### *Japan Airlines Achieves Fifth Consecutive "WORLD CLASS™"*

#### *Award at 2025 APEX/IFSA EXPO*

- Recognized as the World's Top-Quality Airline -

Long Beach, California, USA - Japan Airlines (JAL), a member of the **oneworld®** alliance, has been recognized as one of the world's top airlines for its exceptional standards in service, guest experience, sustainability, as well as safety and well-being, achieving APEX (\*1) "WORLD CLASS" status as the world's highest standard airline, making it the only Japanese airline to be recognized for the fifth consecutive year.

(\*1) APEX (Airline Passenger Experience Association), the largest international airline association dedicated to passengers and advancing their experience, is the official ratings body that issues the APEX WORLD CLASS™ award and accreditation.



#### <WORLD CLASS™ (Airline)>

APEX WORLD CLASS™ designation recognizes airlines that achieve the highest standards following extensive audits by industry professionals and customer reviews. This recognition emphasizes that a travel experience should be more than simple transportation; it should be safe, healthy, sustainable, and valuable to customers.

One of only 10 airlines worldwide to hold this prestigious rating, JAL was highly praised by auditors for its courteous and consistent service that embodies the brand's values and provides a sense of reassurance throughout the entire journey.



**APEX WORLD CLASS**  
by WTES+

#### **Dr. Joe Leader, APEX Group CEO, said:**

The warm, personal touches and meticulous attention to detail were evident across all sectors. Economy Class service and crew engagement were particularly outstanding.

#### **Kaori Nishiharaguchi, Deputy Senior Vice President- Sales and Marketing, commented:**

We are very honored to receive the prestigious APEX World Class Award for the fifth year in a row. This is all thanks to the support of our customers who choose the JAL Group. We will keep improving our services so that every customer can enjoy well-being during their journey with us.

JAL remains committed to delivering safe, secure, and environmentally responsible flights that respect diverse values. As a "World Class" airline, JAL will continue striving to deliver products and services that meet the highest standards.