

## Japan Airlines Receives WORLD CLASS 2022 Award and Accreditation by APEX

- JAL has earned the new WORLD CLASS 2022 award by APEX (Airline Passenger Experience Association, a global non-profit organization, following a comprehensive audit of the airline including its safety, well-being and sustainability.
- In addition to its services, JAL has been recognized as a world's top-tier airline for infectious disease control and SDGs initiatives.



APEX CEO Joe Leader and JAL Senior Vice President –The Americas MORIOKA Kiyoto



**Tokyo, December 2, 2021** – Japan Airlines (JAL), a member of the **oneworld** alliance®, has been awarded the **WORLD CLASS 2022** by APEX (Airline Passenger Experience Association)(\*1), which has been issued to the world's best airlines after a comprehensive evaluation of quality of service, safety and health control initiatives, and SDGs initiatives at the 2021 APEX/IFSA EXPO.

APEX, the largest international airline association dedicated to advancing the passenger experience has also honored airlines with the APEX Official Airline Ratings™, the industry's first rating program based solely on verified and certified passenger feedback. JAL has been certified as a Five-Star Global Airline for the fourth consecutive year.



In the coming era, not only service quality but also infectious disease countermeasures and sustainability are essential items that airlines should address, and this year, the APEX WORLD CLASS was newly established to include them as an evaluation target.

APEX WORLD CLASS was rigorously audited by Yates+ Partners (\*2), an evaluation company specializing in the aviation industry, in accordance with the "New Standards of Airlines in Next Normal." To date, only seven airlines (\*3) in the world, including JAL, were certified as WORLD CLASS.

"We at Japan Airlines are honored to have received the first WORLD CLASS 2022 by APEX. Japan Airlines shares with the rest of the industry a huge responsibility in making air travel both safe and sustainable. We will continue to strive towards creating a safe and secure society, and a future that is sustainable," said JAL President AKASAKA Yuji.

"Japan Airlines' exceptional service shines through their APEX WORLD CLASS passenger experience focused on delivering as a true global-citizen airline," APEX CEO Dr. Joe Leader stated. "In sustainability, Japan Airlines has taken some of the most assertive positive steps, but they have even integrated sustainable practices into their hospital-grade health safety practices."



The following JAL initiatives were particularly highly praised, which led to the new award of APEX WORLD CLASS.



Outstanding hospitality.

Consistent service delivery from flight to flight.  
Warm and personable service.



### 1) High-quality service

- Outstanding Hospitality
- Consistent service delivery from flight to flight
- Warm and personable service

### 2) JAL FlySafe Initiatives

- JAL Smart Airport: Realization of new normal travel by promoting non-contact and automation
- Always hygienic and clean on board
- Smooth airport procedures using facial recognition technology "Face Express" at Haneda & Narita airports
- Meal ordering and shower room reservation services at select JAL lounges with mobile order app

### 3) Sustainability Initiatives

- First Japanese airline to announce Net Zero CO2 Emissions by 2050
- Announced CO2 reduction targets: below 9.09 million tons by FY2025
- Announced single-use plastic reduction targets: No use of virgin petroleum-based plastic at cabin/lounge, 100% switch to eco-friendly materials at cargo/airport service
- "Future 50 foods" for first and business class a la carte menu to achieve SDGs goals
- "RED à table" with a theme of "In-flight meals for the future" for premium economy and economy class to achieve SDGs goals
- Reduction of food loss: JAL Ethical Choice service

The JAL Group strives to provide the best products and services to its customers and has been named a certified 5-Star World Airline by Skytrax and selected the Best Airline in Japan by Tripadvisor's Traveler's Choice awards. The JAL Group aims to lead the industry in solving social issues required of airlines in the post-corona era, and is working to realize a sustainable society.

(\*1) APEX (Airline Passenger Experience Association) is the world's largest airline industry association after IATA. The non-profit organization involve airlines, airports, airline-related suppliers, etc. around the world.

(\*2) <https://www.yatesandpartners.com/>

(\*3) Japan Airlines, Emirates, KLM Royal Dutch Airlines, Qatar Airways, Saudia, Singapore Airlines, and Turkish Airlines

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### About Japan Airlines

Japan Airlines (JAL) was founded in 1951 and became the first international airline in Japan. A member of the oneworld® alliance, the airline now reaches 349 airports in 52 countries and regions together with its codeshare partners with a modern fleet of 230 aircraft. JAL Mileage Bank (JMB), the airline's loyalty program, is one of the largest mileage programs in Asia. Awarded as one of the most punctual major international airlines and a certified 5-Star Airline by Skytrax, JAL is committed to providing customers with the highest levels of flight safety and quality in every aspect of its service and one of the most preferred airlines in the world. For media queries, contact: [mediarelations.hdq@jal.com](mailto:mediarelations.hdq@jal.com)