



## JAL Awarded SKYTRAX 5-Star Rating

— This is the Ninth Consecutive Year JAL has Received a 5-Star Rating —



Tokyo, JAPAN – Japan Airlines (JAL) has been named a “5-Star Airline” by SKYTRAX\* for the ninth consecutive year, the highest rating achievable in its World Airline Star Rating assessment. This prestigious accolade is granted exclusively to airlines that deliver exceedingly high standards of quality across onboard, airport, and other services after undergoing a rigorous audit. This latest recognition reflects JAL’s ongoing commitment to provide authentic experiences that excite the senses of its customers.

### ■ Key Evaluation Points

#### 1. **Harmony of Japanese Aesthetics and Comfort**

First and Business Class cabins in A350-1000 aircraft offer industry-leading comfort, featuring suites that prioritize personal space and privacy, harmoniously blending Japanese aesthetics and detail along the way.

#### 2. **Superior Dining Experience**

Refined First Class dining with expertly paired beverage offerings demonstrate JAL’s ability to deliver highly sensory experiences at a superior level.

#### 3. **Heartfelt Professionalism and Consistency**

Beyond the world-class hospitality and safety standards upheld by cabin crew, exceptional customer experiences are consistently delivered across all touchpoints, from the airport to the sky.



In March 2026, the JAL Group unveiled its new corporate brand slogan, “Soaring Together,” focused on building a future of sustainability and personal well-being, by providing encounters and experiences that deeply resonate with customers (\*2).

Aiming to be the world's most empathetic airline group, JAL will continue to be a dedicated partner, supporting customers in the skies, on the ground, and in moments throughout everyday life, while delivering inspiring encounters and authentic experiences.

(\*1) A UK-based organization that audits and rates airline websites, as well as airport and inflight services.

URL: <https://skytraxratings.com/the-worlds-5-star-airline>

(\*2) For details on the new brand slogan "Soaring Together"

URL: <https://press.jal.co.jp/en/release/202603/009315.html>

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