



Japan Airlines Achieves Fourth Consecutive "WORLD CLASS™"

Award and First "WORLD CLASS™ Lounge" Award at 2024 APEX/IFSA EXPO

~ Recognized as the World's Top-Quality Airline and Lounge ~

- JAL earns "WORLD CLASS 2025" award for the fourth consecutive year, and "WORLD CLASS LOUNGE" for the first time.
- JAL has been recognized as one of the world's top airlines and lounges for its exceptional standards in service, guest experience, sustainability, and particularly its best-in-class in safety and well-being.

Long Beach, California, USA - Japan Airlines (JAL), a member of the oneworld® alliance, has achieved APEX(*1) "WORLD CLASS" status as the world's highest standard airline, making it the only Japanese airline to be recognized for the fourth consecutive year.

In addition, JAL received the "WORLD CLASS LOUNGE" award, newly launched this year, with the JAL First Class Lounges at Haneda and Narita airports recognized as the world's best lounges.

(*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.



Since its inception in 2021, the APEX WORLD CLASS™ has recognized the achievement of the highest standards within the airline industry based on extensive audits by industry professionals and customer reviews. The WORLD CLASS LOUNGE was established this year to recognize global airport lounges, evaluating of end-to-end passenger travel experience from airport to cabin.

<WORLD CLASS™ (Airline)>

Inflight products and services are evaluated based on three dimensions; safety & well-being, sustainability, and guest experience. The key is whether the travel experience is not just simple transportation, but a safe, healthy, sustainable, and valuable journey for customers.

The initiatives by JAL that have received high evaluations include:

- Initiatives towards realizing a sustainable society
 - Aiming to eliminate new petroleum-derived single-use plastics from cabins by FY2025, inflight meal side dish is served in 100% biomass-derived Green Planet® containers.
 - Implemented recycling used paper beverage cups collected onboard into new paper cups.
- Unforgettable service
 - Cabin crews' high consciousness of safety, and personalized hospitality and engagements.
- Expansion of inflight Wi-Fi service
 - Beginning on October 1st, inflight Wi-Fi is free for an unlimited time in First Class and Business Class, and for up to one hour in Premium Economy and Economy Class.

<WORLD CLASS™ LOUNGE (Airline)>

Open to lounges managed by airports, airlines, alliances, credit card companies, and independent lounges, aiming to assess guest experiences across 20 dimensions categorized under safety & well-being, guest experience, Food & Beverage execution, and sustainability.

JAL First Class Lounge at Haneda and Narita has been highly evaluated for catering to the diverse needs of customers, whether it's for dining, working, or relaxing.

The initiatives by JAL that have received high evaluations include:

- Sushi Tsurutei (Haneda, Narita)
 - Handmade sushi is prepared before your eyes by professional sushi chefs.
- Hand-drip Coffee Service (Haneda, Narita)
 - Each cup is carefully brewed to order. The original blend coffee crafted by MI CAFETO, is served in a collaboration cup adorned with artwork by HERALBONY (*2)'s contracted artist.

(*2) After forming a business partnership in 2023, JAL is collaborating with contract artists' works also on inflight amenities, paper cups, etc.

- Shoeshine Service (Haneda, Narita)
 - Shoeshine service in collaboration with the traditional British Shoemaker JOHN LOBB has been resumed in response to customer requests.

Hand-drip coffee and shoeshine services are professionally provided by disabled employees with diverse personalities who belong to JAL Sunlight Co., Ltd., aiming to create a society where everyone can enjoy life through work.





JAL remains committed to delivering valuable experiences to customers through the improvement of Website/Apps, products, and services. All of JAL employees will continue to work hard to deliver an experience that touches the hearts of customers from the beginning to the end of their journey.

About Japan Airlines

Japan Airlines (JAL), Japan's first private aviation company, was established in 1951 and is a member of the oneworld® Alliance. The airline operates a fleet of 227 aircraft (as of March 2024) and began renewing its international long-haul aircraft with the Airbus A350-1000 starting 2023 Winter Schedule. Together with other JAL Group and partner airlines, JAL offers an extensive domestic and international network that serves 384 airports across 64 countries/regions. The airline has received numerous accolades for its exceptional service, including being recognized as a certified 5-Star Airline by Skytrax and being awarded the prestigious "World Class" Airline title by APEX, the Airline Passenger Experience Association. The airline is dedicated to ensuring the highest standards of flight safety and overall service quality, striving to be the most preferred airline by customers worldwide.

For details and to learn more, visit JAL's official website at <https://www.jal.com/en/>.