



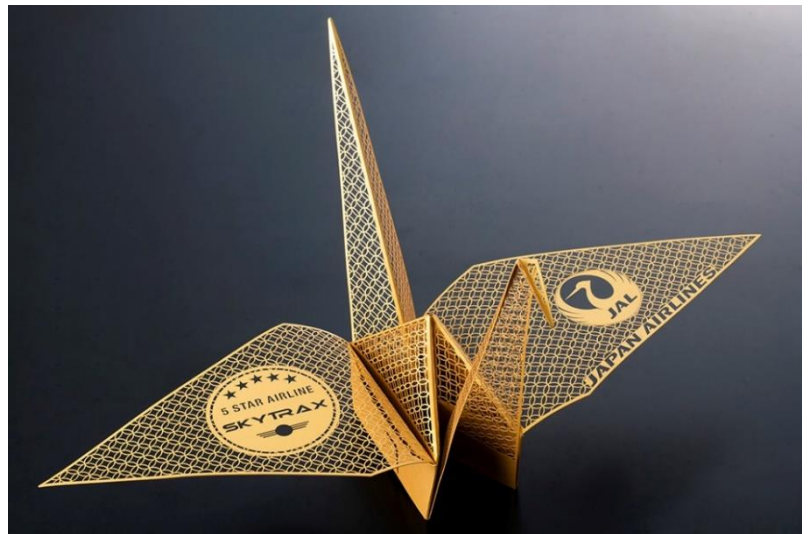
Category: Awards

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Japan Airlines Certified as SKYTRAX 5-Star Airline for the 6th Consecutive Year

Japan Airlines (JAL), a member of the **oneworld**[®] alliance, was certified as a 5-Star Airline for the six consecutive year by international air transport rating organization, Skytrax(*1). Skytrax conducts rigorous audits and evaluations of websites, airports, and in-flight services provided by airlines. Currently, only 10 airlines worldwide, including JAL, are certified as "5 Star."

(*1) international air transport rating organisation, based in London in the UK: <https://skytraxratings.com/the-worlds-5-star-airlines>



Edward Plaisted of Skytrax said, "Japan Airlines provide an excellent quality of product and service experience to customers, and critical to their 5-Star Rating is the level of excellence they provide across all of their cabin types. A 5-Star Airline Rating evaluates the total customer experience, whether standard or premium cabin travellers. Japan Airlines provides excellent standards of comfort and product facilities, which combine with high standards of staff service across the airport and onboard experience to achieve this 5-Star Airline rating."

"Our industry experienced many challenges as a result of the COVID-19 pandemic, but all of us at JAL remained focused on providing a safe and comfortable journey for our customers and we are grateful for their continued support, said Yuji Akasaka, President of Japan Airlines. "We are especially pleased to be certified as a SKYTRAX 5-Star airline again this year after our team's tireless efforts, and we will continue to strive to provide the best possible service to our customers into the future."

JAL will continue to aiming to be "the World's most preferred and valued Airline" in a future society where many people and various things come and go freely, and where hearts are filled with joy.

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 411 airports in 60 countries and regions together with its codeshare partners with a modern fleet of 241 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 to becoming one of the most preferred airlines in the world.