



### Japan Airlines Named World's Best Economy Class and Best Economy Class Airline Seat at Skytrax World Airline Awards 2021

**Tokyo, October 1, 2021** – Japan Airlines (JAL), a certified 5-star airline and member of the **oneworld®** alliance, today announced that the airline has been awarded by customers with the *World's Best Economy Class*, the *World's Best Economy Class Seat*, and the *COVID-19 Excellence Awards* at the Skytrax World Airline Awards 2021. Japan Airlines also moved up from 11<sup>th</sup> to 5<sup>th</sup> in the *Airline of the Year* category. The awards were announced by London-based airline industry rating and consulting company Skytrax. Over 100 customer nationalities participated in the survey with 13.42 million eligible entries counted in the results.

Mr. Edward Plaisted, CEO of Skytrax said: "Japan Airlines has continued its success by winning this award as the World's Best Economy Class airline, and we congratulate them especially due to the very competitive nature of this market. We look ahead with optimism for 2022 that air travel may be restored to more normal times."

In March 2021, JAL FlySafe\* Hygiene Measures was certified by Skytrax with a 5-Star COVID-19 Airline Safety Rating.\* JAL has continued to enhance its measures and remains committed to set our customers' safety and security as the number one priority, whilst providing the best services.

### Japan Airlines Named World's Best for High Quality Products and Services in Economy Class

Japan Airlines' economy class seats, which have been selected No.1 the best in the world, are designed to ensure that customers on all classes are able to experience premium services. For international routes, the JAL SKY WIDER is fitted on the airline's Boeing 777-300ER, Boeing 787 and Boeing 767 aircraft, and has been highly praised by customers since its introduction. For domestic routes, we introduced the Airbus350 in September 2019 and the Boeing 787 in October 2019, and each seat is equipped with a personal screen and a power supply. Customers can enjoy a variety of inflight entertainment (IFE), and free inflight Wi-Fi.





JAL has been offering tasty and innovative inflight meal options under the concept of JAL Kitchen Gallery, featured in the Economy Class service. Recently JAL began offering healthy inflight meals called "Sky Wellness Kitchen" which are supervised by TANITA CAFÉ\*<sup>1</sup>, a concept café operated by TANITA. From October 1, "RED U-35 – In-flight meals by renowned young chefs" was renewed and a new menu launched as "RED à table"\*<sup>2</sup> with the theme of "In-flight meals for the future."

TANITA CAFÉ\*<sup>1</sup>: <https://press.jal.co.jp/en/release/202106/006120.html>

"RED à table"\*<sup>2</sup>: <https://press.jal.co.jp/en/release/202109/006234.html>



JAL is committed to providing customers with the highest levels of flight safety and quality in every aspect of its service, and aims to become one of the most preferred airlines in the world. The JAL Group will continue to embrace new challenges to deliver greater customer convenience, enhance its international network, and continue to deliver delightful experiences through our products and services.

### ***Skytrax Awards presented to JAL (2013-2021)***

- 2013 *World's Best Business Class Airline Seat*
- 2015 *World's Best Economy Class Airline Seat*
- 2017 *World's Best Economy Class Airline Seat*
- 2018 *World's Best Economy Class Airline Seat*
- 2019 *World's Best Economy Class and World's Best Economy Class Airline Seat*
- 2021 *World's Best Economy Class World's Best Economy Class Airline Seat and Covid-19 Excellence Awards*



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.