



Japan Airlines Named World's Best Premium Economy Class at Skytrax World Airline Awards Ceremony 2024

Japan Airlines (JAL), a member of the **oneworld®** alliance, has been awarded the prestigious title of "World's Best Premium Economy Class" at the annual Skytrax (*1) World Airline Awards Ceremony held in Fairmont Windsor Park, UK. This is the first time JAL has been named the World's Best Premium Economy Class, in addition to winning the World's Best Economy Class award three times. JAL also won first place in the "Best Premium Economy Class Airline Seat" "Best Premium Economy Class in Asia" "Best Economy Class Airline Seat" category and achieved 1st place in a total of 4 categories.

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



Center-left: Edward Plaisted, CEO of Skytrax

Center-right: Junko Sakihara, Deputy Senior Vice President at Japan Airlines



The World Airline Awards, celebrating its 25th anniversary this year, features airlines from around the world. The ranking is based on the results of online voting with participation from 21.42 million customers from over 100 nationalities.

Evaluation Comments

Edward Plaisted, CEO of Skytrax said: *"We congratulate Japan Airlines on this great achievement in being named the world's Best Premium Economy Class Airline at the 2024 Awards. With an increasing number of airlines now offering a Premium Economy cabin service, this is now a very competitive market, and Japan Airlines success demonstrates the success of their Premium Economy product which is so well supported by excellent staff service."*

JAL Initiatives

JAL offers a variety of services to ensure customers enjoy upgraded and spacious comfort in Premium Economy Class.

(At the Airport)

- Smooth check-in at the priority check-in counter.
- Access to the Sakura Lounge before departure.

(Inflight)

- Seatbacks that do not tilt toward customers even in the fully reclined position, maintaining a luxurious personal space.
- Sparkling wine, shochu, snacks, and original noodles "UDON de SKY" (on some routes) are available in addition to the Economy Class menu.
- Cabin crews with extensive knowledge about products, services, and safety provide personalized hospitality.

The new Airbus A350-1000 international aircraft, introduced in January 2024, has been highly praised for the following features in its Premium Economy class:

- Large dividers for increasing privacy.
- Motorized leg rests that adjust horizontally for enhanced comfort.
- 16-inch 4K large-screen monitor, 1.3 times larger than the previous model.



JAL has been awarded the world's highest rank of "5 Star"(*2) for its safety and excellent products and services inflight and at the airport for seven consecutive years in the "World Airline Star Ratings" conducted by SKYTRAX's airline industry professional auditors.

(*2) Apr 09,2024 Press Release "Japan Airlines Certified as SKYTRAX 5-Star Airline for the 7th Consecutive Year"

URL : <https://press.jal.co.jp/en/release/202404/008020.html>

JAL expresses gratitude to its customers for choosing it as the world's number one Premium Economy Class airline. The airline is committed to welcoming customers warmly and will provide customers with safe and secure flights in any situation.. Recognizing the diverse needs of customers, JAL continues to pursue better products and services, ensuring a tailored travel experience from the airport to inflight.



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/>.