

JAL's "Safety and Security Initiatives" The first asian to receive the world's highest rating

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- It was awarded the highest rating of 5 stars in "Covid-19 Safety Rating" by SKYTRAX, a UK airline rating agency.
- Awarded diamond by HealthSafety Powered by SimplyFlying Audit, an audit by apex, a U.S. nonprofit organization.
- In addition to hygiene and cleanliness initiatives, all infectious disease control measures such as non-contact and automation and air travel support are evaluated, and only two companies in the world (JAL and Qatar Airways) currently receive the highest ratings from both organizations.



【JAL's Initiatives Rated as Among the Highest In the World】

Evaluation points	About
(1) Health Clean	<ul style="list-style-type: none"> • [Airport] antiviral and antibacterial coatings are sequentially implemented • [In-flight] strengthening of the cleaning of the restroom in the cabin during navigation, wearing protective clothing of the cabin crew during cleaning, disinfection at night, Started strengthening the cleaning system by monitoring and verifying the cleaning effect in addition to conducting frequent cleaning.
(2) Non-contact automation	<ul style="list-style-type: none"> • [Airport] Introduction of automatic baggage check-in machine • [Airport] Actively utilize the latest technology to promote non-contact services, such as demonstration tests of touchless sensors and remote-controlled robots
(3) Air travel Support	<ul style="list-style-type: none"> • Partnership with PCR inspection organizations (domestic flights) JALCorona Cover(https://www.jal.co.jp/jp/ja/inter/jalcoronacover/) (International Flights)

[About "Covid-19 Safety Rating" by SKYTRAX(*1)]

SKYTRAX's Covid-19 Safety Rating audit for covid-19 will begin in August 2020 and will be evaluated based on expert and scientific research into airline health and safety measures in coronal disasters. With 1-5 star ratings, airlines with world-class initiatives such as promoting contactlessness, airport and in-flight social distance, energy and cleanliness, and safe food and beverage giving systems are given 5-star certification.

(*1) Founded in 1989, it is a global aviation rating company based in London, UK. The company's World Airline Awards, which evaluate airlines around the world, are also the airline's global evaluation criteria. JAL has also been certified as a "5 Star Airline" in audits that evaluate airlines' services to customers.
<https://www.jal.co.jp/feature/skytrax/index.html>

[About APEX's Health Safety Powered by SimplyFlying Audit]

APEX(*2) and Simplifying (*3) will verify and evaluate the airline's covid-19 measures based on a 58-item checklist. In addition to measures to prevent infectious diseases for both passengers and staff at airports and on board, the evaluation items include whether or not there is a support system that allows you to travel with peace of mind. The ratings are on the third floor of Diamond, Platinum and Gold, and the airlines that do the best work are given Diamond ratings.

(*2) A non-profit organization based in the United States (<https://apex.aero/>) that consists of airlines, aviation manufacturers,

(*3) Consulting firm specializing in aviation industry marketing (<https://simpliflying.com/>) JAL will initiate contactless touchpanels of automatic check-in and baggage storage machines from March 22, in addition to the JAL Domestic PCR Inspection Service

(*4), which is launched on March 1 and 5, 2019, in order to provide customers with peace of mind (*5) we will continue to promote our efforts by providing air travel that is always safe. Press Release No. 20105 dated March 22, 2021 "Japan Airlines' First Contactless Touch Panel at Check-in"
URL: <https://press.jal.co.jp/ja/release/202103/005996.html>

(*5) JAL Domestic PCR Inspection Service : <https://press.jal.co.jp/ja/release/202103/005968.html>

JAL Coronavirus Infection Control Web Page : <https://www.jal.co.jp/jp/ja/info/2020/other/flysafe/index.html>