

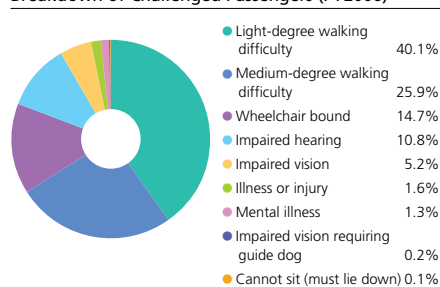
Consideration for All Customers

Drawing on feedback from customers, the ANA Group has been improving its facilities and services to ensure that all passengers enjoy comfortable, pleasant flights.

Number of Challenged Passengers



Breakdown of Challenged Passengers (FY2006)



New airport wheelchair



ANA Sky Assist Desk



The ANA Sky Assist Desk ensures a relaxing and pleasant flight for challenged customers. Highly

skilled staff will assist passengers, from reservation to disembarkation. The number of challenged passengers assisted in FY2006 was 122,906, up 4.1% from the previous fiscal year.

URL

http://www.ana.co.jp/share/assist_eng/index.html

ANA Sky Assist



Yuka Nohara at Sky Assist Desk, CS Promotion Division

Promoting Barrier-free Airports and Aircraft

At airports and in the cabin, the ANA Group is promoting barrier-free access for physically challenged passengers.

Starting with making special writing pads available to customers with hearing disabilities at eight airports across Japan in 1998, we then provided cabin wheelchairs on all domestic aircraft in 1999. Additional services were introduced after the Transportation Barrier-Free Law came into effect, such as aircraft seats with movable armrests and wheelchair-accessible restrooms in the cabin. We also offer "assist seats"

to help physically challenged customers take their seats, and subtitles on certain in-flight video programs. And in April 2006, new airport wheelchairs, designed based on customer feedback, were rolled out at 50 airports around Japan. A comprehensive listing of the ANA Group's barrier-free services for the physically challenged can be found on our website.

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http://www.ana.co.jp/share/assist_eng/index.html

ANA Sky Assist

Notes on Developing New Wheelchairs

We have been developing wheelchairs for use at airports and inside cabins that are more user-friendly than existing ones.

These wheelchairs have a combination of requirements particular to air travel. They should be easy to operate on inclined boarding bridges; pass comfortably through the aisles in the cabin; and allow the occupant to move from wheelchair to seat with a minimum of fuss. In assessing their usability and safety during development, we asked both the ANA Group and users for their opinions.

When I fly and am told by staff things like, "They're great because they're so easy to use," or when I see customers actually using them, I feel happy that our wheelchairs are contributing to a more comfortable flight.



Mr. Katsumi Hirooka
Manager, Market Development Group, Matsushita Electric Works, Ltd.



■ Sign Language-Capable Cabin Attendants

To better serve hearing-impaired passengers, ANA provides opportunities for employees to learn sign language. Approximately 400 cabin attendants have been certified with sign-language skills of Grade 4 or higher.



The sign language badge worn by cabin attendants



IAU's Passenger Services staff practice sign language.

Sign Language Study at International Airport Utility (IAU)

Why shouldn't the hearing-impaired enjoy air travel just like able-bodied passengers? The question was raised during a morning meeting from a CS member of Passenger Services, and staff took it upon themselves to begin learning sign language. Study sessions took place during the group meetings held in September and October 2006. Later, the group took

the official certification examination for Grade 6, and 64 passed. Employees certified for Grades 5 and 6 wear a "currently studying sign language" badge, while those certified for Grade 4 or better wear a "sign language" badge.

■ ANA Rakunori (Easy Travel)

The ANA Rakunori Service is for passengers requiring special assistance. "Senior Rakunori" provides all manner of assistance for the elderly. "Family Rakunori" supports expectant mothers and customers traveling with infants or small children. "Kids Rakunori" helps children traveling alone, from departure to arrival. And "Pet Rakunori" lets passengers enjoy trips with their pets. ANA staff wearing this badge and stationed at airport Rakunori Counters are always ready to assist these passengers.

URL

http://www.ana.co.jp/eng/int_svc/rakunori/index.html
ANA Rakunori (Easy Travel) Services



■ Assistance by Certified Carefitters

Airport staff members certified as carefitters assist elderly passengers and those requiring special assistance. Special badges are worn by these staffers.

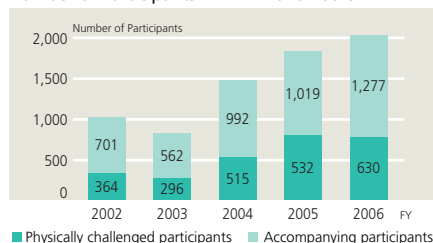


The carefitter badge

■ Universal Tourism

ANA Sales has been pursuing an approach called "Universal Tourism" in which anyone, regardless of disability or age, can enjoy our overseas travel package, ANA Hallo Tours. Some 630 people with disabilities participated in these tours in FY2006.

Number of Participants in ANA Hallo Tours



■ AEDs on All Aircraft

All ANA Group aircraft now have an AED*, a device that treats attacks of ventricular fibrillation caused by cardiac infarction. Cabin attendants trained in its operation are fully prepared for such emergencies.

* Automated External Defibrillator



AED