

ANA Double Winners at Skytrax Awards

World's Best Airport Services Award: Number One

Staff Service Excellence (Asia): Number One

TOKYO June 23, 2011 – ANA was judged as having the World's Best Airport Services at the 2011 World Airline Awards, run by Skytrax.

At the award ceremony, held yesterday [June 22] at the Paris Airshow, ANA was also awarded the Staff Service Excellence Award in the Asia category, recognizing the high quality of service provided by its cabin and airport staff.

This double achievement marks the first time ANA has received one of the Skytrax World Airline Awards and is recognition of each individual member of staff's commitment to maintaining the very highest standards, all the time focusing on the "spirit of Japanese customer service".

Skytrax, established in 1989 and based in London, is an airline industry consulting and rating company. The annual awards are based on independently run customer surveys, including on-line questionnaires, covering more than 200 airlines. More information on Skytrax and the World Airline Awards can be found at: <http://www.airlinequality.com>

ANA Group will continue working hard to exceed passengers' expectations and deliver an outstanding in-flight experience, helping to achieve the goal of becoming Asia's number one airline.



The prize-giving ceremony at the air show in Paris

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About ANA Group

All Nippon Airways is the eighth largest airline in the world by revenues and the largest in Japan by passenger numbers. Founded in 1952, it flies today to 76 domestic and international cities in a fleet of 228 aircraft serving a network of 164 routes. ANA has 33,000 employees and operates more than 1,000 flights a day. In 2009, it carried 44 million passengers and generated revenues of \$13.7bn. ANA has been a core member of Star Alliance since 1999 and more than 20 million members belong to its Frequent Flyer Program (ANA Mileage Club). ANA is the launch customer for the world's newest and most advanced passenger aircraft, the Boeing 787 Dreamliner.