

ANA receives SKYTRAX's highest 5-Star rating

-Awarded for the 2nd year running-

-ANA is the only 5-star rated airline in Japan-



TOKYO, March 17, 2014 - ANA Group has been awarded 5-Stars for the second year in a row by SKYTRAX(*1), the world's leading airline and airport review specialists (<http://www.airlinequality.com/>). Only four airlines(*2) earned a 5-Star SKYTRAX rating in 2014, and ANA is the only airline in Japan to receive this prestigious award.

The official SKYTRAX 5-Star Airline Ranking honors those airlines which are delivering consistent and inspired 5-Star service to their customers across a range of more than 800 categories of airport and onboard services.

This achievement is testament to the consistently high levels of service provided by ANA's frontline staff, from the airport to the cabin. It also recognizes the service enhancements ANA has made during the year. This includes expanding the range of services available and better catering for international passengers who are increasingly choosing to fly with ANA.

Over the past twelve months, ANA has made a number of changes to improve the customer experience. In-flight services have been enhanced with the introduction of more video and audio entertainment channels, luxury beauty products, blankets and pillows. ANA also introduced 'THE CONNOISSEURS'(*3) and Hakata Ippudo ramen(*4) during the year, a team of world renowned chefs and beverage specialists who produce meals and drinks for international and domestic flights.

In addition to in-flight service enhancements, ANA is also making improvements to its airport lounges. Seating capacity at the lounge of Haneda Airport international terminal has been increased by 30% and, on March 30 2014, ANA will open extended lounges at Haneda Airport, with the amount of seats and shower stalls more than doubling. ANA is also opening a new restaurant in the ANA SUITE LOUNGE at Haneda Airport.

As an international measure of quality and customer satisfaction levels, this award is an important part of ANA's business strategy to ensure it is recognized as a leading airline across the globe. ANA will continue to raise the bar in terms of the quality of goods and services it offers, providing inspired service as well as safe, high-quality air travel to customers around the world.

(*1) SKYTRAX, established in 1989, is an airline consulting and rating company based in London, UK. In addition to the Airline Star Ratings, which ranks airlines between 1-Star and 5-Star, the company also organizes the World Airline Awards, which are based on an evaluation of more than 200 airlines assessed each year using SKYTRAX's own online questionnaire and various other customer surveys. The World Airline Awards first recognized ANA in 2011 through the World's Best Airport Services and Staff Service Excellence, Asia Award. ANA collected another World Airline Award in 2012 as Best Transpacific Airline. In 2013, ANA was awarded World's Best Airport Services and Best Cabin Cleanliness.

(*2) Singapore Airlines, Cathay Pacific Airways, Qatar Airways and All Nippon Airways

(*3) Beginning on September 1, 2013, this program has offered food and drink service on international routes (departing Japan), and food service to premium class customers on domestic routes.

(*4) Beginning on June 1, 2013, this product was offered to routes to North America departing from Japan (excluding Honolulu) and European routes.

ANA Public Relations : TEL: +81 -3-6735-1111

About ANA

All Nippon Airways (ANA) is the ninth largest airline in the world by revenues (2012) and the largest in Japan by passenger numbers (2012). Founded in 1952, ANA flies today to 31 international destinations and 50 domestic cities with a fleet of 232 aircraft serving a network of 175 routes. ANA has 14,000 employees. In 2012, it carried 45 million passengers and generated revenues of \$15.8 bn. ANA has been a core member of Star Alliance since 1999 and has joint-ventures with United Airlines on trans-Pacific and Asia routes and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 24 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazines, and was awarded five stars by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.