



ANA awarded “World’s Best Airport Services” and “Best Transpacific Airline” at the SKYTRAX World Airline Awards

ANA Recognized by SKYTRAX for the 4th Consecutive Year



TOKYO, July 15, 2014 - ANA has been selected as the world’s best airline in two categories at the 2014 World Airline Awards run by SKYTRAX. The awards for “World’s Best Airport Services” and “Best Transpacific Airline” were presented at a ceremony during the Farnborough Air Show, held in Farnborough, UK today.

These awards recognize ANA’s on-going commitment to provide exceptional levels of customer service and a superior air travel experience, prioritizing passenger comfort, convenience and safety.

The World Airline Awards are determined by the results of an online survey completed by passengers worldwide. ANA’s receipt of the World’s Best Airport Services award is ANA’s second consecutive, and third overall, success in this category, with the Best Transpacific Airline award representing ANA’s second success in this category, following a first award in 2012.

The World’s Best Airport Services award is presented to the airline achieving greatest customer satisfaction across a full range of airport services and recognizes the high quality of service provided by ANA staff across our 36 destination airports worldwide. Our personal approach to customer service means that ANA’s airport staff endeavor to fine-tune our service to the needs of each individual customer at all stages of the airport customer experience, including the check-in counter, lounges and at the boarding gate.

The Best Transpacific Airline award is presented to the airline with the highest passenger survey score among airlines operating Pacific routes. As part of ANA’s global network expansion strategy, ANA offers passengers an extensive network in the Pacific area, with 13 daily flights to 11 cities including the new Haneda-Vancouver route that entered service on March 31. ANA’s No. 1 ranking for services in the Pacific area is based on a comprehensive evaluation covering all of its services including airport service, cabin cleanliness, seat comfort, the provision and quality of meals and drinks, in-flight entertainment and in-flight services. ANA’s high-quality passenger experience on Pacific routes includes notable

services such as full flat seats in business class allowing easy access to the aisle for all passengers, in addition to a premium in-flight menu and drinks selection including that prepared by The Connoisseurs - a team of renowned chefs and liquor and coffee professionals who have developed a unique menu for international flights departing from Japan.

Mr. Osamu Shinobe, President and CEO of ANA, commented on the awards:

“ANA is committed to becoming the world’s leading airline, providing all passengers with a superior air travel experience, focusing on a personalized, high-quality service and the comfort and safety of all our customers. I am delighted to be honored with these awards by our passengers and SKYTRAX and would like to thank all our staff for their hard work and dedication, which enables us to provide an exceptional service in every airport and on every ANA flight.”

About SKYTRAX

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. In addition to the World Airline Awards, SKYTRAX also compiles an Airline Star Ranking, which ranks airlines on a scale of one to five. ANA's current rating is the maximum five stars.

ANA's past record of awards from SKYTRAX is as follows:

2011: World's Best Airport Services, Staff Service Excellence, Asia

2012: Best Transpacific Airline

2013: World's Best Airport Services, Best Cabin Cleanliness

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About ANA

All Nippon Airways (ANA) is the eighth largest airline in the world by revenues (2012) and the largest in Japan by passenger numbers (2012). Founded in 1952, ANA flies today to 54 international routes and 111 domestic routes with a fleet of 236 aircraft. 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 26 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazines, and was awarded five stars in 2013 and 2014 by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.