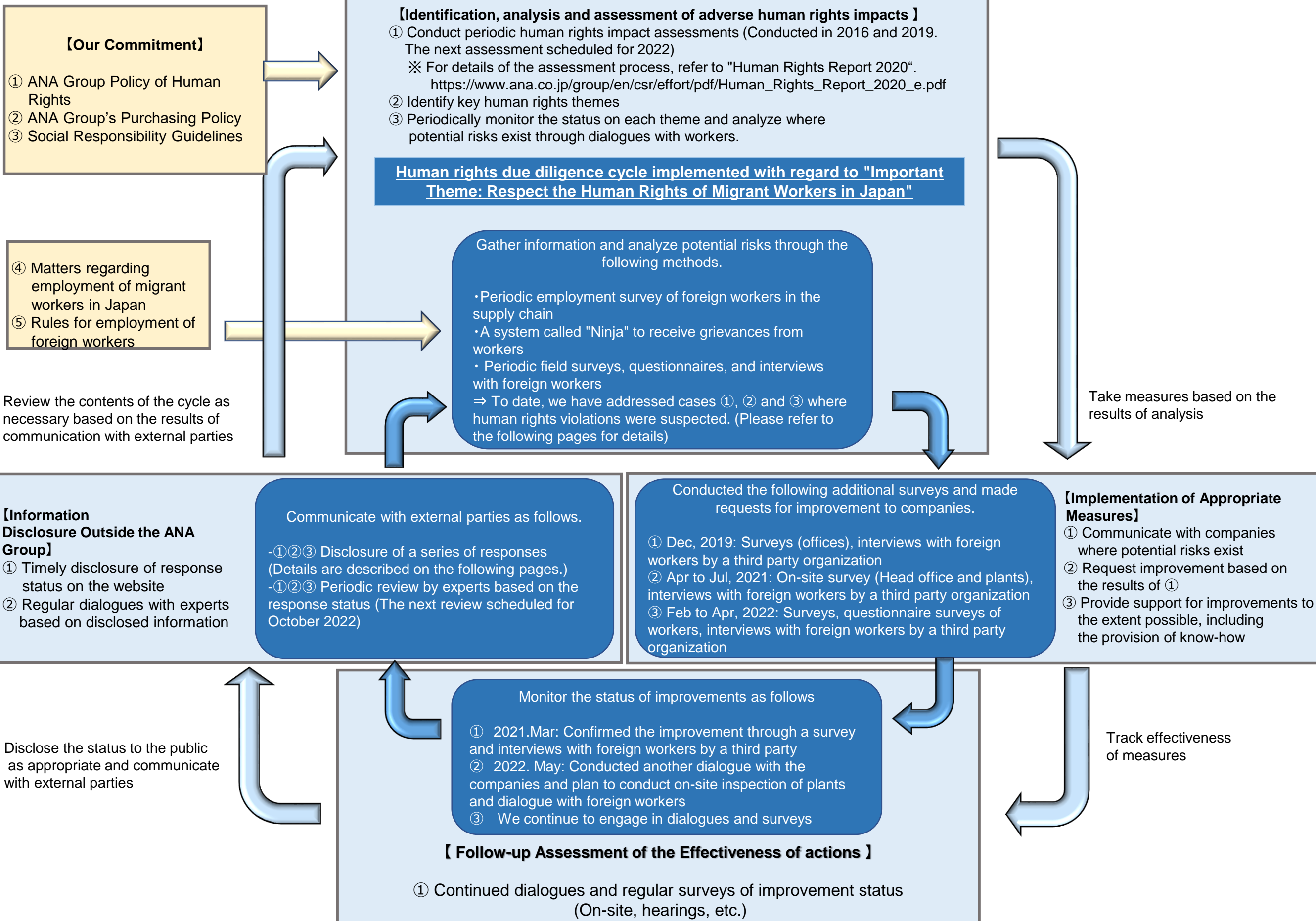


Human Rights Due Diligence Cycle



Remedial Status

| Case 1

In December 2019, in cooperation with a third party organization CRT Japan, we conducted an interview with non-Japanese workers employed by a partner company of the ANA Group which revealed a lack of rest and napping space in the work environment for the workers of the relevant partner company, forcing them to take rest and nap in a bus, etc. We requested for remediation, which was responded by the partner company to establish (add) new rest and napping space which allows workers to take a seat. In March 2021, we conducted an on-site investigation of the partner company and another interview with the workers to confirm the remediation status and the work environment after the remediation action. As a result, it was confirmed that a refresh room was also added which secured an environment where workers can rest safely and comfortably. We heard voices from the workers that the addition of rest space led to increased work motivation. We continue to engage in dialogues with the companies concerned and with our employees.

Haneda Airport Terminal 3 Standby Area (Former storehouse)



Before renovation



After renovation

| Case 2

In response to an external reporting regarding infringement of human rights (forced return to the country) of a technical intern trainee at the ANA Group's supplier, we had a direct dialogue with related parties and a third party organization, CRT Japan, in attendance to exchange views on the roles to be performed as the ANA Group while striving to understand the true intent of the claimant's side. The outline of the major responses on this case is as follows.

- April 2021 Received a letter from an NPO to the effect that there is infringement of human rights at the ANA Group's supplier and that it requests the ANA Group to share its response and view.
- May-June 2021 With CRT Japan in attendance, had a direct dialogue with the NPO and a worker who complained about damage. Also, we visited the head office of the supplier in question (Company X) together with the Group company to share information.
Through those dialogues, we confirmed that this case had occurred at Plant A (in Kanagawa Prefecture) of the supplier before the ANA Group started a business relationship with it. Meanwhile, we confirmed that the Group company completed quality verification of Plant B (in Gunma Prefecture) of Company X to commence a business relationship with Plant B. While it is a different plant, we judged that it is necessary to confirm as the ANA Group that no infringement of human rights have occurred/are occurring at Plant B with which a business relationship is to start.
- July 2021 Requested a third party organization, CRT Japan, to confirm the status of initiatives for human rights for Plant B and conducted an interview.
 - Interviewees : Managers and non-Japanese workers at Plant B (the nationalities of non-Japanese workers are different from those at Plant A)
 - Method : Face-to-face interview by a third party organization, CRT Japan
 - Results : It was confirmed that 'there have been no cases of forced return to the country at Plant B' and that 'there is no infringement of human rights of particular concern.' It also checked Company X's labor-related rules and documents, on-site management system and the system for recruitment, among other things, to confirm that there is no issue with the company's management system. These results were shared with the NPO. In light of this, we judged as the ANA Group that there is no issue with Plant B and started a new business relationship. We will continue to periodically confirm that human rights of non-Japanese workers are respected at Plant B of Company X.
- May 2022 We held another dialogue with Company X. In addition, we plan to inspect the factory B of Company X and hold a dialogue with foreign workers. We will monitor the situation regularly.

| Case3

We received a request for an investigation regarding human rights of a technical intern trainee at the ANA Group's partner company (contractor) and an investigation is ongoing. The outline of the major responses on this case is as follows.

- January 2022 Received an anonymous letter to the effect that there is a concern about illegal employment and associated illegal termination of a technical intern trainee who engages at the Narita International Airport, thus requesting an investigation.
- February 2022 Given that there were no technical intern trainees employed by the Group companies in the Narita Airport district, we surveyed the partner companies (contractors) on any instances of illegal employment of technical interns (whether the actual work details match the status of residence or not). As a result, it was concluded that 'there is no discrepancy between the technical intern training plan accredited by the Organization for Technical Intern Training and the actual work contents.' Meanwhile, in order to further emphasize direct dialogues with those in the field, we worked with a third party organization to conduct surveys through a questionnaire and interviews with technical intern trainees of the partner companies.

Target : All 124 non-Japanese workers who belong to 5 partner companies in the Narita Airport district

Method : Anonymous questionnaire survey using QR code in cooperation of a third party organization CRT Japan

Results : Some respondents, while in a small number, responded that they 'have experience of being treated unreasonably in employment or threatened to be dismissed.' Some also responded they 'feel anxiety about /are not satisfied with' the current work and life. As it was confirmed that there have been cases where the rights of workers that are stated in the employment contracts and are to be respected are not being fully respected, we will work hard to ensure the respect for the rights of workers.

On the other hand, the questionnaire survey did not reveal what those respondents had recognized as 'unreasonable treatment in employment' and 'threat of dismissal.' Accordingly, we conducted the following direct dialogues in April 2022 with non-Japanese workers through face-to-face interviews.

Target : A total of 33 non-Japanese workers who belong to two of the five partner companies surveyed, where responses of concern were confirmed

Method : Face-to-face interview survey in cooperation with a third party organization CRT Japan

Results : Respondents confirmed no discrepancies between the work described by sending organizations and the actual work content and no 'threats of dismissal'. Interviewees confirmed no discrepancies between the work described by sending organizations and the actual work content and no 'threats of dismissal'.

On the other hand, there is a shortage in workload management, appropriate employee management and supervision, and communication with Japanese employees, and it was confirmed that for that reason some interviewees feel "unfair treatment related to employment". It was also confirmed that some interviewees feel "anxious about/are not satisfied" in terms of working hours, paid leave entitlement, wages, and dormitory life.

The interviews revealed what the interviewees considered "unfair treatment related to employment", and where they felt "anxiety about/are not satisfied" with their current work and life. We held a dialogue with the two partner companies through our group company and they agreed to provide more opportunities for dialogues with workers, and to provide further explanations of work rules and regulations. In addition, regarding the living environment in the dormitory, which workers voiced-dissatisfaction with, the arrangements were promptly made (single rooms were provided for all who requested).

In October of the same year, face-to-face interviews were conducted to monitor the progress of said initiatives, and it was confirmed that improvement measures had been implemented and that the level of satisfaction with the workplace and living environment had improved, so it was decided to conclude response measures regarding this case. Moving forward, dialogue between the group company and partner companies within the Narita Airport district will continue.