

Event Date	Operating Airline	Flight Number	Departure Airport	Arrival Airport	Aircraft Registration Number	Aircraft Type	Event Summary	Investigating Country (Investigating Authority)	Official Investigation Report by Investigating Authority Source: JTSB Homepage	Status of Company-Internal Investigation Committee
August 15, 2019	ANA	963	HND	PEK	JA808A	B787-8	Shortly after the seat belt sign was turned on around 30 minutes before landing, the aircraft encountered strong turbulence and two passengers were injured. The first passenger (Seat number: 15B) was waiting in front of the lavatory (Position: L3) when they were thrown into the air, and they then twisted their right foot. The second passenger (Seat number: 15C) was using the lavatory (Position: R4) when they were thrown into the air, and they then hit their lower back on the toilet seat. Two of the cabin attendants went to hospital after returning to Japan and were diagnosed with minor injuries.	Japan JTSB	Report published in February 2021	Investigation committee dissolved on October 19, 2020