

Mission Statement

Built on a foundation of security and trust, “the wings within ourselves” help to fulfill the hopes and dreams of an interconnected world.

ANA Group Safety Principles

Safety is our promise to the public and is the foundation of our business.

Safety is assured by an integrated management system and mutual respect.

Safety is enhanced through individual performance and dedication.

Management Vision

It is our goal to be the world’s leading airline group in customer satisfaction and value creation.

ANA’s Way

To live up to our motto of “Anshin, Attaka, Akaruku-genki!” (Trustworthy, Heartwarming, Energetic!), we work with:

1. Safety

We always hold safety as our utmost priority, because it is the foundation of our business.

2. Customer Orientation

We create the highest possible value for our customers by viewing our actions from their perspective.

3. Social Responsibility

We are committed to contributing to a better, more sustainable society with honesty and integrity.

4. Team Spirit

We respect the diversity of our colleagues and come together as one team by engaging in direct, sincere and honest dialogue.

5. Endeavor

We endeavor to take on any challenge in the global market through bold initiative and innovative spirit.

Contents of This Report

The ANA Group strives for simultaneous creation of both social and economic value, as well as sustainable growth in corporate value, through company activities that leverage the strengths cultivated by its mindset for endeavor.

This report presents a broad image of ANA Group value creation, our creation of social and economic value under the current ANA Group Corporate Strategy, and the foundation underpinning company activities.




Editorial Policy

The ANA Group (ANA HOLDINGS INC. and its consolidated subsidiaries) emphasizes proactive communication with its stakeholders in all of its business activities. In Annual Report 2019, we aim to deepen comprehensive understanding of the social and economic value created by the ANA Group through its management strategies and its business and corporate social responsibility (CSR) activities. We have published information on our activities that we have selected as being of particular importance to the ANA Group and society in general. For more details, please visit the ANA Group corporate website in conjunction with this report.

Scope of Report

- This report covers business activities undertaken from April 1, 2018 to March 31, 2019 (includes some activities in and after April 2019).
- In this report, “the ANA Group” and “the Group” refer to ANA HOLDINGS INC., and its consolidated subsidiaries.
- “The Company” in the text refers to ANA HOLDINGS INC.
- Any use of “ANA” alone in the text refers to ALL NIPPON AIRWAYS CO., LTD.

→  For more, see <https://ana.co.jp/group/en>

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