

ANA Group Announces Updated Safety Precautions to Combat the Spread of COVID-19

TOKYO, May 21, 2020 – ANA HOLDINGS INC. (hereinafter “ANA Group”) will continue its efforts to combat the spread of COVID-19 by implementing additional measures in accordance to the company’s approach detailed below.

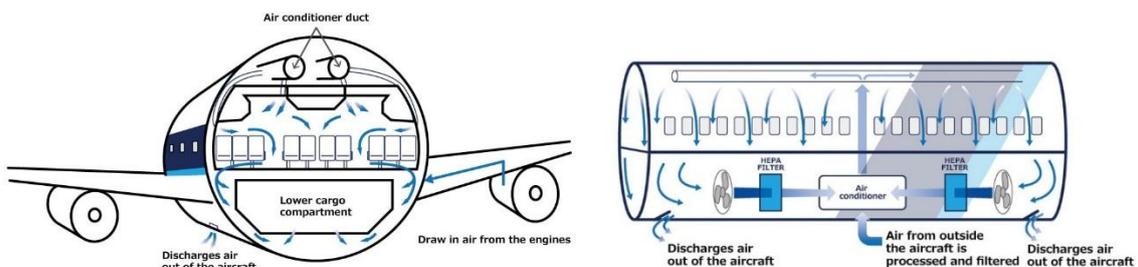
While ANA Group has already been taking appropriate precautions to fight the spread of the virus and make aircrafts safe, ANA Group will continue to elevate their efforts by implementing various fundamental standards and safety precautions.

“We want to reassure our customers and employees that ANA is taking every precaution to provide a clean, safe and comfortable travel experience,” said Yuji Hirako, President and CEO of ANA. “As new industry, government or airport specific cleaning and sanitization policies are considered, we will continue to evaluate implementing them.”

ANA Group’s Standards and Approach:

1. Maintain a clean environment at airports, in aircraft cabins, lounges and all locations
2. ANA Group employees will wear a facial covering at every touch point with customers
3. All aircraft operated by ANA Group will be disinfected on a regular and frequent basis. Aircraft used for International flights will be sanitized after every flight, and daily at night on aircraft flown domestically.
4. All aircrafts used by ANA will have clean air through ventilation systems:
 - ① Clean air through adequate ventilation
The aircraft absorbs a large amount of clean air from the sky, which allows for the cabin’s entire air to be replaced in approximately three minutes.
 - ② Aircraft equipped with a high-performance filter*
The cabin air is filtered and circulated through a high-performance filter, ensuring high-quality, clean air.
**The same filter is used in the air conditioning system of the operating rooms of hospitals as well.*
 - ③ Constant air circulation
The cabin air is constantly flowing, from the ceiling to the floor. The air in the cabin does not stay stagnant.

(For more information, see ANA’s website: <https://www.ana.co.jp/group/en/about-us/air-circulation.html>)



【Request to Our Customers】

With all passengers' comfort and health for each other in mind, we ask our customers to wear masks or facial coverings as essential gear when traveling through airports and onboard the planes. Exceptions will be made for infants and those who are physically unable to wear masks. Passengers who are not wearing facial coverings, as well as passengers showing symptoms of sickness such as fever and coughs may be refused to board.

- *: Exceptions will be made for infants and those who are physically unable to wear masks.
- *: For customers who registered their email address in advance, we will inform them of the self-condition checks by measuring temperature, wearing a mask, and recommend online check-in, check baggage.

【ANA Group's initiatives to prevent the spread of infection and passenger requirements】*1

ANA Group will start the following activities sequentially as soon as possible operationally. (Note that we have already started some initiatives already "★")

	ANA Groups' initiatives*2 in accordance with other associated groups*3	ANA passenger requirements
Check-in Area/ Before Departure	<p><Wearing of Facial Covering and Face Shield> Airport staff will wear facial coverings and face shields. ★</p> <p><Installation of plastic curtains> Plastic curtains will be placed at the check-in counter. ★</p> <p><Lounge Services> •Individual wrapping and the suspension and restriction of some food, drink and other services. ★ •Disinfectant will be located at the entrance of the lounge and the food and drink area. ★</p> <p><Disinfection of equipment, etc.> Periodically disinfect equipment and supplies such as check-in machines and wheelchairs. ★</p> <p><Hand Sanitizer> Hand sanitizers will be located by the</p>	<p><Wearing of Facial Covering> Passengers must wear a facial covering in the check-in, lounge, gate and all areas of the airport.</p> <p><Seat Assignment> •When making a reservation, passengers can confirm the reservation status of their flight in advance and reserve the seat they want.*4 •Please take advantage of online check in.</p> <p><Securing Social Distance> •Please follow the staff's instruction and cooperate to secure the distance between passengers. •Usage of ANA's online check-in and ANA Baggage Drop (self-service baggage drop machine)</p> <p><Hand Sanitizer> Please use hand sanitizers located by the airport entrance.</p>

	airport entrance.	
Security Area	<p><Temperature measurement> Temperature measurement will be carried out near the entrance of the security check. ★ (Currently underway at 6 airports: Haneda, Narita, Itami, Kansai, Chubu and Fukuoka)</p> <p><Hand Sanitizer> Hand sanitizers will be located at the security check.</p>	<p><Wearing of Facial Covering> Please wear a facial covering.</p> <p><Securing Social Distance> Please follow the staff's instruction and cooperate to secure the distance between passengers.</p> <p><Receiving a pass certificate> Please hold the barcode over the device and receive the pass certificate.</p> <p><Hand Sanitizer> Please use hand sanitizer located at the security check.</p>
Gate Area	<p><Wearing of Facial Covering and Face Shield> At the boarding gate, airport staff will wear masks and face shields. ★</p> <p><Hand Sanitizer> Hand sanitizers will be placed near the boarding gate.</p>	<p><Wearing of Facial Covering> Please wear a facial cover.</p> <p><Securing Social Distance> Please follow the staff's instruction and cooperate to secure the distance between passengers.</p> <p><Boarding pass> Please hold the two-dimensional bar code or IC at the gate and receive it by yourself.</p> <p><Hand Sanitizer> Please use hand sanitizers near the board gate.</p>

Inflight	<p><Wearing of Facial Covering and Gloves by Cabin Attendants> Cabin attendants working on domestic and international flights will wear facial coverings to reassure passengers using ANA services. They will also wear gloves when serving food and drink items. ★</p> <p><Cleaning and Disinfection of Aircraft> • Each flight is cleaned and disinfected for international flights. ★ • Aircraft is cleaned and disinfected every day at night for domestic flights. ★</p> <p><Antibacterial Wipes> While the aircraft cabins are cleaned and disinfected regularly, additional antibacterial wipes will be provided to those in need.</p> <p><In-flight Service> In-flight services such as drinks, meals, in-flight Duty Free Sales and newspapers and magazines may be suspended or limited. ★</p>	<p><Wearing of Facial Covering> Please wear a facial covering when boarding.</p>
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*1: The details may vary depending on the operating company.

*2: State government, local governments, and regional airport authorities.

*3: Conducted at selected overseas airports.

*4: Some seats cannot be selected.

ANA will continue to work closely with relevant departments to prevent the spread of COVID-19 in order to ensure all passengers feel safe and comfortable when flying with ANA.

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About ANA

Following the “Inspiration of Japan” high quality of service, ANA has been awarded the respected 5-Star rating every year since 2013 from SKYTRAX. ANA is the only Japanese airline to win this prestigious designation eight years in a row. Additionally, ANA has been recognized by *Air Transport World* as “Airline of the Year” three times in the past 10 years - 2007,

2013 and 2018, becoming one of the few airlines winning this prestigious award for multiple times.

ANA was founded in 1952 with two helicopters and has become the largest airline in Japan, as well as one of the most significant airlines in Asia, operating 58 international routes and 117 domestic routes. ANA offers a unique dual hub model which enables passengers to travel to Tokyo and connect through the two airports in the metropolitan Tokyo, NARITA and HANEDA, to various destinations throughout Japan, and also offers same day connections between various North American, Asian and Chinese cities.

ANA has been a member of Star Alliance since 1999 and has joint venture partnerships with United Airlines, Lufthansa German Airlines, Swiss International Airlines and Austrian Airlines.

In addition to the full service and award-winning record of ANA, the ANA Group's subsidiary Peach Aviation Limited is the leading LCC in Japan, and has expanded following the integration of Vanilla Air Inc. in late 2019. The ANA Group carried 54.4 million passengers in FY2018, has approximately 43,000 employees and a fleet of 260 aircraft. ANA is a proud launch customer and the biggest operator of the Boeing 787 Dreamliner.

For more information, please refer to the following link.

<https://www.ana.co.jp/group/en/>