

## ANA Receives 5-Star COVID-19 Safety Rating from SKYTRAX

- ANA becomes the first airline in Asia and only the fourth in the world to receive SKYTRAX's 5-Star rating.
- Prestigious award confirms the effectiveness of "ANA Care Promise."
- ANA is dedicated to continually ensure the comfort and health of all its valued passengers and our employees.



**TOKYO, Mar. 18, 2021** – All Nippon Airways (ANA) has received a [5-Star COVID-19 Airline Safety Rating](#) from SKYTRAX in recognition of its effective measures through ANA Care Promise that have created the safest possible travel environment. This represents the highest possible rating from SKYTRAX, and ANA was one of only four airlines in the world to receive full 5-Star recognition.

“ANA is honored to be recognized by SKYTRAX for our efforts to improve passenger and employee safety during this time of great uncertainty,” said Yuji Hirako, President and CEO of ANA. “With advice from scientists and medical professionals guiding our approach, the implementation of the ‘ANA Care Promise’ has allowed us to deliver hygiene and safety at the highest possible standards across the entire passenger experience, significantly helping reduce the risks posed by COVID-19. We are very honored by this latest recognition, and ANA will further strengthen our commitment to advancing the well-being of our passengers and our employees.”

“ANA has for many years been ranked as one of the world's best airlines for cleanliness standards, and with the challenges of the current global pandemic they introduced the ANA Care Promise which provides an outstanding level of hygiene and safety protocols to keep customers and staff safe,” said Edward Plaisted, CEO of SKYTRAX. “The standards of hygiene and cleanliness in Japan are world-renowned, and as the world learns to cope during the current pandemic, ANA is certainly delivering at a very high level with their COVID-19 Safety standards. As the pace of vaccinations ramps up around the world, airlines will restore more services throughout 2021, and with this highest COVID-19 Safety Rating ANA provides further assurance to customers of a safe travel experience, which is essential to restoring confidence in air travel.”

The 5-Star COVID-19 Airline Safety Rating evaluates over 190 protocols and confirms that the [ANA Care Promise](#) and related initiatives have been effective at countering the spread of COVID-19 and other diseases. SKYTRAX found that ANA has implemented superior airport processing standards that incorporate a range of advanced contactless technology. In addition, ANA earned praise for innovative approaches to customer handling and the adoption of strict social distancing protocols for check-in, boarding, and arrival. Despite receiving this prestigious recognition, ANA is committed to continually improving its efforts in order to earn and maintain the trust of all who choose to travel with the airline.

SKYTRAX currently conducts the world's only assessment and certification of COVID-19-related airline health and safety measures that are based on both a professional and scientific investigation of the standards being provided at airports and onboard flights. This comprehensive ratings system took into account the steps that ANA has taken to ensure safety and cleanliness at ANA lounges.

Since the beginning of the crisis, ANA has taken a number of steps to help reduce the threat posed by COVID-19. In addition to [partnering with Pfizer and DHL Global Forwarding Japan to transport vaccines](#), ANA has even [embraced innovative technology](#) to look for new solutions that provide protection from COVID-19. Furthermore, ANA has previously been recognized by [SKYTRAX](#) for excellence in the aviation industry.

ANA seeks to provide passengers with the ideal flight experience and will continue working to earn 5-Star ratings for its service from SKYTRAX and other industry organizations.

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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 82 international routes and 118 domestic routes (as of December 2019). 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/>