

ANA Celebrates 12 Consecutive Years of 5-Star Excellence from SKYTRAX

- ANA achieved the 5-Star rating from SKYTRAX for 12 consecutive years for consistently delivering high customer experience of its in-flight and airport services.
- Only 10 airlines in the world have earned the highest 5-Star rating, with ANA as the sole Japanese carrier to maintain the distinction for more than 10 consecutive years.



TOKYO, Dec. 24, 2024 - All Nippon Airways (ANA), Japan's largest airline, earned the prestigious 5-Star quality of service designation from SKYTRAX, a mark of excellence from the leading independent global air transport rating organization. ANA is the only Japanese airline to maintain the 5-Star rating for 12 consecutive years since 2013, a demonstration of its unwavering commitment to hospitality and outstanding service displayed by its employees.

The "World Airline Star Rating" is based on a rigorous and diligent audit, evaluating each airline's in-flight and airport service quality standards. 5-Star ratings are awarded to airlines that consistently provide the highest-quality service. Only 10 airlines in the world have earned the highest 5-Star rating, with ANA as the sole Japanese carrier to maintain the prestigious distinction for over a consecutive decade. *1

ANA received high praise for providing a customer experience worthy of the 5-Star recognition across all aspects of passenger travel.

"Our employees strive for delivering an excellent customer service experience every flight and receiving SKYTRAX's 5-Star designation is a testament to their dedication," said Shinichi Inoue, President and CEO of ANA. "As we mark this achievement, we are inspired to continue raising the bar and delivering world-class experiences for years to come."

Along with providing heartfelt hospitality to every valued customer, ANA has introduced numerous impactful initiatives over the past year.

Airport Services

ANA continues to enhance the convenience of its digital services, including mobile boarding and real-time information updates.

Beginning with summer 2024 schedule, the number of international flights departing from Haneda Airport Terminal 2 increased to 26. In addition to enjoying one of the largest international departure lounges in Japan, ANA passengers can now seamlessly transfer to and from domestic flights within the same terminal.

Starting in December 2024, the ANA SUITE check-in and ANA PREMIUM check-in at Haneda Airport domestic flights will be renovated with the addition of more counters and the latest security screening technology allowing for a smoother security checkpoint experience and shorter passenger wait times. In June 2024, ANA earned the highest overall rating for airport service, achieving the honor of "World's Best Airport Services" at the SKYTRAX World Airline Awards.

In-Flight Services

ANA is enhancing its services to deliver warm, Japanese hospitality by training flight attendants to develop flexibility, imagination and a customer-focused mindset to meet diverse needs.

ANA has updated THE CONNOISSEURS, a team of celebrated chefs and beverage experts from Japan and around the world, to elevate its in-flight dining experience. First Class and Business Class passengers can also use the Pre-order Meal Service to select their preferred Japanese or Western meal, including options from THE CONNOISSEURS' menu, at least 24 hours before departure (excluding some classes and services).

ANA has also expanded its complimentary Wi-Fi service for its Business Class passengers on international flights, while Premium Economy and Economy Class passengers can now enjoy complimentary texting through ANA's Wi-Fi service on international routes.

*ANA Wi-Fi Service is not available on some aircraft. Please check the ANA website for details.

Cooperation between Ground and In-flight

A centralized information management system connects customer data across various departments both on the ground and in the air, enabling a more personalized service for each customer.

Newly Launched Routes

ANA has launched non-stop flights from Tokyo Haneda to Milan, and will introduce Stockholm and Istanbul routes as part of the 2024 winter schedule, further enhancing its global route network.

*Haneda = Milan (from December 3, 2024), Haneda = Stockholm (from January 31, 2025), Haneda = Istanbul (from February 12, 2025)

ANA remains dedicated to prioritizing the safety of its customers and employees while delivering the highest quality services and products.

In addition to the World Airline Ratings, SKYTRAX conducts annual customer surveys and presents the yearly World Airline Awards to over 200 airlines. ANA's previous awards in this category include:

2024 World's Best Airport Services / Best Airline Staff Service in Asia

2023 World's Cleanest Airline / World's Best Airport Services / Best Airline Staff Service in Asia
2022 World's Best Airline Cabin Cleanliness / World's Best Airport Services / Best Airline Staff Service in Asia
2021 World's Best Airline Cabin Cleanliness / World's Best Airport Services / Best Airline Staff in Asia / Best First Class Lounge in Asia
2019 World's Best Airport Services / Best Business Class Onboard Catering
2018 World's Best Airline Cabin Cleanliness / Best Airline Staff in Asia
2017 World's Best Airport Services / Best Airline Staff in Asia
2016 World's Best Airport Services / Best Airline Staff in Asia
2015 World's Best Airport Services / Best Airline Staff in Asia
2014 World's Best Airport Services / Best Transpacific Airline
2013 World's Best Airport Services / Best Cabin Cleanliness
2012 Best Transpacific Airline
2011 World's Best Airport Services / Staff Service Excellence, Asia

*1 ANA, Japan Airlines, Asiana Airlines, Cathay Pacific Airways, EVA Air, Garuda Indonesia, Hainan Airlines, Korean Air, Qatar Airways, Singapore Airlines. (as of December 1, 2024)

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About ANA

Founded in 1952 with just two helicopters, All Nippon Airways (ANA) has grown to become the largest airline in Japan. ANA HOLDINGS Inc. (ANA HD), established in 2013, is the largest airline group holding company in Japan including ANA and Peach Aviation, the leading LCC in Japan.

ANA is a launch customer and the largest operator of the Boeing 787 Dreamliner, making ANA HD the biggest Dreamliner owner in the world. A member of Star Alliance since 1999, ANA has joint venture agreements with United Airlines, Lufthansa German Airlines, Swiss International Airlines and Austrian Airlines - giving it a truly global presence.

The airline's legacy of superior service has been recognized with SKYTRAX's 5-Star rating every year since 2013, with ANA being the only Japanese airline to win this prestigious designation for 12 consecutive years. ANA has been recognized by Air Transport World as "Airline of the Year" three times (2007, 2013 and 2018); it is one of only a select few airlines to win this prominent award multiple times.

In 2022, ANA received first place in the Global airline and Asia Pacific categories at the CIRIUM On-Time Performance Awards, marking the second consecutive year ANA was recognized as the most on-time airline in the world. ANA is the only company in the aviation industry to receive the Gold Class distinction from the 2022 S&P Global Sustainability Awards and ANA HD has been selected as a member of the Dow Jones Sustainability World Index list for the sixth consecutive year and the Dow Jones Sustainability Asia Pacific Index list for the seventh consecutive year.

For more information, please refer to the following link:

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