

JAPAN AIRLINES- A COMMENT ON SAFETY

Flight safety is the foundation and social responsibility of the JAL Group, as an air transport operator responsible for the lives and property of our customers.

Management and staff of the JAL Group have reflected deeply on a number of safety-related incidents, followed up by a business improvement order and administrative warnings to the airline issued by the Japan Civil Aviation Bureau of the Ministry of Land, Infrastructure and Transport, which has responsibility for all transport in Japan and its safe operation.

We have analyzed the cause of the incidents and have formulated countermeasures to improve safety based on our findings. While the majority of the incidents were non-threatening, involving aircraft and component technical failures and reflecting day-to-day wear and tear of equipment common to all airlines, a small number involved human error, and were serious breaches of basic safety. These we deeply regret.

The president and senior management will take the lead to oversee safety management systems of the group and recover the complete confidence of our customers and of society at large.

The official action by the Japanese aviation authorities comes as an alert to the airline industry of Japan.

Civil air transport in Japan has enjoyed an excellent safety record for the past 20 years, with no passenger fatalities. From 1985 to March 31, 2004, more than 1,653,344,555 travelers had flown on all Japanese international and domestic airlines, which today include some 24 companies. Between September 1985 and February 2005, Japan Airlines has safely carried a total of 596 million passengers, domestic and international.

But despite these results, we can never afford to be complacent. Japan Airlines must and will put safety ahead of any other consideration. April 14, 2005.

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