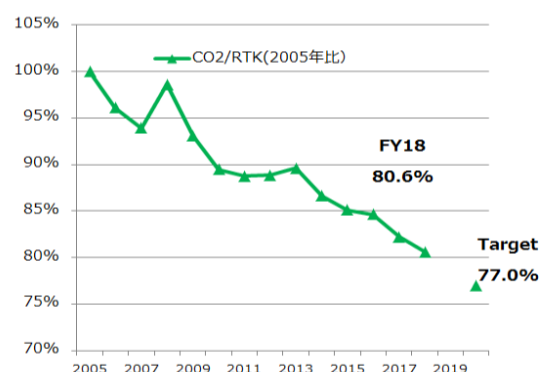
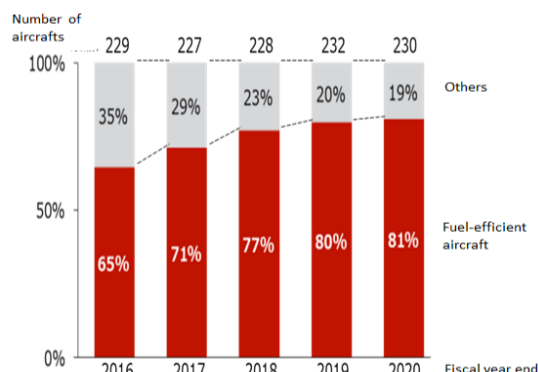


Environmental Data

		Unit	Actual				Target		Notes (ex. Coverage)		
			FY2015	FY2016	FY2017	FY2018	Target Year	Target			
CO2 emissions	GHG Scope1	thousand ton-CO2	8555	8764	9083	9343	2018	9493	Total		
		thousand ton-CO2	8540	8750	9070	9330	2018	9480	CO2 emissions from aircraft		
		thousand ton-CO2	15	14	13	13	2018	13	Ground Equipment		
	GHG Scope2		thousand ton-CO2	60	57.5	54	50 ※39	2018	53	Headquarters, Airports, Maintenance Centers, Branch offices ※10 main sites	
	GHG Scope3	Fuel- and energy-related activities (not included in Scope 1 or Scope 2)	thousand ton-CO2		434	450	462 ※465	2018	465	※additional, heat and cooling	
			Business travel	thousand ton-CO2		4.3	4.3	4.4	2018	4.4	All Group employees
			Employee commuting	thousand ton-CO2		5.8	5.9	6.1	2018	6.1	All Group employees
	GHG Scope1+2		thousand ton-CO2		8821.5	9137	9393	2018	9546		
GHG Scope1+2+3		thousand ton-CO2		9265.6	9597.2	9865.5	2018	10021.5			
Energy consumption	Kerosene		thousand GJ	0.4	0.4	0.3	0.3	2018	0.3	Headquarters, Airports, Maintenance Centers, Branch offices	
	Heavy fuel oil A		thousand GJ	4.3	4.3	8.6	2.5	2018	6	Headquarters, Airports, Maintenance Centers, Branch offices	
	Electricity		thousand MWh	120	113	110	102	2018	109	Headquarters, Airports, Maintenance Centers, Branch offices	
	Other		thousand GJ	210	214	202	229	2018	220	Headquarters, Airports, Maintenance Centers, Branch offices	
Water consumption	Withdrawal	Tap water	thousand m3	430	426	435	485 ※276	-	-	※10 main sites	
Waste	Total waste generated		ton	3475	3436	3266	3912	every year	Reduce final disposal rate of industrial waste from domestic work site by 2% or less	Japan	
	Total waste used/recycled/ sold		ton	3433	3398	3233	3873			Japan	
	Total waste disposed		ton	42	38	33	39			Japan	
VOC emissions	Volatile organic compounds(PRTR)		kilogram		17927	16717	17519	-	-	Maintenance Centers	
Number of Aircraft	Boeing 787		number	-	-	36	42	-	Increase the number of lower noise and fuel-efficient aircraft that JAL holds.		
	Boeing 737-800		number	-	-	57	62	-			
	Embraer 170		number	-	-	17	18	-			
Environmental Investments	Investments		billion yen	-	-	168.2	175.4	-	-	Aircraft-related cost	
Environmental Violations	Number of violations of legal obligations/regulations		number	0	0	0	0	every year		0	
	Amount of fines/penalties related to the above.		yen	0	0	0	0	every year		0	

【CO2 Reductions】


JAL Group has established a target of reducing CO2 emissions from aircraft to 23 % per revenue ton kilometer below FY2005 level by FY2020.

【Share of Fuel-efficient Aircraft in JAL Group's fleet】


Fuel-efficient aircraft: A350,787,777,737-800,E170/190
Actual figures to fiscal year 2018; plans from fiscal year 2019

Social Data

		Unit	FY2017	FY2018	Notes	
Customer	NPS (Net Promoter Score) International Route	point	+2.0	+2.2	Percentage improvement in NPS for all customers who replied to surveys over start of FY2017	
	NPS (Net Promoter Score) Domestic Route	point	+1.7	+1.3		
Human Resources	Consolidated staff headcount		persons	33,038	34,003	
	Average age		years old	38.6	39.9※	※Japan Airline Co., Ltd. only
	Average years of continuous service		years	15.4	15.0※	※Japan Airline Co., Ltd. only
	Ratio of women employees		%	48.4	49.8	
	Ratio of female managers		%	16.3	16.8	
	Ratio of local hires at overseas offices		%	88.4	89.8	
	Ratio of locally hired managerial staff at overseas offices		%	58.4	64.0	
	Ratio of employees represented by trade unions		%	84.5	83.2	Japan Airline Co., Ltd. only
	Average annual compensation of all employees (consolidated)		thousand yen	7,021	7,126	
Ratio of paid holiday taken		%	89.5	86.0	Japan Airline Co., Ltd. only	

Governance Data

		Unit	FY2017	FY2018	Notes
Corporate Governance	Number of female directors	persons	1	1	At the closing of the annual general meeting of shareholders in each fiscal year