Safety and Security – About Safety

Many professionals are involved in ensuring the safety and comfort of passengers during flight.

Protecting Safety through an All-Hands Effort

Flight safety is the very foundation and social responsibility of the JAL Group. We are firmly committed to providing a safe and comfortable travel experience for our customers while putting safety first in any situation. To accomplish this, every staff member engaged in business operations will strive to thicken our safety layers by taking concrete actions as safety professionals with an awareness that safety can never be compromised.

Safety Initiatives in the JAL Group Medium Term Management Plan FY2012–2016 Rolling Plan 2014

To firmly maintain the safety of flights, which is the very foundation of the JAL Group, we have been seeking to achieve our management target as the leading company in safety in the transportation sector. We are doing this mainly by developing human resources to protect safety, evolving systems to protect safety and cultivating a culture to protect safety.

With a focus on preventive measures, we will further strengthen our proactive risk management by adopting the most advanced and outstanding systems in the airline industry and combining them with our original initiatives. This will enable us to create a safety management system of the highest standard.

The Flight Operations Department introduced CB-CT (Competency-Based Check and Training) in 2013. This quality management system effectively utilizes a database JAL developed to raise the competency level of flight crews and the quality of flight operations.

Conventional training and reviews focus on acquiring and maintaining qualifications, which only confirm a pilot’s ability to perform specific procedures, such as one-engine-inoperative takeoffs.

In adopting CB-CT, we sorted piloting and other operations into categories and drew up evaluation criteria for each group. This would help in creating an objective evaluation, which evaluators would use to assess the skills of flight crew members, the knowledge required for flight operations, and staff attitudes, and the results would be entered into the database. By analyzing the data stored there, we can identify the strengths and weaknesses of individual pilots as well as the entire group, thereby enabling us to make improvements.

We plan to develop a system similar to CB-CT for other jobs as well so that we can gain a more objective understanding of the strengths and weaknesses of individual staff members.
Safety Troubles and Measures in FY2013

The JAL Group proactively discloses safety-related information so that passengers can board our flights with peace of mind.

One serious incident occurred in FY2013. We again deeply apologize to the people involved for the inconvenience and their concerns.

Serious Incident (one)

On May 6, 2013, a fire occurred in the right engine of JAL2362 (CRJ200) during taxi after landing at Itami (Osaka) Airport. The JAL Group is fully cooperating with the Japan Transport Safety Board, which is investigating the cause of the incident.

As a preventive measure, the Company is conducting multiple inspections of the part of the aircraft presumed to have caused the incident.

JAL Group Safety Report contains safety-related problems and measures.

<table>
<thead>
<tr>
<th>Number of Safety-Related Incidents</th>
<th>Type of Incident</th>
<th>FY2013</th>
<th>FY2012</th>
<th>FY2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aircraft Accident*</td>
<td>0 (0.000)</td>
<td>1 (0.003)</td>
<td>1 (0.003)</td>
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</tr>
<tr>
<td>Serious Incident*</td>
<td>1 (0.003)</td>
<td>4 (0.011)</td>
<td>1 (0.003)</td>
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<tr>
<td>Irregular Operation*</td>
<td>75 (0.209)</td>
<td>69 (0.194)</td>
<td>58 (0.166)</td>
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<tr>
<td>Safety-Related Issue*</td>
<td>226 (0.630)</td>
<td>276 (0.776)</td>
<td>258 (0.740)</td>
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<tr>
<td>Total Annual Flights</td>
<td>358,629</td>
<td>355,489</td>
<td>348,815</td>
<td></td>
</tr>
</tbody>
</table>

*1 Fatal or serious injury of a person as a result of the operation of an aircraft, or an aircraft crash, collision, fire or damage to an aircraft during flight (that requires major repairs), as classified by the Japanese Ministry of Land, Infrastructure, Transport and Tourism (MLIT).

*2 Incident involving circumstances that indicate there was a high probability of an accident, such as overrunning, emergency evacuation, fire or smoke inside the cabin and abnormal depressurization, as a result of encountering abnormal weather conditions, etc., as classified by MLIT.

*3 Incidents resulting in a flight schedule change, such as a change of the flight destination. When a malfunction occurs in part of the multiple systems of an aircraft, the aircraft is turned back to ensure maximum safety after the flight crew has completed actions in accordance with the flight manual. In general, these incidents do not pose any immediate risk to flight safety.

*4 Legally mandated incident reports to the MUT under regulations that went into effect on October 1, 2006 (Civil Aeronautics Act, Article 111-4; and the Ordinance for Enforcement of the Civil Aeronautics Act, Article 221-2 (3) and (4). Such incidents include aircraft damage caused by lightning or bird strike, and situations in which the TCAS (Traffic Collision Avoidance System) is activated and appropriate avoidance maneuvers are subsequently undertaken. In general, these incidents do not immediately result in an aircraft accident.

We define “aircraft accidents” in some cases as occurrences in which passengers or a member of a flight crew suffers a serious injury, such as a bone fracture caused by unexpected bumping during a flight. To ensure safe and comfortable flights, we are not only taking measures to avoid aircraft accidents, but also working to prevent injuries at airports and on aircraft.

In fiscal 2013, we used our website and inflight magazines to provide customers with practical information such as what posture they should take to avoid injury in the event of unexpected turbulence when they are away from their seats.

In addition, we strived to take preventive measures by reviewing and investigating past accidents. For instance, in one case a child’s finger was pinched when moving an armrest, so now cabin crew members hand out information cards to parents and guardians warning them about the danger. By using these types of cards to alert people, injuries are less likely to occur.

We intend to continue our multilateral efforts to provide security for our customers.

Disclosure of the JAL Group Safety Report

Information about the safety-related initiatives of the Group’s six air transport companies is disclosed every year in the JAL Group Safety Report in accordance with the rules of Article 111-6 “Release of Safety Report by Domestic Air Carrier” of the Civil Aeronautics Act. The JAL report simply and concisely explains the safety initiatives of these companies.

Four Key Areas of the JAL Group’s CSR Activities

Safety and Security – About Safety

The JAL Group will carry forward its rigorous safety culture with advice from the Safety Advisory Group and never forget past accidents.

Safety Advisory Group
The JAL Group established its Safety Advisory Group on August 3, 2005 to receive advice with a third-party perspective and because of repeated occurrences of safety-related problems even after the Japanese Ministry of Land, Infrastructure, Transport and Tourism (MLIT) issued a Business Improvement Order to JAL on March 17, 2005.

The Safety Advisory Group is a panel of five experts from outside the JAL Group who have extensive knowledge and experience in such areas as human factors, analysis of failure and imperfection, organizational operation and culture, and safety. The group is chaired by Mr. Kunio Yanagida, a nonfiction writer and critic.

Meetings are held with JAL management twice a year, where the members check the progress of the JAL Group’s safety activities and offer recommendations and advice.

The JAL Group will reflect the feedback and advice offered by the Safety Advisory Group in group management and safety operations.

Safety Promotion Center
In the wake of the catastrophic JAL Flight 123 crash, in which 520 passengers perished, and the subsequent pain and grief of the bereaved families and public distrust in airline safety, we pledged we would never again allow such a tragic accident to occur.

We opened the Safety Promotion Center on April 24, 2006 to reconfirm the importance of flight safety and to embed in our minds the lessons learned from this accident. In December 2013, the center was relocated to the Haneda Shin-Seibajo area with a bigger exhibition space equipped with larger monitors, allowing a more effective presentation of debris from the plane crash. A newly added library also made the center more useful to learn about safety in depth.

All of us in the JAL Group utilize the Safety Promotion Center as a “Fortress of Safety” and the starting point of safe and reliable operations. Every group staff member is reminded that valuable lives and property are entrusted to us in our work. As of March 31, 2014, the center has received about 141,467 visitors from inside and outside the Group.

JAL Group Safety Education
Since October 2012, JAL Group Safety Education has been conducted for all JAL Group employees to cultivate “safety professionals.” It is designed to raise awareness of safety in daily operations by having participants observe wreckage from Flight 123 and watch videos of interviews with people who were involved. Through these activities, participants learn about the accident and are encouraged to reflect on and form an emotional attachment to the event so that they more deeply consider what must be done in the context of maintaining safe operations. They also compose their own safety pledges to ensure their commitment to safety in daily operations, and share their pledges with their colleagues.

A total of 23,786 employees, about 70% of all Group employees, have completed the training since the start of the program in October 2012 up to March 31, 2014. We intend to complete the education for all Group employees by March 31, 2015.

Mr. Yotaro Hatamura
Safety Advisory Group
Professor at Kogakuin University,
Professor Emeritus of the University of Tokyo

The Safety Promotion Center represents an unprecedented initiative that honors the memory of a dark moment in JAL’s corporate history and provides a vital source of learning how to secure a safer future. I hope employees will visit the center often so they can fully understand the significance of safety and the tragic reality of the Flight 123 accident.

As a means of getting to the core of a matter, I have been advocating the “three gen approach” of “genchi (actual place),” “genbutsu (actual object)” and “gennin (actual person).” With respect to the accident, I think it is possible to understand the significance of safety for an airline company by climbing Mount Osutaka (genchi) in a commemorative visit, seeing aircraft debris (genbutsu) displayed at the Safety Promotion Center, and listening to people who were involved in the accident (gennin).

JAL Group safety education has also been developed to incorporate the “three gen approach.” I hope to see JAL become the “leading company in safety in the transportation sector,” as promised in its Medium Term Management Plan.
“My Safety Pledge” of JAL Group Employees

All JAL Group employees who have participated in the JAL Group safety education program have made a “My Safety Pledge.” These are written down on “Safety Charter Cards” and carried by staff at all times. Employees strive to ensure operations remain safe by regularly reviewing their actions while referring to the Safety Charter, and reaffirming that safe operations is our very foundation.
Four Key Areas of the JAL Group’s CSR Activities

Safety and Security – About Security

Here are some of our programs designed to ensure that all our customers can comfortably enjoy their flights.

Becoming a JAL that is Friendly to Everyone
We aspire to provide products and services that ensure a safe and comfortable flight for every passenger on JAL Group flights, from small children to elderly customers and customers who require special assistance, by fulfilling the “Friendly JAL = Universal Design” initiative. We offer universal design extensively from our Domestic Class J Seats and desks at the JAL Smile Support Counters for customers requiring assistance, to our broad range of special in-flight meal options for passengers with allergies or health conditions. Furthermore, we strive to deliver a “universal design for the heart” that is born in the hearts and actions of each employee, which is demonstrated through the hospitality they provide and learned through an experience-based program.

Supporting the Sochi Paralympic Games
During the Sochi Winter Olympics and Paralympic Games in February and March 2014, JAL transported a delegation of about 190 people – including about 80 Olympians and 20 Paralympic athletes – as an official partner of the Japanese Olympic Committee and the Japanese Paralympic Committee.

JAL has been providing support for Paralympic delegations since 2005 as the only official airline in Japan. To make sure that Japanese athletes reach their destinations comfortably, JAL departments including Sales, Priority Guest Center, Airport Passenger Handling, Cargo and Cabin collaborate in preparations and share information from the earliest stage. On the day of departure, all the arrangements are made so that the athletes can use their own wheelchairs up to the point of boarding the aircraft, where our highly capable cargo staff then handles the wheelchairs with the utmost care.

Our staff all share the idea that “From the first moment, we recognize they’re just great athletes, with nothing particularly special.” We support Paralympic athletes with our collective experience, expertise and timely service under a strong passion to make their trips as stress-free as possible, regardless of whether they have a disability.

* A concept for the development of “design that is easy for everyone,” regardless of age, physical capability or environmental conditions.

Priority Guest Support
The JAL Group refers to customers with reduced mobility or who are sick or injured as “Priority Guests,” serving them with precedence over other customers.

In 1994 we launched the Priority Guest Center as the first of its kind in the airline business in Japan, and it has subsequently handled a wide range of situations. The center’s experienced staff members are on standby to respond with care to customers.

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- Transport support for para-sports organizations in events such as the Paralympic Games
- Medical transportation using stretchers for patients, including people traveling for overseas heart transplant operations
- Joint Priority Guest operations with American Airlines and British Airways
- Activities to raise public awareness through events for people with disabilities
- Cooperation with flight experience programs for children with developmental disorders

Passengers with walking disabilities
Physically challenged passengers requiring an assistance dog

Preparing a wheelchair for storage near the door of the aircraft
Check-in procedures at Moscow Domodedovo Airport
Tour for Children with Food Allergies

With a growing number of children experiencing allergic reactions to specific foods such as eggs, milk, soybeans, flour and peanuts, the JAL Group has created an environment in which these children and their families can comfortably enjoy their trips.

In March 2014, JALPAK collaborated with the Parents’ Association for Food Allergy Patients, NH Foods Ltd. and Hilton Niseko Village to organize a three-day skiing tour in Niseko, Hokkaido, with due consideration to food allergies throughout the entire trip. Ten families participated, sharing comments such as: “We were very happy to see the delight in our children’s eyes as they could eat whatever they wanted from the buffet and enjoyed touring Hokkaido and skiing for the first time” and “We had given up on traveling but felt at ease on this tour. We hope JAL organizes more like this.”

JAL Smile Support (Domestic Flight)

The JAL Group has a dedicated support desk for customers requiring assistance on our domestic flights. We provide various types of assistance to ensure comfortable trips for as many customers as possible, including pregnant women, children, the elderly and passengers requiring the use of a wheelchair.

Column

Emergency Aid for the Central Philippines Affected by Typhoon Haiyan

As an airline company that bridges Japan with the world as well as the various regions of Japan, JAL extends emergency aid that only an airline can provide at times of major disaster.

In November 2013, Typhoon Haiyan caused catastrophic damage to the central Philippines. Following the Japanese government’s decision to dispatch a disaster relief team from the Japan International Cooperation Agency, JAL operated an emergency charter flight within 23 hours of the request. At Manila Airport, Filipino staff hoping to serve at a time of national calamity helped the Japanese relief team unload and load their relief supplies so that the group could quickly transfer to an aircraft bound for the affected area of the country. Our staff also raised a banner inside the airport expressing our sympathy and support as well as encouragement for the people whose lives had been affected.

JAL cooperated with the Japan Platform, an NGO network, by offering free air transport for eight NGO staff members participating in the relief effort and 11 tons of relief goods and supplies. We also provided support through a JAL Charity Mileage campaign and made a donation from the Group as well as individual contributions from employees.