

# User-Friendly Transport for All

**T**hank you for flying with Japan Airlines. I have recently been traveling here and there on business and what I have noticed is that there are more arrangements in place than there were before the pandemic which is a slight cause for concern. Most likely it is passengers with children, the elderly, and people with disabilities who feel the most apprehensive when traveling.

The JAL Group, however, is constantly searching for ways to make air travel more enjoyable and stress-free. One of these initiatives is a so-called Accessible Tour we conducted for the benefit of people who use wheelchairs and those with developmental disabilities. The planning of a tour to Okinawa last year also involved a JAL Group employee who uses a wheelchair. She inspected the local area and was able to make detailed preparations such as making sure there was enough space in the hotel rooms, checking to see where the wall sockets were, and the height of the hand shower.

This employee works for JAL Sunlight, a special subsidiary company of JAL which mainly carries out administrative work and other services. Recently however, the company has also helped to develop other kinds of business, such as nail salons and the formation of these tours, ideas conceived from internal business model contests. And on the JAL Sustainable Charter Flight which took off last year, two company employees with hearing impairments joined the cabin crew to provide passengers with inflight service, sign language and other services. This charter flight, which intends to create a vision of how JAL's flights will operate in the future, is the first of its kind in Japan to fly fuel-based carbon-neutral with sustainable aviation fuel making up 40% of all fuel used. The flight also uses less plastic onboard and has a diverse cabin crew. With these two employees joining the cabin crew, not only did they ensure that our



**PRESIDENT**  
**AKASAKA Yuji**

Born in Sapporo, Hokkaido in 1962. Joined Japan Airlines on the technology side in April 1987. Vice President of Corporate Safety & Security and Customer Relations in 2009. By 2014 was General Manager of Engineering & Maintenance, and President of JAL Engineering Co., Ltd., becoming Managing Executive Officer, General Manager of Engineering & Maintenance in 2016. Appointed President in April 2018, taking up current position in June of the same year. Akasaka's most beloved airplane is the Boeing 747. He enjoys making model airplanes, going skiing with his family and watching sports (especially baseball).

**赤坂祐二** 1962年出生于北海道札幌市。1987年4月加入公司(技术人员)。2009年,就任安全推进部部长(兼)灾难受害者咨询部长,2014年就任执行董事事务本部长,并担任JAL Engineering Co., Ltd.的代表取缔役社长,2016年就任常务执行董事事务本部长。2018年4月就任社长执行董事,并于同年6月开始担任现职。最喜欢的飞机是波音747。爱好是制作飞机的塑料模型、和家人一起滑雪、看体育比赛(尤其是棒球)。

inflight services are appropriate for people with disabilities, but they also showed us the potential of how disabled people can play an active role in the sky.

There is still much work to be done before airplanes can be deemed user-friendly transport for all, but the JAL Group will continue to create a world where everyone can enjoy a more fulfilling life through travel by making the most of our employees' individual characteristics and abilities.

I look forward to welcoming you on board with us again soon.

## 体贴周到的交通工具

非常感谢您乘坐本次航班。

最近到处出差,感觉和疫情前相比不一样的做法增加了不少,时而会让我感到不安。那些带着孩子的乘客、高龄乘客、身体不方便的乘客,想必会感到更多的担心吧。

为了让大家安心地享受空中旅行,JAL集团每天都在探索提升服务品质的方法。“无障碍旅行”就是其中之一,迄今为止已接待了使用轮椅和有智力障碍的旅客。去年推出的冲绳旅行中,使用轮椅的JAL集团员工也参与了策划。她亲自前往当地考察,以确保客房内的空间、插座位置、手持喷淋的高度等都作了细致周到的准备。

她所属的JAL特别子公司“JAL SUNLIGHT”,主要从事总务等工作,最近也开展诸如旅程设计和美甲沙龙等,从公司内部竞赛中产生的新业务。此外,去年的“JAL可持续发展包机航班”中,该公司的两名有听觉障碍的员工乘机,顺利完成了机内服务和手语交流等任务。此次包机航班是日本首次使用SAF(可持续航空燃料)代替40%所有燃料的碳中和航班,并在机舱内减少了塑料制品的使用,采用了女性、男性和外国基地乘务员等多元化的机组人员编成,这正是充分考虑到JAL未来航班的理想状态而运作的。参与其中的两名员工,不但检验了针对残障人士的机舱服务,也展示了残障人士能在空中贡献自己的力量可能性。

在飞机被称为“体贴周到的交通工具”之前,还有很多事情要做,JAL集团将通过发挥员工的个性和能力,创造出每个人都能通过旅行享受丰富人生的社会。

衷心期待您再次选乘日航航班。



Special Feature

## NAGASAKI GOTO ARCHIPELAGO

Holy Land for Anglers  
Fish Heaven

**SKYWARD**

English & Chinese  
Section

- 10 Spot the Difference
- 11 Local Food
- 12 Flight Log

- 96 Inflight Entertainment Guide
- 82 Tips for a Safe and Comfortable Flight
- 79 Route Maps
- 76 Economy Class Drinks Menu

\*Page numbering is reversed in the Japanese Section.  
Magazine information is subject to change.

- 01 President's Welcome
- 02 Love for Local Craft