

Non-Scheduled Flights on Demand

Thank you for flying with Japan Airlines.

At the end of this July, English Premier League soccer team, Liverpool F.C., will be visiting Japan. As the recently crowned Premier League champions, they make it a point of emphasis to communicate with the local community and the club's supporters around the world. The JAL Group shares this approach and we are pleased to support the club. We hope this visit will provide an opportunity for Japanese fans to learn what makes Liverpool F.C. great.

The team will be arriving on a JAL charter flight. These special flights are not listed on the regular schedule. We operate them for various purposes, such as diving trips to Palau, Himalayan climbing expeditions in Nepal, and sightseeing flights for students. On several occasions in the past, I served on crews for such flights. We knew in advance where the flights were heading, so we would do our best to think of ways to make the trip truly unforgettable for passengers. On board the flight, we naturally shared in the excitement of our passengers about their destination. It brought us all together, like a big family. These special flights were truly unique experiences.

At times, we also operate flights for those in need of emergency transportation. This is an important role that fulfills our social responsibility at times when railways are disrupted or when delivering relief supplies to disaster-stricken areas. In such time-critical



situations, everyone works closely together to quickly and confidently confirm all the necessary elements for operating each flight. We make sure that runways are safe for landing, that the appropriate aircraft and flight routes are available, and that personnel are onsite to handle maintenance and ground operations. At those times, when I feel that I've contributed, even in a small way, to ensuring materially and morally the peace of mind of our customers and the broader community, it brings me incredible relief. At the same time, I am reminded of how much our regular operations, with nearly 1,000 flights a day, depend on the support of so many colleagues and other stakeholders.

The JAL Group strives to remain a source of strength for society by continuing to refine our reliable network and enhancing our non-scheduled transportation services, such as special flights and private jets that are tailored to the passengers' schedules. We look forward to serving you on your next flight.

时刻表外的定制航班

非常感谢您乘坐本次航班。

今年7月末, 英格兰足球队利物浦足球俱乐部 (Liverpool FC) 将访问日本。在本赛季的英超联赛中夺冠的利物浦足球俱乐部, 作为全球广受欢迎的球队, 十分重视与社区及球迷的交流互动, JAL集团对此态度表示认同, 也非常支持。我们衷心希望, 借此次访日之机, 能让日本民众更深刻地感受到利物浦队的独特魅力。

此次利物浦队将搭乘JAL的包机前来。我们为有各种不同需求的旅客, 提供这类未列入时刻表的特别航班, 例如可以享受潜水的帕劳航班、挑战喜马拉雅登山尼泊尔航班, 面向学生的环游航线等等。我本人也曾多次执飞此类航班, 由于能提前了解乘客的旅行目的, 为给客人打造一段难忘且独一无二的飞行体验, 我总会在起飞前就充分发挥我的想象力。在机舱内, 乘客们因共同的目标而满怀兴奋, 我们机组人员也能自然而然地融入其中, 萌生出一种犹如大家庭般的融洽氛围, 这也是特别航班上才有的独特体验。

此外, 我们也会在紧急情况下提供运输服务。例如铁路中断、向受灾地区运送救援物资等, 我们承担着重要的社会责任。面对这些分秒必争的紧急任务, 公司内外会团结一致, 迅速且可靠地逐一确认飞行所需的各项要素, 如跑道是否适合降落、是否具备合适的机型和飞行路线, 当地现场是否有人员负责维护和地面服务等。遇到这样的情况时, 能为乘客和社会各界带来物质和精神上的安心感而尽一份绵薄之力, 我们由衷地感到欣慰。同时, 这也让我再次意识到, 每日近千架次的定期航班背后, 离不开众多同事和合作伙伴的支持与付出。

未来, JAL集团将继续在固定的航线网络基础上, 不断提升时刻表外的运输服务能力, 如特别航班、优先考虑客户行程的私人航班等, 努力成为支撑社会发展的坚实羽翼。衷心期待您再次选乘日航航班。



President and
Group CEO

**TOTTORI
Mitsuko**

Born in Kurume, Fukuoka in 1964. Joined JAL in April 1985 as a cabin attendant. Appointed vice president of the Cabin Safety Promotion Department in 2019, executive officer and senior vice president of the Cabin Attendants Division in 2020, managing executive officer and senior vice president of the Cabin Attendants Division in 2022, senior managing executive officer and senior vice president of the Customer Experience Division in 2023, and representative director, senior managing executive officer, and group chief customer officer (CCO) in June 2023. Assumed her current position in 2024. Loves listening to music and watching historical dramas.

鸟取 三津子 1964年出生于福冈县久留米市。1985年4月进入本公司(客舱乘务员)。2019年任客舱安全推进部部长, 2020年任执行董事 客舱本部长, 2022年任常务执行董事 客舱本部长, 2023年任专务执行董事 客户体验本部长, 同年6月就任代表专务执行董事、集团CCO, 2024年起担任现职。爱好是音乐鉴赏和日本大河剧(长篇历史电视连续剧)。

ILLUSTRATION: YAMAMOTO YUKO

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Inflight
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