

Thank you for flying with Japan Airlines.

The air has turned crisp, and trees along the streets are bright with color: autumn has arrived. In November, Culture Day is celebrated in Japan, so many people may be attending concerts, visiting museums, and more to experience and appreciate the arts.

Speaking of art, did you know that many of the masterpieces featured in exhibitions arrive by air? In Japan, the JAL Group currently handles more than ten art transport projects each year, a service dating back to exhibitions of the Mona Lisa and the works of Goya held in the 1970s. Back then, transporting artwork by plane was rare. Some seats were removed from passenger planes on specially chartered flights, with specialized containers installed to protect paintings from changes in pressure, temperature, and humidity and insulate them from vibrations during takeoff and landing. Today, such pieces of art are usually carried in the “bellies” of passenger planes or on cargo freighters, but they still must be handled with the utmost care. Our teams create detailed arrangements, including meticulously planning the orientation and positioning of the artwork and utilizing low-speed transport at airports to minimize shock.

This behind-the-scenes transport expertise actually plays a pivotal role in many other scenarios as well. For instance, fresh fish bought at the Toyosu Market early in the morning is flown to Hong Kong to be served at sushi restaurants that very night. Pharmaceuticals are stored carefully at constant temperatures to ensure a dependable level of quality upon delivery. Recently, we have also taken on the challenge of providing customized services for transporting living cells essential for regenerative medicine.

Some time ago, I had the chance to visit one of the cargo warehouses at Narita Airport—a

Kaleidoscope of Travels



A Journey Beyond Mere Delivery

massive building for storing cargo prior to shipment. Seeing the orderly rows of countless items, all with different destinations and handling requirements, and watching employees handle everything carefully and with precision, I felt that this culmination of everyday efforts is exactly what builds our customers' peace of mind and trust. After all, during the COVID-19 pandemic, when people's movement was severely restricted, it was the cargo business that served as the backbone of the airline industry, carrying masks, vaccines, and other essential goods to support people's lives. When I think that each and every item we deliver brings peace of mind or joy to someone, I am reminded of the special significance of this role.

The JAL Group is currently introducing cargo freighters and forming network partnerships with other carriers, spreading our wings wider than ever to better meet our customers' needs and contribute to society. We

invite you to look forward to JAL CARGO's continued efforts to support people's lives, culture, and the future. We look forward to serving you on your next flight—for both your travel and cargo needs.

货物运输的意义

非常感谢您乘坐本次航班。

天清气朗，街道两旁的树木渐渐染上秋色，来到了想要体验艺术魅力的季节。本月随着文化节的临近，或许很多人会去欣赏音乐会或参观美术馆吧。

您是否知道，美术展上陈列的许多名画，实际上是坐飞机而来的呢？JAL集团每年会承运10件以上美术品，其历史可追溯至1970年代的“戈雅展”与“蒙娜丽莎展”。在空运绘画作品尚属罕见的那个年代，曾在拆除部分客机座椅的特别航班上安装定做的集装箱，以保护这些美术品免受气压、温度、湿度变化，以及起降时震动的影响。如今，通常使用您座位下方被称为“Belly（机腹）”的空间或货机运输，但对精细操作的要求却从未改变。比如精心规划装载的方向与位置，在机场内用低速搬运以减轻冲击等。

这些表面上看不见的运输能力，其实是各种场景的“幕后功臣”。清晨在非洲交易的鲜鱼，当晚就能摆上香港寿司店的餐桌；保存条件要求严苛的医药品，在恒温控制下以高品质送达。近年来，我们还开始挑战再生医学必不可少的细胞运输的定制化服务等。

前些日子，我有幸参观了成田机场的“上屋”——在运输前存放货物的巨大仓库。目的地和管理条件各异的货物排列整齐，员工们都在细致高效地处理着这些货物，我切实感受到，正是这样日复一日的积累创造着客户的安心与信赖。回顾过去，在人们出行受限的疫情期间，作为航空业的支柱事业，持续运送口罩、疫苗以及生活必需品，支持着人们日常生活的，也正是货运业务。想到我们送达的每一件货物，都与某个人的安心与笑容相连，就再次体会到这份职责的崇高之处。

JAL集团为了满足客户的愿望、奉献社会，通过引进专业货机、与其他公司建立合作等方式扩展业务版图。敬请期待支持着人们生活、文化、未来的“日航货运”的进一步发展。

衷心期待您再次选乘日航航班，选用日航的货物运输服务。



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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Special Feature

HOKKAIDO

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Tokachi!

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