

JAL Group Human Rights Policy

The JAL Group is committed to fulfilling its responsibility of respecting human rights of all people, based on the principle that respect for human rights is a universal value and is aligned with the Corporate Policy.

<Respect for internationally recognized human rights>

1. The JAL Group respects internationally recognized human rights such as the International Bill of Human Rights, the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work and the Ten Principles of the UN Global Compact. In addition, we pursue human rights initiatives based on the UN Guiding Principles on Business and Human Rights. The JAL Group, which conducts business around the world, complies with laws, regulations and polices of countries and regions where it conducts business. In case there are conflicts between internationally recognized human rights and national laws of any country, the JAL Group seeks ways to respect international human rights standards.

<What we aim for>

2. The JAL Group takes steps to prevent and mitigate adverse impacts on human rights of all stakeholders including our customers and business partners, people in regions where we conduct business, and JAL Group employees*. In addition, all JAL Group officers and employees fulfill their responsibilities to respect the human rights of all people.

The JAL Group prohibits discrimination on the basis of gender, age, national and regional origin, race, ethnicity, religion, social status, disability, sexual orientation, gender identity and other attributes, forbids forced labor and child labor, and strives to create appropriate work environments and secure fair working conditions. As an air transport operator, we strive to prevent physical and mental pain to customers when providing products and services, prevent human trafficking using aircraft, and human rights violations in regions where we conduct business.

We also request our partners and suppliers in our corporate activities to support this Human Rights Policy and respect human rights of their stakeholders.

In case JAL Group officers and employees, and partners and suppliers in business activities conduct themselves in a way that disrespects human rights in contravention of this Policy, we will respond appropriately, exercising our maximum influence.

(* Employees include all employees employed for a fixed-term and temporary employees regardless of what they are called, such as permanent, temporary or contracted employees.)

<Means to respect human rights>

3. The JAL Group has set up and incorporated in its business processes a human rights due diligence system in accordance with the UN Guiding Principles on Business and Human Rights.

(1) Identifying and Assessing Human Rights Impact

We identify, assess, prevent and mitigate actual and potential adverse human rights impact through our activities.

(2) Hotline

By creating a system to receive consultations and reports from employees, supplier employees, and customers regarding actions that have a negative impact on human rights, we will establish consultation desks for JAL Group employees, suppliers, and customers.

(3) Remedy

In case it is found that JAL Group business activities cause or have adverse impact on human rights, we take appropriate remedial action. In case business partners or other related parties are associated with adverse impacts on human rights through our business or services, even if the JAL Group is not associated we will approach those parties and ask them to take remedial action.

(4) Disclosure of Information

We will disclose the information of our efforts to respect human rights.

(5) Education and Training

We provide appropriate education and training to all JAL Group officers and employees.

<Dialogue with society>

4. This Human Rights Policy is disseminated to not only all JAL Group officers and employees but also to society.

In addition, the JAL Group holds dialogue with stakeholders inside and outside the company on human rights initiatives under this Policy.

1st August 2019

Revised 21st September 2022

A handwritten signature in black ink, appearing to read 'Y. Akasaka', with a long horizontal flourish extending to the right.

Yuji Akasaka

Representative Director, President

Japan Airlines Co., Ltd.

This Policy has been approved by the Board of Directors.