

## Safety Management System(SMS)

Japan Airlines, an IATA airline member, has established a safety management system in accordance with ICAO guidance materials based on the pillars of Safety Policy and Objectives, Safety Risk Management, Safety Assurance and Safety Promotion.

### Safety Management System(SMS)



### ■ Safety Policy and Objectives

#### • Management Commitment and Responsibility

The JAL Group has established the Safety Charter as the fundamental policy for safety under the Corporate Policy. Based on the Safety Charter, management declares the safety policy as a top commitment which is communicated to all JAL Group employees. In addition, safety targets are established each fiscal year, and all JAL Group employees including management perform their duties in accordance with the SMS to maintain and enhance flight safety of the entire JAL Group.

#### • Safety Accountabilities

To maintain uniform and high safety standards throughout the JAL Group, each Group airline including JAL operates the SMS in accordance with shared policies confirmed by the Group Safety Enhancement Council. The Group Operational Safety Promotion Committee is a sub-committee for maintaining and strengthening safety coordination between divisions and Group airlines.

【President】

The President assumes final responsibility for safety in the SMS.

The President of each Group airline declares and disseminates safety policies throughout the company and secures the resources necessary for the SMS to work effectively.

•**Appointment of key safety personnel**

【Chief Safety Officer】

The JAL Group assigns the Chief Safety Officer (CSO) as the key safety personnel.

The CSO is appointed by the President and has the responsibility and authority to oversee the SMS, make important management decisions on safety measures and safety investments, and reports important safety matters to the President.

•**Coordination of emergency response planning**

Basic matters and procedures concerning the handling of aircraft accidents, serious incidents and incidents are documented in the Aircraft Accident Handling Manual. In the event of an accident or a serious incident, an aircraft accident investigation committee or a serious incident review meeting is set up and investigations are conducted into the cause of the incident and measures are taken to prevent recurrence.

Procedures for handling emergency situations other than aircraft accidents, serious incidents and incidents are documented in the Risk Management Manual.

Procedures for disasters are documented in the Disaster Handling Manual

•**SMS documentation**

The JAL Group has established and documented safety regulations and operating standards and procedures in accordance with applicable laws, regulations, and international standards, and has a system in place to ensure that all relevant employees are aware of these matters.