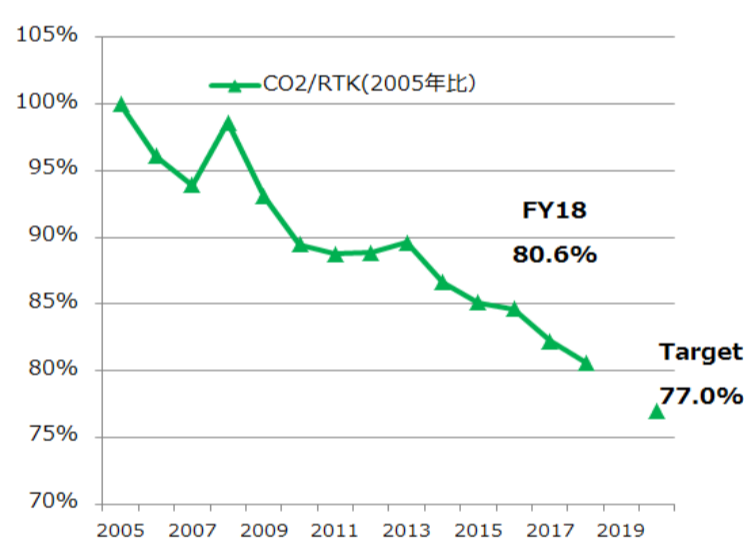
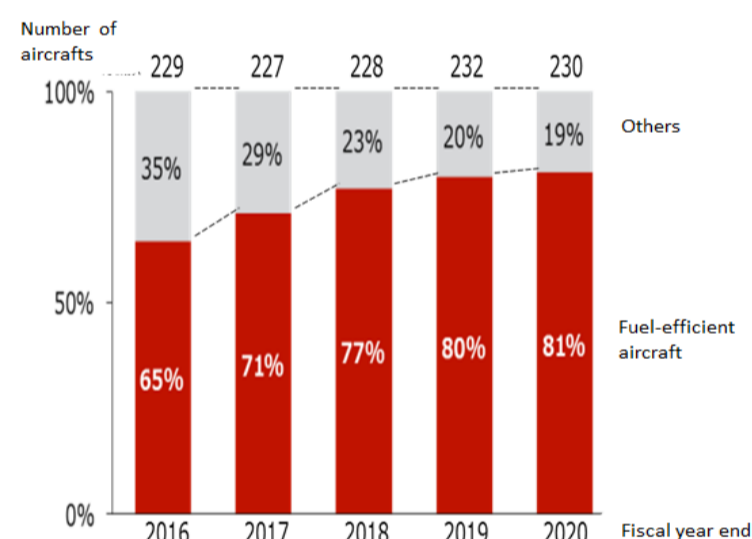


Environmental Data

		Unit	Actual FY2015	FY2016	FY2017	FY2018	Target Target Year	Target	Notes (ex. Coverage)	
CO2 emissions	GHG Scope1	thousand ton-CO2	8555	8764	9083	9343	2018	9493	Total	
		thousand ton-CO2	8540	8750	9070	9330	2018	9480	CO2 emissions from aircraft	
		thousand ton-CO2	15	14	13	13	2018	13	Ground Equipment	
	GHG Scope2		thousand ton-CO2	60	57.5	54	50 ※39	2018	53	Headquarters, Airports, Maintenance Centers, Branch offices ※10 main sites
	GHG Scope3	Fuel- and energyrelated activities (not included in Scope 1 or Scope 2)	thousand ton-CO2		434	450	462 ※465	2018	465	※additional, heat and cooling
			Business travel	thousand ton-CO2		4.3	4.3	4.4	2018	4.4
Employee commuting			thousand ton-CO2		5.8	5.9	6.1	2018	6.1	All Group employees
Energy consumption	Kerosene		thousand GJ	0.4	0.4	0.3	0.3	2018	0.3	Headquarters, Airports, Maintenance Centers, Branch offices
	Heavy fuel oil A		thousand GJ	4.3	4.3	8.6	2.5	2018	6	Headquarters, Airports, Maintenance Centers, Branch offices
	Electricity		thousand MWh	120	113	110	102	2018	109	Headquarters, Airports, Maintenance Centers, Branch offices
	Other		thousand GJ	210	214	202	229	2018	220	Headquarters, Airports, Maintenance Centers, Branch offices
Water consumption	Withdrawal	Tap water	thousand m3	430	426	435	485 ※276	-	-	※10 main sites
	Total waste generated		ton	3475	3436	3266	3912	every year	Reduce final disposal rate of industrial waste from domestic work site by 2% or less	Japan
Waste	Total waste used/recycled/ sold		ton	3433	3398	3233	3873			Japan
	Total waste disposed		ton	42	38	33	39			Japan
	Number of Aircraft	Boeing 787		number	-	-	36	42	-	-
Boeing 737-800		number	-	-	57	62	-	-		
Embraer 170		number	-	-	17	18	-	-		
Environmental Investments	Investments		billion yen	-	-	168.2	175.4	-	-	Aircraft-related cost
Environmental Violations	Number of violations of legal obligations/regulations		number	0	0	0	0	every year		0
	Amount of fines/penalties related to the above.		yen	0	0	0	0	every year		0

【CO2 Reductions】


JAL Group has established a target of reducing CO2 emissions from aircraft to 23 % per revenue ton kilometer below FY2005 level by FY2020.

【Share of Fuel-efficient Aircraft in JAL Group's fleet】


Fuel-efficient aircraft: A350,787,777,737-800,E170/190
Actual figures to fiscal year 2018; plans from fiscal year 2019

Social Data

		Unit	FY2017	FY2018	Notes	
Customer	NPS (Net Promoter Score)	point	+2.0	+2.2	Percentage improvement in NPS for all customers who replied to surveys over start of FY2017	
Human Resources	Consolidated staff headcount		persons	33,038	34,003	
	Average age		years old	38.6	39.9 ※	※Japan Airline Co., Ltd. only
	Average years of continuous service		years	15.4	15.0 ※	※Japan Airline Co., Ltd. only
	Ratio of women employees		%	48.4	49.8	
	Ratio of female managers		%	16.3	16.8	
	Ratio of local hires at overseas offices		%	88.4	89.8	
	Ratio of locally hired managerial staff at overseas offices		%	58.4	64.0	
	Ratio of employees represented by trade unions		%	84.5	83.2	Japan Airline Co., Ltd. only
	Average annual compensation of all employees (consolidated)		thousand yen	7,021	7,126	
Ratio of paid holiday taken		%	89.5	86.0	Japan Airline Co., Ltd. only	

Governance Data

		Unit	FY2017	FY2018	Notes
Corporate Governance	Number of female directors	persons	1	1	At the closing of the annual general meeting of shareholders in each fiscal year