

Small Steps Toward a Brighter Future

Thank you for flying with Japan Airlines.

Now that November is here, the wind sweeping through the streets has started to carry the first hints of winter. I imagine the landscape spreading out below your plane is also slowly starting to take on its winter colors.

Lately, I've noticed something as I watch the younger generation around town and here in the office: everyone carries a reusable shopping bag. For younger people, the act has become second nature, and they make simple, waste-free choices with ease. Rather than stiffly insisting that it is "for the environment," their concern for the planet seems to have spread naturally into the ordinary parts of their everyday lives. There is something refreshing and reassuring about this attitude.

For my part, of course, I carry my own water bottle, and always slip a reusable shopping bag into my purse. I also try to buy local products and, to cut food waste, I take items from the front of the shelf, and only buy as much as I know I'll use. I also make sure not to leave the tap running while I wash my hands or brush my teeth. At a glance, they may seem like the smallest of gestures, but I still make a point of keeping them as daily habits. I believe that each of us giving shape to the kindness within our reach right now is the most important—and the most certain—step we can take toward building our future with care.

Just as each person holds their own ideas and makes their own efforts, we at the JAL Group are also taking the steps we can, one at a time, to move toward a "sustainable future of well-being." The International Horticultural Expo 2027 (GREEN×EXPO 2027) will open in March 2027, with "proposing the creation of a sustainable society that coexists with nature and deepens our sense of happiness, through our connection with flowers and greenery" as one of its purposes. At the JAL Group, we share that aim, and will move together with the Expo under our own theme of "Small Steps toward a Brighter Future."

To carry that spirit and build excitement for the event, the specially painted "JAL Tunku Tunku JET," featuring lovable artwork of the Expo's official mascot, will take to the skies of Japan starting this month. We will also earnestly engage in a range of initiatives, from helping to train Expo volunteers in customer service to promoting the wider use of sustainable aviation fuel (SAF).

At the Expo venue, and in the skies above, I look forward to discovering the possibilities of a new tomorrow together with each of you, as we move toward a future in which people and nature live in gentle harmony with each other.

We look forward to serving you on your next flight.

从点滴小事开始，迈向未来天空

感谢您今天再次选乘日航集团的航班。

进入11月，穿街而过的凉风渐渐有了初冬的气息。从高空俯瞰的景色，也正一点点换上了冬日装扮。

最近，在街头或公司里看到的年轻人身上，我偶然注意到了些许不同。他们习惯于随身携带环保袋，极其自然地选择简单、不浪费的生活方式。但并非刻意强调"为了环境"，而是将环保意识视为"理所当然的日常"，融入自己的生活。这样的身影，也给了我一种耳目一新且无比踏实的感觉。

至于我自己，除了随身携带个人水杯、悄悄地将环保袋放进包里备用之外，也会有意识地支持本地食材，且为了减少食物浪费，坚持"优先拿取前排商品，按需采购"。又比如在洗手、刷牙时及时关掉水龙头等等。乍看之下，这些都是十分微小的日常行为，但无论多么微小，我都将其作为每天的习惯认真坚持。我相信，每个人将触手可及的善意化为实际行动，正是用心创造未来最重要、最踏实的一步。

正如每个人都心系环保、从身边做起，日航集团也正朝着"可持续发展的幸福未来"这一目标，脚踏实地地推进各项工作。"2027年国际园艺博览会（GREEN×EXPO 2027）将于2027年3月开幕，我们非常认同大会宗旨——"以与花草绿意为纽带，携手创造与自然共生、可持续发展且幸福感不断提升的社会"，并秉承"从点滴小事开始，迈向未来天空"的理念与各方携手同行。承载着这份美好愿景，从本月开始，绘有官方吉祥物可爱形象的特别彩绘涂装机"JAL Tunku Tunku JET"将翱翔于日本的天空，为博览会的举办预热增彩。此外，我们还将为会场志愿者提供礼仪培训，积极推广可持续航空燃料（SAF）的使用，认真应对各项挑战。

让我们共同迈向人与自然和谐相处的未来吧。期待在会场、在天空，与您共同展望美好明天。

衷心期待您的下一次搭乘。



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）。

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