

KEEPING YOU SAFE ON THE GROUND AND IN THE SKY



The way we travel and fly may have changed, but our promise to you remains the same:



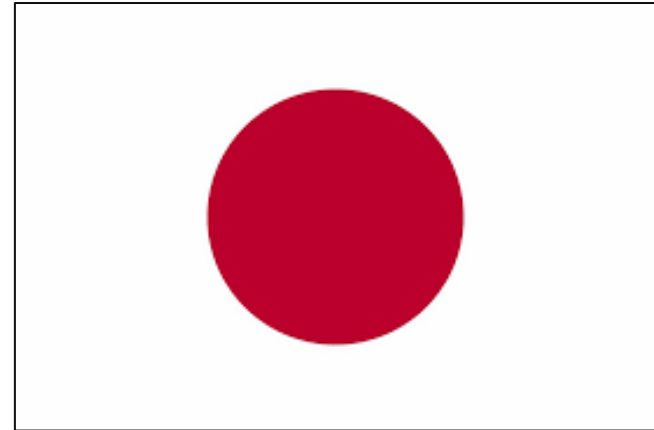
UNWAVERING COMMITMENT
to your safety



GENUINE WARMTH & HOSPITALITY
throughout your journey



Japan Overview



外務省

Ministry of Foreign Affairs of Japan

- Under 20,000 people tested COVID positive with less than 1,000 fatalities.
- Encouraging teleworking/ video conferencing; staggering office working hours; commuting by bicycle, hand-washing & cough etiquette; ventilation in offices etc.
- Japanese nationals have to self-isolate for 2 weeks on arrival in Japan. Not allowed to use public transportation.
- Visa waiver programme suspended. Entry into Japan for other nationals from many countries denied.
- PCR testing on arrival for Japanese nationals arriving from high risk countries.
- For the latest Japan Border Enforcement Measures, visit the www.mofa.go.jp



JAL Overview



- The COVID-19 outbreak has had an unprecedented impact on the aviation sector.
- We continue to fly, though with a reduced international, and domestic service.
- Japan Airlines is positioned well to tackle the challenges ahead.
- Implementing a wide variety of measures to give people the confidence to fly on JAL
- Our focus is to continue to engage with our strategic corporate clients and business partners on a regular basis and maintain our airline's cash position.
- JL Group FY2019 consolidated results were issued on 30th April 2020. Operating profit decreased 42.9% yoy to 100.6 billion yen (roughly USD935 million/GBP774 million).



Global Operations



- **International:** flights reduced by over 90% globally as of May 2020.
- **Europe :** from 1 July 2020, 3 flights per week between LON- TYO/ HEL-TYO, and 2 flights per week between FRA-TYO & PAR – TYO.
- **UK :** on 18 April JAL moved from LHR T3 to T2: 5th Floor, Zone A (21-23). No lounge service
- **Japan:** domestic flights reduced by 70% as of May 2020.
- **Ticket Flexibility:** Full refund accepted without any fee for tickets issued on/before 4 June 2020 for travel up until the end of August 2020. Alternatively rebook flights for travel up until 31 March 2021.
- **Fast Refund:** Agency refund possible via GDS or BSPlink.



| Route | | Flights Per Wk | Details |
|-------------------|-----------|----------------|---------------------------------------|
| London - Tokyo | LHR-HND | 3 | JL43 Mon/Wed/Fri , JL44 Wed/Fri/Sun |
| Helsinki - Tokyo | HEL - HND | 3 | JL47 Tue/Wed/Thur, JL48 Wed/Thurs/Fri |
| Frankfurt - Tokyo | FRA - NRT | 2 | JL407 Wed/Sat, JL408 Wed/Sat |
| Paris - Tokyo | CDG - HND | 2 | JL45 Tue/Sat, JL46 Wed/Sun |



COVID-19 Info/ Support



As part of our focus on maintaining effective lines of communication, the very latest info on our handling of the current situation can be found on :



- New '**COVID-19 Information Centre**' portal has gone live on the JAL website with all the latest related info & updates in one place: www.jal.co.jp/ar/en/info/travelalerts/covid19center/index.html
- www.jalagent.co.uk on the COVID-19 tab of our JAL OTT webpages with refund/ticketing info.
- **JAL Agent Bulletins**, regular updated email sent to all registered agents.
- **UK Agent Sales Support** fully functional and contactable only by email: er.agencydesk@jal.com
- **Call Centre** > Tel: 0344-8-569-778, Daily 08:00am – 11:00am (GMT). Due to high call volumes, agents are asked to email UK Agents Sales Support only.



OUR PRIORITIES



EXTRA PERSONAL SPACE

Social distancing inside the cabin and during boarding




PASSENGER SAFETY FIRST

Mandatory masks onboard for all passengers 2 years and older




HEPA FILTERS

Medical grade cabin air filtration every 3 minutes



PPE-EQUIPPED CREW

Mandatory masks for cabin crew and airport staff, gloves for meal service



ROUTINE DEEP CLEANING

Disinfection of aircraft, with special attention to high-touch areas



COVID-related Measures

Face Masks, Gloves and Partitions

- Airport staff & cabin crew to wear face masks or face guards.
- Cabin crew to wear gloves when serving meals & beverages.
- Passengers are required to wear a face mask when traveling on JAL, starting from 1 June 2020.
- Partitions to be installed at airport counters, lounges, & baggage reclaim areas.



Disinfection of Airport Check-in Area, Lounge & Aircraft Cabin

- Regular cleaning/ disinfection of airport check-in area and lounges.
- International flights to be disinfected everyday.
- Japan domestic flights to be disinfected overnight.
- Aircraft areas to be disinfected include seat tables, arm rests, IFE monitors/controllers, lavatories and/or any areas where customers may touch during a flight.
- The magazine service will also be temporarily suspended.

Hand Sanitizer Stations and Antibacterial Wipes:

- Hand sanitizer stations available at all stages of the journey: airport counters, lounges, boarding gate, on-board aircraft, and in baggage reclaim areas.
- Antibacterial hand wipes provided in the aircraft cabin in all cabins.



COVID-related Measures

Advanced Check-in Requirement

- Passengers now required to check-in online prior to their arrival at the airport.

Temporary Seat Assignment Restrictions

- To allow more personal space inside the aircraft cabin for social distancing, select seats will become unavailable to reserve up until 30 June 2020.
- Applicable to Premium Economy & Economy on international flights.
- All classes of travel on Japan domestic routes.

Staggered Boarding

- Passengers to be invited to board the aircraft 10 – 20 people at a time.

Air Quality of Aircraft Cabin

- Each aircraft in JAL's fleet is installed with a HEPA system to maintain the cabin's air purity levels.
- High-Efficiency Particulate Air (HEPA) Filter are designed to capture at least 99.97 percent of fine airborne particles larger than at least 0.3 micrometre.
- Through the engine of the aircraft, the inside of the JAL cabin is ventilated with fresh air from outside every two to three minutes.

