



SUMMARY		JAL'S COMMITMENT	CUSTOMERS COMMITMENT
<b>BEFORE TRAVEL</b>		JAL will deliver updated information promptly via <a href="http://www.jal.com">www.jal.com</a>	<ul style="list-style-type: none"> <li>• Monitor health condition</li> <li>• Utilize online seat selection</li> </ul>
<b>AT THE AIRPORT</b>	<b>Airport Counter</b>	<ul style="list-style-type: none"> <li>• Airport staff to wear face masks/face guards</li> <li>• Partitions will be installed at the counter</li> <li>• Regularly clean and disinfect equipment that customers may touch (3times per day)</li> <li>• Readily available hand sanitizer stations</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the instructions provided by staff to help secure space between customers</li> <li>• Utilize advanced check-in services and the automatic check-in machine <sup>Note 1</sup></li> <li>• Utilize hand sanitizer where available</li> </ul>
	<b>Security Check</b>	<ul style="list-style-type: none"> <li>• Temperature checks at Haneda / Narita / Itami / Kansai / Fukuoka / Nagoya Chubu</li> <li>• Readily available hand sanitizer stations</li> </ul>	<ul style="list-style-type: none"> <li>• Cooperate with temperature check measures</li> <li>• Follow carry-on baggage rules <sup>Note 2</sup></li> <li>• Utilize hand sanitizer where available</li> </ul>
	<b>Lounge</b>	<ul style="list-style-type: none"> <li>• Lounge staff to wear face masks/face guards</li> <li>• Partitions will be installed</li> <li>• Dining areas to be disinfected</li> <li>• Limit on seating options (up to 6/30 <sup>Note 3</sup>)</li> <li>• Readily available hand sanitizer stations</li> </ul>	<ul style="list-style-type: none"> <li>• Utilize hand sanitizer where available</li> </ul>
	<b>Boarding Gate</b>	<ul style="list-style-type: none"> <li>• Ground crew to wear face masks/face guards</li> <li>• Readily available hand sanitizer stations</li> <li>• Staggered boarding (10-20)</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the instructions provided by staff to help secure space between customers.</li> <li>• Utilize hand sanitizer where available</li> </ul>
<b>DURING FLIGHT</b>		<ul style="list-style-type: none"> <li>• Cabin crew to wear face masks and gloves</li> <li>• International flights disinfected each day</li> <li>• Domestic flights disinfected every night <sup>Note 4</sup></li> <li>• Antibacterial hand wipes provided in cabin</li> <li>• Periodically clean and disinfect lavatory</li> <li>• Readily available hand sanitizer stations</li> <li>• Seating restrictions (through 6/30)</li> <li>• In-flight services will be simplified, and meals will be offered wrapped and/or covered</li> </ul>	<ul style="list-style-type: none"> <li>• Wear face masks except when dining</li> <li>• Refrain from loud conversations</li> <li>• Self-store carry-on baggage</li> </ul>
<b>BAGGAGE CLAIM</b>		<ul style="list-style-type: none"> <li>• Partitions will be installed</li> <li>• Readily available hand sanitizer stations</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the instructions provided by staff to help secure space between customers.</li> <li>• Utilize hand sanitizer where available</li> </ul>
<b>TICKETING OFFICE</b> JAL Plaza Yurakucho Miyako Yaeyama		<ul style="list-style-type: none"> <li>• Staff to wear face masks/face guards</li> <li>• Partitions will be installed at the counter</li> <li>• Readily available hand sanitizer stations</li> <li>• To limit the number of customers per entry</li> </ul>	<ul style="list-style-type: none"> <li>• Follow the instructions provided by staff to help secure space between customers.</li> <li>• Wear face masks</li> <li>• Utilize hand sanitizer where available</li> <li>• Cooperate when the number of customers exceeds the occupancy rate.</li> </ul>

### Notes

1 Domestic: JAL Touch & Go International: Web Check-in

2 Customers allowed to carry-on one personal item and one piece of baggage within 115 cm (55x40 x25) for medium/large sized aircraft and within 100 cm (45x35x20) for smaller domestic aircraft

3 Depending on availability, customers may be asked to wait outside the lounge until space becomes available

4 Some aircraft may not be subject to disinfection due to aircraft rotation arrangements