



Today's Topics



- Current situation of COVID-19 in Southeast Asia
 - Current situation regarding COVID-19 in Southeast Asia
 - COVID-19 has had a major impact on the performance of airlines in Southeast Asia
 - Relaxation of entry restrictions in each country and initiatives to resume international flow
 - Responses of airlines in each country
- **JAL's initiatives**
 - COVID-19 has also had a major impact on JAL's performance
 - Aiming at recovery from COVID-19 crisis
 - ✓ Restructuring our Business
 - ✓ Ensuring "Customer safety and security" and "Convenience of Travel" under the COVID-19 Pandemic
 - ✓ Initiatives for ESG
- Summary
 - The challenges towards the Recovery of the International traveler flow

Current situation regarding COVID-19 in AOR countries, Japan, UK, US and EU (As of Dec. 4, 2021)



	Sum total of infected	Number of infected		Increase/decrease	Average number of deaths per day	Increase/decrease	Vaccination coverage (Per population) Vaccinated the	
	individuals	individuals per million population	individuals per day (Average over the past 7 days)	(Compared to the previous week)	(Average over the past 7 days)	(Compared to the previous week)	Vaccinated once	required number of times
Indonesia	4,257,489	15,405	320	-12%	10	-8%	51%	36%
Malaysia	2,654,474	80,988	5,097	-9.5%	44	-2%	79%	78%
Thailand	2,136,537	30,543	5,253	-21%	37	-27%	69%	60%
Philippines	2,834,294	25,523	626	-45%	152	-28%	NA	34%
India	34,624,360	24,849	8,545	-11%	374	+7%	57%	33%
South Korea	473,034	9,220	3,998	+21%	42	+34%	83%	80%
Vietnam	1,294,778	13,189	14,712	+9%	173	+39%	74%	54%
Taiwan	16,648	698	9	+47%	0	ļ -	77%	58%
Singapore	268,659	49,263	1,251	-34%	7	-15%	NA	93%
Australia	217,836	8,447	1,380	3%	7	-20%	78%	74%
Japan	1,727,125	13,702	96	-17%	1	-47%	79%	77%
UK	10,479,955	153,649	43,877	=	121	-10%	75%	68%
EU	47,830,288	106,957	261,126	+9%	1,847	+7%	71%	67%
US	49,051,140	147,338	93,810	<u>+7.8%</u>	1,137	+16%	71%	59%

✓ Overall, as vaccination has progressed, the spread of COVID-19 has slowed down compared to the past.

In Japan, the vaccination coverage has surpassed that of Europe and the US, resulting in sharp decrease in the number of infected individuals and deaths. Source: "Our World in Data"

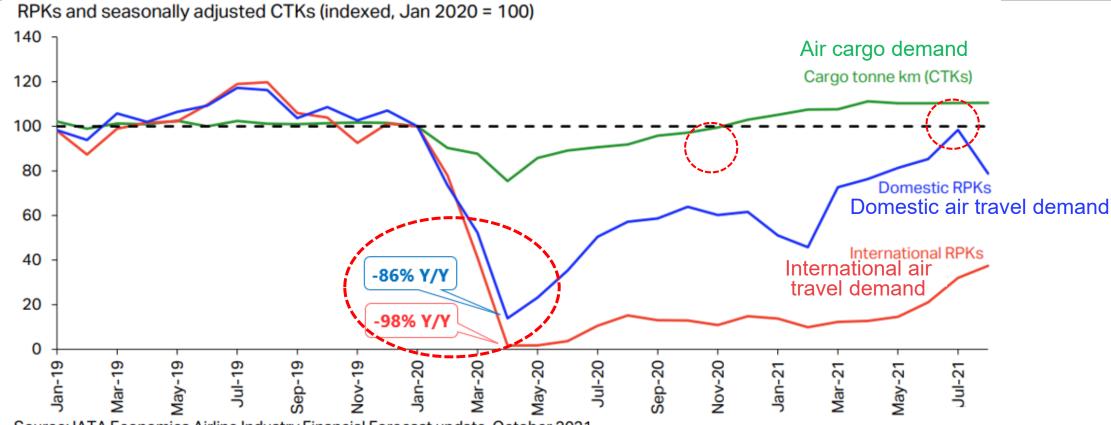
*Only Singapore's vaccination coverage is as of Nov. 5.

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- ✓ In Europe and the US, which initially led the way with high vaccination coverages, the number of deaths has decreased from its peak, although the number of infected individuals has been increasing sharply according to the latest data.
- ✓ Although vaccination is progressing in Asia, vaccination coverages (the number of people fully vaccinated) are lower in many countries than in Japan, Europe and the US, and trends in the number of infected individuals and deaths vary from country to country.

Trends of Air travel demand after the COVID-19 Pandemic





- Source: IATA Economics Airline Industry Financial Forecast update, October 2021
- In April 2020, when COVID-19 began to spread on a full scale, the domestic aviation demand decreased by 86% compared to that before COVID-19 and the international air travel demand decreased by 98%. (This point was the bottom of the demand)
- ✓ The domestic air travel demand had recovered to be close to the 2019 level by around July 2021. However, as of August 2021, the domestic and international air travel demands had decreased by 32% and 69% respectively compared to those before COVID-19, due to the re-spread of the pandemic.
- ✓ The air cargo demand has been exceeding the pre-COVID-19 level since around November 2020. JAL also currently operates more than 1.000 cargo flights a month on all routes using our passenger flights.

"Exemption from quarantine for vaccinated travelers" is less advanced in Asia compared to Europe and the US



Status of quarantine and isolation for travelers permitted to enter Europe, the US and Asian countries

Co	ountry/region	Quarantine of vacci		ee and limitation of eligible person or travelers permitted to enter the country)	s Remarks		
	US	parameter			In principle, unvaccinated individuals are banned from entering the US (US citizens with negative test certificate issued one day prior to departure are allowed to enter)		
	Germany	Quarantine is exe	mpted for vaccinated	No limitation on nationalities and/or places of departure (Not to mention on their own	*Since Nov. 30, entrants from some countries have been quarantined even if they have been vaccinated.		
	Finland	i ∕ V tra	velers				
\	France	(Unvaccinated trave	elers are required to be	nationals)			
· ·	Canada 🦯	quarantined for da	ys or banned to enter)		*Since Nov. 30, entrants from some countries have been quarantined even if they have been vaccinated.		
	UK			Eligible also for the foreigners but places of departure are limited	*Since Nov. 28, vaccinated individuals have also been quarantined.		
	Korea		/		*Since Dec. 3, all quarantine exemptions have been suspended.		
	Thailand		There is a quarantine system for countries not eligible for "TEST & GO" scheme		Vaccinated individuals from 63 "TEST & GO"-designated countries are not quarantined after confirmed negative for COVID-19.		
	Singapore		7-10 days of quarantine for those not using VTL		No quarantine for entrants using VTL from 27 countries (including those planned)		
	Japan	, e e e e e e e e e e e e e e e e e e e	14 days of quarantine				
	Vietnam		14 days of quarantine (7 days for vaccinated individuals)				
	India //		7 days of quarantine				
	Molovojoji	be quarantined	10 days of quarantine (7 days for vaccinated individuals)		Excluding those using VTL of Singapore		
	Taiwan/		14 days of quarantine				
	Indonesia		7 days of quarantine		Excluding those using VTL of Singapore		
<u> </u>	Philippines		14-days of quarantine	*1	Regulation changes due to responses to Omicron variant are as of Dec. 3.		

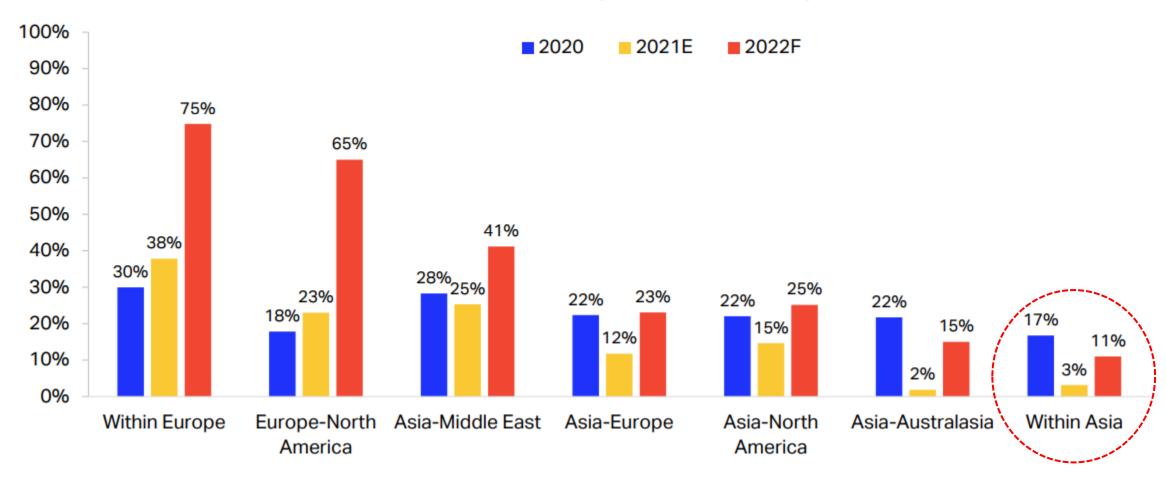
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IATA expects the delay of aviation demand recovery in Asia resulting from the tardy relaxation of the border restrictions



Main International Routes (RPKs % of 2019 levels)



Source: IATA Economics Airline Industry Financial Forecast update, October 2021

Asia's "most advanced" attempts in Singapore and Thailand to resume international flow



✓ "Vaccinated Travel Lanes (VTL)" in Singapore (Since September 8, 2021)

Implemented with certain countries where the infection is under control on the condition that entrants have been vaccinated. Those eligible for VTL are not quarantined after their entry. Users are required to obtain a "Vaccinated Travel Pass (VTP)" 7-30 days prior to the scheduled date of entry and to enter the country on a designated VTL flight (direct flight of SQ or LH).

Introduced on a trial basis to entrants from Germany and Brunei on September 8.

⇒ Since then, the number of countries eligible for VTL has expanded. As of December, 27 following countries are eligible or planned to be eligible. (Japan is not eligible) (Eligible countries: UK, Australia, US, Germany, Korea, Canada, Brunei, Denmark, Thailand, Malaysia, India, Indonesia, France, Italy, Netherlands, Spain, Switzerland, Finland, Cambodia, Fiji, Maldives, Sri Lanka, Turkey, Qatar, Saudi Arabia, United Arab Emirates) *As of December 3



✓ "Sandbox" trial in Thailand (Since July 1, 2021)

Trial to exempt "fully vaccinated" foreign travelers from quarantine and isolation.

A system to allow travelers who entered the country from Phuket province in southern Thailand and stayed in that province for 14 days to move to other areas in Thailand.

(70 eligible countries)

*The number of travelers who used this system from July 1 through August 15 just after it was started was 21,135 in total (including 10,865 foreign travelers).

→ Then, since November 1, Thailandd started the "TEST & GO" scheme, which allowed entrants from 63 countries and regions including Japan to be exempted from quarantine and isolation on the condition that they have been fully vaccinated.

Schemes for Entering Thalland
Effective 1 November 2021

Exemption from Quarantine
(TIEST & GO)

COVID-19 crisis put major Asian airlines in difficult situations



FY2020 financial results of major airlines in Asia and Oceania

(Unit: Million US dollars)

Airline	Country	Revenue		Operating profit		Net profit		Month of annual
Airline		2020	YoY	2020	2019	2020	2019	account closing
ANA Group	Japan	6,864	-62%	-4,378	562	-3,811	256	March 2021
Korean Air	Korea	6,277	-41%	202	246	-193	-488	December 2020
JAL Group	Japan	4,533	-65%	-3,677	796	-2,712	481	March 2021
Qantas Group	Australia	4,431	-51%	-1 <u>,531</u>	-1,544	-1,290	-1,245	June 2021
China Airlines	Taiwan	3,613	-24%	166	3	5	-39	December 2020
Asiana Airlines	Korea	3,302	-44%	-234	-374	-426	-702	December 2020
Singapore Airlines Group	Singapore	2,801	-76%	-1,844	43	-3,144	-123	March 2021
Vietnam Airlines Group	Vietnam	1,744	-59%	-512	105	-481	109	December 2020
Thai Airways International	Thailand	1,542	-74%	-1,536	-403	-4,506	-393	December 2020
Garuda Indonesia	Indonesia	1,492	-67%	-2,203	96	-2,477	-45	December 2020
Philippine Airlines	Philippines	1,115	-63%	-536	56	-1,475	-188	December 2020

- ✓ Korean Air and China Airlines (Taiwan) secured their operating profits thanks to surge in air cargo demand.
- ✓ Airlines that were performing poorly before COVID-19 are put in further difficult situations. Thai Airways and Philippine Airlines have gone bankrupt and are currently under reconstruction. Garuda Indonesia is also in "a state of virtual bankruptcy" (according to the Deputy Minister of the Indonesian Ministry of State Owned Enterprises) due to substantial excess of debts.
- ✓ There is also a view that "Carriers that are highly dependent on the domestic aviation markets are easier to recover".

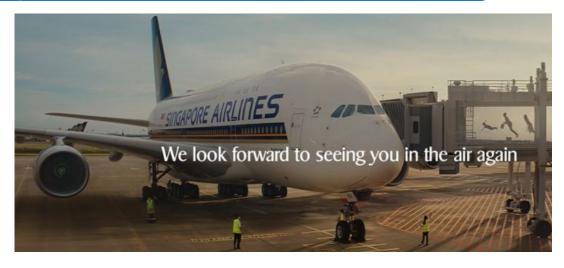
Source: CIRIUM World Airline Rankings: top 100 by revenue in 2020

Singapore Airlines' "Restaurant A380@Changi"



Retaining customers in situations when travel is not possible (Ensuring the Engagement with their customer)





Singapore Airlines' A380 aircraft was used



Restaurant A380 @Changi

Join us for a memorable dining experience on board the world's largest passenger aircraft. Savour our international dishes or enjoy favourites from our Peranakan menu, specially designed by acclaimed Singaporean chef Shermay Lee.

Event Dates

24 & 25 October 2020

Available on KrisShop.com from 12 October 2020

LEARN MORE



Source: Singapore Airlines' website and FB

SQ's Home Catering service "SIA@Home" is continuing up to now



It has become a popular item on Singapore Airlines' EC site "Kris Shop"



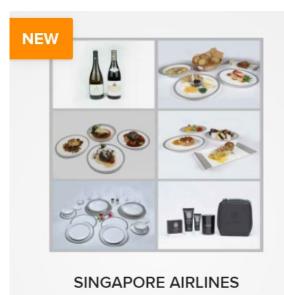








The delivery also comes with premium class amenities and tableware used on aircraft.



FIRST CLASS FOR 2: MATT MORAN MENU, WINE AND DINE

SGD 688.00

or 86,000 miles

Payment is also possible with Singapore Airlines' Miles

Source: Singapore Airlines' website

Thai Airways International turned the company cafeteria at its head office into a flight cabin and opened it to the public





An accommodation ladder set up at the entrance to welcome customers.



Thai Airways flight attendants serving dishes.

Source: "Struggling Thai Airways' Desperate Strategy to Acquire Cash," Nikkei Business Online, Oct. 7, 2020



Economy class seats set up in the restaurant.



Crew members band playing popular songs to live up the restaurant.

Thai Airways International's "Patong-go" (traditional Thai confectionary) sold in the city became a boom among Thai people



Thai Prime Minister Prayuth also paid a visit to taste









Thai Airways International is planning to franchise "patong-go" (deep-fried dough) specialty shops with its own bakery "Puff and Pie."

Source: The BANGKOK INSIGHT, Oct. 6, 2020, Puff & Pie website, and others

AirAsia Group, Southeast Asia's largest LCC, accelerated development of "Super Apps" and related businesses



Expanding a wide variety of new businesses based on customer data and brand strength accumulated in Southeast Asia by the AirAsia's Airline operation













Malaysia



airasia beauty

Malaysia and Indonesia





Malaysia





Thailand

Source: Websites of AirAsia Group Companies

Today's Topics



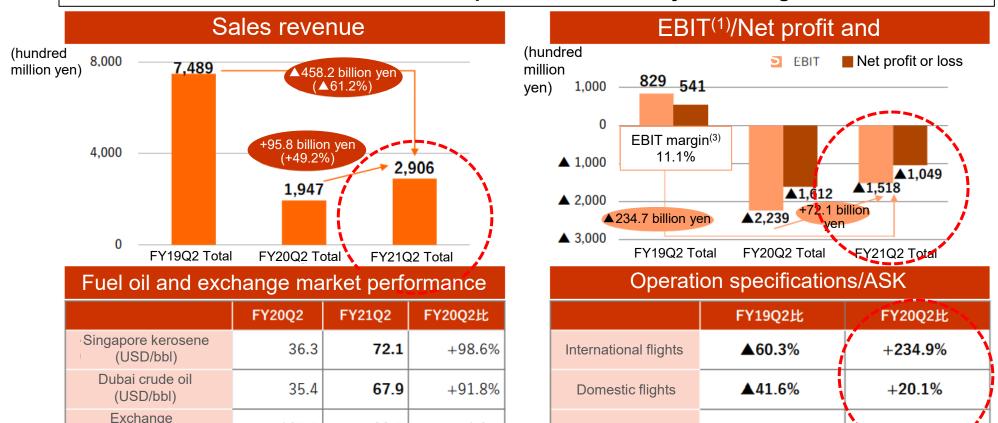
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COVID-19 has also had a major impact on JAL's performance



Although the impact still continues, our sales revenue, EBIT, etc. improved from the previous

Financial results for the second quarter of the fiscal year ending March 2022



⁽¹⁾ EBIT = Earnings Before Interest and Taxes (pretax profit and loss minus financial income and expenditure including tax) (2) Net profit and loss = Quarterly profit and loss attributable to the owner of the parent company (3) EBIT margin = EBIT/Sales revenue

Total

+1.9%

107.5

(yen/USD)

109.5

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▲52.8%

+78.1%

Aiming at recovery from COVID-19 crisis



Initiatives for revival of Asia and Oceania region is also based on these "Three Strategic

Dillowall

From "Fiscal Years 2021-2025 JAL Group Medium-term Management Plan"



Business Strategy

Restructuring business model addressing changes in market trends and providing a safe and secure travel experience



Finance Strategy

Rebuilding financial foundation and future growth investment and secure shareholder returns

Three Strategic Pillars



ESG Strategy

ESG management to achieve SDGs through the business model

ESG: Initiatives for Environment, Social and Governance

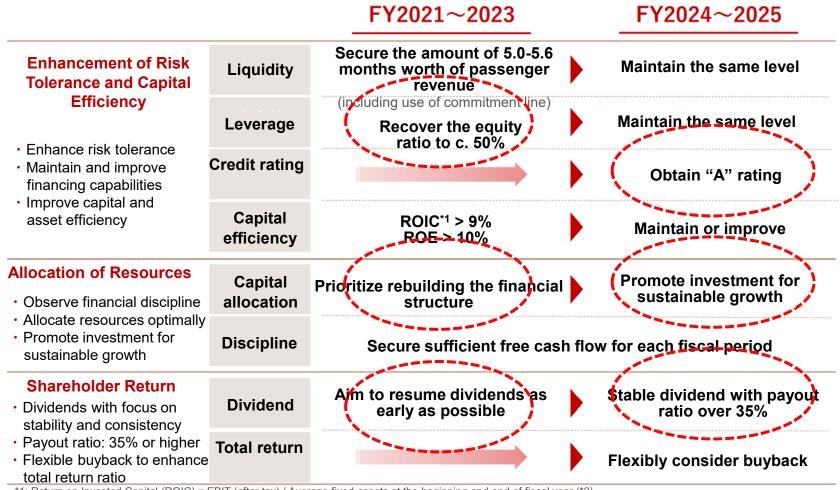


Finance strategy (Medium- to long-term financial goal)



"Rebuilding the financial foundation" until 2023.

After 2024, "Aggressive investment for growth in FY2024 and beyond".



^{*1:} Return on Invested Capital (ROIC) = EBIT (after tax) / Average fixed assets at the beginning and end of fiscal year (*2)

^{*2:} Fixed assets = Inventory assets + Non-current assets - Deferred tax assets - Net defined benefit asset



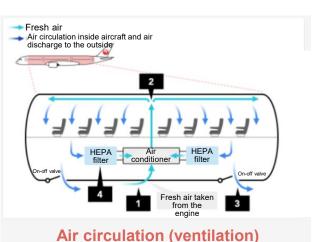
Ensuring "Customer safety and security" and "Convenience of Travel" under the COVID-19 Pandemic



Highest ratings in both APEX and SKYTRAX (first in Asia)



Flight attendants wear masks and gloves





JALFLY SAFE

Implementing measures to thoroughly prevent COVID-19, "JAL FLY SAFE," to ensure safe travel even in the COVID-19 crisis







Antiviral and antibacterial coating



Contactless touch panels for airport check-in machines and self baggage

check-in machines

Source: JAL website



Ensuring "Customer safety and security" and "Convenience of Travel" under the COVID-19 Pandemic JAPAN AURLINES





Complimentary "JAL COVID-19 Cover" covering medical and other expenses incurred as a result of testing positive for COVID-19 for Travelers



Support line available 24 hours a day for customers with possible **COVID-19 symptoms**



- Provided complimentary to customers using JAL international flights (JL-operated flights with JL flight numbers)
- 24-hour support line is available for medical and accommodation arrangements in case of emergency.
- Automatically provided, and no prior registration required.
- Medical expenses covered up to 150,000 euros.
- Up to 100 euros per day for a maximum of 14 days to cover the cost of quarantine isolation.





Source: JAL website



Ensuring "Customer safety and security" and "Convenience of Travel" under the COVID-19 Pandemic



Initiatives for practical use of "Digital Certificate Apps"

Reservation and preparation

Airport of departure

Arrival airport immigration/guarantine

such as documents at immigration and quarantine



Current state

entry requirements through various media including



Obtain a negative test certificate deemed appropriate meet entry requirements



Go to the airport with uncertainty as to whether you





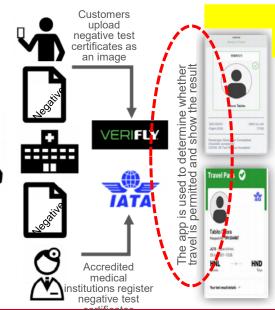
<mark>(I</mark>ntroduced on Japan – US mainland routes

After introduction



Check the latest entry requirements just with the

Created by JAL



Ensure data authenticity

Improve operational efficiency and reduce contact opportunities





Future image

Documents that can be uploaded - IATA Travel Pass: Negative test certificate

VeriFLY: Negative test certificate and vaccination certificate





IATA Travel Pass

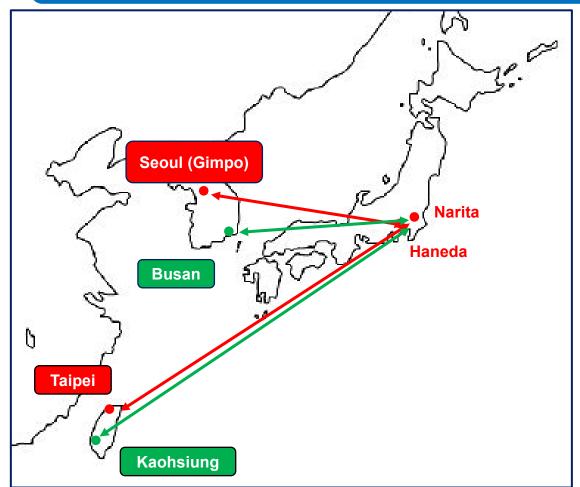
(Demonstration experiment on Japan -SIN/HNL routes)



As a result of reviewing our international flight network, Busan (Korea) and Kaohsiung (Taiwan) Routes have been suspended for the Asian region

JAPAN AIRLINES

Employees in the Busan and Kaohsiung areas where our offices have been closed have been transferred to other locations including Japan or are working remotely.





Even under the COVID-19 pandemic, we maintains employment as part of our "Management Policy."

Image created and photo taken by JAL



Restructuring of our Business (Developing new customer segments)

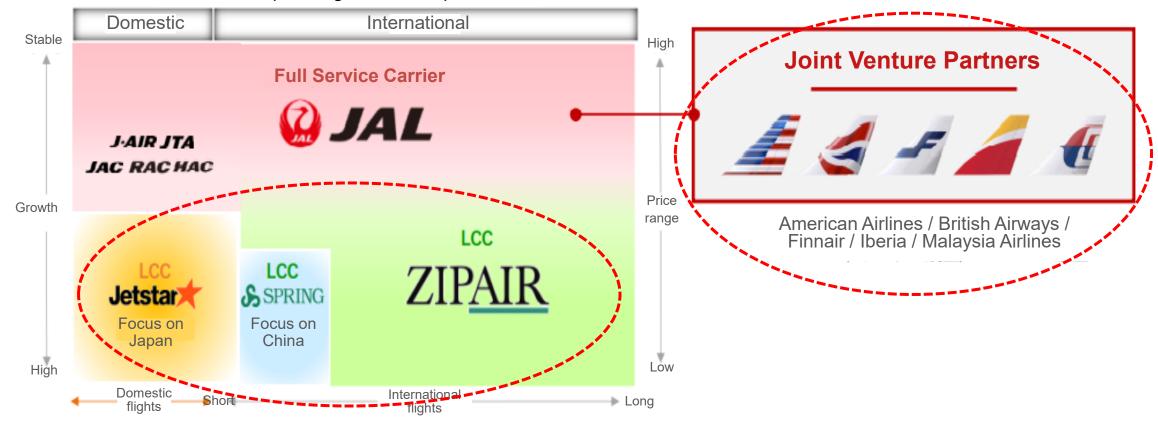


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Responding to the "Changes in Travel Needs" after the COVID-19 Pandemic (Expanding JAL Group's customer segments)

From "Fiscal Years 2021-2025 JAL Group Medium-term Management Plan"

Future air passenger business portfolio





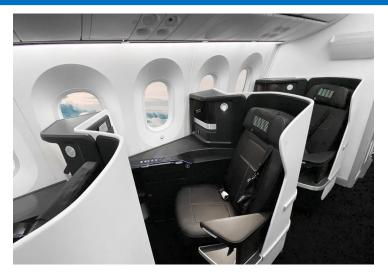
Restructuring of our Business (Developing new customer segments)



JAL Group's new medium- to long-haul LCC: ZIPAIR Tokyo



ZIPAIR Tokyo







President & CEO: NISHIDA Shingo



Established in July 2018



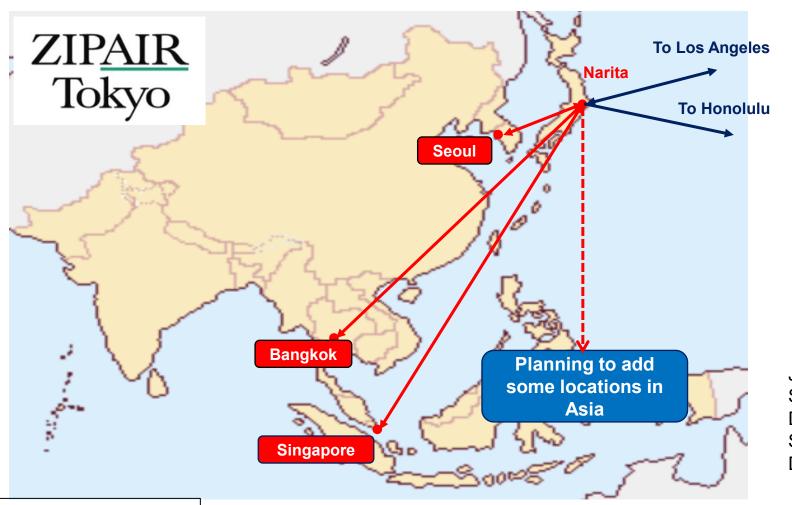
Photo credit: ZIPAIR Tokyo



Restructuring of our Business (Developing new customer segments)



ZIPAIR to expand to Asia and North America







First flight arriving in Singapore

Jun. 3, 2020: Bangkok route inaugurated Sept. 12, 2020: Seoul route inaugurated Dec. 19, 2020: Honolulu route inaugurated Sept. 7, 2021: Singapore route inaugurated Dec. 25, 2021: Los Angeles route to be inaugurated

Image created and photos taken by JAL





Restructuring of our Business (Developing new businesses)



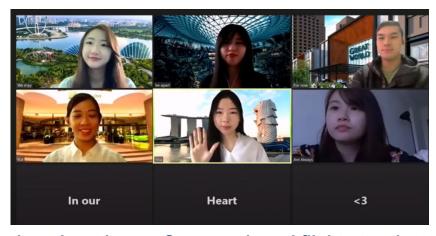
Providing training programs by flight attendants in our overseas bases



Providing culture and aviation courses to universities and vocational schools in Japan through ZOOM

[Image created and photos taken by JAL]

(Singapore)



Live broadcast by our Overseas based flight attendants



Themes and information unique to each region



Restructuring of our Business (Developing new businesses)



Serving economy class in-flight meals at Japanese restaurant



The menu was decided based on a popularity vote by flight attendants at overseas bases from the viewpoint of "good reputation among customers."



Serving actual JAL economy class meals (Singapore)



At the venue, the staff also introduces Japanese "Furoshiki wrapping cloth" (how to wrap).



Streamed with ZOOM



Our Overseas Based Crews explained the menus, etc.

Photos taken by JAL

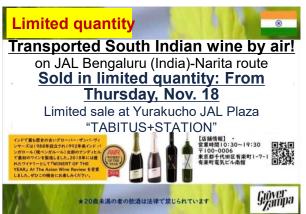


Restructuring of our Business (Developing Cargo and Tourism demand)



Introduction of "Indian wine" from Bengaluru, South













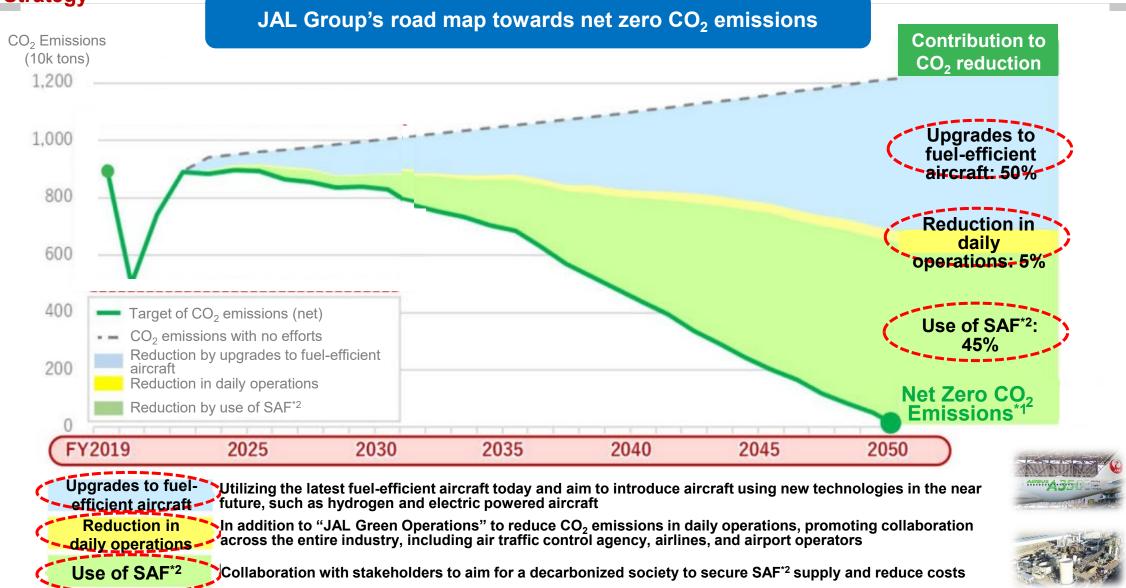
516 bottles of Indian wine were transported by air for the first time on JAL's Bengaluru (Bangalore) route, South India. Also available at "JAL Plaza" in Yurakucho from November 18.

We plan to offer "Indian wine" on our Indian route in the future to help promote We aim to secure stable cargo revenues even after the COVID-19 Photo credit: JAL comes to an end.



Initiatives for ESG (Protection of the Global environment)







Initiatives for ESG (Protection of the Global environment)



Launched "JAL Ethical Choice Meal Skip Option," a new service for customers who do not need inflight meals



- If you do not need in-flight meals, you can apply for this option in advance through the JAL website before departure*.
- Service for customers who would like to take a good rest on the plane and who would like to help us reduce food waste. *Also available on flights departing from Asia

 From the viewpoint of "effective use of limited"

From the viewpoint of "effective use of limited resources," JAL Group are implementing the following initiatives.

- > Reducing food waste
- > Recycling of in-flight waste
- > Recycling of uniforms
- Recycling of cargo packing materials
- > Reduction of plastic usage
- > Promoting paperless
- Reduce, reuse and recycle furniture in office
- Saving water resources

JAL original amenity kits will be presented on board to customers who applied.



Business Class



Premium Economy Class / Economy Class

Source: JAL website



Initiatives for ESG (Protection of the Global environment)



Four branches in Asia & Oceania region jointly organized "World Cleanup Day 2021" (Sept. 18)



Singapore Branch







Kuala Lumpur Branch



At the end, broadcast four countries simultaneously and took a commemorative photo through ZOOM



Norld Cleanup Day 18 September 2021 Japan Airlines

Bangkok Branch



Taipei Branch

Photos taken by JAL





Initiatives for ESG

(Utilization of human resources, Regional Japan revitalization, Maintaining or stimulating the travel demand)



Cooperation for the regional Japan revitalization events through "Online Trip"



Online Awa Odori Dance Festival was very exciting. (Taiwan)



Souvenirs from Tokushima prefecture were distributed. (Taiwan)



Feeling like you're traveling with the simulator video. (Taiwan)



Tokushima prefecture original menu "JAL In-flight Meal Style" (Taiwan)



ดูราย... See More



Announcement of Hokkaido event in Thai language (Thailand)



Introducing Hokkaido through quiz (Thailand)



"Remote Trip" to the Hokkaido seafood market (Thailand)

Photos taken by JAL



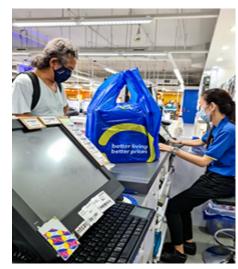
Initiatives for ESG (Utilization of our Human resources)



Flight attendants of overseas bases sent to major local electronics retail store







Serving customers at sights (Singapore)



Also provided "Hospitality Course" to the companies to which they were sent (Singapore)

Photos taken by JAL

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The Challenges towards the Recovery of the International traveler flow



(1) Improving consumer sentiment

Eliminate the risk of disease, remove the complex procedures required by each country which is causing an uneasy sentiment for traveling and respond appropriately to the "Changes in consumption behavior" on travel which has been long restricted.

- (2) Reducing the travel costs and simplifying procedures
 Reduction of the testing, quarantine, insurance burden, etc.
- (3) Relaxing entry regulations and standardizing basic rules globally Relax or end the visa suspension, quarantine measures, etc.
- ✓ Without mutual beneficial relaxation of regulations among countries, recovery of the international travel cannot be expected in full-scale.
 - (For example, although the quarantine in the country of departure is relaxed, the flow will not resume if the quarantine in the country of arrival remains.)
- ✓ Digital solutions such as "Digitization of various certificates" or "Introduction of the capable apps" are also necessary. (It is also important to introduce common digital standards globally from the perspective of improving processing capacity of quarantine and immigration inspection.)
- ✓ It is desirable to establish universal rules of the conditions for entry (i.e. Effective types of vaccines, Timing of testing, Duration of quarantine or Unified formats for certificates, etc.)

Sevier restrictions currently imposed in Japan, such as the suspension of visa issuance, limit on the total number of entrants, quarantine isolation after entry or ban on the use of public transportation, are disrupting the revival of the Japanese economic activities.



Thank you for your kind attention