

# ANA Group's Goal for Inclusive and Universal Services

## Our promise

### Excellence in Quality

Provide services that can easily be accessed by all people

### Respect for the Individual

Create an environment that supports and meets the needs of every customer

### Collaboration

Create new experiences and enjoyment together with our customers

In our rapidly changing world today, Japan and other developed countries around the world are facing the impact of decreasing birthrates and aging populations. We are reminded that as globalization progresses, the movement of people, products, and capital, as well as the exchange of culture and information, are happening on an unprecedented global scale. As we experience these major changes, especially in the fundamental respect for human rights, there is increasing demand for corporations to accept and adapt to diversity in our multicultural world.

Our promise is to provide the best services to diverse customers, regardless of age, gender, nationality, culture, or disability. Furthermore, it is our mission at ANA Group to meet the needs and preferences of individual customers, and ensure that we transport them to their destinations safely and in comfort.

We believe in the importance of collaborating with our customers to develop new services for the future, and providing experiences that are unique to ANA. By combining Japanese hospitality with the latest technology, our passion is to continue to promote customer loyalty and offering “the world’s best inclusive and universal services” that our customers from around the world expect from us.

