

August 21, 2015

Japan Airport Terminal Co., Ltd.  
Tokyo International Air Terminal Corp.

## **Tokyo International Airport Haneda Receives 5-Star Airport Status in Skytrax's Global Airport Ranking for Second Consecutive Year**



Tokyo International Airport Haneda<sup>1</sup> was recently awarded 5-Star Airport status, the highest ranking, in the Global Airport Ranking conducted by Skytrax<sup>2</sup> of the UK. This is the second consecutive year for the airport to receive the accolade.

Last year, Haneda received particularly high evaluations for access and user-friendly terminal facilities, among other categories. Over the past year, the airport has worked hard to improve the customer experience even further in both domestic and international terminals. Improvements included new commercial facilities, Japan's first transit hotel, new information displays and baggage carts, and Japanese-style *omotenashi* (hospitality) customer satisfaction campaigns.

Thanks to strong customer support, this year Haneda received high evaluations in a wider variety of categories than ever before. These included expanded international-domestic transfer facilities, enhanced functionality and content of the airport's website, and the high levels of service offered in the airport's shopping and food and beverage facilities.

The airport's entire management team and staff will continue to work constantly to change and adapt. Working together with the entire industry, we will aim for even greater heights, striving to provide seamless service between domestic and international flights and further improvements in the functionality of the passenger terminals to provide five-star service to travelers from around the world.

### Notes

1. The domestic terminals (terminals 1 and 2) at Tokyo International Airport Haneda are managed and operated by Japan Airport Terminal Co., Ltd. The International Terminal at Tokyo International Airport Haneda is managed and operated by Tokyo International Air Terminal Corporation.
2. Established in 1989, Skytrax is an air transport research company based in the UK. It rates airports and airlines around the world based on a wide range of assessment items.

### **For more information**

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◇ **Rankings** (from the Skytrax website)

● **Official Skytrax 5-Star Airports | Global Airport Ranking**

Tokyo International Airport Haneda (Domestic Terminals 1 and 2 and International Terminal) / Japan
Hong Kong International Airport / China
Incheon International Airport / South Korea
Singapore Changi Airport / Singapore
Munich International Airport / Germany

References

● **World's Best Domestic Airport 2015 (Overall Ranking of Domestic Airports)**

Rank	Airport / Country
1	Tokyo International Airport Haneda (Domestic Terminals 1 and 2) / Japan
2	Shanghai Hongqiao International Airport / China
3	Durban King Shaka International Airport / South Africa

● **World's Best Airports Security Processing 2015 (Ranking by Category)**

Rank	Airport / Country
1	Tokyo International Airport Haneda (Domestic Terminals 1 and 2 and International Terminal) / Japan
2	Copenhagen International Airport / Denmark
3	Narita International Airport / Japan

**Skytrax Website**

<http://www.worldairportawards.com/>



**Official SKYTRAX 5-Star Airports | Global Airport Ranking**

[http://www.airlinequality.com/news/hnd\\_5Star.htm](http://www.airlinequality.com/news/hnd_5Star.htm)  
<http://www.airlinequality.com/AirportRanking/hnd.htm>



**World's Best Domestic Airport**

[http://www.worldairportawards.com/Awards/worlds\\_best\\_domestic\\_airports.html](http://www.worldairportawards.com/Awards/worlds_best_domestic_airports.html)

**World's Best Airports Security Processing**

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