

September 20, 2016

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

**Tokyo International Airport Haneda Receives  
5-Star Airport Status in Skytrax's Global Airport Ranking  
for Third 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 third consecutive year for the airport to receive the accolade.

Over the past year, the airport has strived to provide its own distinctive services and has worked hard to improve the customer experience even further in both domestic and international terminals. Improvements included new facilities and Japanese-style *omotenashi* (hospitality) customer satisfaction campaigns.

As a result of these initiatives, Haneda received even higher evaluations than ever before in a wide range of categories, including terminal cleaning and maintenance, and staff service levels.

The airport's entire management team and staff will continue to work constantly to change and adapt, and will aim for even greater heights, striving to further improve the functionality of the passenger terminals in a determined effort to make Haneda one of the most acclaimed airports in 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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(9:00–17:30; excl. Sat., Sun., and holidays)

- **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**

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

- The World’s Best Domestic Airports 2016 (Overall Ranking of Domestic Airports)

Rank	Airport / Country
1	Tokyo International Airport Haneda (Domestic Terminals 1 and 2) / Japan
2	Denver International Airport / USA
3	Cincinnati/Northern Kentucky International Airport / USA

- The World’s Cleanest Airports 2016 (Ranking by Category)

Rank	Airport / Country
1	Tokyo International Airport Haneda (Domestic Terminals 1 and 2 and International Terminal) / Japan
2	Chubu Centrair International Airport, Nagoya / Japan
3	Incheon International Airport / South Korea

**Skytrax Website**

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



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

<http://www.airlinequality.com/news/haneda-airport-5-star-rating/>

<http://www.airlinequality.com/ratings/tokyo-haneda-airport-quality-rating/>



**The World’s Best Domestic Airports**

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

**The World’s Cleanest Airports**

[http://www.worldairportawards.com/Awards/worlds\\_cleanest\\_airports.html](http://www.worldairportawards.com/Awards/worlds_cleanest_airports.html)