

December 6, 2023  
Japan Airport Terminal Co., Ltd.  
Tokyo International Air Terminal Corporation

## **Haneda Airport Passenger Terminal awarded a Five-Star Airport Rating, the world's highest recognition, in the World Airport Star Rating by SKYTRAX for the 10th consecutive year**



For the 10th consecutive year, the Haneda Airport Passenger Terminal<sup>\*1</sup> has been awarded the Five-Star Airport Rating, the world's highest-level recognition, in the World Airport Star Rating conducted by SKYTRAX<sup>\*2</sup> based in the UK.

We have worked to grasp customer needs, which have diversified because of the COVID-19 pandemic, and to pursue convenience and comfort within both the domestic and international terminals. As a result, we were highly rated for our efforts to maintain the world's best practice level in the various categories of facility functionality, quality of staff service and cleanliness of the building facilities as well as the resumption of facility operations for international flights at Terminal 2 and the enhancement of commercial facilities and wayfinding and signage standards.

All of us at Haneda Airport are committed to providing hospitality from a customer perspective through facilities and human services while always being grateful to our customers who use the airport and maintaining a high level of awareness of our role as the gateway to Japan. We will also continue to pursue the ideal state of Haneda Airport and aim to become an advanced airport that continues to be trusted by a wide range of stakeholders, including customers from around the world and the aviation industry, and that is friendly to both people and the environment.

<sup>\*1</sup>: Terminals 1 and 2 are owned, managed, and operated by Japan Airport Terminal Co., Ltd., and Terminal 3 by Tokyo International Air Terminal Corporation.

<sup>\*2</sup>: An aviation service research company founded in 1989 and based in the UK. The company evaluates airports and airlines around the world based on a wide variety of evaluation criteria and items.

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● **Five-Star Airports in the World Airport Star Rating** \*Regional Airports are excluded. (as of December 6, 2023)

Airport / Country	
Haneda Airport / Japan	Shanghai Hongqiao International Airport / China
Hong Kong International Airport / Hong Kong	Bahrain International Airport / Bahrain
Incheon International Airport / Korea	Istanbul Airport / Turkey
Changi Airport / Singapore	Shenzhen Bao'an International Airport / China
Munich Airport / Germany	Fiumicino Airport / Italy
Hamad (Doha) International Airport / Qatar	

For Reference

◇ Other Rankings (extracted from the official SKYTRAX website)

● **World's Best Airports:** Comprehensive evaluation

Rank	Airport / Country
1st	Changi Airport / Singapore
2nd	Hamad (Doha) International Airport / Qatar
3rd	Haneda Airport / Japan
4th	Incheon International Airport / Korea
5th	Charles de Gaulle Airport / France

● **Best Airports in Asia:** Comprehensive evaluation of airports in Asia

Rank	Airport / Country
1st	Changi Airport / Singapore
2nd	Haneda Airport / Japan
3rd	Incheon International Airport / Korea

● **World's Cleanest Airports:** Cleanliness

Rank	Airport / Country
1st	Haneda Airport / Japan
2nd	Changi Airport / Singapore
3rd	Hamad (Doha) International Airport / Qatar

● **World's Best Domestic Airports:** Comprehensive evaluation of domestic airports

Rank	Airport / Country
1st	Haneda Airport Domestic Terminal / Japan
2nd	Shanghai Hongqiao International Airport / China
3rd	Chengdu Tianfu International Airport / China

● **World's Best PRM\* / Accessible Facilities:**

Evaluation of the care provided by the facility for people who are elderly, disabled, or injured

Rank	Airport / Country
1st	Haneda Airport / Japan
2nd	Kansai International Airport / Japan
3rd	Incheon International Airport / Korea

\*PRM stands for Persons with Reduced Mobility.

[Link to the SKYTRAX website: Official SKYTRAX Five-Star Airports | Global Airport Rating](https://skytraxratings.com/tokyo-haneda-airport-awarded-our-highest-5-star-airport-rating-for-10th-consecutive-year)

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