

ANA Elevates Premium Member Check-in Experience for Domestic Flights at Haneda Airport

- Starting in December 2024, the ANA SUITE CHECK-IN and ANA PREMIUM CHECK-IN will be renovated for domestic flights at Haneda Airport.
- With the addition of more counters and the latest security screening equipment, passenger wait times will be reduced, allowing for a smoother security checkpoint experience.



ANA PREMIUM CHECK-IN (north side), ANA SUITE CHECK-IN exterior

(The images are for illustrative purposes only)

TOKYO, Nov. 21, 2024 – All Nippon Airways (ANA), Japan's largest 5-Star airline for 11 consecutive years, will renovate its check-in facilities in phases. The ANA SUITE CHECK-IN for Diamond Service members will be renewed starting Dec. 2, 2024, followed by the north side ANA PREMIUM CHECK-IN for premium members and premium class passengers on Dec. 18. Renovations for the south side the ANA PREMIUM CHECK-IN will be completed in Summer 2025.

The redesigned ANA SUITE CHECK-IN will feature more counters and a spacious, comfortable check-in layout. The ANA PREMIUM CHECK-IN has been upgraded with new digital signage and an improved layout for added convenience for passengers. The renovations will also introduce streamlined security procedures, eliminating the need to remove laptops and liquids from carry-on baggage. The implementation of smart lanes technology will further expedite the check-in process.

“ANA is committed to providing a superior travel experience for our customers,” Tomoji Ishii, Executive Vice President, Customer Experience Management and Planning of ANA said. “These renovations demonstrate our dedication to passenger comfort and ease, showcasing Japanese craftsmanship and sustainable practices like incorporating recycled materials and traditional techniques. We will continue to innovate and enhance our services to exceed customer expectation.”

Toban, decorative ceramic panels, will adorn the façade of each facility. The panels are made from recycled fragments of in-flight tableware, showcasing unique color and texture of each piece of pottery produced by artisans. The wall surface of the ANA SUITE CHECK-IN will feature traditional plastering, a technique recognized as a UNESCO Intangible Cultural Heritage. Completing the design is environmentally conscious flooring made of carbon-

neutral natural linoleum.

【About ANA SUITE CHECK-IN / ANA PREMIUM CHECK-IN】

			ANA SUITE CHECK-IN	ANA PREMIUM CHECK-IN
Service Recipient			"Diamond Service" members	"Diamond Service" members "Platinum Service" Members "Super Flyers Service" Members Premium Class passengers
Place			Haneda Airport Terminal 2 South	Haneda Airport Terminal 2 North Haneda Airport Terminal 2 South
Renewal Date			December 2, 2024	December 18, 2024 Summer 2025
Renewal Point	1. Convenience	C'K-IN	3 more counters added	New digital signage
		Security Check	Implementation of smart lanes, inspections that do not require removal of computers or liquid materials	
	2. Direction of Japanese Beauty	<ul style="list-style-type: none"> Traditional Japanese plaster "Toban" (ceramic panels) Traditional plastering by artisan 		<ul style="list-style-type: none"> Traditional Japanese plaster "Toban" (ceramic panels)
		3. Environmental Considerations	Partial reuse of in-flight tableware in "Toban", and use of carbon neutral flooring materials	

Contact: ANA Corporate Communications, TEL +81-3-6735-1111, publicrelations@ana.co.jp



About ANA

Founded in 1952 with just two helicopters, All Nippon Airways (ANA) has grown to become the largest airline in Japan. Today, ANA HOLDINGS Inc. (ANA HD) is recognized as one of the World's Most Admired companies by Fortune.

ANA HD was established in 2013 as the largest airline group holding company in Japan, comprising 70 companies. It offers three distinct airline brands: ANA, Peach, the leading LCC in Japan, and AirJapan, launched in 2024 for international routes covering Asia.

ANA's legacy of superior service has earned SKYTRAX's 5-Star rating every year since 2013, making it the only Japanese airline to win this prestigious designation for 11 consecutive years. ANA has topped Cirium's Asia Pacific on-time performance rankings for five consecutive years during which the awards were announced.

ANA HD has been selected as a member of the Dow Jones Sustainability World Index list for seven consecutive years and the Dow Jones Sustainability Asia Pacific Index list for eight consecutive years.

For more information about ANA and ANA HD, please visit: <https://www.ana.co.jp/group/en/>