

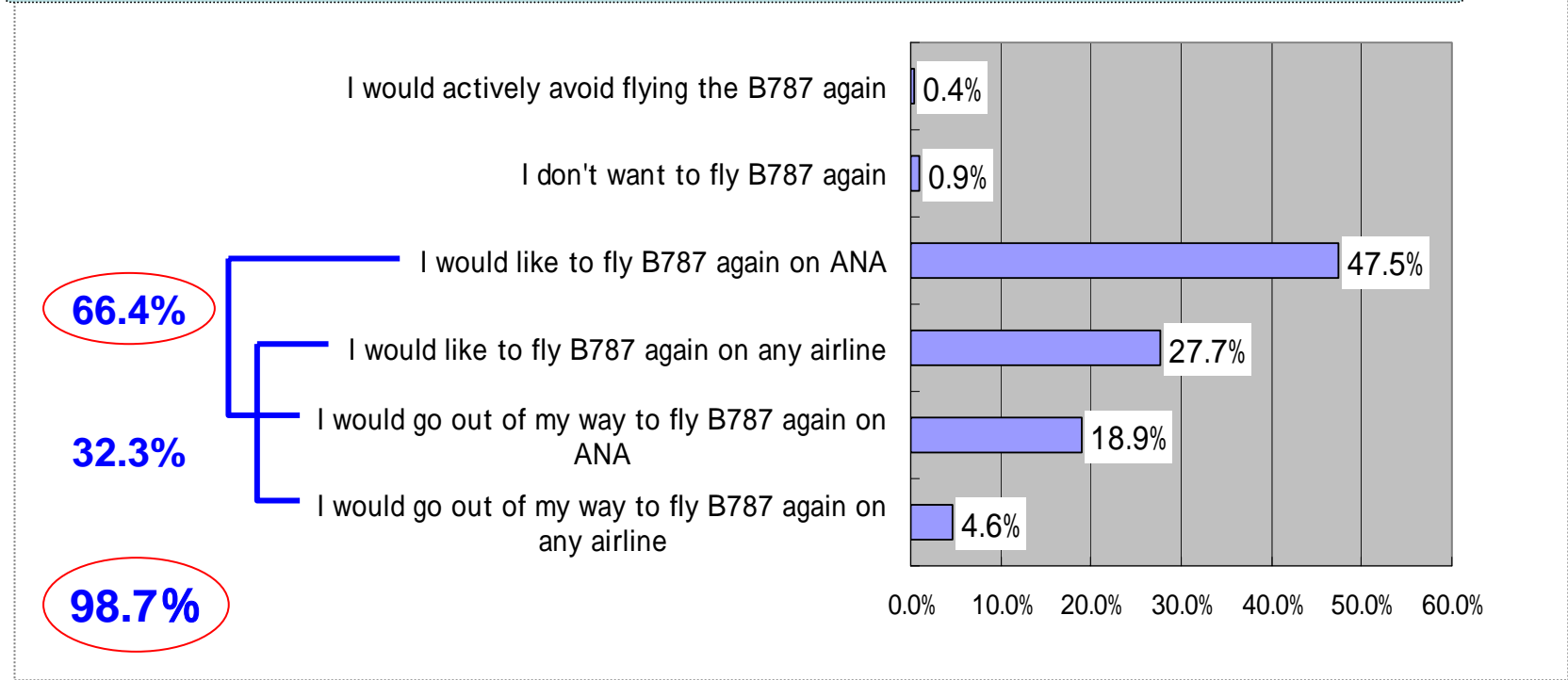
Results of 787 Customer in-flight survey

Some 98 per cent of passengers said they would like to fly again on the Dreamliner with ANA or another airline or go out of their way to do so

A quarter of passengers who have flown on the Boeing 787 with ANA would go out of their way to fly on the aircraft again

Survey Methodology
Target: ANA's B787 adult passengers on long haul flights
Timing: March 22 - April 21, 2012
Participation: 814 completed surveys were received

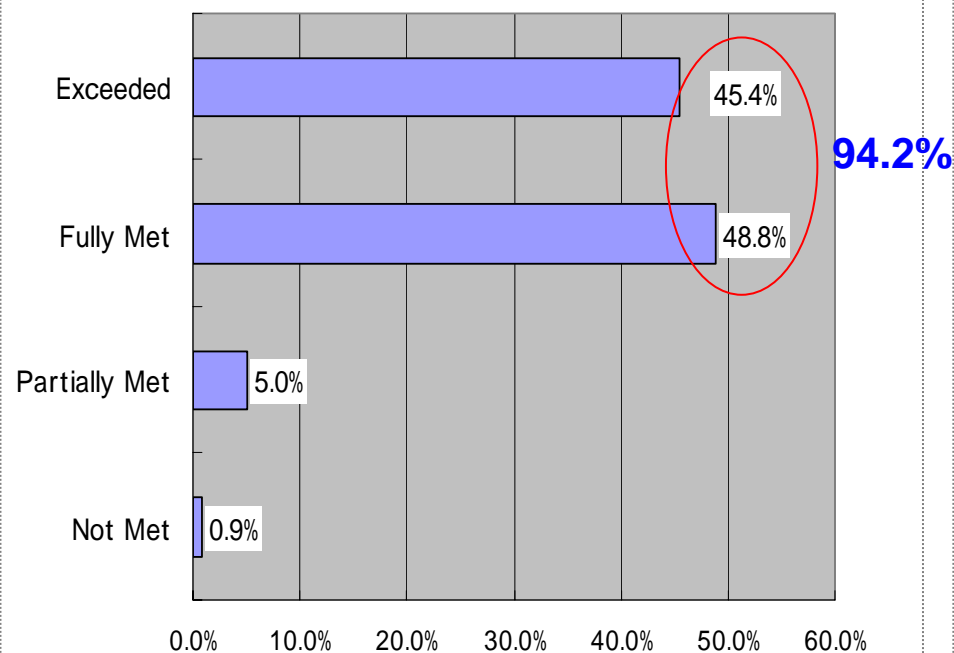
Q: Which of the following best describes how you feel about the aircraft you were just on?



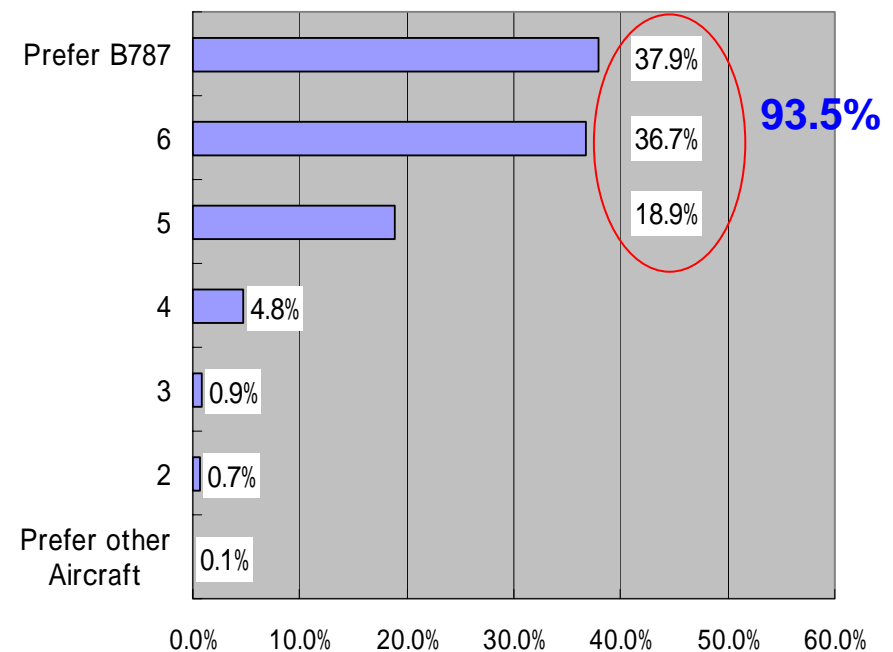
Overall experience, degree of preference

Nine in ten passengers said their overall experience of the 787 met or exceeded expectations and over 90 per cent expressed a preference or strong preference for flying in the Dreamliner over other aircraft

Q: Overall Dreamliner experience



Q: Degree of preference for the Dreamliner over other aircraft



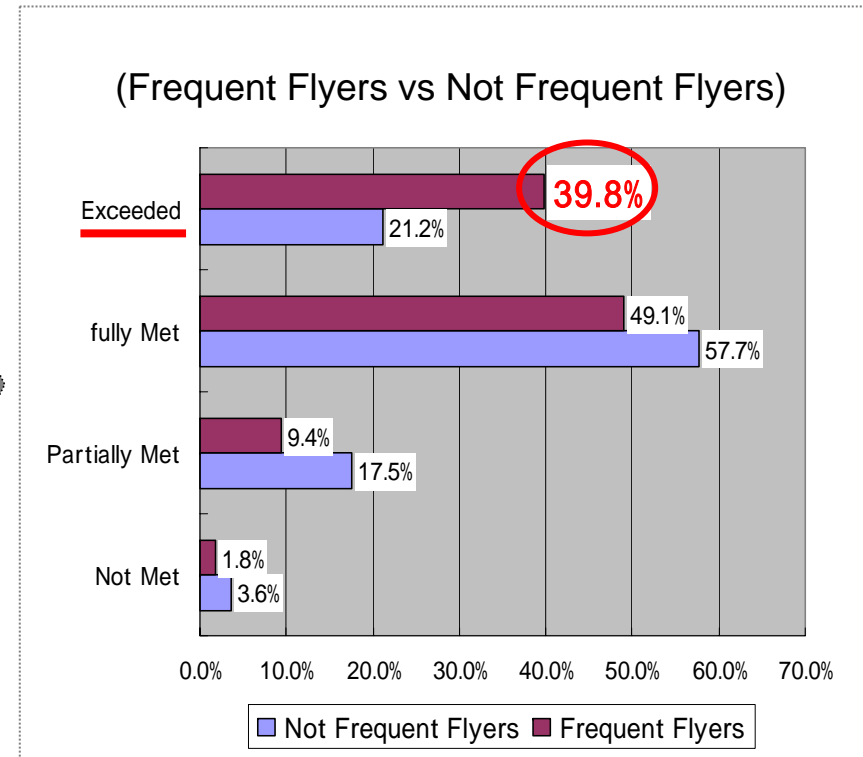
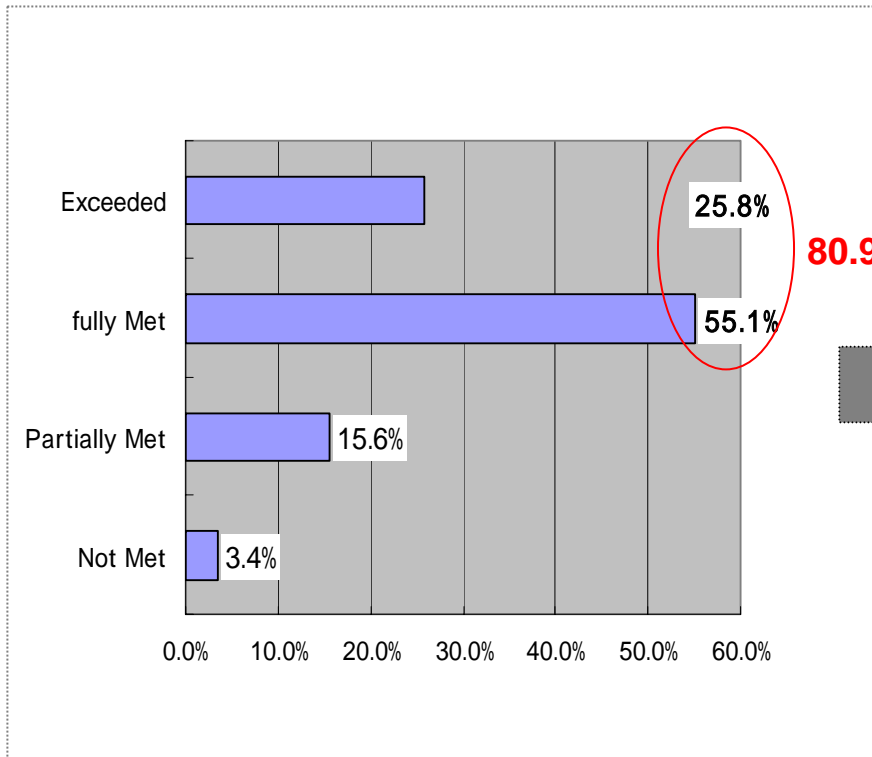
Humidity

Four in five passengers said the higher humidity levels in the 787 – made possible by the composite fuselage structure – were fully met or exceeded expectations

The more frequent the passenger, the more he/she recognizes the improvement in humidity

Q: Cabin humidity during flight

Frequent flyers: Passengers who have flown more than 13 round trips in the last 12 months. (23.6% of all respondents)



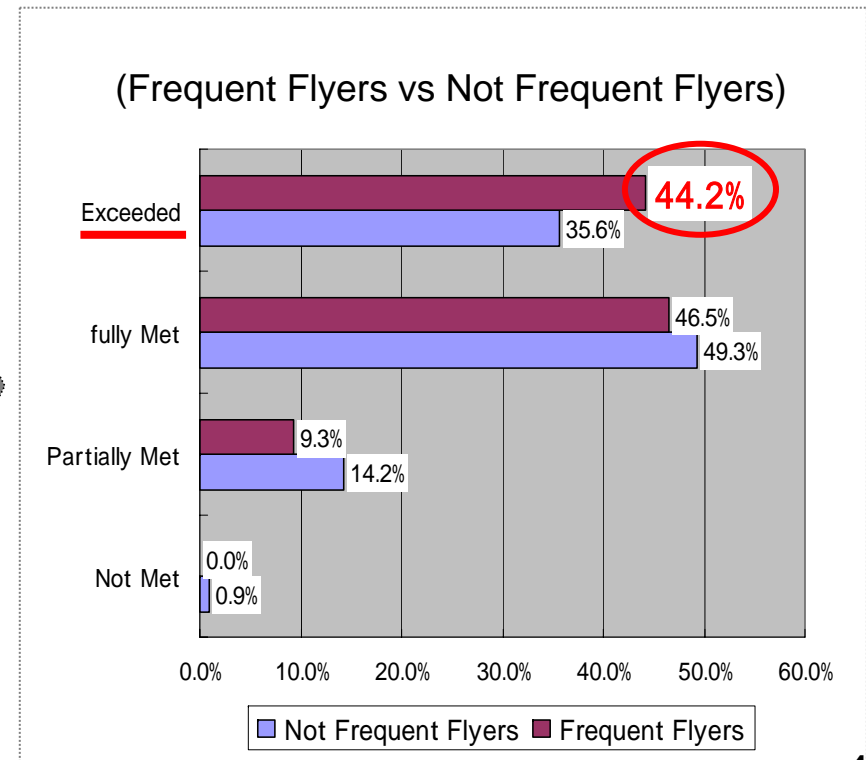
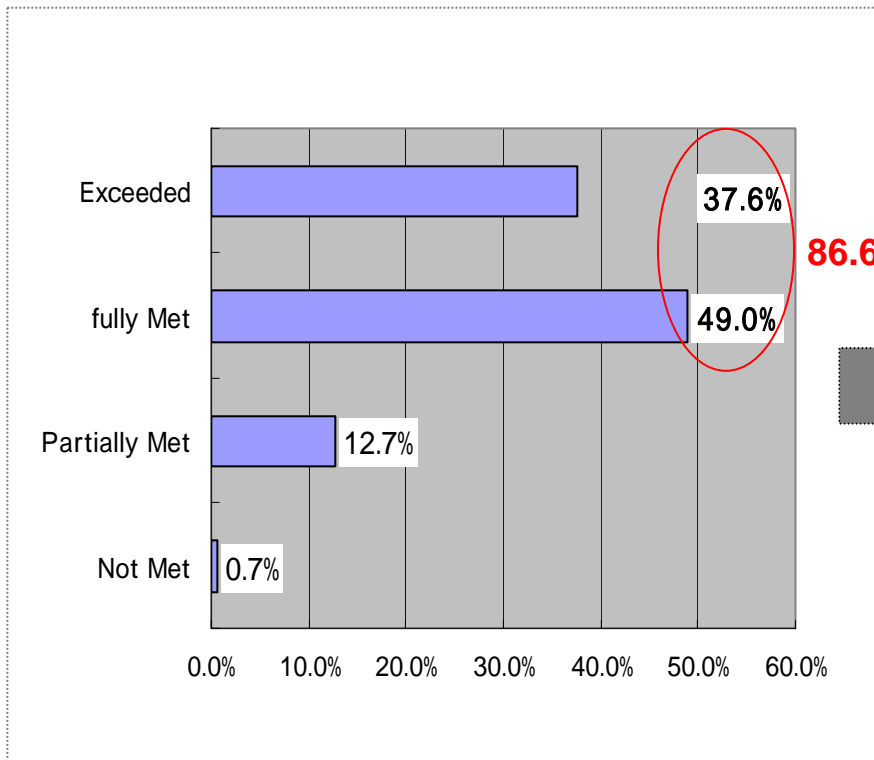
Pressure

Air quality and cabin pressure met or exceeded expectations for nine in ten passengers

The more frequent the passenger, the more he/she recognizes the improvement in air pressure

Q: Air pressure on ears

Frequent flyers: Passengers who have flown more than 13 round trips in the last 12 months. (23.6% of all respondents)



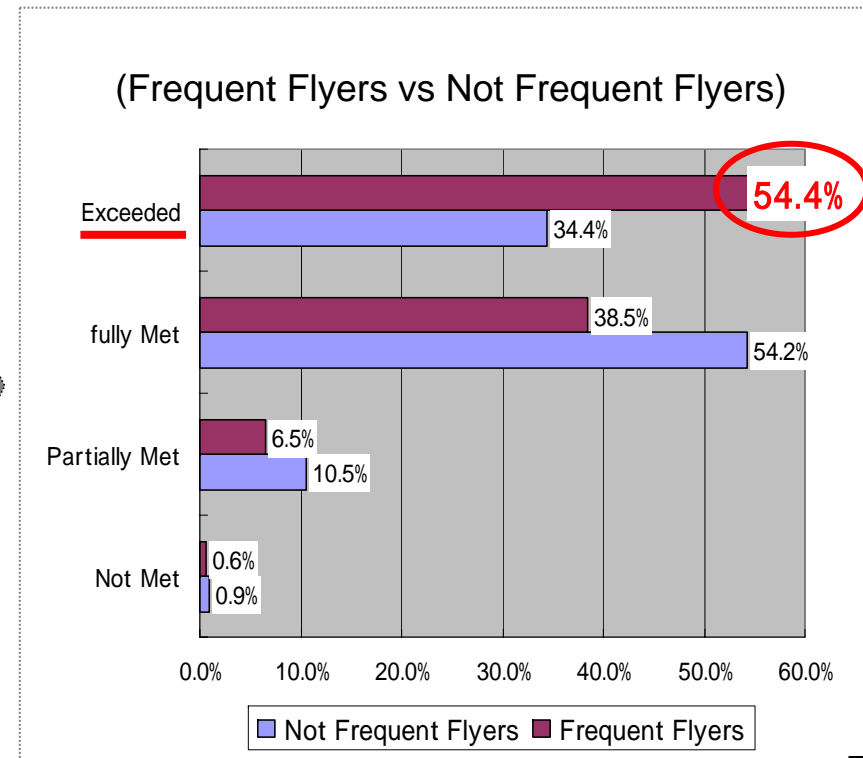
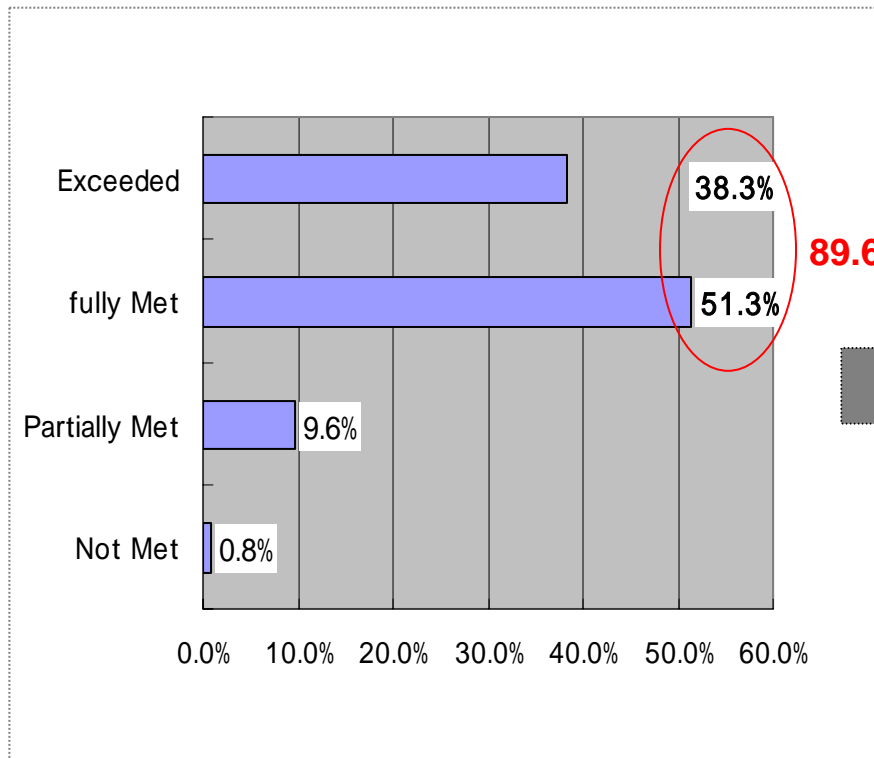
Window

The size of the Dreamliner's windows – which are 20 per cent bigger than those on competing aircraft – exceeded expectations among four in ten passengers and met them for a further 50 per cent

The more frequent the passenger, the more he/she appreciates the larger windows

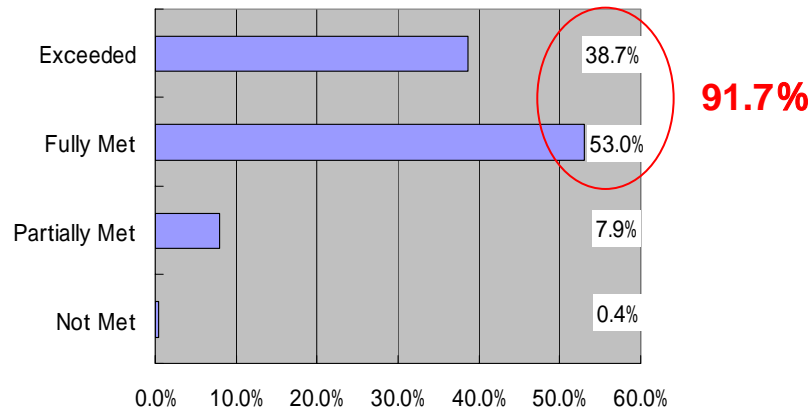
Q: Window size

Frequent flyers: Passengers who have flown more than 13 round trips in the last 12 months. (23.6% of all respondents)



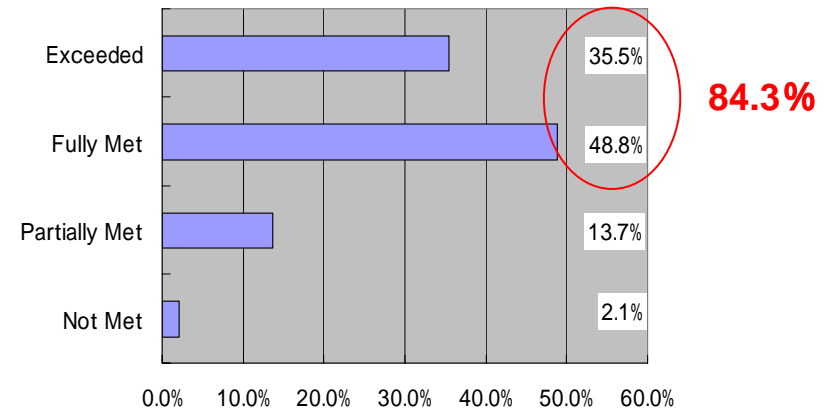
Q: Headroom

More than 90% felt that headroom was fully met or exceeded expectations



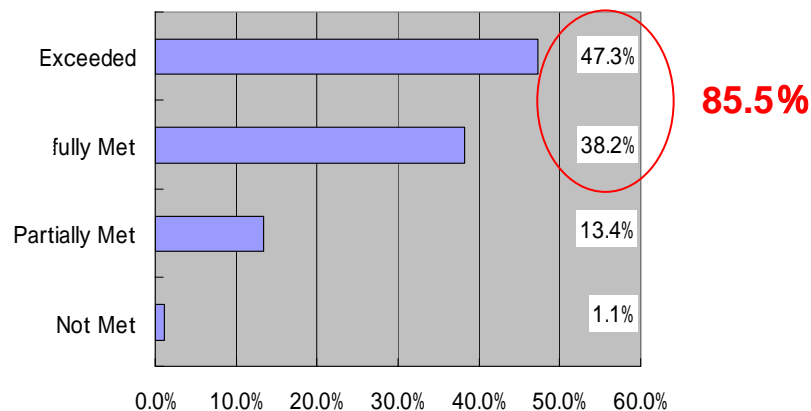
Q: Personal space

Eight in ten passengers said the amount of personal space met or exceeded expectations



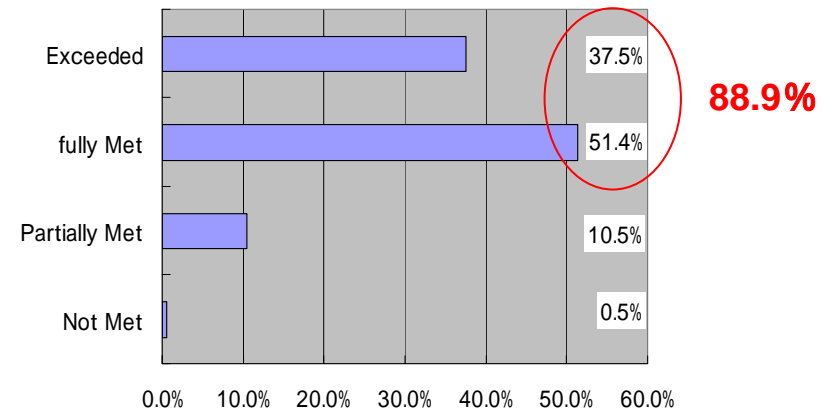
Q: Dimmability of the window size

Nearly half of passengers said window dimmability was exceeded expectations while a further 38 per cent said it fully met



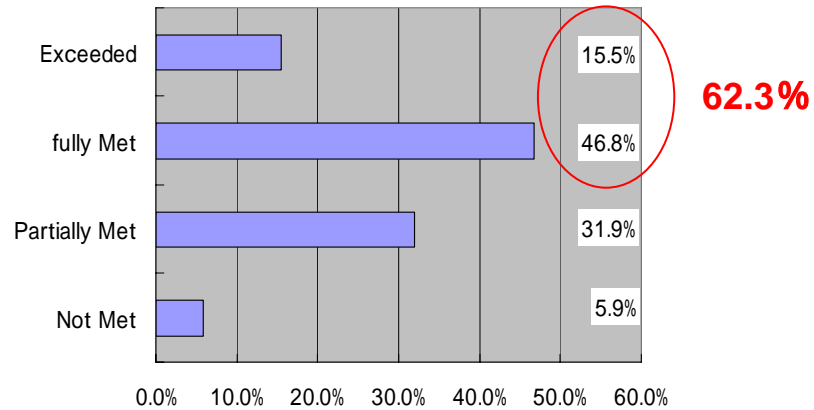
Q: Cabin lighting

Cabin lighting exceeded or met expectations for 90 per cent of passengers



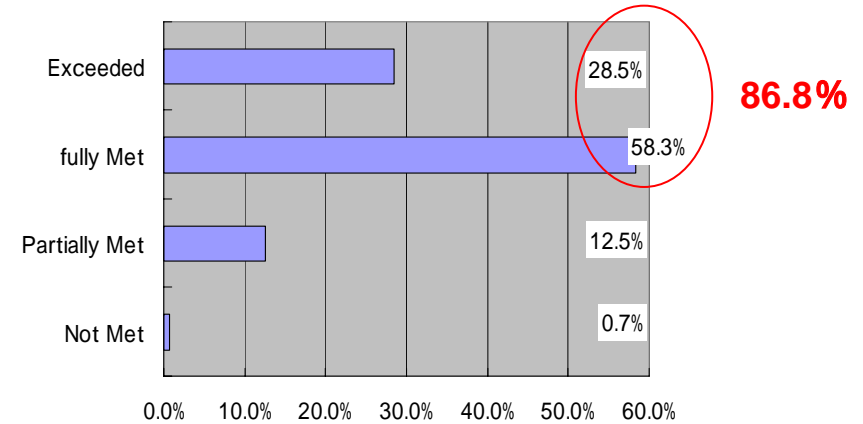
Q: Quietness during flight

Quietness of the flight exceeded or fully met for some 62 per cent of passengers



Q: Smoothness of flight

Smoothness of the flight was fully met or exceeded expectations for 87 per cent of passengers



Q: Lavatory

The lavatories – which feature windows as standard – exceeded expectations for half of all passengers

