

2014年8月28日

報道各位

日本空港ビルディング株式会社
東京国際空港ターミナル株式会社

羽田空港旅客ターミナルは SKYTRAX 社の実施する “Global Airport Ranking” で 日本で初めて「5 スターエアポート」を獲得



今般、おかげさまで、羽田空港旅客ターミナルは英国の SKYTRAX 社^(注1)が実施する“Global Airport Ranking”において、日本の空港では初めて世界最高水準である「5 スターエアポート」を獲得いたしました。

本年3月に羽田空港国内線旅客ターミナルの使いやすさやアクセスの良さなどを評価する国内線空港総合評価の「World's Best Domestic Airport」部門および国内線・国際線両ターミナル^(注2)の清潔さや快適さを評価する「Best Airport Terminal Cleanliness」部門において、2年連続（2013年、2014年）で世界第1位の評価を受けたことに引き続き、この度、部門単位ではなく、旅客ターミナルの基本施設、物販・飲食等サービス施設およびターミナル内におけるデザインや清潔さなど約300に及び項目を評価対象とし、羽田空港旅客ターミナル全体の施設やサービスの品質が総合的に世界最高水準にあると評価されました。

羽田空港は観光立国の推進や国内線ネットワークを活用した航空ハブ機能の強化など、国内線旅客ターミナル、国際線旅客ターミナルともに、大変重要な役割を担うこととなります。

今後も空港を利用されるお客さまを第一に考え、お客さまから信頼され、選ばれ続けられるよう、安全性はもちろん、利便性・快適性・機能性に優れた施設とサービスを提供し、世界 NO.1 の品質を誇る旅客ターミナルを目指してまいります。

注1) 1989年創立のイギリスに拠点を置く航空サービスリサーチ会社。世界の空港や航空会社の評価を行っており、評価の項目は多岐に渡っています。

注2) 羽田空港旅客ターミナルは、国内線第1、第2旅客ターミナルは日本空港ビルディング株式会社が、国際線旅客ターミナルは、東京国際空港ターミナル株式会社がそれぞれ所有、管理・運営をしています。

【本件に関するお問い合わせ】

日本空港ビルディング(株) 広報部 [TEL:03-5757-8030](tel:03-5757-8030)
東京国際空港ターミナル(株) 企画部 [TEL:03-6428-5901](tel:03-6428-5901)
(9:00~17:30) ※土日祝日除く。

◇ ランキング（SKYTRAX 社ホームページより抜粋）

● 「Global Airport Ranking 5 スター空港」

空港/国
羽田空港旅客ターミナル（第1・第2・国際線）/日本
香港国際空港/中国
仁川国際空港/韓国
チャンギ国際空港/シンガポール

《参 考》

● 「World's Best Domestic Airport 2014」：国内線空港総合ランキング

順位	空港/国
1位	羽田空港国内線ターミナル（第1・第2）/日本
2位	上海虹橋国際空港/中国
3位	ダーバン キング シャカ国際空港/南アフリカ

● 「Best Airport Terminal Cleanliness 2014」：カテゴリー別ランキング

順位	空港/国
1位	羽田空港国内線ターミナル（第1・第2）・国際線ターミナル/日本
2位	仁川国際空港/韓国
3位	チャンギ国際空港/シンガポール

SKYTRAX 社 ホームページ：<http://www.worldairportawards.com/index.htm>



「Official SKYTRAX 5-Star Airports | Global Airport Ranking」

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_2014/best_domestic_airport.htm

「Best Airport Terminal Cleanliness」

http://www.worldairportawards.com/Awards_2014/best_airport_cleanliness.htm

August 28, 2014

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

**Tokyo International Airport Haneda Becomes
First Japanese Airport Awarded 5-Star Airport Status
in Skytrax's Global Airport Ranking**



Tokyo International Airport Haneda gained 5-Star Airport status, the top quality ranking, in the Global Airport Ranking conducted by Skytrax¹ of the UK. Haneda is the first airport in Japan to be granted this honor.

In March this year—for the second year in a row (2013 and 2014)—Haneda's domestic terminals were awarded first place in the World's Best Domestic Airport category, which evaluates ease of use and ease of access among other items, and Haneda's domestic and international terminals² were presented with first place in the Best Airport Terminal Cleanliness category, which rates airports in such areas as cleanliness and comfort. This year, Haneda also moved beyond awards in individual categories. Haneda was rated comprehensively to be among the best in the world in terms of the quality of its terminal facilities and services overall, based on an evaluation of about 300 items—such as the terminals' core facilities and service facilities (shopping as well as food and beverage facilities) as well as the design and cleanliness of the terminals.

Boasting both domestic and international terminals, Tokyo International Airport Haneda will play a very important role in the future in furthering Japan's development as a tourism-oriented nation and in strengthening air transport hub functions in Japan by making the most of the nation's domestic air transport network.

Placing the highest priority on airport customers, we will continue to provide facilities and services that offer exceptional safety, convenience, comfort, and functionality, so that Haneda continues to be trusted and selected by customers. We will strive to be a passenger terminal that offers the world's best quality long into the future.

Notes

1. 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.
2. 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.

For more information

Japan Airport Terminal Co., Ltd. (Public Relations Div.)

Tokyo International Air Terminal Corporation (Corporate Planning Div.)

(9:00–17:30; excl. Sat., Sun., and holidays)

Tel: [+81-3-5757-8030](tel:+81-3-5757-8030)

Tel: [+81-3-6428-5901](tel:+81-3-6428-5901)

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

Airport / Country
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

Ref.

- **World's Best Domestic Airport 2014 (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

- **Best Airport Terminal Cleanliness 2014 (Ranking by Category)**

Rank	Airport / Country
1	Tokyo International Airport Haneda (Domestic Terminals 1 and 2 and International Terminal) / Japan
2	Incheon International Airport / South Korea
3	Singapore Changi Airport / Singapore

Skytrax Website

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



Official Skytrax 5-Star Airports | Global Airport Ranking

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_2014/best_domestic_airport.htm

Best Airport Terminal Cleanliness

http://www.worldairportawards.com/Awards_2014/best_airport_cleanliness.htm

2014년 8월 28일

일본공항빌딩주식회사
도쿄국제공항터미널주식회사

하네다공항 여객터미널은 SKYTRAX 사가 실시한
“Global Airport Ranking”에서
일본에서 최초로 ‘5 스타 에어포트’를 획득



금번에 하네다공항 여객터미널은 영국 SKYTRAX 사^(주 1)가 실시한 “Global Airport Ranking”에서 일본 공항으로는 최초로 세계최고수준인 ‘5 스타 에어포트’를 획득했습니다.

올해 3월, 하네다공항 국내선 여객터미널의 사용 편리성과 접근 용이성 등을 평가하는 국내선 공항 종합평가 ‘World’s Best Domestic Airport’ 부문 및 국내선·국제선 양 터미널^(주 2)의 청결함과 쾌적함을 평가하는 ‘Best Airport Terminal Cleanliness’ 부문에서 2년 연속(2013년, 2014년)으로 세계 1위로 평가받는데 이어, 금번에 부문 단위가 아닌 여객터미널 기본 시설, 물품 판매·음식 등 서비스 시설 및 터미널 내 디자인과 청결함 등 300여 개에 이르는 평가대상 항목에서 하네다공항 여객터미널 전체 시설과 서비스 품질이 종합적으로 세계 최고 수준이라는 평가를 받았습니다.

하네다공항은 관광입국 추진과 국내선 네트워크를 활용한 항공 허브 기능 강화 등, 국내선 여객터미널, 국제선 여객터미널과 함께 대단히 중요한 역할을 맡게 됩니다.

앞으로도 공항을 이용하시는 고객님을 최우선으로 생각하며, 고객님께 신뢰받고 계속적으로 선택받을 수 있도록 안전성은 물론, 편리함·쾌적함·기능성이 뛰어난 시설과 서비스를 제공하고, 세계 일등의 품질을 자랑하는 여객터미널을 지향해 나가겠습니다.

주 1) 1989년에 창립된 영국에 거점을 둔 항공서비스 리서치 회사. 세계의 공항과 항공사를 평가하며, 평가항목은 매우 다양합니다.

주 2) 하네다공항 여객터미널은 국내선 제 1, 제 2 여객터미널은 일본공항빌딩 주식회사가, 국제선 여객터미널은 도쿄국제공항터미널 주식회사가 각각 소유하고 관리 운영하고 있습니다.

【본건에 관한 문의】

일본공항빌딩(주) 홍보부

[TEL:+81-3-5757-8030](tel:+81-3-5757-8030)

도쿄국제공항터미널(주) 기획부

[TEL:+81-3-6428-5901](tel:+81-3-6428-5901)

(9:00 ~ 17:30) ※주말, 공휴일 제외

◇ 랭킹 (SKYTRAX 사 홈페이지에서 발췌)

● ‘Global Airport Ranking 5 스타 공항’

공항/국가
하네다공항 여객터미널(제 1 · 제 2 · 국제선)/일본
홍콩국제공항/중국
인천국제공항/한국
창이국제공항/싱가폴

《참 고》

● ‘World’s Best Domestic Airport 2014’ : 국내선 공항 종합 랭킹

순위	공항/국가
1 위	하네다공항 국내선터미널(제 1 · 제 2)/일본
2 위	상하이 훙차오국제공항/중국
3 위	더반 킹 샤카국제공항/남아프리카

● ‘Best Airport Terminal Cleanliness 2014’ : 카테고리별 랭킹

순위	공항/국가
1 위	하네다공항 국내선터미널(제 1 · 제 2) · 국제선터미널/일본
2 위	인천국제공항/한국
3 위	창이국제공항/싱가폴

SKYTRAX 사 홈페이지 : <http://www.worldairportawards.com/index.htm>



‘Official SKYTRAX 5-Star Airports | Global Airport Ranking’

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_2014/best_domestic_airport.htm

‘Best Airport Terminal Cleanliness’

http://www.worldairportawards.com/Awards_2014/best_airport_cleanliness.htm

2014年8月28日

日本机场大厦株式会社
东京国际机场候机楼株式会社

羽田机场候机楼代表日本
在 SKYTRAX 公司评选的“Global Airport Ranking”中
首次荣获“5 星级机场”称号



此次，承蒙大家的鼎力支持，羽田机场候机楼在英国 SKYTRAX 公司^(注1)实施的“Global Airport Ranking”评选中，作为日本的机场首次荣获了全球最高荣誉的“5 星级机场”称号。

今年 3 月羽田机场国内线候机楼在评价交通和使用便利性等方面的国内航线机场综合评价“World’s Best Domestic Airport”部门以及评价国内和国际线两个候机楼^(注2)的清洁及舒适性的“Best Airport Terminal Cleanliness”部门中，连续 2 年（2013 年、2014 年）获得了全球第一。此次，不仅是单项部门，而是候机楼的基础设施、商业及餐饮等服务设施以及候机楼内的布局设计和清洁感等约 300 个评价项目，即羽田机场候机楼的整体设施和服务品质的综合评价赢得了全球最高的荣誉。

为了推进观光立国和强化利用国内航线网的航空枢纽功能等，羽田机场的国内线候机楼和国际线候机楼都将担负起至关重要的作用。

今后，我们仍将本着旅客至上的方针，除了最基本的安全性，还要提供具有卓越便利性、舒适性、功能性的设施及服务，力争赢得旅客的信赖，保持荣誉，成为以世界 NO.1 品质著称的机场候机楼。

注 1) 成立于 1989 年、总部设在英国的航空服务调查公司。对全球的机场和航空公司进行评价，评价项目遍及多个方面。

注 2) 羽田机场候机楼当中，国内线第 1、第 2 候机楼由日本机场大厦株式会社，国际线候机楼由东京国际机场候机楼株式会社分别所有、管理和运营。

【有关详情的咨询联系方式】

日本机场大厦（株）广报部 [TEL: +81-3-5757-8030](tel:+81-3-5757-8030)

东京国际机场候机楼（株）企画部 [TEL: +81-3-6428-5901](tel:+81-3-6428-5901)

(9:00~17:30) ※周六日和节假日除外。

● “Global Airport Ranking 5 星级机场”

机场/国家
羽田机场候机楼（第 1、第 2、国际线）/日本
香港国际机场/中国
仁川国际机场/韩国
樟宜国际机场/新加坡

《参 考》

● “World’ s Best Domestic Airport 2014”：国内线机场综合排名

排名	机场/国家
第 1 名	羽田机场国内线候机楼（第 1、第 2）/日本
第 2 名	上海虹桥国际机场/中国
第 3 名	德班沙卡国王国际机场/南非

● “Best Airport Terminal Cleanliness 2014”：单项部门排名

排名	机场/国家
第 1 名	羽田机场国内线候机楼（第 1、第 2）及国际线候机楼/日本
第 2 名	仁川国际机场/韩国
第 3 名	樟宜国际机场/新加坡

SKYTRAX 公司 网页: <http://www.worldairportawards.com/index.htm>



“Official SKYTRAX 5-Star Airports | Global Airport Ranking”

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 2014/best domestic airport.htm>

“Best Airport Terminal Cleanliness”

<http://www.worldairportawards.com/Awards 2014/best airport cleanliness.htm>