

Press Release

RECARO AIRCRAFT SEATING (CHINA) CO., LTD. NAMED BEST SEATING SUPPLIER BY JAPAN AIRLINES

Superior after-sales support recognized

SCHWAEBISCH HALL, GERMANY, JANUARY 14, 2025 – RECARO Aircraft Seating (China) Co., Ltd. (RECARO) received the 2023-2024 Best Seat Supplier Award from Japan Airlines (JAL) for their outstanding after-sales support and their embodiment of the Japanese service culture of “Omotenashi”. A term originating from traditional Japanese tea ceremonies, which describes the concepts of hospitality and mindfulness. Usage of the term gained international awareness after the 2020 Summer Olympics in Tokyo and has since become a service industry benchmark.

JAL created this award for the seat manufacturers for the first time in recognition of good customer services. JAL has been widely recognized for their multiple SKYTRAX awards for consecutive years, including Best Economy Class Seat. As a long-term Economy Class seating supplier for JAL, receiving this prestigious award is a first for RECARO and a testament to the value they place on customer satisfaction.

“Excellence is a core value at RECARO, and being recognized for our outstanding service by an airline partner like JAL is a great honor for us,” said Mark Hiller, CEO of RECARO Aircraft

Seating and RECARO Holding. “This award emphasizes the importance we place on building trust with our customers and delivering award-winning services.”

“The entire RECARO team is incredibly proud to receive this outstanding best supplier award,” said Irene Tan, General Manager at RECARO Aircraft Seating (China) Co., Ltd.. “I feel deeply honored for the team and their dedication to support JAL according to our RECARO brand DNA ‘feel performance’. Thank you Japan Airlines for this wonderful token of appreciation.”

“Japan Airlines wants to express its recognition and appreciation for the remarkable capabilities of RECARO. Despite disruptions in the supply chain and challenges in maintaining a healthy supply system, a high level of performance has been maintained. The excellent and sustainable practices have significantly contributed to our success and the comfort of our passengers, and we highly value the partnership. We are grateful for RECARO's continued commitment to excellence and support in maintaining JAL's reputation as a world-class airline. To continue being successful in the future, we look forward to sustainable improvements in quality and services,” said Kojiro Yamashita, Vice President of Procurement, Japan Airlines.

Japan Airlines, a leading global airline, is renowned for their excellent service, winning consecutive SKYTRAX Awards for Economy Class seating. Serving over 380 destinations, JAL is recognized as a 5-Star and World Class Airline, committed to passenger satisfaction.

About RECARO Aircraft Seating

RECARO Aircraft Seating is at the forefront of the aviation industry, delivering superior seating solutions for economy, premium and business class that combine innovation with comfort. As a leading supplier for economy class seats, RECARO is known for ergonomic lightweight designs and a commitment to excellence. Striving to shape the future of air travel, RECARO invests heavily in R&D, while maintaining a focus on reliability, efficiency, and sustainability. Headquartered in Schwaebisch Hall, Germany, the legacy of the family-owned company is supported by more than 2,500 skilled employees across its sites in China, Poland, South Africa and the United States. In 2023, RECARO earned nearly 510 million euros in revenue. For more information, please visit www.recaro-as.com.

About RECARO Group

The RECARO Group comprises the independently operating divisions RECARO Aircraft Seating in Schwaebisch Hall, Germany, RECARO Gaming located in Stuttgart, Germany, and RECARO Rail located in Grodzisk Wielkopolski, Poland. In 2023, the Group achieved a consolidated revenue of approximately €525 million, underscoring its prominent position in the global market. With an international workforce of more than 2,600 professionals, RECARO continues to set the benchmark for innovation, comfort, and design excellence in seating solutions. For more information, please visit www.recaro.com.

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