Airlines

Driving forces
To capitalize on ongoing industry changes, airlines need to remain future-oriented. As the lines between full-service and low-cost airlines continue to move, companies must better understand their customers and be prepared to adapt their service offerings. Digitalization will play an important role in delivering an enhanced customer experience. Passenger safety is a critical issue and demands transparency to prevent reputational risks in the aftermath of operational incidents. Labor practices remain important considering the highly unionized workforce and the latent risk of strikes, which result in revenue reduction and operational disruptions. On the environmental front, operational eco-efficiency drives profitability, and the adoption of newest generation of more efficient aircraft leads to greater differentiation between companies.

Highlighted criteria & Dimension weight
Economic Dimension ............... 43%
- Risk & Crisis Management
- Efficiency
- Fleet Management

Environmental Dimension ....... 23%
- Operational Eco-Efficiency
- Climate Strategy
- Environmental Policy & Management Systems

Social Dimension .................... 34%
- Passenger Safety
- Labor Practice Indicators
- Talent Attraction & Retention

Sustainability leaders 2019
SAM Gold Class
ANA Holdings Inc Japan

SAM Bronze Class
Air France-KLM France
China Airlines Ltd * Taiwan

Sustainability Yearbook Members
Latam Airlines Group SA Chile

* SAM Industry Mover

Industry statistics
Number of companies in universe 31
Number of companies assessed in 2018 23
Assessed companies to total companies in universe 74%
Market of assessed companies to total market 87%

Results at industry level

The box-and-whisker plot describes the distribution of scores in the industry, based on all assessed companies. More information is available in the Reading Instructions in the introduction.