



Airlines

Driving forces

The airline industry experienced a stellar financial year in 2016, with most airlines reporting their strongest financial performance ever. Airlines have benefited from stabilizing economic conditions, consolidation and low fuel costs, but need to remain future-oriented in order to capitalize on emerging trends. As the lines between full cost service and low cost airlines continue to blur, companies must better understand customers and be prepared to adapt their service offerings. Digitization will play an important role in delivering an enhanced customer experience. Passenger safety is one of the most critical issues and demands more transparency in order 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 that result in revenue reductions and operational disruptions. On the environmental front, operational eco-efficiency drives profitability, and the newest generation of aircraft allow companies to differentiate themselves in this area.

Highlighted criteria

Economic Dimension

- Efficiency
- Fleet Management
- Risk & Crisis Management

Environmental Dimension

- Climate Strategy
- Environmental Policy & Management Systems
- Operational Eco-Efficiency

Social Dimension

- Labor Practice Indicators
- Passenger Safety
- Talent Attraction & Retention

Sustainability leaders 2018

●	RobecoSAM Gold Class	
	ANA Holdings Inc*	Japan
●	RobecoSAM Silver Class	
	Air France-KLM	France
	Sustainability Yearbook Members	
	China Airlines Ltd	Taiwan
	Latam Airlines Group SA	Chile

* RobecoSAM Industry Mover

Industry statistics

Number of companies in universe	31
Number of companies assessed by RobecoSAM in 2017	20
Assessed companies to total companies in universe (%)	65
Market capitalization of assessed companies to total market capitalization (%)	85

Results at industry level

Dimension	Average score	Best score	Dimension weight
Economic	52	80	43%
Environmental	45	92	23%
Social	46	81	34%

Total score

