

Member of DJSI World, DJSI Europe

Company Information

Country: France

Index market cap*: 2,418

*USD millions

Source: S&P Global BMI, 30 August 2019

2019 Assessment Results

Source: SAM CSA, 13 September 2019

Total Scores



Economic



Environmental



Social



■ Air France-KLM
 ■ Industry Average Score
 ■ Industry Best Score

Industry Overview	Maximum Score	Average Score
Total	81	40
Economic Dimension	78	42
Environmental Dimension	92	43
Social Dimension	81	36

DJSI World	Maximum Score	Average Score
Total	81	78
Economic Dimension	78	73
Environmental Dimension	92	89
Social Dimension	81	77

Air France-KLM leads the Airlines industry in SAM Corporate Sustainability Assessment based on its Total Sustainability Score in 2019. This report provides a broad overview of the performance of the Airlines industry and the relative positioning of Air France-KLM at the dimension and criteria level.

Industry Drivers

Intensified competition in the airline industry challenges companies to balance high consumer expectations with the ability to deliver in an efficient and profitable way. As the full-service and low-cost airlines continue to integrate, 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. Besides the usual expectations of a transportation service (eg. reliability, punctuality, affordability, safety, comfort etc.), consumers are increasingly gravitating towards eco-friendly transport over polluting varieties. Passenger safety is a critical issue demanding 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 operational disruptions, lower customer satisfaction and ultimately revenue and profit reduction. On the environmental front, operational eco-efficiency drives resource efficiency and lowered air pollution. In the anticipation of future environmental regulations, eco-friendly frontrunners will enjoy higher profitability compared to the environmental laggards.

Company Performance

RobecoSAM has selected the most relevant criteria in each sustainability dimension based on their weight in the assessment and their current or expected significance for the industry. The spider chart below visualizes the performance of the industry leader against the best score achieved in each criterion and the median industry score.



— Industry best score - - - - Industry average score ■ Air France-KLM

Corporate Sustainability Assessment

The SAM Corporate Sustainability Assessment (CSA) is a comprehensive annual evaluation of companies' sustainability practices and performance. Every March, RobecoSAM extends invitations to over 3,500 of the largest, listed companies globally to participate in the assessment by completing an in-depth questionnaire. Assessment results are published in September, following the analysis of companies' submissions complemented by additional research performed by RobecoSAM.

The CSA is one of the longest standing ESG rating methodologies worldwide, dating back to 1999. It assesses companies on the basis of 80 – 120 industry-specific questions across 61 industries focusing on financially material economic, environmental, and social factors that are relevant to companies' success, but that are under-researched in conventional financial analysis. Every year, the CSA undergoes rigorous methodological review in order to ensure that the most current material sustainability topics, as well as emerging, long-term sustainability themes often of interest to investors are reflected, and companies are challenged on topics that lack disclosure today. The ESG Ratings derived from the CSA are used for the annual rebalancing of the iconic Dow Jones Sustainability Indices (DJSI), as well as the S&P Dow Jones Indices (S&P DJI) ESG Index family and are made available to investors, researchers, and non-governmental organizations through the S&P DJI and Bloomberg data platforms. The results of the CSA are also used for the creation of the SAM Sustainability Yearbook, one of the most comprehensive annual publications on corporate sustainability. Selected ratings are made available to the general public through the Sustainability Yearbook website: <http://yearbook.robecosam.com>

Additional Resources

For more information on the CSA and a complete list of all Dow Jones Sustainability Indices constituents visit www.robecosam.com/CSA

Assessed companies can access their own results and benchmark themselves against their peers directly through the online assessment portal.

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