



# CORPORATE SOCIAL RESPONSIBILITY REPORT 2018

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Non-financial assessment

# NON-FINANCIAL ASSESSMENT

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**Our sustainability approach is recognized by the main international non-financial rating agencies. Each year we publish our social, societal and environmental performance indicators.**

## INTERNATIONAL STANDARDS

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### Certifications

Air France and KLM's Environmental Management Systems (EMS) have been ISO 14001 certified, respectively, since 2008 and 1999, for all air and ground operations in metropolitan France and the Netherlands.

This certification was renewed for a three-year period in 2017 for Air France, and in 2018 for KLM. Internal and external audits verify the effective implementation of the Environmental Management System. In 2018, an internal audit on ISO 14001 requirements was also conducted at Air France.



### Reporting guidelines

Our sustainability report follows the GRI4 (Global Reporting Initiative) guidelines and the Global Compact Advanced COP criteria on sustainability reporting.

We have been publishing our social and environmental indicators since 2005.

Pursuant to Article L225-102-1 of the French *Code de Commerce*, we published, for the first time, our Extra-Financial Performance Declaration in the 2018 Group Management Report, setting forth the main social, societal and environmental issues relating to our activities and to human rights and business ethics, across the entire value chain. This information is reviewed by an independent third party.

For further information on:

- our Extra Financial Performance Declaration 2018

- our social, societal and environmental performance indicators in 2018
- assurance report by one of the statutory auditors appointed as an independent third party

Please refer to the [Registration Document 2018, chapter 4](#).

As part of our Global Compact membership, our “Communication On Progress” report obtained an Advanced Level qualification.

In 2017, Air France obtained renewal of Unique and Global Certification integrating ISO 14001, OHSAS 18001 (Occupational Health and Safety) and ISO 22000 (Hygiene and Food Safety).

## **A RECOGNIZED COMMITMENT**

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Air France-KLM’s non-financial performance is assessed annually, in particular by the RobecoSAM (in partnership with the Dow Jones Sustainability Indices), the Carbon Disclosure Project, Vigeo Eiris and ISS-Oekom Research rating agencies.

In 2018, for the fourteenth year running, the Group was listed on of the Dow Jones Sustainability Indices (DJSI World and DJSI Europe) and ranked second among the airline industry. The Group is the only airline company to be ranked in the DJSI Europe index.

The Carbon Disclosure Project (CDP) awarded the Group a score of B (Management level) for the Climate Change questionnaire, and the score of A for the CDP Supplier Engagement Rating.

ISS-Oekom Research granted Air France-KLM “Prime” status: the Group is the only airline company to figure in the annual ranking of the large global companies deemed to be achieving the highest standards of ESG performance.

Thanks to its performance, the Group maintains its ranking in the FTSE4Good Index Series, Euronext Vigeo Eiris Indices (Europe 120 and Eurozone 120) and Ethibel Sustainability Index (ESI Excellence Europe). It is also included in the Ethibel Excellence and Ethibel Pioneer Investment Registers. The Group was awarded the Gold Medal by the Ecovadis CSR rating agency.

MEMBER OF  
**Dow Jones  
Sustainability Indices**  
In Collaboration with RobecoSAM

