

A4E Reaction - Consumer group EU wide complaint 22.06

European airlines fully recognise the importance of transparent communications on sustainability and the entire industry is actively working towards reaching net zero by 2050. Passengers have high expectations in that regard, and we always meet their demand for high transparency. When evaluating the impact of a flight on the environment, many factors must be taken into account like Sustainable Aviation Fuel (SAF) usage, emissions improvement, and offsets. While offsets currently play a role, their significance will diminish as the industry brings in more fuel-efficient aircraft and invests in more SAF to get to net-zero-by 2050. It is crucial that any offsets employed adhere to the highest quality standards and in that sense, airlines are committed to endorsing decarbonisation solutions that not only reduce lifecycle CO2 emissions, but also contribute to the UN Sustainable Development Goals (SDGs). Strong sustainability criteria for offsets or carbon credits as for SAF are crucial for sector credibility and initiatives like CORSIA. In our climate strategy, we hold ambitious goals and actively seek to engage our customers in the conversation. We continuously learn and improve our sustainability communication, carefully reviewing all messaging to enhance transparency. We are dedicated to assessing what can be improved and made even more transparent to effectively communicate our efforts and progress in sustainability.