

Latam Airlines

ISIN CODE: CL00000000423

Overall score **72/100**

Sector: ALAS20 companies IR

Information rate: 100% (Sector average: 94%)

General information

LATAM Airlines Group S.A., together with its subsidiaries, provides passenger and cargo air transportation services in South America. It provides domestic and international passenger transport services to approximately 134 destinations in 23 countries and cargo services to approximately 143 destinations in 23 countries. LATAM Airlines Group S.A is the new name given to LAN Airlines S.A. as a result of its association with TAM S.A. The Company was founded in 1929 and is headquartered in Santiago, Chile.

Main Economic Segment**	Turnover 2017
Air transportation	80.3 %
Coalition program and loyalty Multiplus	19.7 %

CSR performance per domain

■ Sector performance
■ Company performance
Rating: min -- / max ++

Investor Relations	
2018	
100	
75	
50	
25	
0	
Score	72
Allegations	No
Rating	+
Risk management	Advanced

Key issues

Companies seeking to attract international investors or to have them remain as shareholders are expected to maintain a sustainable and transparent relationship with these capital markets players. Investors and analysts should be able to access detailed and updated information as regards the company's financial performance, as well as regarding its medium to long-term strategy and related quantitative targets. Furthermore, it is also key for a company to report on its strategy and performance on Environmental, Social and Governance aspects. Such information should be made accessible through communication channels such as reports or dedicated pages on the website, while an investor relations team or department would be set up within the company.

Company performance

Latam Airlines achieved an advanced performance in the Investor Relations issues. Responsibilities over Investor Relations are allocated to the CFO and the Company has established a dedicated IR team, however individual contact details are not published. The Company's reports provide relevant information on its financial and ESG KPIs, and the Company provides targets for the future only for ESG issues. In addition, the Company is transparent on most of the key elements of its Corporate Governance framework and also describes significantly its markets' general context. Finally, the Company implemented significant tools for the follow up of its ESG strategy and corporate events, and also it has adopted most of the recommended elements for an open and transparent communication with shareholders.

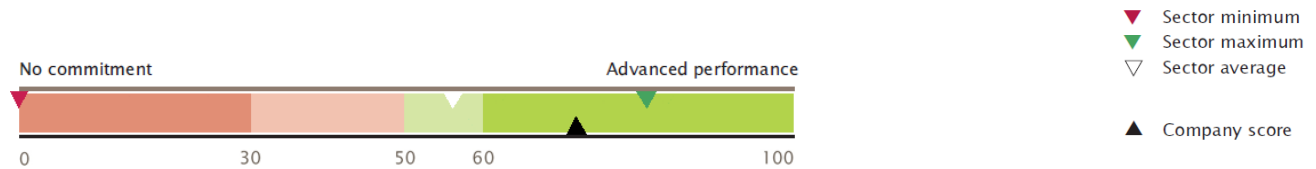
* On a 4-level scale: proactive, responsive, partially responsive, not responsive
 ** See detailed economic indicators in Selected financial data section
 *** Based on the most recent Index at the date of publication

Investor Relations

Score : 72

CGV3.1 Investor Relations

(score: 72, weight: 2)



Responsibilities allocated to the role of Investor Relation

Responsibilities of Investor Relations are allocated to CFO and the company has established a dedicated Investor Relations team.

Transparency on Corporate Governance issues (Annual Report and website).

The company is transparent on most of the key elements of its Corporate Governance framework:

- Detailed biographies of Directors (explanation of skills and experience)
- Criteria for independency and status of Directors (independent, non-independent, executive, non-executive directors, chairman)
- Description of the process of Directors' performance evaluation
- Detailed biographies of Senior Management (explanation of skills and experience)
- Date of appointment of Senior Management
- Date of appointment of Directors

Comprehensiveness of the company's Annual Report

The company's Annual Report (published in English) provides relevant information on its financial key performance indicators:

- The company provides financial KPI
- The company clearly explains the past negative evolution of its KPI
- The company clearly explains the past positive evolution of its KPI

Transparency on the general context of the company's activities

The company describes significant key elements of the general context of its markets:

- Description of the company's markets
- Description of the company's regulatory environment
- Detailed description of the company's risks and uncertainties
- Description of the company's competitive position (with industry benchmarks)
- Description of the trends and outlook of the company's sector/industry
- Drivers of operational performance at product/service level
- Drivers of operational performance at regional/geographical level

Quality of the company's ESG reporting

The company's social and environmental reporting (published in English) provides significant information on its ESG key performance indicators:

- The company provides ESG KPI
- The company provides quantified targets on ESG KPI for the future
- The company clearly describes the calculation of its ESG KPI
- The company assesses the materiality of its key ESG issues
- The company clearly explains the past positive evolution of its ESG KPI
- The company's ESG KPI are audited or reviewed by an independent third party

On-line communication on financial results

The company has adopted most of the recommended elements for an open and transparent communication with shareholders:

- *Financial results are formally announced through a press release available on the Investor Relations Section*
- *The presentation of financial results is available in an interactive format*
- *A five-year financial record is accessible on the company's website*
- *The company's Annual Report or IR website provide a history of the share price (at least 3 years)*
- *The company's Annual Report or IR website provide a history of the dividend performance (at least 3 years)*
- *Financial results presentations include a Q&A section*

Updates and follow-up on corporate financial events

The company set up significant tools to promote the continuous follow up of its corporate events:

- *The financial calendar is communicated in the Investor Relations Section of the company's website*
- *It is possible to register for receiving feeds and email alerts on financial presentations*
- *Access to webcasts (audio or video) and conference calls via the web in real-time to all users (private investors, analysts, institutional investors, media or other audiences).*

Updates and follow-up on ESG strategies and performances

The company set up significant tools to promote the continuous follow up on its ESG strategies and performances.

- *Dedicated section on the website with the company's ESG policies, strategies and performances.*
- *Publication on contact details for questions and remarks on ESG strategies.*
- *Publication of relevant annual ESG reporting.*
- *Explicit link to recognized ESG reporting standards.*

Contacts

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