

EVA AIR HONOURED TWICE AND NAMED THE WORLD'S 8TH BEST AIRLINE AT WORLD AIRLINE AWARDS 2016

5-star carrier named amongst the world's top 10 airlines; number one Transpacific airline with best Business Class comfort amenities



13th July 2016 – EVA Air, Taiwan's leading independent airline, Star Alliance member and the world's newest 5-star ranking carrier has been recognised as the world's 8th best airline amongst the top 100 airlines in the world, and named as the "Best Transpacific Airline" with the "Best Business Class Comfort Amenities" by SKYTRAX, at World Airline Awards 2016; the largest passenger satisfaction survey covering full-service and low-cost airlines across the globe.

Announced at the Farnborough Air Show on 12th July, EVA Air's three new accolades are the result of an extensive customer survey that was carried out between August 2015 and May 2016, which captured the thoughts, feelings and opinions of over 19 million international customers. More than 104 different nationalities participated in the survey, which covered over 280 airlines; from the largest international carriers to smaller, domestic airlines. Measuring the standard of 'Quality' across 41 key performance categories – including both airport and on-board environments – the survey provided extensive feedback on check-in and boarding processes; arrivals and transfers; first-class lounges; seat comfort; cabin cleanliness; food and beverages; in-flight entertainment; staff service; and associated air travel features.

The World Airline Awards, also known as the 'Passengers Choice Awards', is a highly-coveted ceremony for the world aviation industry, which sets the benchmark of airline excellence.

Commenting on the awards, Edward Plaisted, SKYTRAX CEO, said: *“EVA Air has developed very high standards of product and service across its Business, Premium Economy and Economy Class cabins and this has been well recognised by customers on long-haul routes from Asia to North America. In Business Class in particular, EVA have placed a lot of focus on developing a premium service which includes amenities such as pajamas, Rimowa branded amenity kits and a full turndown service.”*

Steve Lin, EVA Air’s Chairman, said: *“We appreciate passengers’ support for EVA Air and, with steady growth in the future, EVA will further expand its global network. Take the North America market for example, EVA will launch Taipei-Chicago route on 2nd November and, by the end of 2016, we will operate 77 weekly flights in this market; providing passengers from Southeast Asia with more convenient options to fly back and forth. EVA’s cabin service items are also worth mentioning, our Royal Laurel Class provides Rimowa overnight kits, noise-cancelling headphones, comfortable sleepwear and Fiji Water. Passengers seem to respond with positive feedback, and we will be sure to keep improving our offering to fit every passenger’s needs.”*

The SKYTRAX distinctions come on the heels of *Travel + Leisure* readers voting EVA Air among the [Top-10 International Airlines](#) in the magazine’s 21st annual ‘Best of Travel’ survey. Based on personal travel experiences, readers were invited to rate airlines for cabin comfort, in-flight and customer service, and value. Survey results appear in the magazine’s August 2016 issue and on its website.

EVA makes consideration, interaction and mindfulness key to frontline delivery on the ground and in the air, leading up to its SKYTRAX 5-Star Award in June. AirlineRatings.com recognised EVA as a carrier of choice among the “World’s Top-10 Airlines” for 2015 and 2016. Dedicated to safety, EVA is also rated amongst the “World’s Top 10 Safest Airline” since 2004, entering into the “Top 3” since 2015 on Germany’s Aero International Magazine -- Global Airline Safety Index.

For more information on EVA Air’s routes and services please visit www.evaair.com.

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About EVA Air:

[EVA Air](#), a Star Alliance member, became earlier in 2016 one of only eight airlines in the world to be recognised with SKYTRAX’s prestigious 5-star ranking. Formed in 1989 as Taiwan's leading independent airline, it is part of the respected Evergreen Group and a sister company to global container-shipping leader Evergreen Line. It flies to more than 60 international destinations throughout Asia, Oceania,

North America and Europe where gateways include London, Paris, Amsterdam, Vienna and Istanbul. It operates daily nonstop flights from London Heathrow to Bangkok that continue to Taipei, where passengers can easily connect on to every major city in Asia, including close to 30 gateways in Mainland China. EVA Air has a reputation for innovation and was the airline that launched the industry's first premium economy cabin in 1992; currently named Elite Class, it has been voted by SKYTRAX as "Best Premium Economy." It is known for its warm, friendly on-board service and exceptional standards and maintains an impeccable safety record, ranked by AirlineRatings.com among the world's safest airlines for the third year in a row in 2016.

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