



S7 AIRLINES WINS THE SKYWAY SERVICE AWARD 2019

News / Airlines



S7 Airlines, a oneworld® global airline alliance member, has become the winner of the Skyway Service Award in two categories. Passengers acknowledged the service of the airline in economy class on domestic flights and online services for passengers as the best.

This industry aviation award is annually given to Russian and foreign airlines for the best service and client programmes. The winners of the Skyway Service Award are chosen not by a panel of experts but by passengers, who are consumers of airline services.

S7 Airlines was named the best airline in the “Economy Class, Domestic Regular Services” category. “We are grateful that our work has been so highly appreciated. In 2017, S7 Airlines launched more than 20 new domestic scheduled flights as part of the development of the interregional air service. In 2018, we will continue to expand the geography of flights to Russian cities, as well as actively build up and update our air fleet. Our passengers will be the first in Russia to appreciate the comfort of the modern Airbus A321neo aircraft this spring and Boeing 737 MAX this autumn,” noted Vladimir Obiedkov, S7 Airlines General Director.

Voters also acknowledged S7 Airlines as the most technologically advanced airline in Russia, making it the winner in the “Best Online Customer Services” category. The airline regularly introduces the latest technology to make the journey of its passengers more comfortable at every stage. Last year, S7 Airlines was the first to offer its passengers new services that would reduce the time spent at the airport before departure. In particular, the passengers were given the opportunity to check-in their baggage for a flight themselves on the website and then to monitor its processing for departure using the iPhone and Android mobile apps.

The Skyway Service Award was established by the avia.ru web portal and supported by the Federal Air Transport Agency

S7 Airlines (a brand of Sibir Airlines, www.s7.ru) is a member of the **oneworld®** global aviation alliance.

The airline has a wide network of domestic routes, with their home base at the air transportation hubs in Moscow (Domodedovo) and Novosibirsk (Tolmachevo). S7 Airlines operates regular flights to the CIS countries, Europe, the Middle East, Southeast Asia and the Asia-Pacific region.

In 2007, the airline was formally notified by IATA about being accepted to the IOSA (IATA Operational Safety Audit) operators list and became the second air carrier in Russia to successfully pass the entire international audit procedure for compliance with operational safety standards.

S7 Airlines leverages the global aviation industry’s latest developments in customer service and is actively growing its offerings.

Currently, S7 Airlines has the most modern fleet of aircraft in the Russian air transportation market. All the flights of the airline are operated on aircraft of the world’s leading manufacturers — Airbus, Boeing, Embraer.

S7 Airlines is included in the list of the TOP-100 best airlines in the world and ranks third in Eastern Europe according to the reputable international rating Skytrax.

As of year-end 2018, S7 Airlines became the most punctual Russian airline, ranking sixth in OAG Punctuality League 2019, the European airline punctuality rating.

In 2017, S7 Airlines became the recipient of the Skyway Service Award in two nominations: the best airline in the “Economy Class, Domestic Regular Transportation” category and the “Best Online Service for Customers” category. S7 Airlines is also the recipient of the Safety Leaders Award in the “Transport Safety: Flight Safety” nomination.

S7 Airlines has been repeatedly awarded the Cannes Lions advertising festival prize for its projects, and has received “My Planet” national award for its innovations in the field of travel.

The airline is a member of the S7 Group of companies. In 2018, the airline group carried more than 15.9 million passengers.



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