



Linhas aéreas inteligentes

# GOL was Brazil's on-time performance leader in 2016

São Paulo, January 06, 2017 - GOL Linhas Aéreas Inteligentes S.A. (BM&FBOVESPA: GOLL4 and NYSE: GOL), (S&P: CCC, Fitch: CC and Moody's: Caa3), Brazil's largest air transportation and travel services group, with operations in passenger transportation, cargo transportation and coalition loyalty programs, announces that it was Brazil's most punctual airline in 2016, with on-time performance of 84.63%\*, according to the OAG (*Official Airline Guide*), a specialized and independent company for monitoring on-time performance globally, that tracked more than 54 million flights worldwide. In addition to leadership in Brazil, GOL placed second among all low-cost carriers and also ranked 13<sup>th</sup> among the world's principal airlines.

In addition to the achievement of the OAG evaluation, GOL maintained the leading position in on-time performance in Brazil for the fourth year in a row, with 94.77% of flights departing at the scheduled time, according to *Infraero* data. The Brazilian entity considers delays in the departures of more than 30 minutes, having in this period the GOL realized more than 230,000 flights.

"This is the result of the constant improvement of GOL's operating performance and was achieved through our investment in people, processes and systems, which are consistent with the Company's commitment to maintain and improve on-time performance - a factor extremely important for customer satisfaction and preference. We will continue to invest in smart and effective solutions in order to preserve on-time performance of our operations, mitigating impacts generated by the many factors which influence operations, such as an adverse weather conditions, for example", said Sérgio Quito, GOL's Vice President of Operations.

Frequently, GOL warns passengers about the on-time performance of its flights through a voice message inside the aircraft, and also invests in other fronts to ensure more flexibility and convenience during all stages of the travel. In addition, the company works internally with the goal of zero-minute tolerance for delays, ensuring maximum control of operational efficiency.

[Click here](#) to access the complete data from the study.

*\* OAG's definition of on-time performance (OTP) is a flight that arrives within 14 minutes and 59 seconds (under 15 minutes) of its scheduled arrival time.*

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## About GLAI – GOL Linhas Aéreas Inteligentes S.A

Brazil's largest air transportation and travel services group with three main businesses: passenger transportation, cargo transportation and coalition loyalty program. **GOL** is Latin America's largest low-cost and low-fare carrier, operating approximately 800 daily flights to 63 destinations, being 11 international in South America and the Caribbean. **GOLLOG** is the cargo transportation and logistics business serving more than 3,000 Brazilian municipalities and, through partners, 90 international destinations in 47 countries. **SMILES** is one of the largest coalition loyalty programs in Latin America, with over 11 million registered participants, allowing clients to accumulate miles and redeem tickets for more than 700 locations worldwide. GLAI shares are traded on BM&FBOVESPA (GOLL4) and NYSE (GOL), the Company has the following ratings: CCC (Standard & Poor's), CC (Fitch) and Caa3 (Moody's).