

# Air France in 2020

Travel with complete peace of mind



Fully modifiable and refundable tickets



Strict health and hygiene measures implemented at each stage of the trip



A travel insurance cover for epidemic-related risks in partnership with Allianz Travel



Awarded a

**4-** Star

"Covid-19 safety rating" by SkyTrax



**1.7 billion** euros in ticket refunds

**3 million** refund requests processed



**250,000** French citizens repatriated on

**2,100** flights

(figures dated June 2020)



Air France operated

**41.3%**

of its flight schedule compared to 2019, representing a

**58.7%** decrease



**42,157** staff

Total workforce at 31/12/2020



## Air France fleet

### Long-haul

**25**

Boeing 777-200

**43**

Boeing 777-300

**10**

Boeing 787-9

**15**

Airbus 330-200

**6**

Airbus A350-900

### Medium-haul

**18**

Airbus A318

**33**

Airbus A319

**44**

Airbus A320

**20**

Airbus A321

### Regional

**15**

Embraer 170

**17**

Embraer 190

**9**

CRJ 700

**14**

CRJ 1000

### Cargo

**2**

Boeing 777

At 31/12/2020, including aircraft placed in temporary storage

## A commitment to responsible travel



**16**

new-generation aircraft in the AF fleet at end-2020.



**400,000**

tons of CO<sub>2</sub>/year reduced thanks to fuel plan and eco-piloting innovations



Incorporation of **2%** sustainable aviation fuel by 2025 (5% in 2030)



**50%**

reduction in CO<sub>2</sub> emissions  
→ per passenger/km by 2030 compared with 2005 levels  
→ in absolute value on domestic flights by 2024

(Flights to destinations in mainland France on departure from Orly and inter-regional flights)

## With our customers on social media



**7.2M** followers



**+ 960K** followers



**1.1K** followers



**15,000** conversations per week

**5**

social media platforms: Messenger, Twitter, Whatsapp, WeChat, Kakaotalk



**100K** followers



**7,000** followers



**417K** followers

**200** social media assistants

**2**

chatbots Louis & Léa

**9**

languages



## Maintenance

**5**

industrial sites in Europe Toulouse, Amsterdam, Villeneuve-le-Roi, Roissy and Orly

**2,800**

aircraft serviced

**+**

**200**

AFI KLM E&M customers



## Cargo

**376,853**

tons of fret transported

**557**

Air France freighter flights

**1,850**

passenger flights operated as cargo-only flights



## Highlights

**15**

fully renovated Airbus 330

**6**

B777-300 equipped with the new travel cabins serving the French Caribbean and Indian Ocean, i.e. a total of 12 renovated B777-300 at end-2021.

**1**

new international lounge at Paris-Orly 3 inaugurated in January 2020

**73%**

of the fleet connected by end-2020 and 90% by end-2021