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

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

A commitment to responsible travel

- 16 new-generation aircraft in the AF fleet at end-2020.
- 400,000 tons of CO2/year reduced thanks to fuel plan and eco-piloting innovations
- Incorporation of 2% sustainable aviation fuel by 2025 (5% in 2030)
- 50% reduction in CO2 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)

- 50% reduction in CO2 emissions

Keep in touch with our customers

- 7.2M followers
- + 960K followers
- 1.1M followers
- 100K followers
- 7,000 followers
- 417K followers
- 15,000 conversations per week
- 5 social media platforms: Messenger, Twitter, Whatsapp, WeChat, KakaoTalk
- 2 chatbots Louis & Léa
- 9 languages
- 4.6M customers assisted by telephone in 29 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 freight transported
- 557 Air France freighter flights
- 1,850 passenger flights operated as cargo-only flights

Highlights

- 15 fully renovated Airbus 330
- 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
- 1st at the Customer Relation Awards, Transport category

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

4.6M customers assisted by telephone in 29 languages

73% of the fleet connected by end-2020 and 90% by end-2021

50% reduction in CO2 emissions

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

19.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers

15,000 conversations per week

For more information, please contact Air France External Communications.

Air France

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

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

19.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers

15,000 conversations per week

For more information, please contact Air France External Communications.

Air France

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

19.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers
+ 960K followers
1.1M followers
7,000 followers
417K followers
215K followers
417K followers
11.2M followers

15,000 conversations per week

For more information, please contact Air France External Communications.

Air France