

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 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)

Keep in touch with our customers



7.2M followers



+ 960K followers



1.1M followers



15,000 conversations per week

5

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



4.6M customers assisted by telephone in



100K followers



7,000 followers



417K followers

200 social media assistants

2 chatbots Louis & Léa

9 languages

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

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

1st

at the Customer Relation Awards, Transport category