Key figures
2018
For Air France-KLM, the quest for excellence is embodied in the exceptional experience that Air France-KLM wants to offer its customers. The Group is thus continuously modernizing its aircraft and lounges, developing new, personalized digital services and delighting everyone with a multitude of attentive gestures. In synergy with more than 80 strategic partners across all the continents, Air France-KLM offers passengers a leading global network with, in 2019, 312 destinations in 116 countries. The Group is also optimizing its operational performance with ongoing improvement programs mobilizing employees around flight safety and punctuality. It is also recognized for its maintenance excellence, particularly in its engineering and maintenance activities for aircraft fleets, and in tailor-made freight transportation.

Key data

- **No. 1** for international traffic on departure from Europe
- **101.4 million** customers carried in 2018
- **312** destinations in **116** countries in 2019
- **81,521** employees in full time equivalent at December 31, 2018
- **550** aircraft at March 31, 2019
- **3** reinforced alliances with Delta Air Lines, Virgin Atlantic and China Eastern Airlines
- More than **2,000** aircraft maintained by AFI KLM E&M for 200 customers
- More than **1.1 million** tons of freight transported in 2018

Key figures 2018 produced by Air France-KLM’s Communication Department
Employees on the front and back covers: Caroline Berge (Assistant Manager of the long-haul schedule at Air France) and Yacine Atmani (Corporate Strategy Analyst at Air France-KLM)
Photos: Aglaé Bory – Design and realization: HAVAS PARIS – Printed by: Comeback Graphic
2018 financial results

Thanks to employee mobilization and ongoing efforts to reduce costs, the Group’s financial results remained strong in 2018.

26.5 billion euros of revenues
+2.5% relative to 2017

Breakdown of revenues by business:
- 87% Network
- 6% Transavia
- 7% Maintenance

Breakdown of revenues by region:
- 31.5% Americas
- 30.1% Europe
- 17.8% Asia-Pacific
- 13.2% Africa/Middle East
- 7.4% Caribbean/Indian Ocean

1.3 billion euros of operating income
5% operating margin

1.3 billion euros of operating income

The stock at March 31, 2019:
- 50.1% Freefloat
- 14.3% French State
- 14% Dutch State
- 8.8% China Eastern Airlines
- 8.8% Delta Air Lines, Inc.
- 8.8% Employees
- 0.3% Treasury stock

The stock at March 31, 2019:

Indices:
- National indices: CAC Next 20, CAC Large 60, SBF 120, Euronext FAS IAS index of stocks with a significant employee shareholder base
- Sustainable development indices: Dow Jones Sustainability Index World and Europe, NYSE Euronext Vigeo, Ethibel Sustainability Index, FTSE4Good.

Listed for trading:
- Euronext Paris and Amsterdam, ISIN stock code: FR0000031122
- Reuters code: AIRF.PA, Bloomberg Code: AF FP; OTC market: AFLYY.
Customer experience excellence
Comfort, digital innovation and attentive gestures at every moment... Air France-KLM offers every customer the very best of everything.

- 2,700,000 new Flying Blue members in 2018 (+14% relative to 2017)
- 750 SkyTeam lounges worldwide
- 6 refurbished Air France and KLM lounges
- Nearly 10 million flight information messages sent by Air France-KLM to its customers via the social media
- More than 1.1 million passengers with disabilities welcomed on board in 2018

Operational excellence: a continuous improvement requirement
Ambitious programs aimed at maximizing flight safety and punctuality, while reducing the Group’s environmental footprint.

- 19 quieter and more fuel-efficient Boeing 787 aircraft
- ~21.6% reduction in CO2 emissions per passenger since 2011
- Nearly 50% of the ramp equipment at Paris-CDG and Amsterdam-Schiphol is electric
- No. 5 Transavia’s position in the Flightright ranking of the most punctual airlines
- 5 chatbots (BB, Lucie, Louis, Léa and Laura) to assist Air France, KLM and Transavia customers

Customer experience excellence
- Operational excellence: a continuous improvement requirement
A leading global network
To offer every customer access to the whole world, Air France-KLM is constantly expanding its range of destinations.

- 2 new, more-fuel-efficient aircraft types in 2019: Airbus A350 at Air France and Boeing 787-10 at KLM
- More than 277,000 customers carried on average per day
- 58 new routes worldwide for summer 2019
- 4 new long-haul routes in summer 2019
- 28 new routes offered by Transavia in summer 2019

Recognized maintenance excellence
The Group is a reference player for aviation engineering and maintenance, and for the tailor-made transportation of freight.

- No. 2 globally for airline maintenance with more than 2,000 aircraft supported
- 21 AFI KLM E&M maintenance sites globally, at the service of more than 200 customers
- -35% reduction in the noise footprint since 2000 thanks to fleet renewal
- 1.1 million tons of cargo transported by Air France KLM Martinair Cargo
- 90% of the freight transported by Air France KLM Martinair Cargo is carried in the bellies of passenger aircraft
- 28 new, more-fuel-efficient aircraft types in 2019: Airbus A350 at Air France and Boeing 787-10 at KLM
- More than 277,000 customers carried on average per day
- 58 new routes worldwide for summer 2019
- 4 new long-haul routes in summer 2019
- 28 new routes offered by Transavia in summer 2019
High-added-value partnerships

Air France-KLM’s alliance strategy is a powerful growth lever and also benefits its customers with an expanded offer.

One of the leading loyalty programs in Europe

More than 15,000,000 members

1 new member every 15 seconds

More than 135 airline and non-airline partners

2,000 Miles distributed per second in 2018
File: 18J3067E
Date: 04/12/2018
AC/DC validation:
Client validation:
C100-M75-Y0-K60
C100-M10
AIR FRANCE KLM