Our global business brings people, economies and cultures together. We assume our responsibilities and take action to reconcile growth with environmental protection, social value and local development at our hubs and our destinations.

Our ambition is to setting the standard in terms of CSR and to maintaining its leading position within the air transport industry.

The Group is recognized for its CSR performance: for 13 years, Air France-KLM has been listed at the top of the Dow Jones Sustainability Index Europe and World.

OUR MAIN BUSINESSES

NETWORK BUSINESS
- 83.9M Passengers transported
- 1.14M Tons of cargo carried

MAINTENANCE BUSINESS
- 2,000 aircraft supported for over
- 200 CUSTOMERS

LOW COST BUSINESS (TRANSAVIA)
- 14.8M Passengers transported
OUR OPERATIONS

98.7 MILLION CUSTOMERS

1.14 MILLION TONS of cargo carried

80,595 EMPLOYEES (FTE)

TRANS-ATLANTIC & ASIAN JOINT-VENTURES

314 DESTINATIONS IN 116 COUNTRIES

€ 25,781 M REVENUES

87.2% Network (Passenger and cargo)

7.1% maintenance

5.6% low cost (Transavia)

0.2% others

SkyTeam FOUNDING MEMBER
IN THE AIR

552 AIRCRAFT

10.9 YEARS AVERAGE AGE OF THE FLEET

35% NOISE REDUCTION since 2000

3.30 LITERS Fuel per passenger / 100 km

18% CO₂ EMISSIONS REDUCTION since 2011 incl. economic measures (g CO₂ / passenger / km)

BIOFUEL

Strong involvement in the development of a sustainable market

561 KLM flights

Air France partner of the French biojet Green Deal
CARING FOR ALL PASSENGERS

ON BOARD

PERSONALIZED SERVICES

RESPONSIBLE CATERING
100% UTZ coffee on KLM flights
Organic products offers on Joon flights

CIRCULAR ECONOMY
12.8 million headphones reconditioned, reused & recycled at Air France

LIGHTER AIRCRAFT
Digital press
4,600 t. CO₂ saved

DIGITAL
More than 9 million Air France, KLM, HOP! and Transavia app downloaded
ON THE GROUND

WASTE
8% REDUCTION since 2011

WATER
5% REDUCTION since 2011

SUPPLY CHAIN
3,900 SUPPLIERS

60% SIGNED THE CSR CHARTER

19 M€ SPENDING IN SHELTERED SECTOR
IN THE WORLD

126,500 TREES PLANTED IN PANAMA via KLM CO2ZERO program

350,000 HECTARS PROTECTED Air France reforestation program in Madagascar

IN THE WORLD

4,103 FLIGHT TICKETS donated by Flying Blue members to NGOs

AIR FRANCE FOUNDATION

94 PROJECTS in 39 COUNTRIES in favor of disadvantaged children

13 M€ FINANCIAL SUPPORT to community projects
WORKING ON SUSTAINABLE DEVELOPMENT GOALS

In September 2015, the United Nations General Assembly adopted the 2030 Agenda for Sustainable Development. The 2030 agenda sets 17 Sustainable Development Goals (SDGs) which are a universal call to action to end poverty, protect the planet, and ensure that all people enjoy peace and prosperity.

By integrating sustainability into our business and operations, we strive to contribute to the UN Sustainable Development Goals that are in our scope of influence. Air France-KLM significantly contributes to the realization of the following SDGs:

The value creation model shows the impact area’s we add value to with our core activities, and the impact that this has on realizing certain SDGs. Below, we will explain what specific goals and activities significantly contribute to the five goals.

SDG 8 DECENT WORK AND ECONOMIC GROWTH
We contribute to inclusive and sustainable economic growth in France, the Netherlands and in areas where we operate. We provide skilled and high-value jobs and we support the employability of our employees through continuous learning and development. With our supply chain, we stimulate indirect employment and activities.

SDG 12 RESPONSIBLE CONSUMPTION AND PRODUCTION
We are committed to ensure sustainable consumption and production patterns by our policies and goals on waste reduction and responsible catering. We work closely with our suppliers worldwide with the common goal of integrating sustainability in our supply chain. We source products and services that minimize our environmental footprint and have a positive social impact. Moreover, we promote circular economy by reducing, reusing and recycling our waste.

SDG 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
In order to make the aviation industry more sustainable, and more resource-use efficient, we support various research and innovation projects. One of the highlights is our contribution to the emergence of an international market for sustainable aviation biofuels, by implementing the KLM Corporate BioFuel Program and the Air France Lab’line for the Future, together with our respective leaderships in the French and Dutch Green Deals - innovative public/private
partnerships.

**SDG 7 AFFORDABLE AND CLEAN ENERGY**

We continuously reduce the energy consumption of our ground operations, improve energy efficiency and increase the share of renewable energy for our buildings. An example is our investments in electric ground vehicles and equipment.

**SDG 13 CLIMATE ACTION**

Air France-KLM has a Climate Action Plan to reduce our impact on climate change. It embodies our strategy for further reducing our impact on climate change. The plan is composed of six main mitigating priorities, based on which we identified our targets and established our actions. Our target in reducing our carbon footprint is -20% CO2 emissions per passenger kilometer in 2020.

We also contribute with less impact to other SDGs, such as to SDG 1 “No poverty”, SDG 2 “Zero hunger” and SDG 3 “Good health and wellbeing” by emergency relief actions and support to aid organizations, to SDG 4 “Quality education” with education focused partnerships we have.

We contribute to SDG 5 “Gender equality” by working on gender equality in our own operations by promoting gender diversity throughout the company and by supporting initiatives aiming at communicating on technical and digital jobs among junior and high school female students.

Through our reforestation initiatives in Panama and Madagascar, and HOP! Biodiversity organization to preserve the biodiversity on the French airports, we contribute to SDG 15 “Life on land”.