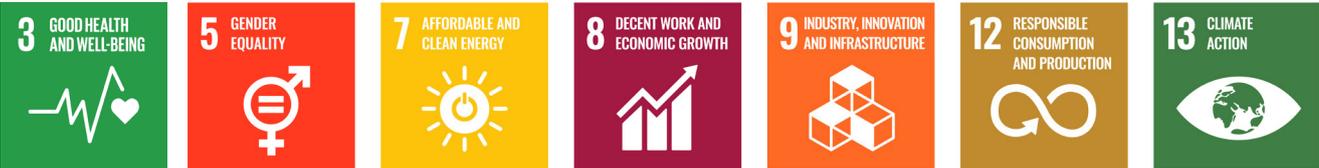


SUSTAINABILITY OUR COMMITMENTS

Since 2003, the Air France-KLM Group has been a member of the United Nations Global Compact as we intend to make a significant contribution to the UN Sustainable Development goals in connection with our activities. Committed to sustainability for more than 16 years, Air France-KLM is recognized as an industry leader. 2020 represents an unprecedented chapter in the history of the Air France-KLM Group, as well as for the airline industry as a whole. The world is experiencing a never-before-seen health crisis. The global fight against COVID-19 is underway, and our economies and societies are severely impacted. Through its renewed commitment to accelerate its transformation, the Group is willing to become sustainably profitable, while reducing its environmental footprint and enhancing its societal responsibility.

**Our commitment to global sustainability:
Contributing to the UN SDG's**



A well recognized CSR commitment and performance in 2020



Leader of airline sector on environment



Dow Jones Sustainability Indexes



Score B- (average sector score C)



Leader of the "European Travel and Tourism" sector



Platinum medal

2030 Targets



-50%

— lower CO2 emissions per passenger km compared to 2005

-50%

— less non-recycled waste compared to 2011

0

— emission of ground operations

40%

— women in the top 10% management level

SUSTAINABILITY 2020 AT A GLANCE



ENVIRONMENT

Air France-KLM has been working for many years to reduce its environmental impact and commits to work together with all stakeholders and policy-makers to achieve the climate objective to reach net zero CO2 emissions by 2050*. The launch of the world's first sustainable aviation fuel program for the airfreight industry in 2020 is further proof of a strong commitment leading to concrete actions.

-50%

— **lower total CO2** emissions compared to 2019**

-5,6%

— **lower CO2** emissions per passenger km compared to 2005**

22

— **number of Four-engined jet aircraft phased out** (the oldest and most polluting ones - Airbus A380, A340 and Boeing 747)

-39%

— **noise reduction** per movement compared to 2000**

-56%

— **less non-recycled** waste compared to 2011**



SOCIETAL VALUE

The Air France-KLM Group and its airlines are strategic European assets, crucial to the French and Dutch economy, especially at time of crisis.

more than
530,000

— **fellow European citizens repatriated** by the Group in March and April 2020

400,000
— **number of vaccine doses**

Air France-KLM Cargo is able to transport per flight (on Boeing 777-300)

377 million

— **Miles donated** to global initiatives of NGOs, French and Dutch hospitals through Flying Blue program

53%

— **of suppliers** signed the Air France-KLM Sustainable Development charter



EMPLOYEE JOURNEY

During this challenging year, the Group redoubled its efforts to protect its employees: developing teleworking, reinforcing health measures for all employees and creating a hotline to listen and support them.

+1,6%

— **employee engagement** improvement (EPS)

34%

— **women** in the top 10% management level (+1% vs 2019)

27,2

— **training hours** per employees**



CUSTOMER TRUST

As of the emergence of Covid-19, the Air France-KLM Group implemented never-before-seen exceptional measures to guarantee the health and safety of its customers. Furthermore, commercial measures were put in place by the Group's airlines to enable their customers to plan their travel with peace of mind.

The Net Promoter Score (NPS) significantly increased for all the Group's airlines:

+13 pts

— **Air France NPS** improvement

+12 pts

— **KLM NPS** improvement

+20 pts

— **Transavia France NPS** improvement

+6 pts

— **Transavia Netherlands NPS** improvement

* from all flights within and departing from the EU

** the impact of the health crisis should be taken into account in these figures