

AIRFRANCE KLM



**AIR FRANCE-KLM
TAKES CARE**

**CORPORATE SOCIAL
RESPONSIBILITY
REPORT 2017**

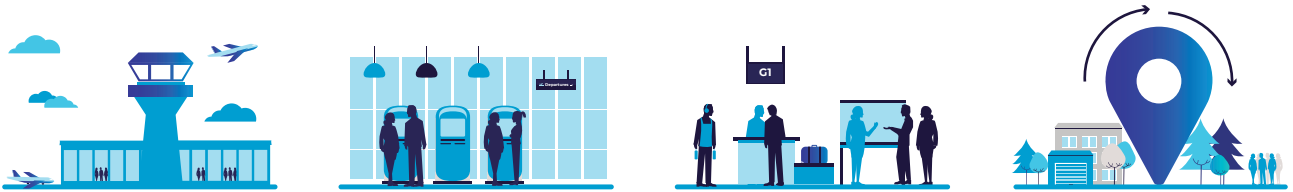
AT A GLANCE

AIR FRANCE-KLM TAKES CARE AT A GLANCE

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.



Discover the CSR report 2017: <http://csrreport2017.airfranceklm.com/en/>

OUR BRANDS





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



314 DESTINATIONS IN
116 COUNTRIES

OUR OPERATIONS

98.7

MILLION
CUSTOMERS

1.14

MILLION TONS
of cargo carried

80,595

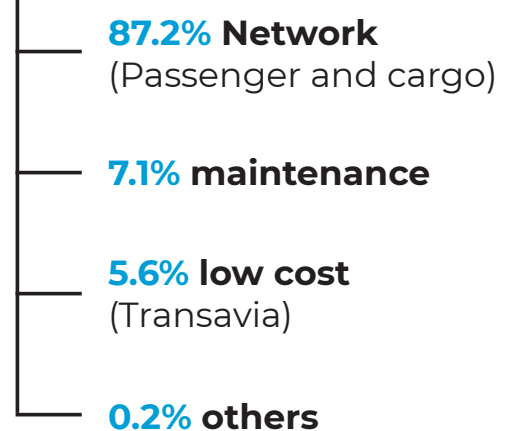
EMPLOYEES (FTE)

TRANS-ATLANTIC
& ASIAN

JOINT-VENTURES

€ 25,781 M

REVENUES



SkyTeam

FOUNDING MEMBER



3.30 LITERS

Fuel per passenger /
100 km

18%

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

IN THE AIR

552

AIRCRAFT

10.9 YEARS

**AVERAGE AGE
OF THE FLEET**

35%

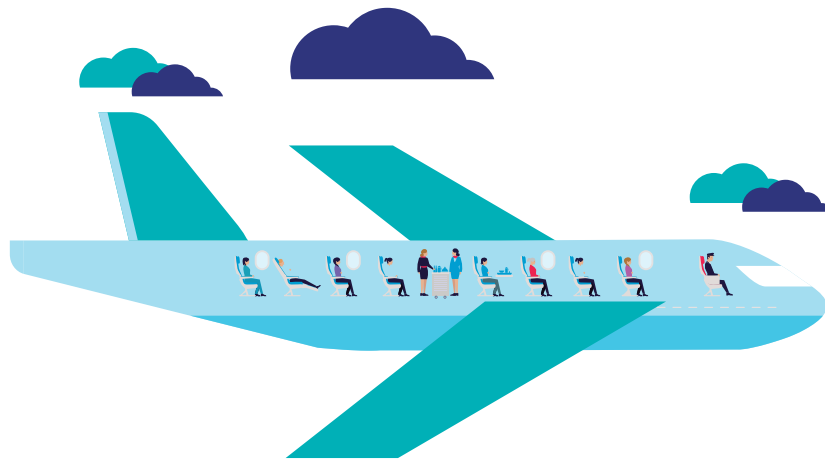
NOISE REDUCTION
since 2000

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**

**EVERY 20 SECONDS
A NEW FLYING BLUE MEMBER**

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



50%

**ELECTRIC GROUND
VEHICLES FLEET**

21%

**ENERGY REDUCTION
since 2011**

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**



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

13 M€

FINANCIAL SUPPORT
to community projects

AIR FRANCE FOUNDATION

94 PROJECTS in

39 COUNTRIES
in favor of disadvantaged children



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”.

