

# TRAVELING SAFELY AND HEALTHY DURING COVID-19

HEALTH, SAFETY AND COMMERCIAL POLICY MEASURES  
AND SUSTAINABILITY GOALS

FOR CORPORATE CUSTOMERS AND TRAVEL PARTNERS - 27 JULY 2020

# OUR COMMITMENT

The current COVID-19 situation is affecting us all. At Air France and KLM, the comfort, well-being and health of our customers remain our main priority. We are constantly monitoring the situation and are committed to ensure travelling safely and healthy during COVID-19. Special measures are taken and result in adjusted products and services:



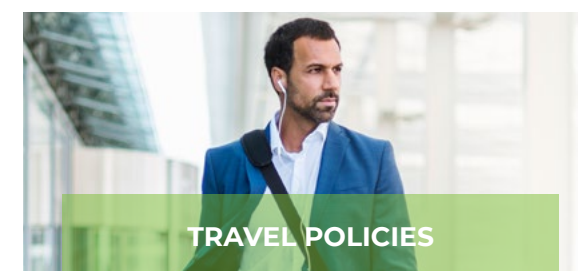
HEALTH AND SAFETY MEASURES

AT THE AIRPORT



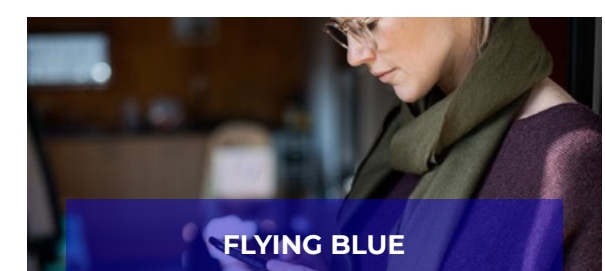
HEALTH AND SAFETY MEASURES

ON BOARD



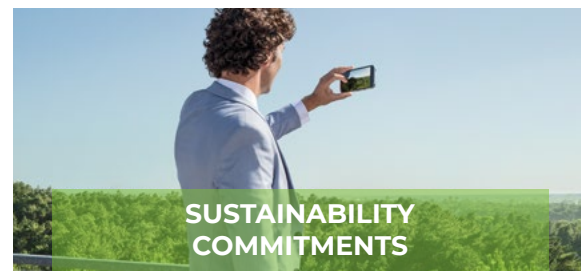
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DELTA AIR LINES & VIRGIN ATLANTIC



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WE ARE HERE FOR YOU

STAY UP TO DATE

## Air France-KLM Group statement video

As the overarching entity, the Air France-KLM Group has recently (26 May 2020) published a [video](#) that covers the way the Group is tackling the current COVID-19 situation and is planning for the future. This includes of course health safety, but also sustainability, including CO<sub>2</sub> emission commitment, and establishing the utilization of second-generation aviation biofuels in the European aviation biofuel industry.



## ON THE GROUND, AT THE AIRPORT

### HEALTH AND SAFETY MEASURES

To ensure the health and safety of travelers and our ground staff at the airport, we are in continuous contact with various local and governmental authorities and pro-actively adjust our products and services to the latest insights. Precautionary hygiene, safety and social distancing measures are taken, creating a safe travel environment during check-in, at the gate and while boarding.

Our health and safety measures are also shown in these [Air France](#) and [KLM](#) videos.

<b>CLEANING</b>	Cleaning and disinfecting counters and self-service machines regularly throughout the day with approved detergents.
<b>SOCIAL DISTANCING</b>	Creating physical distance between travelers whenever possible for instance during check-in, at the gate or while boarding.
<b>ADJUSTED SERVICE IN LOUNGES</b>	Adjusting the opening times and services offered at our lounges. At our hubs, the two medium haul lounges at Paris-CDG and the KLM Non-Schengen Crown Lounge and the KLM Schengen Crown Lounge at Amsterdam Airport Schiphol are open for resting and relaxing. For opening times and service in lounges, please check our websites.
<b>BOARDING PROCEDURES</b>	Reorganizing boarding procedures to create physical distance and avoid queueing where possible, for example by boarding the aircraft from back to front.
<b>MANDATORY FACE MASKS</b>	Adding an extra layer of protection by requiring face masks while boarding. Travelers have to bring their own face masks. On Air France flights, surgical masks are mandatory.
<b>HEALTH AND TEMPERATURE CHECKS</b>	Depending on country/airport, health checks may take place, for example temperature checks, health questionnaires and observations. Air France may use contactless temperature checks for departing flights, only accepting travelers with a body temperature below 38°C.

In some cases Air France and KLM have slightly different measures in place which could be related to local government requirements. The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.



## ON BOARD, IN THE AIR

### HEALTH AND SAFETY MEASURES

To protect the health and safety of passengers and our crew on board, we are in continuous contact with various health and aviation authorities and pro-actively adjust our products and services to the latest insights. Precautionary hygiene, safety and social distancing measures are taken on board, bringing you safely and healthy to your destination.

Our health and safety measures are also shown in these [Air France](#) and [KLM](#) videos.

<b>CLEANING AIRCRAFT</b>	Cleaning and disinfecting our aircraft with approved detergents, giving special attention to seats, tray tables, armrests and lavatories.
<b>AIR QUALITY</b>	Ensuring excellent air quality onboard by filtering the air every three minutes via High Efficiency Particulate Air (HEPA) filters, which remove more than 99.999% of viral and bacterial contaminants and are also used in medical operating rooms.
<b>SOCIAL DISTANCING</b>	Creating physical distance on board between passengers whenever possible with special seating patterns, for instance by leaving seats open.
<b>ADJUSTED SERVICE</b>	Creating social distance by minimizing contact moments between passengers and our crew by simplified service on board. This means that catering, inflight sales and newspaper services can be adjusted or suspended.
<b>MANDATORY FACE MASKS</b>	Adding an extra layer of protection by requiring face masks on board for both passengers and crew. Passengers have to bring their own masks. On Air France flights, surgical masks are mandatory.
<b>CORONA KITS</b>	Our Air France and KLM crews are trained to be alert throughout each flight and special Corona kits are available in case of unexpected signs of illness during the flight.



# REBOOK AND NEW BOOKING POLICIES

## TRAVEL POLICIES

Setting your own priorities is key during these hectic times. To support you in your daily work and business' or customers' travel plans, we've made temporary adjustments to both our rebook and our new booking policy. Giving more time, simplicity and flexibility.

For more information, please check the [Air France](#) and [KLM](#) websites or [AgentConnect.biz](#).

<b>RESERVATIONS/ PNR'S</b>	Giving you what you need most right now; extra time. Your travel agency can now secure your reservations to stay active until 30 June 2021.
<b>DATES AND/OR DESTINATION</b>	Providing you simplicity by the option to change travel dates and/or destinations.
<b>CABIN TO CABIN/ CLASS TO CLASS</b>	Giving the flexibility to rebook a trip in the same cabin/class at no extra charge.
<b>EMD CDET VOUCHER</b>	Of course, we're encouraging to rebook, but understand if it is not yet possible to reschedule. Travel agents can keep the reservation alive or apply for a voucher (EMD CDET) for a future trip, which is transferable to another corporate traveler under the same corporate contract (OIN), valid for redemption until 31 December 2021. Vouchers can be reimbursed if they have not been (fully) used.
<b>15% EXTRA VALUE</b>	Offering an attractive incentive by giving up to 15% extra value on top of the initial voucher (EMD CDET) or live reservation (PNR live).
<b>NO CHANGE FEE</b>	Offering those that need or would like to travel, the flexibility in the change conditions of their new booking as they are not being charged with a change fee.
<b>CORPORATE CONTRACT EXTENSION</b>	Because we value the partnership with our customers with a corporate contract, we offer them to benefit from our pricing conditions without interruption giving them the option to extend our current (upfront discount) pricing conditions.

The current situation may change rapidly, therefore please check the airline website for the latest and most detailed information.



## COVID-19 MEASURES

### FLYING BLUE

As travel restrictions are gradually being lifted worldwide and airline traffic increases, traveling becomes an option again. Once our most loyal members are ready to fly again, Flying Blue gives them more reasons to choose Air France or KLM with the following measures.

For more information or if you have any questions about the consequences regarding your specific situation, please visit the [Flying Blue](#) website or contact your dedicated account manager, your TMC or our support desk.

#### REWARD TICKETS

The Air France and KLM COVID-19 Flexible rebook policy is also applicable on Reward tickets. Giving you more time and flexibility to rebook your trip.

#### MILES

Preventing Miles from expiring between now and the end of 2020 for all Explorer members. As always, Miles of our Elite members are valid for life.

#### FLYING BLUE ELITE LEVEL

Removing any uncertainty you may have about your Flying Blue Elite level, by maintaining the Flying Blue Elite level of Flying Blue Elite members for another 12 months automatically in case the qualification period is ending between March 2020 and February 2021.

#### DOUBLE MILES AND XP

Rewarding Flying Blue members by double Miles and double XP when travelling before 31 December 2020.





## AIR FRANCE - KLM GROUP 2030 TARGETS

### SUSTAINABILITY COMMITMENTS

Travel should always be future focused. Business travelers fly all over the world. And every day, they realize how beautiful and vulnerable our planet is.

As airlines, we sense an even greater responsibility towards social and environmental topics and are determined to accelerate the transition to more sustainable aviation. Air France and KLM are proud to be leading airlines on these matters for years: **The Air France-KLM Group has been in the top of the Dow Jones Sustainability Index for 15 consecutive years, of which 13 times ranked as number one.**

Read more on the 2030 sustainability targets and the 2019 sustainability report of the Air France-KLM Group [here](#).

**-50%**

CO<sub>2</sub> efficiency per passenger kilometer (compared to 2005)

**-50%**

non recycled waste (compared to 2011)

**0**

emission of ground operations by 2030

## 2019 AT A GLANCE

**30%**

lower CO<sub>2</sub> emissions per passenger km compared to 2005

**32%**

less CO<sub>2</sub> emissions produced by ground operations compared to 2018

**43%**

noise reduction per movement compared to 2000

**31%**

less non- recycled waste compared to 2011

**22**

new, quieter, more efficient aircraft added to the fleet



## DELTA AIR LINES & VIRGIN ATLANTIC

### MEASURES OF OUR PARTNERS

Our partners are also doing everything they can to reassure that you can travel safely in these difficult COVID-19 times. Check out their websites for more information on the measures they take for example on health, safety, travel policies and network.

#### HEALTH & SAFETY

Find more information about the health, sanitary and social distancing measures [Delta](#) and [Virgin](#) took.

#### REBOOK POLICY

Read more about the [Delta](#) and [Virgin](#) rebook policy.

#### NETWORK

Discover which flights [Delta](#) and [Virgin](#) are operating.





## PARTNER UPDATES

For all relevant partner news, please have a look at the following pages:

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<a href="#">DELTA AIR LINES</a>	<a href="#">VIRGIN ATLANTIC</a>	<a href="#">CHINA EASTERN</a>	<a href="#">CHINA SOUTHERN</a>	<a href="#">GOL</a>	<a href="#">KENYA AIRWAYS</a>
<a href="#">TRANSAVIA</a>	<a href="#">XIAMEN AIR</a>	<a href="#">AIR MAURITIUS</a>	<a href="#">VIETNAM AIRLINES</a>		

# WE ARE HERE FOR YOU

Should you have any questions or concerns, we are here for you at any time. You can check our websites to stay informed about the latest updates or contact your account manager or service center/desk. As the current situation may change rapidly, it could be that some information in this document is not up to date. Please check our websites for the latest and most detailed information via the links below:



[AIR FRANCE](#)

[AIR FRANCE - COVID-19](#)



[KLM](#)

[KLM - COVID-19](#)



[CORPORATE TRAVEL WEBSITE](#)

[SIGN UP FOR CORPORATE  
CUSTOMER NEWSLETTER](#)

[AGENTCONNECT.BIZ](#)

[SIGN UP FOR TRAVEL  
PARTNERS NEWSLETTER](#)

[FLYING  
BLUE  
FOR ME](#)

[FLYING BLUE](#)

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