

SKYTEAM
Caring more about you

2019 A Year in Review

SkyTeam Rebooking implemented at **110** airports

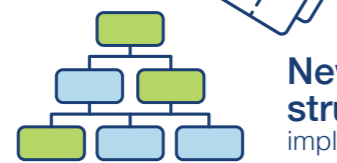


7th SkyTeam lounge opened in Istanbul Airport

SkyTeam NPS 51



SkyTeam Corporate contracts: Generated **1 million+** flights worldwide and more than **300 million Euro** in revenue



New governance structure successfully implemented

Codeshare sync reduced from **10%** to **3%**



Digital Spine



Connected **three** more carriers to the Spine for Seats



Connected **five** members to the Digital Spine for baggage tracking



7.500.000 = the number of successful transactions via the Spine for seats in 2019



Check-in proof of concept **completed**



#1

for AVE when compared to the other two alliances

SkyTeam 39.29%



Star Alliance 28.35%

oneworld 32.36%

New member to the Cargo alliance:



SKY PRIORITY

Learning and Development

- First-ever SkyPriority & Hospitality instructional learning toolkit introduced to help agents make travel more seamless for members' HVCs
- **200,000+** service agents now trained on SkyTeam products and services and **150,000+** airline staff trained on SkyTeam Hospitality topics

IATCI failure rate decreased by more than **10%**



Round the World:

2000+ RTW tickets traveled, covering a distance of **100.000.000 km** (2.500 times the earth circumference)



Data Center Migration successfully **moved the entire SkyLink** from London to Frankfurt

