



STAR ALLIANCE

THE STAR ALLIANCE NETWORK

The Star Alliance network was created in 1997 to better meet the needs of the frequent international traveller.

Combined Total of the current Star Alliance member airlines:

Total revenue:	173.12 BUSD	Revenue Passenger Km:	1,331 bn
Daily departures:	More than 18,000	Annual Passengers:	637.62 m
Countries served:	193	Number of employees:	439,232
Airports served:	1,269	Fleet:	4,338
Lounges:	More than 1,000		

MEMBER AIRLINES



The Slovenian airline Adria Airways has a wealth of experience spanning over 52 years in charter and scheduled air traffic. The Adria Airways story dates back to 1961, when it was founded as a charter company. In the eighties the airline started serving scheduled routes, and became a member of the IATA, the International Air Transport Association.

Today the majority of Adria Airways business is in scheduled flights; its network links Ljubljana with 20 cities throughout Europe and offers excellent connections to South East Europe. Adria Airways offers more than 180 scheduled flights each week to Amsterdam, Brussels, Copenhagen, Frankfurt, London, Istanbul, Manchester, Moscow, Munich, Paris, Podgorica, Prague, Pristina, Sarajevo, Skopje, Tirana, Vienna, Zurich and Warsaw. Scheduled flights between Pristina and cities in Germany (Frankfurt, Munich) have appeared in Adria's timetable since December 2010. Scheduled flights between Munich and Lodz will be introduced with the summer timetable.

Adria Airways operates charter flights for the most part seasonally, and most frequently to destinations in the Mediterranean. Sharm el-Sheikh and Hurghada in Egypt are currently the only charter destinations served by Adria Airways all year round. The company's head office is at Ljubljana Joze Pucnik Airport and has representative offices in Brussels,

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Moscow, Frankfurt, Zurich, and sales agents in almost all European countries.

Today Adria Airways operates flights with 11 aircraft: 1 Airbus A320, 2 Airbus A319, 4 Canadair Regional Jet CRJ900 and 4 Canadair Regional Jet CRJ200. This is one of the most modern fleets in Europe and is both environment-friendly and economical.

In August 2004 Adria was one of the first airlines to receive IOSA (IATA Operational Safety Audit) Registration (www.iata.org/registry), which determines the level of organisation of the company, its operating procedures and also the flight safety and security of the company.

Adria Airways has codeshare agreements with Lufthansa, Austrian Airlines, SAS Scandinavian Airlines, LOT Polish Airlines, Ukraine International Airlines, Montenegro Airlines, Brussels Airlines, Air Serbia, Aeroflot and Swiss International Air Lines.

Adria Airways embodies many features characteristic of Slovenia: hospitality, friendliness and high-quality services. Our goal is to remain a dependable and successful European regional carrier well into the future, during which we continue to grow and develop. Together with a professional, caring staff and a modern fleet, Adria Airways is committed to providing a high level of service and satisfaction, and to winning the loyalty of its passengers.

Total revenue:	374 MUSD	Revenue Passenger Km:	1.22 bn
Daily departures:	54	Annual Passengers:	1.03 m
Countries served:	19	Number of employees:	374
Airports served:	20	Fleet:	11

Hub airport: Ljubljana, Pristina

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AEGEAN AIRLINES, Greece's largest full-service airline, carried about 6.9 million passengers in 2013. AEGEAN has been investing over many years in strengthening its international presence and in supporting tourism in Greece, both in Athens and at regional airports. The AEGEAN fleet consists of 31 Airbus A320 family aircraft with an average age of 5.5 years. The company has always been a customer focused, full service carrier, placing the emphasis on quality and efficiency, receiving many plaudits over the years for its outstanding service - a fact that was recognized again in 2013 when Skytrax named Aegean as the best regional airline in Europe for the fourth time, the previous being in 2009, 2011 and 2012. In its 15 years history, AEGEAN has also received awards on six occasions by the European Regions Airline Association (ERA).

On 23rd October 2013 AEGEAN acquired Olympic Air; as a result passengers will have increased frequencies and connections as well as many more Greek destinations to choose from in our vast AEGEAN network.

For more information please visit www.aegeanair.com.

Total revenue:	849 MUSD	Revenue Passenger Km:	7.81 bn
Daily departures:	210	Annual Passengers:	6.9 m
Countries served:	25	Number of employees:	1,357
Airports served:	82	Fleet:	31

Hub Airports: Athens, Thessaloniki, Heraklion, Rhodes, Corfu, Kos, Kalamata, Chania, Larnaca



Air Canada is the largest provider of scheduled passenger services in the Canadian market, the Canada-U.S. transborder market and in the international market to and from Canada. In 2013, Air Canada, together with its Air Canada Express regional partners and Air Canada rouge, operated scheduled and charter air transportation for passengers and cargo to more than 180 destinations on five continents: 60 destinations in Canada, 54 in the United States and 67 in Europe, the Middle East, Asia, Australia, the Caribbean, Mexico and South America..

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Air Canada's predecessor, Trans-Canada Air Lines (TCA) inaugurated its first flight on September 1, 1937. By 1964, TCA had grown to become Canada's national airline and changed its name to Air Canada. The airline became fully privatised in 1989; its shares are traded on the Toronto Stock Exchange. Air Canada employs approximately 27,000 employees worldwide.

Total revenue:	11.9 BUSD	Revenue Passenger Km:	88.5 bn
Daily departures:	1,500	Annual Passengers:	35.8 m
Countries served:	46	Number of employees:	27,000
Airports served:	181	Fleet:	358

Major hub airports: Toronto, Montreal, Vancouver



Air China Limited (Air China) is the national flag carrier of China and a leading provider of passenger, air cargo and airline-related services and products in China. Its operational headquarters is in Beijing, a major domestic and international hub in China. It also provides airline-related services, including aircraft maintenance, ground handling services in Beijing, Chengdu, and other locations. As at 31 December 2012, the Company operated a fleet of 301 aircraft with an average age of 6.65 years. Passenger traffic routes have reached to 284 routes, including 72 international, 15 regional and 197 domestic routes. The Company's network covered 29 countries and regions globally and 145 cities, including 45 international, 4 regional and 96 domestic cities. Air China was listed on Hong Kong Stock Exchange and London Stock Exchange on December 15, 2004 under codes 00753 and AIRC respectively. On August 18, 2006, Air China was listed on Shanghai Stock Exchange under code 601111. For further details, please visit Air China's website: www.airchina.com.cn.

Total revenue:	16.03 BUSD	Revenue Passenger Km:	95.23 bn
Daily departures:	900	Carried Passengers:	48.68 m
Countries served:	29	Number of employees:	25,269
Airports served:	145	Fleet:	301

Major hub airports: Beijing, Chengdu, Shanghai

FACTS & FIGURES



Air New Zealand Limited is an international and domestic airline group that provides air passenger and cargo transport services connecting customers to 25 destinations within New Zealand and to Australia, the Pacific Islands, China, Japan, North America and the United Kingdom. Air New Zealand's extensive list of accolades includes the prestigious Air Transport World Airline of the Year award in both 2010 and 2012, the first time in the nearly 40 year history of the awards that an airline has achieved this twice in three years. The airline also encompasses business units providing engineering and ground handling services. Subsidiaries extend to booking systems, travel wholesaling and retailing services. Air New Zealand is renowned for its innovative approach to service and product design, including the revolutionary Economy Skycouch, the all black Boeing 777-300ER - the world's largest commercially operated aircraft to be painted all black, and a number of creative themed safety videos which not only capture the attention of its customers onboard but have gone viral, collectively generating more than 30 million hits online.

Total revenue:	3.6 BUSD	Revenue Passenger Km:	27.7 bn
Daily departures:	534	Annual Passengers:	13.4 m
Countries served:	16	Number of employees:	11,000
Airports served:	51	Fleet:	106

Major hub airports: Auckland, Los Angeles, Hong Kong, Shanghai

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All Nippon Airways (ANA) is the ninth largest airline in the world by revenues (2012) and the largest in Japan by passenger numbers and revenues (2012). Founded in 1952, ANA flies today to 32 international destinations and 50 domestic cities with a fleet of 236 aircraft serving a network of 176 routes. ANA has 14,000 employees. In 2012, it carried 45 million passengers and generated revenues of \$15.8 bn. ANA has been a core member of Star Alliance since 1999 and has joint-ventures with United Airlines on trans-Pacific and Asia routes and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 24 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazines, and was awarded five stars by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.

Total revenue:	15.8 BUSD	Revenue Passenger Km:	62.50 bn
Daily departures:	1,002	Annual Passengers:	45 m
Countries served:	15	Number of employees:	14,000
Airports served:	85	Fleet:	236

Major hub airports: Narita, Haneda

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ASIANA AIRLINES



Asiana Airlines, since its foundation in 1988 has fully committed itself to providing its valuable customers with innovative and world-class services that are second to none. Every employee within the entire company strives to realize this belief not only in their work, but in their daily lives. As a result of this belief, Asiana Airlines has been awarded "Airline of the Year" five times. Asiana Airlines received ATW Airline of the Year in 2009, one of the most prestigious awards in the industry. In 2010 Asiana was ranked as a 5-Star Airline for the fifth consecutive year and also awarded Airline of the Year by Skytrax. Similar Airline of the Year awards followed from Global Traveler, Premier Traveler and Business Traveler in 2011, 2012 and 2013 respectively.

Total revenue:	5.73 BUSD	Revenue Passenger Km:	31.2 bn
Daily departures:	260	Annual Passengers:	17 m
Countries served:	24	Number of employees:	10,078
Airports served:	71	Fleet:	83

Major hub airport: Incheon, Gimpo (Seoul)

Austrian



Austrian Airlines is Austria's largest carrier and operates a global route network of round 130 destinations. That route network is particularly dense in Central and Eastern Europe with 43 destinations. Thanks to its favourable geographical location at the heart of Europe, the company's hub at Vienna International Airport is the ideal gateway between East and West. Austrian Airlines is part of the Lufthansa Group, Europe's largest airline group, and a member of the Star Alliance, the first global alliance of international airlines. The flight operations of the Austrian Airlines Group has been bundled at its 100% subsidiary Tyrolean Airways since 1st July, 2012.

Total revenue:	2.69 BUSD	Revenue Passenger Km:	17.95 bn
Daily departures:	400	Annual Passengers:	11.5 m
Countries served:	57	Number of employees:	6,236
Airports served:	130	Fleet:	77

Major hub airport: Vienna

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Avianca is the commercial brand that represents the Latin American airlines integrated in Avianca Holdings S.A. Its workforce of over 19,000 employees has been recognized to provide excellent world class service. The Avianca airlines, specialized in air cargo and passenger transportation, serve more than 100 destinations in 25 countries throughout the American and European continents with its modern fleet of 152 short, medium, and long haul aircraft. Through its membership with Star Alliance, Avianca offers the possibility to connect to more than 1,200 destinations in 195 countries globally. Through LifeMiles, the loyalty program, the airline offers a wide range of benefits and travel options to its more than 5 million registered members. Throughout 2013, Avianca transported 24.6 million passengers. For more information please visit aviancaholdings.com, avianca.com, aviancacargo.com, lifemiles.com, [Facebook.com/AviancaOficial](https://www.facebook.com/AviancaOficial) or Twitter @Avianca

Total revenue:	4.6 BUSD	Revenue Passenger Km:	31.2 bn
Daily departures:	710	Annual Passengers:	24.6 m
Countries served:	25	Number of employees:	19,000
Airports served:	100	Fleet:	152

Major hub airport: Bogota, San Salvador, El Salvador, Lima

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Brussels Airlines, member of the Lufthansa Group, is the leading Belgian airline flying out of the capital of Europe. With flights to some 60 European as well as to 19 African destinations and two US destinations namely New York and Washington D.C., the airline offers an excellent network for travel to, from and via Brussels. Next to a dedicated Business Class, called “b.business”, Brussels Airlines offers also an Economy Class on its European network that’s designed to give business travellers all the flexibility they need, but at economy fares. “b.flex economy+” is a fully flexible fare, which includes flight changes, refunds and fast-lane access - ideal for passengers who want to save time and need comfort and flexibility but at economy prices. The airline also offers a “b.light economy” leisure fare. Brussels Airlines operates more than 80 weekly scheduled flights to Africa, connecting 19 business and leisure destinations to and via Brussels. In April 2012 Brussels Airlines’ partner airline Korongo Airlines started its operations out of its hub Lubumbashi. Herewith, Brussels Airlines confirms once more its status of key player connecting Africa to the world. Since summer 2012 flying to the US or to one of the numerous African destinations of the Brussels Airlines network has become even more comfortable. The airline invested 30 million euro in flatbed seats in Business Class, generous seating comfort in Economy Class, trendy design and revolutionary entertainment technology. On top of that, Miles & More, Europe’s leading airline loyalty program, offers Brussels Airlines passengers a fantastic range of benefits and advantages when flying throughout the world. Brussels Airlines’ consistent drive for excellence has been reflected in the awards it has won over the years.

In 2012 and 2013, the Belgian carrier won several international awards: Global Traveller, the U.S. magazine aimed at business and luxury travellers, awarded Brussels Airlines with the top prize for Best Overall International Business Class Wines for the long-haul Business Class cellar. In addition, the airline received for their new long-haul cabin the Avion Award for Best Single Achievement in Passenger Experience. In January 2014, Brussels Airlines announced its largest network expansion with 9 new summer destinations, additional aircraft and invests in service innovation.

Total revenue:	1.44 BUSD	Revenue Passenger Km:	9.77 bn
Daily departures:	188	Annual Passengers:	6 m
Countries served:	39	Number of employees:	3,500
Airports served:	78	Fleet:	43
Major hub airports: Brussels			

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Copa Airlines was founded in 1947. Its Hub of the Americas®, strategically located at the Tocumen International Airport in epicentric Panama, offers more destinations and frequencies than any other hub in Latin America, establishing it as the most efficient airport in the region. In 2005, this subsidiary of Copa Holdings S.A. began trading on the New York Stock Exchange, becoming the third Latin American airline to be listed on this important financial center. Also in that year, Copa acquired Aero Republica, then-Colombia’ s second-largest carrier, and in 2010 it changed AeroRepublica’ s brand name to Copa Airlines Colombia .

Today, Copa Airlines and Copa Airlines Colombia, are leading Latin American providers of passenger and cargo services, offering flights to 69 destinations in 30 countries in North, Central, South America and the Caribbean. Copa operates one of the youngest and most modern fleets in the industry, consisting of 90 aircrafts: 64 Boeing 737 Next Generation and 26 Embraer-190s, and continuously boasts an on-time performance of around 90 percent, among the best in the world. Prestigious organizations have recognized Copa Airlines for its sustained operational excellence, receiving in 2013, 2 Skytrax awards for “Best Airline in Central America and the Caribbean” and “Best Staff Service in Central America and the Caribbean” . Copa’ s loyalty program, United’ s MileagePlus, has been selected several times as the world’ s Best Frequent Flyer Program by Global Traveler magazine. For more information, visit www.copa.com. In 2010, Copa Airlines starts flying to the island of St. Maarten and announces that Aero Republica will operate under Copa Airlines Colombia brand name. In addition, Copa Airlines communicates that it is in the process of joining the Star Alliance. Prestigious organizations have recognized Copa Airlines for its hard work and continual development. The latest award given was the 2012 Airline Business Strategy Award “Regional Leadership”. For information, visit www.copa.com.

Total revenue:	2.3 BUSD	Revenue Passenger Km:	23.3 bn
Daily departures:	328	Annual Passengers:	11.3 m
Countries served:	30	Number of employees:	8,644
Airports served:	69	Fleet:	90

Major hub airports: Panama’ s Tocumen International Airport (Hub of the Americas®)

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Croatia Airlines, the Croatian flag carrier, was registered as joint stock company under the name “Zagreb Airlines d.d.” in 1989 as the first joint stock company registered in Croatia. Since July 1990, the company has operated under its present name. Croatia Airlines is a mid-sized European airline in constant growth. In addition to domestic flights, this continuously growing company provides passenger travel services on short and mid-range flights within Europe.

The carrier currently operates over 75 daily flights to 25 destinations in 15 countries.

Total revenue:	283 MUSD	Revenue Passenger Km:	1.32 bn
Daily departures:	75	Annual Passengers:	1.80 mln
Countries served:	15	Number of employees:	1,032
Airports served:	25	Fleet:	12

Major hub airport: Zagreb



In more than 81 years, EGYPTAIR has experienced extraordinary growth and taken the lead to be the first airline in the Middle East and Africa, and the seventh in the world, to join IATA and has become a treasured brand. EGYPTAIR, a Star Alliance member since July 2008, now operates from the state-of-the-art new Terminal 3 at Cairo International Airport, where customers can enjoy the exclusive services inside the Star Alliance Lounges that are owned and operated by EGYPTAIR. In 2004, EGYPTAIR assured its commitment to the highest standards of safety by being the first IOSA certified airline in the Middle East & Africa. On its newest fleet, EGYPTAIR is providing its customers with Full Flat Bed Seats in Business and personal screens in all classes. Moreover, EGYPTAIR customers can now enjoy using their personal mobile and WI-FI internet onboard the newest Airbus A330-300. One key to EGYPTAIR success is its team spirit, which drives the team to look constantly at the best possible services for customers, partners and stakeholders. Currently, EGYPTAIR fleet comprises 81 aircraft serving more than 80 destinations in 60 countries, fulfilling the needs of both business and leisure travellers.

Total revenue:	1.84 BUSD	Revenue Passenger Km:	18.81 bn
Daily departures:	162	Annual Passengers:	11.8 m
Countries served:	55	Number of employees:	9,000
Airports served:	80	Fleet:	81

Major hub airports: Cairo

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Ethiopian Airlines (Ethiopian) is the fastest growing and most profitable airline in Africa. Since its establishment in 1945, Ethiopian has been a pioneer of African aviation by providing vital air connectivity to the continent and by being the first to phase in the latest technology aircraft. Today, the airline has the most extensive network in Africa and serves 79 international destinations across five continents. Ethiopian transported 6 million passengers with the newest and youngest fleet. For customers travelling to and from Africa, Ethiopian network offers convenient and seamless connectivity options with minimum layover in Addis Ababa, its main hub. Ethiopian operates one the most modern and environmentally friendly fleet in the industry with an average age of seven years comprising of Boeing 787s, Boeing 777-200 LRs, Boeing 777-300 ERs and the new generation Q-400s with double cabin. These latest technology aircraft are complemented by a uniquely Ethiopian flavored African hospitality both on ground and on-board, which has made Ethiopian the airline of choice for customers travelling within as well as to and from Africa.

Ethiopian Cargo is the largest cargo operator in Africa covering 24 international destinations using six dedicated freighters, including the latest Boeing 777-200 LR freighters.

Since 2010, Ethiopian is successfully implementing a 15-year fast, profitable and sustainable growth strategic roadmap called Vision 2025. By 2025, Ethiopian Airlines Group will generate 10 billion USD in revenue, transport 18 million passengers, uplift 820,000 tons of cargo, and operate over 120 aircraft. Now, in the fourth year of its Vision 2025, Ethiopian has transformed into an Airline Group with seven strategic business units (Ethiopian International Passenger Services; Ethiopian Regional Services; Ethiopian Cargo; Ethiopian MRO; Ethiopian Aviation Academy; Ethiopian In-Flight Catering; Ethiopian Ground Services) and is meeting and even exceeding its growth targets with an average 25% annual growth.

Total revenue:	2.1 BUSD	Revenue Passenger Km:	18.4 bn
Daily departures:	190	Annual Passengers:	6 m
Countries served:	53	Number of employees:	7,801
Airports served:	89	Fleet:	63

Major hub airports: Addis Ababa (main hub), Lomé (Togo), Lilongwe (Malawi), and Liège (Belgium, cargo hub)

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EVA Air launched flights in the summer of 1991. Part of the Evergreen Group and a sister company to international container-shipping leader Evergreen Line, EVA has a solid foundation in global transportation and core values of safety, service and innovation at its heart. It serves an international network of business and leisure destinations throughout North America, Europe, Oceania and Asia, including every region of Mainland China. Its hub in Taiwan gives passengers the conveniences of the shortest average geographic distance to all major cities in the Asia-Pacific region. Creative and innovative, EVA introduced one of the world's first premium economy cabins in 1992. Named Elite Class, it is a welcomed choice for business and leisure travelers. EVA also makes flying fun with Hello Kitty Jets, recognized in the United Kingdom by Wallpaper Magazine for Best Livery and in North America by Travel Weekly with a Magellan Award for Advertising/Marketing. EVA is also diligent in the care and operation of its aircraft.

Total revenue:	2.4 BUSD	Revenue Passenger Km:	28 bn
Daily departures:	138	Annual Passengers:	8 m
Countries served:	18	Number of employees:	6,792
Airports served:	55	Fleet:	47
Major hub airports: Taoyuan (Taipei)			

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LOT Polish Airlines has been operating in the market for over 84 years. The company operates in one of the largest and the fastest-developing European markets, offering its customers convenient connections and good knowledge of the region. Perfectly located hub in Warsaw and well developed network of connections to East and West from Poland favour the share increase of the Polish carrier in passengers and cargo transport between Western and Eastern Europe. In addition to its extensive European network LOT operates Middle East and long haul flights to North America - New York, Chicago, Toronto and Asia - Beijing. With a commitment to a high standard of service and delivering a quality product, the carrier has garnered praise throughout the industry. In 2012 LOT took delivery of the most modern aircraft in the world – the Boeing 787 Dreamliner.

Total revenue:	1.01 BUSD	Revenue Passenger Km:	7.29 bn
Daily departures:	240	Annual Passengers:	5 m
Countries served:	34	Number of employees:	1,700
Airports served:	52	Fleet:	37

Major hub airport: Warsaw

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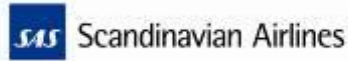
Deutsche Lufthansa AG is an Aviation Group comprising around 400 subsidiaries and affiliates. The Lufthansa Group is dedicated to quality and innovation, safety and reliability. Headquartered in Germany, the Group operates in five business segments - passenger transportation, logistics, MRO, catering and IT services. Passenger transportation is the Group's core business: The airlines engaged in the passenger transportation business are Lufthansa German Airlines (including Lufthansa Regional and Germanwings), Austrian Airlines, SWISS as well as stake holdings in Brussels Airlines, JetBlue und SunExpress. In the 2013 business year, the airlines in the Lufthansa Group welcomed around 104.5 million passengers on board their flights, making it Europe's leading airline grouping. Operating through the Frankfurt, Munich, Brussels, Vienna and Zurich hubs, Lufthansa, Austrian Airlines, Brussels Airlines and SWISS jointly serve 285 destinations in 102 countries on four continents during summer schedule 2013. The Group fleet currently consists of more than 620 aircraft - on order are another 260 scheduled for delivery between 2014 2025. With its ongoing expenditure in fleet renewal, the Group is consistently making the fleet more cost-efficient and its operations more environment-friendly. End of 2012 the Lufthansa Group employed around 117,000 people. In the 2012 business year, it returned revenues totaling 30.1 billion euro. More details at www.lufthansagroup.com.

The following figures are describing Lufthansa German Airlines (incl. Lufthansa Regional and Germanwings):

Total revenue:	17.26 B USD	Revenue Passenger Km:	149.78 bn
Daily departures:	2086	Annual Passengers:	76.30 m
Countries served:	78	Number of employees:	40,622
Airports served:	235	Fleet:	430

Major hub airports: Frankfurt, Munich

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SAS Scandinavian Airlines is Northern Europe's leading airline with close to 800 daily flights to 120 destinations in Scandinavia, Europe, the U.S. and Asia. SAS offers a wide range of innovative travel solutions in order to make customers' travel as time efficient and smooth as possible. SAS intends to be one of the leading players in the airline industry in the area of environmental adaptation of its operations and the integration of environmental aspects into its business management process.

Total revenue:	5.94 BUSD	Revenue Passenger Km:	18.85 bn
Daily departures:	791	Annual Passengers:	25.4 m
Countries served:	34	Number of employees:	12,884
Airports served:	120	Fleet:	139

Major hub airports: Copenhagen, Oslo, Stockholm



Shenzhen Airlines was founded in Nov, 1992, the first Special Economy Zone in China and the pioneer of China's "Reform and Opening-Up". Shenzhen Airlines is China's fifth largest Airline, with 128 aircraft, 3850 weekly flights serving 68 destinations.

Total revenue:	2.65 BUSD	Revenue Passenger Km:	31.77 bn
Daily departures:	550	Annual Passengers:	21.35 m
Countries served:	5	Number of employees:	13,006
Airports served:	68	Fleet:	128

Major hub airports: Shenzhen, Guangzhou

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Singapore Airlines' success has been fuelled by its dedication to customer service. In-flight menus in all classes of service offer gourmet meals created by a panel of internationally renowned chefs, and all customers can enjoy the carrier's state-of-the-art in-flight entertainment system, which offers the industry's widest choice of movies, music and games. The care and attention that Singapore Airlines gives to its customers has earned the airline many industry and travel awards, including Conde Nast Traveler's 'World's Best Airline' award for the 23rd time, Travel+Leisure Magazine's "World's Best International Airline" award for 16 consecutive years and Wall Street Journal "Asia's most admired Company" award for 18 consecutive years.

Total revenue:	9.73 BUSD	Revenue Passenger Km:	93.76 bn
Daily departures:	621	Annual Passengers:	18.2 m
Countries served:	34	Number of employees:	14,156
Airports served:	62	Fleet:	100

Major hub airports: Singapore Changi



South African Airways (SAA) celebrated its 80th Anniversary on 1 February 2014 as one of the oldest airlines in the world.

The airline operates one of the most technologically-advanced aircraft fleets in the world and offers an exclusive, and highly-rated, premium product. The vision of SAA is to be Africa's leading world-class airline, which is underpinned by five objectives: support South Africa's national developmental agenda; to achieve and maintain commercial sustainability; provide excellent customer service; achieve consistent, efficient and effective operations; and foster performance excellence.

These objectives are further supported by values of: customer focused, accountability, integrity, safety, excellence in performance and valuing our people.

As Africa's most awarded airline, South African Airways operates to 40 destinations worldwide.

In its domestic market SAA has an extensive schedule operating 556 flights in total per week between Johannesburg - Cape Town, Durban, East London and Port Elizabeth, from its Johannesburg hub, as well as

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code-shared flights between Lanseria - Cape Town and Durban. SAA offers more frequencies than any other airline in South Africa.

Regionally, SAA offers 24 destinations across the African continent including Abidjan, Accra, Blantyre, Brazzaville, Cotonou, Dakar, Dar es Salaam, Douala, Entebbe, Harare, Kinshasa, Lagos, Libreville, Lilongwe, Livingstone, Luanda, Lusaka, Maputo, Mauritius, Nairobi, Ndola, Pointe Noire, Victoria Falls and Windhoek.

SAA's international network creates links to all major continents from South Africa through 11 direct routes and code-shares, with daily flights from Johannesburg to London (Heathrow), Frankfurt, Munich, Mumbai, Perth, Hong Kong, Beijing, New York (JFK), Washington, Sao Paulo and Buenos Aires. SAA has codes-share agreements with 27 other airlines across the markets it serves. The airline has extended its code-share agreement with Mango, its low cost operator, to also include coastal cities in South Africa (between Johannesburg and Cape Town, Durban, Port Elizabeth and George), as well as Johannesburg - Bloemfontein; Cape Town - Bloemfontein and Cape Town - Port Elizabeth.

SAA's core business is the provision of passenger airline and cargo transport services together with related services, which are provided through SAA and its four wholly owned subsidiaries: SAA Technical; Mango, its low cost carrier; Air Chefs, the catering entity of SAA; and South African Travel Centre (SATC).

SAA is the winner of the 'Best Airline in Africa' Award in the regional category for 11 consecutive years. Mango and SAA furthermore hold the number one and number two successive spots as South Africa's most on-time airlines.

Total revenue:	3 BUSD	Revenue Passenger Km:	22.9 bn
Daily departures:	153	Annual Passengers:	7.0 m
Countries served:	27	Number of employees:	9,454
Airports served:	39	Fleet:	52

Major hub airports: Johannesburg

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Swiss International Air Lines (SWISS) serves 76 destinations in 40 countries all over the world (winter schedule 2013/2014) from its Zurich hub and the further Swiss international airports of Basel and Geneva with a fleet of 91 aircraft. As the airline of Switzerland, SWISS is a byword for traditional Swiss values. True to its roots, the company is dedicated to providing the highest possible quality in all its products and services. With its manageable medium size, SWISS is also optimally equipped to remain as close as possible to its customers and meet their individual needs. SWISS is committed on various fronts to the careful and sustainable use of natural resources, and regards a responsible attitude to the environment as an integral part of its corporate culture. As part of the Lufthansa Group and a member of Star Alliance, SWISS remains faithful to its mission of providing quality air services that link Switzerland with Europe and the world. SWISS regularly earns key industry awards. Highlights include the 2013 World Travel Award as “Europe’s Leading Airline Business Class” that SWISS won for the third time in a row. SWISS took also first place in the “Best Business Class Catering” category in the Skytrax World Airline Awards 2012.

Total revenue:	5.18 BUSD	Revenue Passenger Km:	35.1 bn*
Daily departures:	400	Annual Passengers:	15.97 m*
Countries served:	40	Number of employees:	8,067**
Airports served:	76	Fleet:	91
Major hub airports: Zurich			

**figures for 2013*

*** figures for 2012*

(Swiss will publish updates in March 2014)

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TAP Portugal is the Portuguese leading airline, in operation since 1945 and a member of Star Alliance since March 14, 2005. Its hub in Lisbon is a key European gateway at the crossroads of Africa, North & South America, where TAP stands out as the international leading carrier in operation to Brazil. The company's network currently comprises 77 destinations in 34 countries worldwide. TAP currently operates over 2.250 weekly flights in average with a modern fleet of 55 Airbus aircraft, with another 16 aircraft operating in PGA colors, its regional carrier, thus adding up to a 71 aircraft fleet in the whole. In the pursuit of its customer focused policy, TAP continuously strives to deliver safe, reliable and upgraded product and services, tailored to meet customers' expectations.

Retaining the Portuguese character of the company's brand and quality service as the basic concept has been the main driver of TAP strategy in most recent years. Recognized and awarded by the WTA, World Travel Awards as the "World's Leading Airline to Africa in 2011 & 2012 and as the "World's Leading Airline to South America" in 2009, 2010, 2011 and again 2012. Voted Best Airline in Europe in 2011, 2012 and 2013 by the Global Traveler, USA, the company was also honored by UNESCO and by the International Union of Geological Sciences with the IYPE "Planet Earth Award 2010", in the category of "Most Innovative Sustainable Product". TAP was also voted Best Airline by Condé Nast Traveller Magazine in 2010 and Best Portuguese Tourism Company by the specialized magazine Marketeer, in 2011.

Pursuing its commercial strategy and aiming at offering customers the best travel options possible at any time, TAP considerably extended its network coverage in most recent years. As of next June 2014, TAP is enhancing its network with the addition of 10 new destinations: six in Europe and four in South America, thus growing its reach to 87 destinations in 38 countries. Meanwhile, the company also announced the reinforcement of its fleet during the current year, with the phase-in of six new aircraft, two A330 aircraft for the long haul and four A319's and A320's for the medium haul, in order to support the planned growth and the introduction of the new routes. For further information, please go to www.flytap.com and follow TAP online.

Total revenue:	3.19 B USD	Revenue Passenger Km:	25.96 bn
Daily departures:	320	Annual Passengers:	10.7 m
Countries served:	34	Number of employees:	7.055
Airports served:	77	Fleet:	71
Major hub airports: Lisbon, Porto			

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Thai Airways International is the national carrier of the Kingdom of Thailand, serving more countries in the region than any other carrier, and globally serves 75 airports in 34 countries spanning five continents, to Europe, Africa, Asia, Australia and North America. The key to THAI's success is its major award-winning in-flight and on-ground service, convenient schedules and on-time performance.

Total revenue:	6.94 BUSD	Revenue Passenger Km:	60.68 bn
Daily departures:	129	Annual Passengers:	20.62 m
Countries served:	34	Number of employees:	25,323
Airports served:	75	Fleet:	101

Major hub airports: Bangkok, Chiang Mai, Phuket, Hat Yai



Established in 1933 with a fleet of only five airplanes, Star Alliance member Turkish Airlines is today a four-star airline with a fleet of 234 aircraft (passenger and cargo) flying to 243 cities around the world. One of the fastest growing airlines, it has received several "Passenger Choice Awards" from Airline Passenger Experience Association (APEX). In 2013, Turkish Airlines, for the third consecutive year, was named "Best Airline in Europe" by Skytrax. A winner of the "World's Best Economy Class On-Board Catering" award, Turkish Airlines was also the recipient of the Skytrax "Best Business Class Catering" award in 2013.

Turkish Airlines flies to more countries in the world than any other airline (105 countries over five continents) according to UMB's Official Airline Guide. The global airline won the SkyTrax Award, known as the "Passengers Choice Awards," for the "Best Airline in Southern Europe" consistently in 2009, 2010, 2011 and 2012. In 2012, Skytrax named Turkish Airlines "Best Premium Economy Seats in the world" for its Comfort Class seats .

TK Quality

In order to keep alive its brand equity, which provides a serious advantage in terms of competition, Turkish Airlines invests in its quality of service, in-flight entertainment systems, comfortable seats, gourmet cuisine and its

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employees. Turkish Airlines is always on the forefront of the latest technological advances and innovations in the aviation industry and boasts one of the youngest fleets. As the airline expands its routes and number of aircraft, continuous training of its employees is of the utmost importance in insuring the safety of its passengers. Turkish Airlines regards flight safety and service quality as two of the most indispensable necessities. Turkish Airlines currently holds a four-star ranking and consistently strives to secure a five-star ranking. Turkish Airlines understands the responsibility of being a pioneer within the industry, and is determined to carry out its mission moving forward. Furthermore it maintains its goal of becoming a regional leader and a prominent global airline, preferred for its unparalleled service, superior quality, trustworthiness and reliability. In addition to Europe, Turkish Airlines is also strategically expanding its network into Russia, Central Asia, Far East Asia, the Middle East, Africa and North and South America. As one of the fastest growing airlines in the world, Turkish Airlines holds a strategic position between the East and West.

Total revenue:	7.98 BUSD	Revenue Passenger Km:	92.0 bn
Daily departures:	1,013	Annual Passengers:	48.27 m
Countries served:	105	Number of employees:	18,882
Airports served:	245	Fleet:	233
Major hub airports: Istanbul, Ankara			

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United is a founding member of the Star Alliance network. The airline has a rich history in aviation, tracing its roots to 1926 when a small Swallow biplane owned by Walter T. Varney carried airmail to Nevada from Pasco, Washington - a flight that marked the true beginning of commercial air transportation and the birth of United Airlines. In 2010, in an historic merger of equals, United joined with Continental, an airline with an equally rich history in aviation. Together the two airlines create the world's most comprehensive global route network, including world-class international gateways to Asia and Australia, Europe, Latin America, Africa and the Middle East with non-stop or one-stop service from virtually anywhere in the United States. The new United, together with United Express, operates more than 5300 flights a day to 369 destinations throughout the Americas, Europe and Asia from their hubs in Chicago, Cleveland, Denver, Guam, Houston, Los Angeles, New York, San Francisco, Tokyo and Washington, D.C. United employs more than 85,000 people worldwide.

Total revenue:	38.3BUSD	Revenue Passenger Km:	330 bn
Daily departures:	5,314	Annual Passengers:	140 m
Countries served:	59	Number of employees:	85,000
Airports served:	369	Fleet:	1,265

Major hub airports: Chicago, Cleveland, Denver, Houston, Los Angeles, Newark, San Francisco, Washington D.C. and Guam. International: Narita

All figures based on information provided by the individual airlines. Where annual figures are required, the latest available annual data has been used. Other data is based on the most current information provided by the individual airlines. This data is generally updated twice a year, hence more current data could be available from the individual member carrier websites.

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