



Avianca 

A STAR ALLIANCE MEMBER 

Fact Sheet

2016

AVIANCA HOLDINGS S.A.

FACT SHEET

Fleet in operation, second quarter 2016

| Aircraft Type | Quantity |
|--------------------|------------|
| Airbus A320 Family | 109 |
| ATR 72 | 15 |
| ATR-42 | 2 |
| Embraer E190 | 10 |
| Airbus A330 | 9 |
| Cessna 208 | 11 |
| Airbus A330F | 5 |
| Airbus A330F | 4 |
| Boeing 787 | 7 |
| Boeing 767F | 2 |
| Total | 174 |

Avianca in Numbers

| | |
|------------------------------|--|
| Number of Aircraft: | 177 |
| Number of Collaborators: | 21.000 |
| Number of Destinations: | 105 destinations in 28 countries in America and Europe |
| Daily Departures: | 822 |
| Passengers transported 2015: | 28.2 million |
| Seats in coach class: | More than 18.700 |
| Seats in business class: | More than 1.900 |
| Weekly flights: | 5.738 to destinations in America and Europe |

Route Network

Avianca's route network is one of the largest in Latin America. In 2015, the airline inaugurated new passenger routes, consolidating more than 5.738 weekly frequencies to 105 destinations in America and Europe in 28 countries around the world. Also, through its partnership with Star Alliance, the largest airline network in the world, Avianca travelers have access to destinations in 192 countries and 1,300 airports around the globe. With 18,500 daily departures, passengers have access to 98% of the world's countries.

Hubs

Bogota, Colombia

The operation through the Bogota Hub accounted for 3.280 weekly departures to 25 cities in Colombia, 6 in North America, 8 in South America, 11 in Central America, Mexico and the Caribbean and 3 in Europe, connecting hundreds of national and international travelers daily with different destinations in these regions.

San Salvador, El Salvador

Through the San Salvador hub, more than 629 weekly departures were operated from and to 11 destinations in North America, 6 in South America, 12 in Mexico, Central America and the Caribbean.

Lima, Peru

The hub, located in Peru's capital city, operates 476 weekly departures to 15 points in South America, 6 in Mexico, Central America and the Caribbean, 1 in North America and 8 local destinations.

New Routes in 2016

- Bogota-Cusco-Bogota

New Routes in 2015

- Bogota-Los Angeles-Bogota
- Bogota- Barbados-Bogota
- Lima-Cancun-Lima
- Lima-Punta Cana-Lima
- Managua-Guatemala-Managua
- San Jose de Costa Rica-Costa Esmeralda-San Jose de Costa Rica
- San Jose de Costa Rica-San Andrés-San Jose de Costa Rica

Increase of International Frequencies

- Bogota-Punta Cana -Bogota
- Bogota-London-Bogota
- Bogota-Santo Domingo-Bogota
- Cali-Madrid-Cali
- Managua-San Salvador-Managua

| NORTH AMERICA | |
|-----------------|--------------------------|
| Chicago | United States of America |
| Dallas | |
| Fort Lauderdale | |
| Houston | |
| Los Angeles | |
| Miami | |
| New York | |
| Orlando | |
| San Francisco | |
| Washington | |
| Toronto | Canada |
| Mexico City | México |
| Cancun | |

| SOUTH AMERICA | |
|-------------------|-----------|
| Buenos Aires | Argentina |
| La Paz | Bolivia |
| Santa Cruz | |
| Rio de Janeiro | Brazil |
| Sao Paulo | |
| Porto Alegre | |
| Santiago de Chile | Chile |
| Guayaquil | Ecuador |
| Quito | |
| El Coca | |
| Baltra | |
| Manta | |
| San Cristobal | Paraguay |
| Asunción | |
| Montevideo | |
| Caracas | Venezuela |

| SOUTH AMERICA | | |
|------------------|------|----------|
| Lima | Peru | |
| Arequipa | | |
| Cuzco | | |
| Iquitos | | |
| Juliaca | | |
| Piura | | |
| Puerto Maldonado | | |
| Trujillo | | |
| Bogota | | Colombia |
| Cali | | |
| Medellin | | |
| Barranquilla | | |
| Armenia | | |
| Barrancabermeja | | |
| Bucaramanga | | |
| Cartagena | | |
| Cucuta | | |
| Florencia | | |
| Ibague | | |
| Manizales | | |
| Monteria | | |
| Neiva | | |
| Pasto | | |
| Pereira | | |
| Popayan | | |
| Riohacha | | |
| San Andrés | | |
| Santa Marta | | |
| Valledupar | | |
| Yopal | | |
| Tumaco | | |
| Leticia | | |
| Villavicencio | | |

| EUROPE | |
|-----------|-------|
| Barcelona | Spain |

| CENTRAL AMERICA | |
|-------------------------------|-------------|
| San Salvador | El Salvador |
| San Jose | Costa Rica |
| Fortuna | |
| Liberia | |
| Bahía de Drake | |
| Golfito | |
| Palma Sur | |
| Quepos | |
| Tamarindo | |
| Tambor | |
| Puerto Jiménez | |
| Ciudad de Guatemala | Guatemala |
| Flores | |
| San Pedro Sula | Honduras |
| Tegucigalpa | |
| Roatan | |
| Managua | Nicaragua |
| Bluefields | |
| Bonanza | |
| Corn Island | |
| Puerto Cabezas | |
| Rosita | |
| San Carlos | |
| Siuna | |
| San Juan Nicaragua (Greytown) | |
| Ometepe | |
| Ciudad de Panamá | Panama |
| Belize City | Belize |

| THE CARIBBEAN | |
|---------------|--------------------|
| Bridgetown | Barbados |
| Aruba | Aruba |
| La Habana | Cuba |
| Curaçao | Curaçao |
| San Juan | Puerto Rico |
| Punta Cana | Dominican Republic |
| Santo Domingo | |

| | |
|--------|----------------|
| Madrid | United Kingdom |
| London | |



Avianca Cargo

Avianca Holdings provides cargo services to more than 104 destinations, 16 of which are operated by aircraft exclusively dedicated to cargo transportation, and others serviced through the use of the bellies of passenger planes. Among this business unit's

client are different international airlines, distributors, export companies and individual clients.

Fleet: Avianca Cargo's operations are carried out in five modern Airbus A330F-200 aircraft.

Routes: Presence and positioning at the bases: Colombia, North America, Central America and South America, added to the growth and optimization of the passenger network that reaches more than 105 destinations in America and Europe, as well as codeshare agreements with other airlines in more than 50 countries.

Systems: SkyChain Platform, designed to guarantee unified handling of all the cargo information that is relevant to the operation of the group's airlines.

Infrastructure: Important investments in adaptation of its infrastructure in order to increase the capacity of the three most important cargo hubs: Miami, Bogota and Lima, as well as the Medellin hangar.

Website: www.aviancacargo.com



Avianca Tours

It is the business unit in charge of tourism plans for travel to national and international destinations originating in Colombia. It has a broad range of options for individual clients as well as for companies.

Plans include plane tickets from Colombia – Destination – Colombia, Airport – Hotel – Airport transfers, comprehensive assistance, lodging and food and beverage depending on the chosen plan. Additionally, it offers special plans with services such as city tours, car rental and access to major events.

The clients have the support and strength of the Colombian airline with the longest trajectory and most experience in the country, backed up by an extensive network of routes and partner airlines.



Deprisa

Avianca Holdings S.A.'s unit dedicated to logistical management of merchandise, document and package shipping in Colombia.

It has a comprehensive Premium and Standard portfolio that offers accurate solutions to the client's needs, with the best delivery times at the urban, national and international level.

In Colombia, it has 600 service outlets strategically located around the country. In other countries, deliveries are carried out through the strategic partnership with the world's leading logistics and courier company UPS (United Parcel Services, Inc.), that covers more than 220 countries and territories around the globe and through Avianca Express, that offers the Latin population that resides beyond the borders, the opportunity to make safe and effective shipments to their places of origin, operating more than 150 services points located strategically in the United States, Spain, Canada, the United Kingdom, Aruba, Costa Rica, Panama and Ecuador.

Official website: <http://www.deprisa.com/>



LifeMiles

Avianca's frequent traveler program allowing its members to accumulate and claim miles, flying to more than 1,300 destinations around the world, with member airlines of Star Alliance as well as airlines such as Iberia and Aeromexico. Furthermore, it allows accumulating and claiming LifeMiles in a broad network of commercial partners that includes hotels, car rentals, restaurants and tours.

Clients have the possibility of enjoying their miles in more than 110,000 hotels around the world, tours, amusement parks, spas or exchanging them for products from the LifeMiles catalog, among other options.

Official website: <https://www.lifemiles.com>

SOCIAL RESPONSIBILITY

Environmental Management

We highlight the work oriented to promote the rational use of natural resources, implementation of environmental-friendly technology and adoption of mechanisms for clean production.

Within this framework, the airline has launched one of its most ambitious reconversion and technological modernization plans. Likewise, it has redesigned processes that support operation and service, establishing practices that facilitate recycling conventional residues,

reducing the use of paper and increasing the use of biodegradable elements during the user service cycle as well as during employees' duties.



Homologation of environmental management standards: During 2015, we continued standardizing environmental procedures focusing on reducing the effect of greenhouse gases, increasing the potential to take advantage of waste material and the efficient use of natural resources. All of the above, under the concept of cleaner production. A preventive strategy geared towards adopting the best technology and implementing optimal operational practices.

During this period, we also continued developing activities oriented to sensitizing and achieving empowerment of each of the company's employees regarding environmental management.

Social Management



Solidary Avianca: Aimed at victim, medical personnel, rescue personnel and humanitarian aid transfer to areas affected by natural catastrophes.

Children for America: Geared at recognizing educational performance of underprivileged minors that thanks to their school achievements have access to trips and new experiences. Since 2008 we have benefited more than 2.600 children.

Strategic Partnerships: Seeking to broaden Latin America's development, we created partnerships with leading institutions in social, educational and cultural projects in the region.

Miles Bank:

In 2006, Avianca established the Miles bank, a stock of miles donated by members of the LifeMiles frequent flyer programs well as by the company, to transfer patients that require specialized medical treatment in cities other than their cities of origin. To date, more than 1,900 patients and families have been helped.

In 2015, more than 8,900,000 miles were collected, donated by members of the LifeMiles program and the Airline. Thanks to these contributions, we have been able to mobilize 248 minors and their accompanying parties, beneficiaries of the program. In a joint effort between travelers and the Airline, since 2006 to date we have collected 52,184,566 miles.

Supporting Cultural Management:



The company continued its traveling exhibition program of the Avianca Art Collection, which was loaned to Bogota's Museum of Modern Art, and in a joint program with Avianca Colombia, is exhibited in Art Museums at the most emblematic destinations of the Airline in

Colombia.

Likewise, the company supports development of cultural projects geared at specific communities in the region, through transportation of works from the United States and Mexico to countries in Central America and South America.