



IBERIA  
**EXPRESS** 

Press Kit  
2016



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## The Company

# An efficient airline



Iberia Express is an airline company based in Madrid that operates short and medium haul flights. The airline started operations in March 2012 and since then has become one of the top four airlines at Barajas airport, with over 13 million passengers and 100,000 flights in its first three years of activity. Iberia Express, for the second year running, ranked first place in 2015 in the World LCC Airline Punctuality Report according to a study published by Flightstats Consulting.

The airline company – one hundred percent owned by Iberia – was created in order to compete in an ever complicated market in an efficient and sustainable manner. Iberia Express profitably provides its parent company with connections and direct transit and, as such, supports Iberia's long-haul growth.

Thanks to the creation of Iberia Express, the group can offer its clients more affordable fares, with the same level of service quality and the experience of Spain's top airline company. The passenger can therefore expect the same benefits as flying with Iberia on a day to day basis: operations at main airports, Iberia Plus program, VIP rooms, on-board entertainment and service, Business class, multi-frequent flights, connections to over 200 destinations, and the recognized security that the company's maintenance offers in its position as one of the best in the world.

Iberia Express currently operates 39 routes within Spain and Europe, with a fleet of 20 Airbus A320 aircraft. This year 2016, the airline will add to its fleet the Airbus A321 aircraft model.

Iberia Express' Management Committee – led by Fernando Candela – has made a great effort in order to select and train the very best professionals that make up this young, friendly and agile airline, capable of competing in the market with a business plan that makes it completely able to financially support itself.

The airline headquarters, based in Barajas close to Terminal 4 of the airport, include 1,900m<sup>2</sup> of office space designed under the concept of 'open space', and match the philosophy of the company.



## Management

# An experienced team



### **Fernando Candela** | President and Chief Executive Officer

An Industrial Engineer from the Polytechnic University of Valencia, he completed his training with various executive programs at the Massachusetts Institute of Technology (MIT), IMD, INSEAD, Instituto de Empresa and IESE Business School.

Fernando Candela comes from Air Nostrum, where he held the position of Director of Planning and Management Control. During his time in this position, Fernando was instrumental in the development of the company.

His extensive knowledge of the aviation sector stands out of his professional career, which includes over fifteen years of experience and his time at Uralita - Nefinsa and Andersen Consulting (now Accenture).



### **Valentín Lago** | Chief Production Officer

A graduate in both Aerospace Engineering and Airline Management, as well as a PhD in Economics. Valentín comes from Air Nostrum, where he began his experience in maintenance and held the post of Director of Quality and Innovation for the last 10 years.



### **Silvia Mosquera** | Chief Commercial Officer

A graduate in Chemical Engineering and a General Management Program (PGD) through IESE, she has broad experience in the aviation industry. Silvia came to Iberia Express from Vueling, where she occupied the position of Director of Strategy, Routes and Income Management, a post which she had previously held at Clickair.



### **Jorge Saco** | Chief Financial Officer

A telecommunications engineer and participation in an Executive Development Program from IESE, he has over 15 years of experience in the areas of finance, management control and strategic planning. He joined the airline industry in 2007 in Clickair, where he became Financial Director, a position that he held from 2010 in Vueling.

## Routes

# Increasing destinations



The current program of the company boasts 39 destinations, of which 26 are operated in Europe and 13 in Spain.

## Iberia Express destinations

Amsterdam  
Athens  
Asturias  
Berlin  
Birmingham ●  
Bordeaux ●  
Bucharest ●  
Copenhagen  
Cork ●  
Dublin

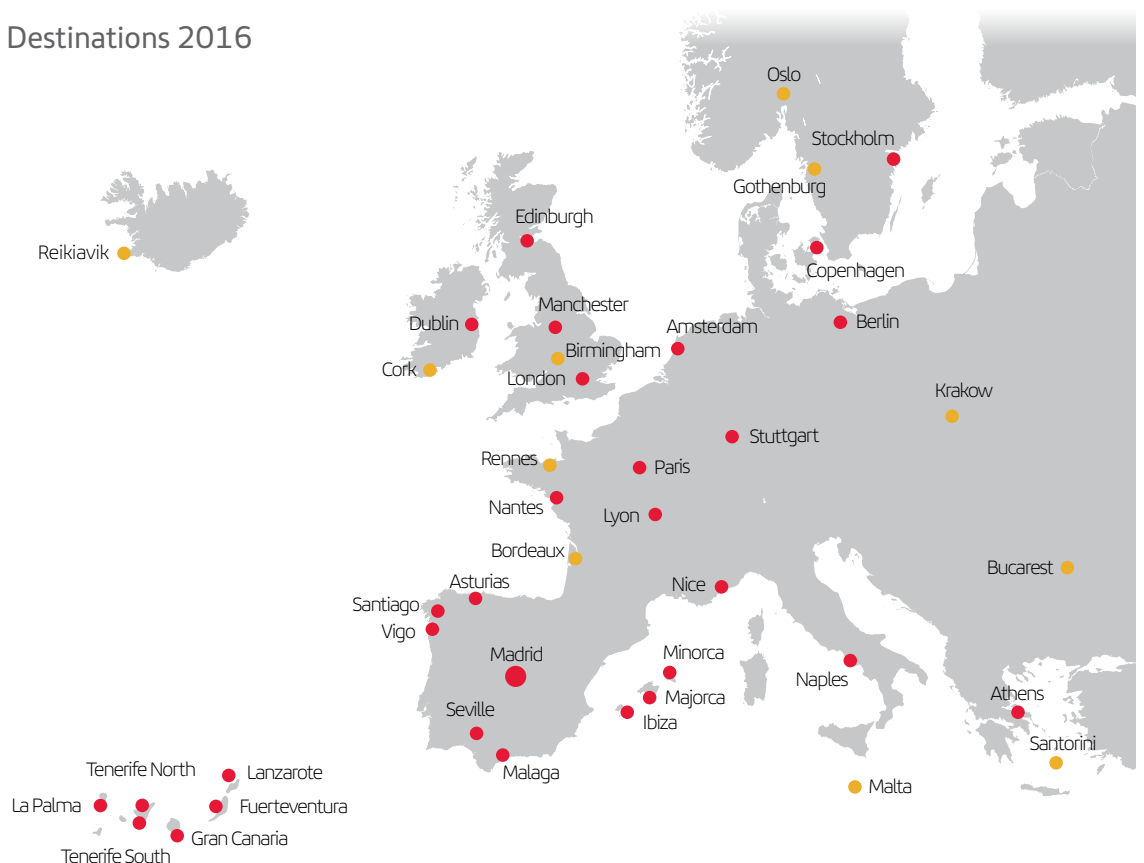
Edinburgh  
Fuerteventura  
Gothenburg ●  
Gran Canaria  
Ibiza  
Krakow ●  
La Palma  
Lanzarote  
London  
Lyon

Madrid  
Malaga  
Malta ●  
Majorca  
Manchester  
Minorca  
Nantes  
Naples  
Nice  
Oslo ●

Paris  
Reikjavik ●  
Rennes ●  
Santiago  
Santorini ●  
Seville  
Stockholm  
Stuttgart  
Tenerife  
Vigo

● New destinations Summer 2016

## Destinations 2016



## Crew

# Dynamic and Friendly

The Iberia Express crew is made up of a team that stands out for its youth and experience, accumulated throughout their time in other airline companies.



## Flight crew

The pilots, all qualified to fly A320 aircraft, have a high amount of hours of flying experience.

## Flight Attendants

With regards to the cabin crew, all members have passed rigorous training and have previous experience working in other airline companies that qualifies them as esteemed professionals in each one of their duties.



**Carlos Gómez** is the Director of Flight Operations. He comes from a military background and holds the title of Fighter Pilot from the both Spanish Air Force and U.S. Air Force. He has worked in Clickair and Vueling, undertaking responsibilities in the areas of training, flight safety and the management of flight operations.



**Eugenia Alonso** is the Head of Cabin Crew. She has more than 20 years of experience in airline companies, where she has carried out all of her professional activities. Before her arrival at Iberia Express she worked at Clickair and Air Nostrum.

## Fleet

# In service in the world's main airlines

Iberia Express operates a fleet of 20 Airbus A320 aircraft.



## General Characteristics

### A320 Fleet

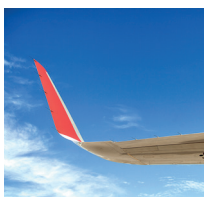
<b>Flight Crew:</b>	2
<b>Cabin Crew:</b>	4
<b>Passengers:</b>	Tourist Class Business Class Capacity: 177 pax
<b>Length:</b>	37.53 m
<b>Wingspan:</b>	34.1 m
<b>Height:</b>	11.76 m

### A321 Fleet

<b>Flight Crew:</b>	2
<b>Cabin Crew:</b>	5
<b>Passengers:</b>	Tourist Class Business Class Capacity: 220 pax
<b>Length:</b>	44.51 m
<b>Wingspan:</b>	34.1 m
<b>Height:</b>	11.76 m

## Maintenance

# Maximum trust and security



The maintenance of the Iberia Express fleet will be carried out by Iberia Maintenance, the 9th leading company in the world for maintenance and engineering, and the first in Spain in terms of repair, high technology and plane modification.

Iberia Maintenance, which carries out the maintenance of planes, engines and components for its own airline as well as those of a hundred clients across the world, is registered by national and international agencies including Aviación Civil Española, EASA, FAA and AENOR; with a certificate in Environmental Resources Management (ISO 14001:2004).

In an area which covers 2.5 million metres squared of ground in Madrid, 7 hangars are housed along with their corresponding support, engine and test bench workshops.

The Barajas and La Muñoz hangars now match the modern facilities built at the airport of Barcelona – El Prat. Iberia Maintenance undertakes C and D revisions and carries out all kinds of repairs and operations maintenance on engines and components.





## CSR

# A responsible and charitable airline



One of the qualities of the company is its commitment to Corporate Social Responsibility. As well as being a signatory of the United Nations Global Compact, the airline carries out many charitable actions which demonstrate their commitment to improving society.



### UNICEF

The company regularly collaborates with UNICEF Spain, one of the 36 National Committees which contribute to the work of the United Nations Children's Fund. Since its launch, Iberia Express has collaborated in particular on two charitable actions: 'Cumplodías' and 'Urgent Water for Syrian children'.



### Salme's Cup

Last summer, the company was again the official airline of the sixth edition of the Salme's Cup charity golf tournament, a sporting event that brings about 120 VIP guests together every year in order to enjoy golf and raise money for charity organizations helping those most in need.



### Aviación sin fronteras

Iberia Express started a collaboration in 2013 with 'Aviación Sin Fronteras', a not-for-profit organization that relies on the altruism and generosity of their members (mainly employees of airlines) in order to develop charity actions. The company collaborates on these charity actions by providing space and offering transport support.

### Other cooperations

Iberia Express has also cooperated with Abracadabra and Theodora foundations. Last year, the company sponsored the charitable event 'Land Rover Discovery Challenge'.

## Services

# What do we offer our clients?



### Business Class

A business class for national and European Iberia Express flights in which comfort takes priority thanks to services including: exclusive check-in desk, priority boarding, daily newspaper, free middle seat, high quality menus -healthy and balanced with hints of Mediterranean cuisine- and free access to VIP lounge, among others.

### Iberia Plus

Iberia Express will use the international loyalty program of Iberia clients, with more than 4 million holders in over 200 countries, of which 3 million are registered online and to which 90 companies - from airlines to hotel chains, car rental companies, credit card companies and tour operators - are linked. Iberia Plus is available on four levels: Classic, Silver, Gold and Platinum.

### Client service technology

Iberia Express also offers customers the possibility to carry out online check-in for all flights, download boarding passes onto mobile devices, print out luggage labels at the self check-in machines, check-in luggage at the fast track counters, and enjoy internet access in VIP rooms.

### On board entertainment

The company has implemented on their planes 'Immfly', a digital entertainment solution on board, which allows passengers to access, through their electronic devices, to a variety of entertainment contents, focusing on the destination.

### VIP Rooms

In the VIP rooms, passengers will be able to enjoy an area in which to relax and leave behind stress. They will also be able to use the private areas perfectly equipped for work meetings and savour a new appreciation of fine cuisine.

### oneworld

Iberia Express is a member of **oneworld**, an alliance of 11 airline companies. Thanks to **oneworld**, Iberia Express is able to offer passengers products and provisions that no airline company would be able to do on its own: a fleet of 2,500 aircraft carrying out 14,000 daily flights to 1,000 international destinations in 150 countries across the world.

## Club Express

Club Express is the private area of Iberia Express where its members can enjoy flight tickets of the company under special conditions. The registration process is completely free and it offers several unique advantages, such as best price guarantee for your flights, direct discounts, hold airfare price for 24 hours or participate in contests and drawings, among others.



## Iberia Group

# The global dimension



Iberia is the top air transport group in Spain and leader in the Europe-Latin America market, where it provides the best offer of destinations and frequency of flights. The IAG group, formed in 2011 after the fusion of Iberia and British Airways, is the third largest in Europe and the sixth largest in the world in terms of turnover.

With 85 years of experience, Iberia focuses on three main activities: the shipping of passengers and cargo, aircraft maintenance, and airport assistance (handling).

The company is a founding member of **oneworld**, an alliance of airlines that spans the entire world and offers around 1,000 destinations, with the best connections, to its clients.

Along with the fusion of Iberia and British Airways in 2011, the International Airlines Group (IAG) was created. This new airline group, with its social headquarters based in Madrid and financial and operational headquarters based in London, is valued on the London Stock Exchange and on the Spanish market (Ibex-35).

### Connected to the world

With more than 110 destinations across the world and close to 200 more through codeshare agreements, Iberia carries out around 600 flights per day. This availability of destinations and frequency of flights positions the company as the leading airline between Europe and Latin America. Based in Madrid-Barajas, one of the largest airports in Europe and the world, Iberia has one of the most modern fleets on the continent (130 planes).

More than 24 million passengers fly every year with Iberia. In addition, the company is the leading handling operator in Spain and the ninth largest airline company in the world in terms of maintenance and engineering.

Furthermore, Iberia is a model of social commitments as demonstrated after having been included and valued in the global Dow Jones index, which recognizes the best practices in economic, social and environmental matters of the best companies in the world. The company has a workforce of over 18,000 employees.



### International Airlines Group

IAG is one of the largest airline groups worldwide, with 459 airplanes flying 248 destinations, and transporting about 77.3 million passengers every year. In terms of income, IAG is the third largest group in Europe and sixth in the World.

## Contact | Communication

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