
Operating performance

Load factor stood at 78.0% in the **overall network**, 1.6 points below the one reached one year before. Traffic -measured in revenue passenger kilometres (RPK)- went down 11.4%, with a reduction of 9.6% in the capacity. Traffic is still very weak, particularly in the business segment, due to the impact of the economic crisis. Mix deterioration is still affecting negatively unit revenues.

In the **long haul** sector traffic fell 13.7% with respect to the previous year, capacity -measured in available seat kilometres (ASK)- decreased 10.0% and load factor reached 79.0% (-3.5 points). In Latin America, the company reduced capacity by 10.0% with a drop in traffic of 15.4%, partially impacted by the effects of the swine flu, leading to a load factor of 77.8% (-5.0 points). North American flights showed a better performance. Load factor reached 83.7% (+0.3 p.p.) due to a traffic reduction of 6.9% and a similar adjustment in capacity.

In **Europe** load factor improved 3.0 points with respect to the previous year, reaching 78.8%. The drop of 6.7% in traffic was lower than the decreased of 10.3% in capacity, but there is still a high pressure over yields. In European flights with origin or destination Madrid, the reduction in traffic was lower (-3.7%) and load factor improved 2.6 points. In **Africa and the Middle East** capacity grew by 2.1% and traffic went down by 7.1% with respect to the same period in 2008, reaching the load factor 67.4% (-6.7 points).

In the **domestic** sector, load factor stood at 75.1%, improving 0.2 points, with a reduction in the capacity (-9.8%) adjusted to the decline in the traffic (-9.5%). Average stage length climbed 3.6% in this sector, due to a lower reduction of the traffic (-3.2%) in the flights between the Iberian Peninsula and the Canary Islands.

Highlights

- Iberia's business class passengers may use the new VIP lounge in the "Airlines Lounge F" zone of Terminal 3 at Heathrow Airport in London. The new space, which is shared by all the **oneworld** alliance airlines operating in London-Heathrow, has an area of 350 square metres, can comfortably accommodate up to 300 people, and offers a restaurant area and a work centre, among other services.
- The S7 airline, Russia's second largest, and the country's leader in domestic flights, has begun procedures to join the **oneworld** airline alliance in 2010. The joined of S7, which transported 6 million passengers in 2008 and flies to 72 cities, will add a total of 54 new destinations and eight countries to those already served by the alliance.
- Pricewaterhouse Coopers and Sustainable Asset Management (SAM) have distinguished Iberia as a socially responsible with the Gold Class rating and listed as Sector Mover. 2009 Sustainability Yearbook names Iberia as the world's second most responsible airline group, and shows an improvement in its score with respect to that of the previous year. Moreover, the company remains listed on the selective FTSE4Good IBEX index in 2009, in recognition of its good practices in sustainable management of social and environmental risks. Finally, the 2008 Corporate Responsibility Report received the highest rating (A+) in verification by Spain's AENOR standards bureau.



	May			Accumulated		
	2009	2008	%	2009	2008	%
ASK (million)	5.152	5.701	-9,6	25.799	27.485	-6,1
Domestic	725	804	-9,8	3.515	4.216	-16,6
Medium Haul	1.362	1.493	-8,8	6.606	7.170	-7,9
Europe	1.183	1.319	-10,3	5.766	6.348	-9,2
Africa* and Middle East	179	175	2,1	840	822	2,2
Long Haul	3.065	3.404	-10,0	15.678	16.099	-2,6
RPK (million)	4.019	4.539	-11,4	20.136	21.784	-7,6
Domestic	544	601	-9,5	2.464	2.991	-17,6
Medium Haul	1.053	1.129	-6,7	4.740	5.071	-6,5
Europe	933	1.000	-6,7	4.149	4.455	-6,9
Africa* and Middle East	120	130	-7,1	591	615	-3,9
Long Haul	2.422	2.808	-13,7	12.932	13.722	-5,8
Load factor (%)	78,0	79,6	-1,6 p.p.	78,0	79,3	-1,2 p.p.
Domestic	75,1	74,8	0,2 p.p.	70,1	70,9	-0,8 p.p.
Medium Haul	77,3	75,6	1,7 p.p.	71,7	70,7	1,0 p.p.
Europe	78,8	75,8	3,0 p.p.	71,9	70,2	1,8 p.p.
Africa* and Middle East	67,4	74,1	-6,7 p.p.	70,4	74,8	-4,5 p.p.
Long Haul	79,0	82,5	-3,5 p.p.	82,5	85,2	-2,8 p.p.

* Excluding South Africa