



COMPANY PROFILE



- [ITALIAN EXCELLENCE FLIGHT](#)
- [THE BEST WAY TO TRAVEL THE WORLD: OUR VALUES](#)
- [HOLIDAY STARTS ON BOARD: OUR PROMISE](#)
- [KEY NUMBER](#)
- [IN FLIGHT FOR 20 YEARS](#)
- [OUR COMMITMENT](#)
- [FLEET AND ROUTES](#)
- [OUR SERVICES ON BOARD](#)

Neos is the area company of the Alpitour Group and represents a unique and distinctive element of the company.

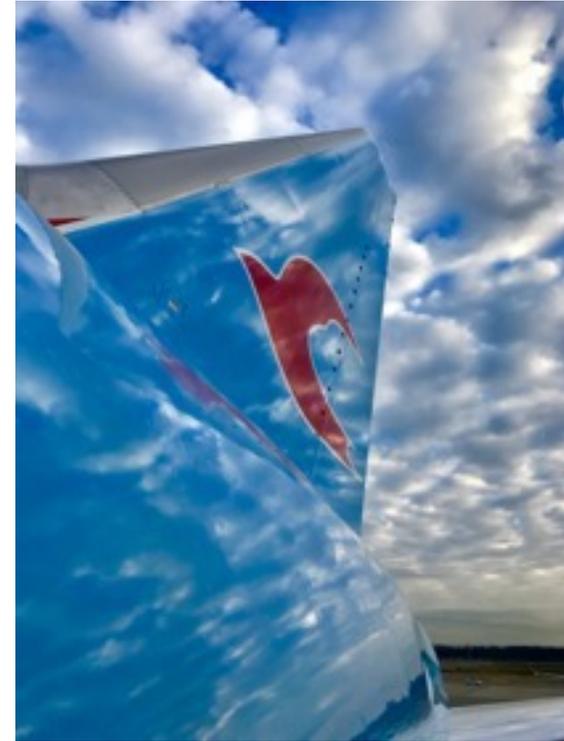
Second Italian airline, Neos presents itself as an excellence in the aviation sector: it operates on the main tourist routes, over 50 destinations in the world reached by the 4 hubs located between Milan Malpensa, Verona, Rome Fiumicino and Bologna, and has the youngest fleet in the world. 'Europe.

In addition to taking Italians on vacation around the world, Neos carries out tourist flights to Italy, mainly from China, Israel, Iceland and the USA with a New York - Malpensa flight recently included in the schedule.

During the Covid-19 emergency, Neos was able to modify its core business to offer concrete and continuous support to Italy and the Government, through rescue and humanitarian flights.

NICE TO KNOW

NEOS stays both for «Nord Est Ovest Sud» (North East West South in Italian) and the Greek word that means «new», meaning the new airline that brings you everywhere.



➤ LEISURE FLIGHT

Being part of the Alpitour World Group, Neos' core business is leisure flights included in the holiday packages of the Tour Operators of the largest Italian group.

➤ SCHEDULED FLIGHT

All Neos flight are scheduled flight, Seat only tickets are available for all Neos destination though website www.neosair.it, GDS, OTAs, offering a wide range of direct flights from Italy on most of its routes.

➤ CARGO FLIGHT

During Covid-19 outbreak, due to low passengers demand and high cargo demand, Neos started to operate cargo flights. B767s and B787s were approved by aeronautical authorities to transport boxes both in the cabin and in the holds.



➤ AD-HOC FLIGHT

Neos offer to its customers also the chance to organize ad-hoc flight based on their needs.

Incentive travels for companies, team supporters going to important matches, company employees going to exhibitions or moving in remote location are some of the most common cases. All the flights are highly customizable, from the check in to the airplane cabin, based on customers' requests.

➤ WET LEASE OUT

Beside Neos' flights, it operates also ACMI flights on behalf of other airlines that can lease the aircraft together with crew, maintenance and insurance both for short and long term contracts.

➤ ITALIAN QUALITY

The dedication of an all-Italian company that is dedicated to the art of hospitality.

➤ EXPERIENCE

We have always been travelers: Neos belongs to the largest Italian tourist group that has been taking Italians on vacation for over 70 years.

➤ INNOVATION

The Neos fleet is the youngest in Europe; completely renovated, it is the only one in Italy to have Boeing 787 Dreamliners, the most technologically advanced aircraft.

➤ COMMITMENT

With the reduction of fuel consumption and CO2 emissions and the activities carried out during the Covid-19 emergency, we have confirmed our environmental and social commitment.



➤ OUR PROMISE

The holiday is an experience that requires a complex, reliable and guaranteed organization and requires the involvement of many companies and professionals.

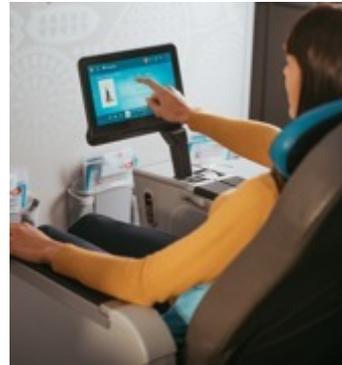
For many it represents a unique adventure that can be enhanced by a safe, fast, comfortable and accessible way of traveling.



➤ WE MAKE A DIFFERENCE

The best is on board and the holiday with Neos begins with an all-Italian tradition and flavor. For this reason, the choice of partners is made by seeking the Italian character in all products, as well as drinks, alcoholic and non-alcoholic. Neos collaborates with the Batasiolo Vini, Ricola and Dolce Carollo companies.

In addition, 27% of the components of the Neos Boeing 787 aircraft are produced in Italy in collaboration with Alenia, Aermacchi and Magneti Marelli.



KEY NUMBERS



SALES 2019

466 M€



SHARING AT

IATA TRAVEL PASS



EMPLOYEES 2019

800



KM FLOWN IN 2019

26.213.140



DESTINATION REACHED

Oltre 50



FOREIGNERS TRANSPORTED IN ITALY (2019)

38.335



10 cargo routes between Cina,
Corea, Canada and USA



-20% fuel consumption and emissions of
CO2 sui 787-9 Dreamliner



RESQUE FLIGHT 2020 (COVID)

+190 flight
>40.000 passengers
rescue from **68 state**



HUMANITARIAN FLIGHT (COVID)

+170 voli
>4.000 tons of aid transported in
Italy and abroad



- 2001** • Established in June 2001 in Somma Lombardo (VA).
- 2002** • First Neos flight Malpensa - Cap Skirring - Dakar with its first B737 I-NEOS on 8th March 2002.
- 2003** • TUI Neos started scheduled service to the Canary Islands.
- 2004** • TUI AG sold to Alpitour 50% of its shares as a consequence of the repurchase by IFIL of the 10% of the Alpitour Group.
- 2005** • Neos signed a lease agreement with ILFC for two Boeing 767-300ER (EI-DMJ and EI-DOF).
- 2010** • B767 interior completely refurbished and winglets installed.
- 2012** • EXOR with Funds of Investment Wise SGR and J. Hirsch &co. acquired the Alpitour Group and Neos.
- 2014** • Neos signed an agreement with AerCap for three Boeing 787-8. It would have been the first Italian operator.
- 2016** • The three Boeing 787-8 ordered was converted into three Boeing 787-9
- 2017** • Neos signed an agreement for two Boeing 737 MAX 8
- 2018** • In June and November two more Boeing 787-9 joined Neos fleet (EI-NEW and EI-NEU)
- 2019** • The fourth B787-9 was delivered to Neos on October (EI-NUA)
- 2020** • Two ex-Norwegian B787s joined Neos' fleet; EI-NYE in December 2020 and EI-XIN in January 2021.
- 2021** • On January 2021 Neos operated its first generic cargo flight between Milan (MXP) and New York (JFK) operated by its B787s.
In April they will come delivered to Neos four B737 MAX 8



**ENVIRONMENTAL
SUSTAINABILITY**



SUPPORT



INCLUSION



AWARENESS

CSR represents one of the strategic development assets of the Alpitour Group, engaged in activities and initiatives aimed at reducing the environmental impact and safeguarding the planet, spreading a conscious and inclusive culture.

Neos fits in and integrates the commitment of the Group, carrying out daily projects both in terms of environmental sustainability and on a social level. In particular, during the Covid-19 emergency, Neos engaged in repatriation flights bringing home about 21,000 people from all over the world and humanitarian flights that allowed the transport of over 100,000 tons of medical material.



➤ PLASTIC FREE

Starting from 2020 Neos, in collaboration with the entire Alpitour Group, has decided to reduce the amount of plastic used.

On board a plane there is a huge amount of single-use consumables used for passenger catering that Neos is now trying to replace with paper equipment.

3 MILLION PLASTIC CUPS REPLACED BY COMPOSITES



➤ LOW CARBON EMISSIONS

All new Boeing 787 and 737 MAX Neos are equipped with the latest generation engines, which make them faster and more fuel-efficient, therefore with lower levels of CO2 emissions and maintenance costs, which means great value in terms of sustainability. .

Youngest fleet with an average of 8 years

- 20% carbon emissions
- 60% of the noise level



➤ ZERO PAPER PROJECT

The electronic flight book and the electronic cabin book have been implemented to eliminate the paper in the cockpit and cabin.

Technical booklet to digitize maintenance processes and eliminate paper forms.

- 10,000 maps saved per year
- 40,000 logbook and report saved
- 50,000 technical diary saved



➤ THE INVINCIBLE ENEMY

In January 2020, COVID-19 was found in China and unexpectedly spreads very quickly around the world. On January 31, 2020, the Italian Ministry of Transport decreed with immediate effect all flights between Italy and China and that was the moment when Neos had to start canceling its flights. In mid-February 2020, the first coronavirus infections were also reported in Italy, many countries have begun to ban entry to Italian travelers and in less than 20 days Neos was forced to cancel flights to all its destinations. Since March 2020, due to a continuous increase in the number of infections, blockades have been adopted in many countries and the tourism industry around the world has reached a complete halt. At that moment Neos was able to reinvent the airline.

It initially collaborated with the Italian government to repatriate its citizens stranded abroad and then made its planes available to transport medical equipment to Italy and other countries. The lack of demand for air flights has forced Neos to reconfigure its planes to make them capable of carrying general cargo on board.



NEOS COMMITMENT DURING THE COVID-19 HEALTH EMERGENCY

During the Covid-19 emergency, Neos was at the forefront collaborating with its tour operator clients, with Italian and foreign cruise lines and with the Italian Ministry of Foreign Affairs to repatriate people scattered around the world, giving them the opportunity to reach their homes.

➤ RETURN FLIGHTS FOR TOUR OPERATORS

- 9.400 passengers brought home from 13 countries

➤ RETURN FLIGHTS FOR ITALIAN CITIZENS

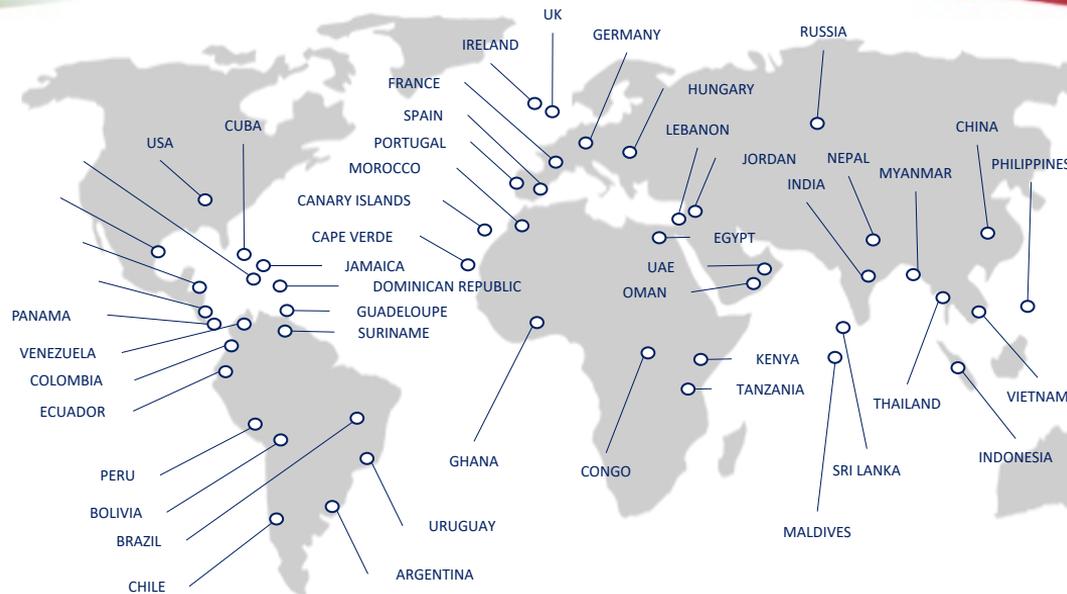
(in collaboration with the Italian Ministry of Foreign Affairs)

- 22.400 passengers brought home from 38 countries

➤ REPATRIATION FLIGHTS FOR CRUISE EVACUATIONS

- 10.400 passengers brought home from 17 countries

In total, Neos was the means of transport with which 42,200 people (including 35,000 Italians) returned home during the emergency!

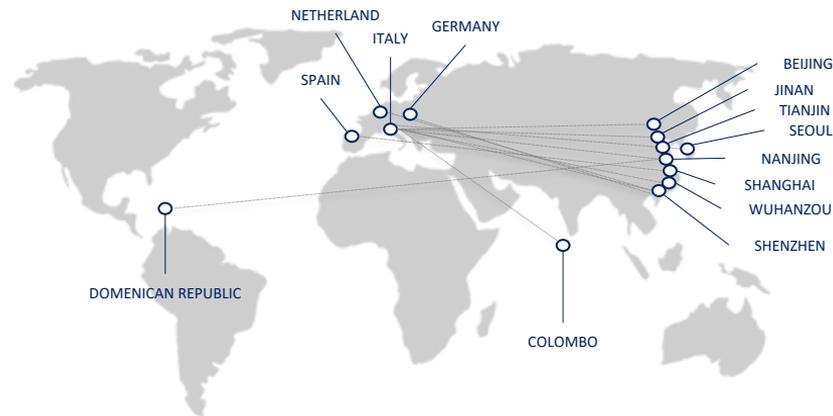


➤ TONS OF MEDICAL EQUIPMENT

At 01:26 on 26 March 2020, Neos' Boeing 787 EI-NEU landed in Milan from Beijing with no passengers on board but loaded with 25 tons of medical equipment (155 lung ventilators, 1,400,000 FFP2 masks, 5,000 N95 masks, 205,000 latex gloves, 1,000 diagnostic kits and 1,000 protective suits) donated by China and stored in every square inch of the aircraft.

Neos is still operating as support during the emergency of the Covid-19 epidemic by transporting tons of medical equipment mainly from China but also from Sri Lanka and South Korea to Italy, Spain, Germany, the Netherlands, the Czech Republic and the Dominican Republic.

In May 2020 Neos was awarded a tender launched by the Italian government for cargo flights for the transport of medical equipment in the country.



➤ A SWAB THAT ALLOWS YOU TO FLY

On November 26, 2020, flight NO946 Milan-Nanjing was the first Covid-free flight for both Neos and Malpensa airport.

To the negativity of the molecular swab and the serological test, carried out within 48 hours before the flight requested by the Chinese government, Neos in collaboration with the Milanese airport manager SEA will carry out a third rapid swab directly at the airport which must be negative in order to board the airplane.

This additional screening was strongly recommended by the Chinese Consulate General and the Civil Aviation Administration of China in order to strengthen preventive measures and avoid the cancellation of flight activities between Italy and China, for which Neos is currently the single operator.

The news received strong media coverage from the news programs of the most important television networks and the main Italian newspapers.



la Repubblica

Da Milano alla Cina il primo volo Covid free: a Malpensa salgono a bordo solo i negativi dopo tamponi e test

CORRIERE DELLA SERA

AEROPORTI

Neos, partito da Malpensa il primo volo Covid free internazionale per Nanchino

Il volo diretto è l'unico attualmente operativo fra Italia e Cina. La compagnia ha inserito a suo carico un terzo tamponi rapido durante il check-in

LA STAMPA

ECONOMIA

Neos, voli Covid-free da Milano a Nanchino

Tre controlli anti virus prima di partire e uno all'arrivo

il Giornale.it **cronache**

Decollato da Malpensa il primo volo Covid-free di Neos per Nanchino

È l'unico collegamento diretto fra Italia e Cina e i passeggeri effettuano tre test prima di imbarcarsi per garantire la sicurezza sanitaria. L'ad di Sea Brinini: "strumento fondamentale per sostenere il traffico aereo, soprattutto internazionale. Ma è fondamentale la creazione di corridoi sanitari tra Stati"





FLEET AND ROUTES

BOEING 787-9



EI-NEO



EI-NEW



EI-NEU



EI-NUA



EI-NYE



EI-XIN

BOEING 737-800 NG



I-NEOT



I-NEOU



I-NEOW



I-NEOZ



EI-GRJ

BOEING 737 MAX 8



EI-RZA



EI-RZB

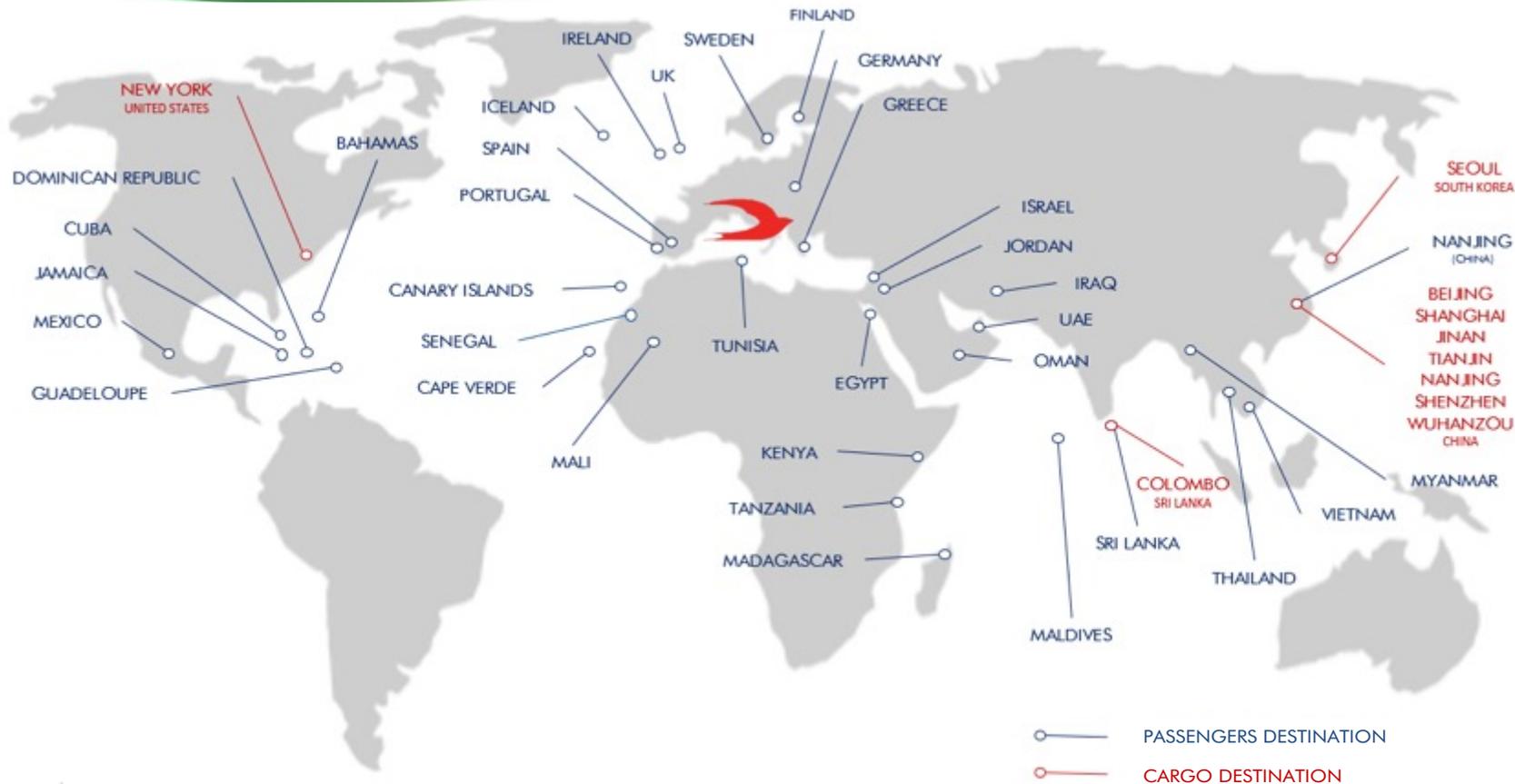


EI-RZC



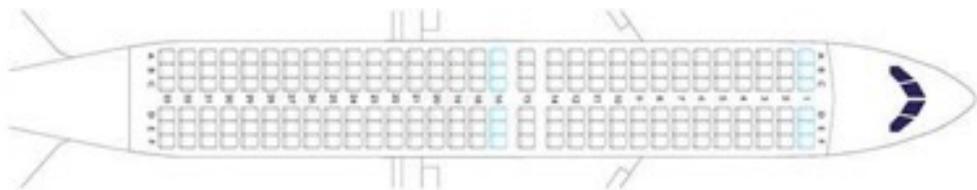
EI-RZD

DESTINATIONS MAP





BOEING 737-800 NG



Capacity: 186 Seats

- Convertible 6-to-5 Business Class seats available
- Galley G7 (roundtrip service with 2/3 trays)

□ 174 ECONOMY CLASS

- 22 Ceiling LCD screen
- 8 music channels



□ 12 ECONOMY EXTRA

- Ceiling screen
- 8 music channels
- Increased legroom



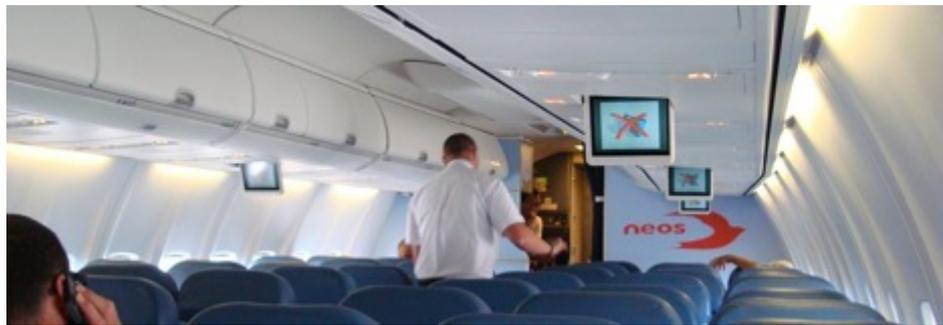
➤ MOOD LIGHTING SYSTEM

Onboard the entire B737 fleet passengers can enjoy the “Mood Lighting System.” The old neon lights have been replaced with a sophisticated LED system that makes it possible to change the interior lighting with different colors for each phase of the flight (with significant energy savings).



➤ IN-FLIGHT ENTERTAINMENT

The Neos B737 fleet is equipped with IFE (In-Flight Entertainment), with LCD foldable screens that broadcasts news reports, documentaries and movies, as well as audio channels offering a variety of musical genres.



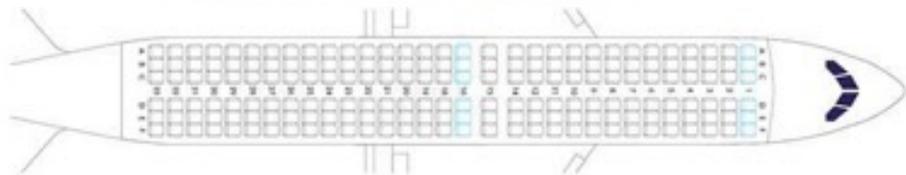
➤ AIR MAP

Our Air Show system allows you to track the plane’s current position. During the cruise, the monitors are connected with the Air Map to inform you about the flight. Air Map’s satellite connection shows your aircraft’s exact geographical location along the route, but it also offers you useful information such as altitude, speed, external temperature and remaining flight time to your destination.





BOEING 737 MAX 8



Capacity: 186 Seats

- Completely redesigned interiors
- Convertible 6-to-5 Business Class seats available
- Galley G7 (roundtrip service with 2/3 trays)

174 ECONOMY CLASS

- Ceiling foldable screen
- 8 music channels
- USB and Power supply



12 ECONOMY EXTRA

- Ceiling foldable screen
- 8 music channels
- Increased legroom
- USB and Power supply



➤ MOOD LIGHTING SYSTEM

Onboard the entire B737 MAX fleet passengers can enjoy the “Mood Lighting System”. LED lighting system that can be regulated and programmed in every phase of the flight, making it more comfortable and offering passengers a positive sense of well-being (with significant energy savings).



➤ IN-FLIGHT ENTERTAINMENT

The Neos B737 fleet is equipped with IFE (In-Flight Entertainment), with LCD foldable screens that broadcasts news reports, documentaries and movies, as well as audio channels offering a variety of musical genres.

Monitors are also connected with the Air Map to inform you about the aircraft’s exact geographical location along the route, but also useful information such as altitude, speed, external temperature and remaining flight time to your destination.



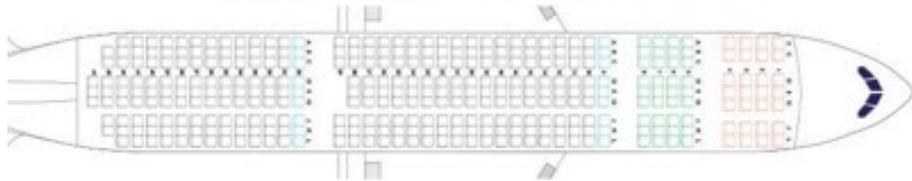
➤ OVERHEAD BINS

In an aircraft that is larger in size, the overhead bins for hand luggage also benefit from the larger size of the cabin, as they are bigger in both width and height. This facilitates access and, above all, it ensures that all passengers can be sure that their hand luggage is close to their seat.





BOEING 787-9



	Configuration	Capacity
EI-NEO EI-NEW EI-NEU EI-NUA	28 Premium + 331 Economy*	359 pax
EI-NYE EI-XIN	28 Premium + 327 Economy*	354 pax

*Economy seats includes 36 economy Extra Plus seats and 18 Economy Extra seats

□ ECONOMY CLASS

- USB and Power supply
- Personal IFE
- Inflight Wi-Fi

□ ECONOMY EXTRA SEATS

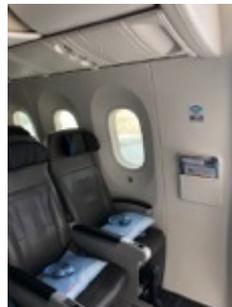
- Economy seats and service with increased legroom

□ ECONOMY EXTRA PLUS

- USB and Power supply
- Dedicated cabin
- Personal IFE
- Complementary Inflight Wi-Fi
- Increased legroom
- Welcome drink

□ PREMIUM CLASS

- USB and Power supply
- Dedicated cabin
- Personal IFE on bigger screen
- Complementary Inflight Wi-Fi
- Bigger seats with increased pitch and footrest
- Dedicated catering
- Amenity kit



➤ OVERHEAD BINS

In an aircraft that is larger in size, the overhead bins for hand luggage also benefit from the larger size of the cabin, as they are bigger in both width and height. This facilitates access and, above all, it ensures that all passengers can be sure that their hand luggage is close to their seat.



➤ LED LIGHTNING

The Boeing 787 Dreamliner also has a LED lighting system that can be regulated and programmed in every phase of the flight, making it more comfortable and offering passengers a positive sense of well-being.



➤ BIGGER WINDOWS

Thanks to the construction of the airframe in composite materials, windows on the B787 are 65% larger, measuring 48 x 28cm, offering a wonderful view also from the middle seats. The 787 has also “retired” the pull-down plastic shades, which have been replaced by an electronic dimming system that allows passengers to regulate five levels of dimming.



➤ CABIN COMFORT

Thanks to the use of composite materials for the fuselage, cabin pressurization is 1,830 meters (2,400 meters on older airplanes). Combined with a high-tech humidity-control system that helps fight normal dehydration due to air conditioning, it helps minimize the effects of jet lag.



➤ INDIVIDUAL ENTERTAINMENT ON DEMAND

Movies, music playlists, games, news, flight information, shopping and a bar service. All passengers on the 787 Dreamliner will find tons of entertainment, along with shopping and drinks. We offer sixty-six movies, with twelve new releases, twelve late releases, thirty-six classics, two Chinese late releases and four Chinese classics.

We also offer ten games and 319 music titles divided into ten playlists.

There is also entertainment for little ones, with nine movies, thirty-five songs and ten games.



➤ INFLIGHT WI-FI

All Neos' Boeing 787 Dreamliners are equipped with a 12 Mbps broadband Wi-Fi connection that allows passengers to stay in contact with friends, family, and colleagues sending messages, posting to social media, replying to emails and even to stream music, movies, and TV shows. Service could be purchased directly through the devices with credit card or Paypal. At the moment, there is not yet full coverage around the world and the availability of the service is based on flight routes.



➤ BUY ON BOARD

Passengers can take advantage of this special service directly from the in-seat video, ordering a drink, a snack or some bubbly to celebrate a special anniversary without even leaving their seat. There is a selection of alcoholic and non-alcoholic beverages, as well as sweet and savory snacks that can be ordered.

The catalogue has gift ideas and exclusive products, featuring the latest in cosmetics, jewelry, fashion accessories, toys and Neos souvenirs. Passengers can purchase paying with euros or a credit card, without additional fees.



