

FINNAIR - GROUP

INTERIM REPORT 1 Jan - 30 Sep 2002

Improvement in profitability continues

Summary of third quarter key figures

- Turnover 400.1 million euros (Q3/2001: 390.8 million)
- Profit before depreciation, leasing payments and capital gains (EBITDAR) 45.5 million euros (34.3 million)
- Operating profit 19.8 million euros, last year operating loss 10.0 million euros
- Operating loss, excluding capital gains, 1.9 million euros (-13.3 million)
- Result after financial items, excluding capital gains, -2.9 million euros (-19.9 million)
- Net debt down from 212 million euros at turn of year to 38 million euros
- Equity per share 7.58 euros (7.44)
- Earnings per share 0.18 euros (-0.10)

General Review

Despite a slower than expected recovery in demand, the improvement in load factor has continued. During January-September, the passenger load factor for all traffic improved by 2.7 percentage points to 72.8 per cent. The trend in unit revenues in the main markets of Europe and Finland was stronger in the third quarter than in the early part of the year.

Structural reform proceeded through the restructuring of IT and ground equipment operations. A Finnair and IBM joint venture company, which will provide information technology services, began operating on August 1, 2002. Finnair owns 40 per cent of the new company and IBM 60 per cent. The development of IT functions will continue within the new company in collaboration with a new strategic partner. In addition, Finnair sold its motorized ground equipment and related maintenance and repair operations to ABB Oy.

The operating result for 2002, excluding capital gains, is expected to be a profit and to be better than the previous year. Result improvement has been weakened by increase in pension costs.

Financial Result, July 1- Sept 30, 2002

The Group's result for the third quarter, after financial items but excluding capital gains, clearly improved from the previous year and was -2.9 million euros (Q3/2001 -19.9 million euros). The result before depreciation, aircraft leasing payments and capital gains (EBIT-

DAR) improved 32.7 per cent and was 45.5 million euros (34.3 million). Turnover grew by 2.4 per cent to 400.1 million euros. The operating loss, excluding capital gains, improved to -1.9 million euros (-13.3 million)

In long-haul traffic, unit revenues are below average. Despite a growth in the relative share of long-haul traffic, unit revenues for passenger traffic grew, however, by 1.8 per cent in the third quarter. Taking cargo revenue into account, unit revenues overall fell by 1.8 per cent.

Operating costs fell 1.1 per cent and unit costs 2.3 per cent. Fuel costs fell 14.7 per cent due to lower oil prices and reductions in capacity. Personnel costs fell by 5.7 per cent as a result of the cost cutting programme and restructuring. The growth in other operating costs was significantly influenced by higher insurance premiums and by the cost of outsourced activities albeit personnel costs have fallen accordingly.

Capital gains in the third quarter totalled 21.7 million euros (3.3 million). The most significant items are gains arising from the sale of the IT and ground equipment operations. The gains from the restructuring of IT operations amount to 23.3 million euros, of which 14 million euros has been entered in the third quarter result and the rest amortized over 2003-2004.

Earnings per share amounted to 0.18 euros (-0.10). Equity per share at the end of September amounted to 7.58 euros (7.44).

Financial Result, Jan 1 - Sept 30, 2002

In the period January-September 2002 the Group's result after financial items but excluding capital gains

improved to 19.0 million euros (Q1-Q3 2001 8.7 million euros). Turnover fell by 3.3 per cent to 1210.4 million euros. Unit revenues for passenger traffic rose by 0.9 per cent but, taking cargo revenue into account, unit revenues overall fell by 1.0 per cent.

Operating costs fell during the period by 3.6 per cent and unit costs by 2.8 per cent. There were significant falls in fuel costs, ground handling and catering costs, and in marketing costs.

Despite lower personnel numbers and cost cutting measures, personnel costs only fell by 1.7 per cent. In the period January-September, contributions paid to Finnair's pension fund amounted to 75.2 million euros, which was 15.4 million euros more than the previous year. This was mainly due to a weaker performance than last year of the pension fund's investment activity following a fall in stock market prices as well as to the implemented personnel arrangements, including early retirements. The pension contribution requirement for the whole year is estimated to be 95 million euros (75.7 million). The assets of Finnair's pension fund fully cover its pension liabilities.

The capital gains recorded, mainly from structural arrangements, totalled 22.9 million euros. In the previous year, capital gains totalled 20.8 million euros, consisting mainly of the sale of four MD-80 aircraft.

Earnings per share for January-September came to 0.36 euros, whereas the year before the figure was 0.24 euros.

Investment and Financing

Capital investments excluding advance payments for January-September totalled 47.2 million euros. In the previous corresponding period they came to 214.2 million euros. Capital investments do not include a single aircraft purchase, because all of the five Airbus A320 aircraft delivered during January-September 2002 have been acquired on long-term operational leasing contracts.

Operational cash flow, excluding capital gains and extraordinary items, came to 92.6 million euros, having been 82.1 million euros a year previously. Due to strong cash flow, 102 million euros of interest-bearing debt was repaid by the end of September, leaving the Group with net debt of only 38 million euros. The gearing ratio has fallen from 34.3 per cent at the turn of the year to 6.0 per cent, and the equity ratio rose to 43.6 per cent, compared with 41.7 per cent at the beginning of the financial year.

At the end of September, the Group had liquid cash reserves of 287 million euros, in addition to which there was a total of 253 million euros in unused committed loan facilities.

Shares and Share Capital

During the period January-September the highest rate for the Finnair Oyj share on the Helsinki Stock Exchange was 5.10 euros, while the lowest rate was 3.70 euros and the average rate 4.43 euros. The total market value of the company's shares on September 30, 2002 was 348.3 million euros. At the beginning of the financial year the market value was 317.8 million euros. In the January to September period, 12.7 million (8.8 million) of the company's shares were traded on the Hel-

sinki Stock Exchange. At the end of the period under review, the government of Finland owned 58.4 per cent of the company's shares, while 15.2 per cent were held by foreign investors or in the name of a nominee.

If all the convertible debentures and option certificates in circulation on September 30, 2002 were converted into Finnair Oyj shares, the Finnish government's holding would amount to 55.2 per cent. On the basis of the unconverted debentures and option certificates in circulation on September 30, 2002, the company's share capital could rise by not more than 4,182,268.60 euros, corresponding to 4,920,316 shares.

Personnel

In the period January-September, the average number of staff employed by the Finnair Group amounted to 10,569 people, which was 3.2 per cent fewer than a year before. As a consequence of the IT and ground equipment structural arrangements, 232 people were transferred in August-September to the employment of partners outside of the Group.

The company has labour contracts valid until the beginning of 2003 with all the labour unions representing its employees, apart from the pilots' union. A contract, which runs until January 2005, was signed with the pilots' union in June 2001.

Performance of the Divisions in the third quarter

At the beginning of 2001, the Finnair Group's operations were divided into six divisions, namely Scheduled Passenger Traffic, Leisure Traffic, Cargo Traffic, Aviation Services, Travel Services and Support Services. The objective of the structural change was to increase operational efficiency by bringing profit responsibility deeper into the organization and by improving operational measurability and transparency.

Scheduled Passenger Traffic

This division is responsible for sales, service concepts, flight operations and the procurement and financing of aircraft. The division also leases out aircraft and crews required by the Leisure Traffic division. The Scheduled Passenger Traffic division also leases cargo capacity to the Group's Cargo division.

Turnover of the Scheduled Passenger Traffic division rose in July-September by 5.1 per cent to 282.6 million euros. Profitability as measured by operating profit improved to 0.1 million euros from the previous year's figure of -20.1 million euros.

In the third quarter the number of business class passengers fell in the company's main market area, Europe, by 6.4 per cent, but strong growth on Asian and North American routes meant that the overall fall in demand for business class travel was 4.1 per cent. Unit revenues for scheduled passenger traffic fell by only 0.9 per cent in the third quarter, whereas the fall since the beginning of the year was 4.0 per cent.

Leisure Traffic

This division consists of the leisure flight operations unit and the Aurinkomatkat-Suntours package tour

company, which is the biggest in its field in Finland, with a market share of more than 35 per cent. Aurinkomatkat-Suntours has increased its market share further during 2002.

In the period July-September turnover for the division fell by 10.4 per cent to 81.0 million euros. The operating profit was 2.1 million euros (4.3 million euros). The Leisure Traffic division's good trend in unit revenues continued in the third quarter, with growth of 3.1 per cent.

Cargo

Finnair's Cargo Traffic operations are based primarily on making use of Finnair's scheduled passenger traffic network and leisure traffic as well as Helsinki's gateway position for the transport of air cargo. If necessary, capacity is also leased from freight operators outside the Group.

Turnover for the Cargo Traffic division rose in July-September by 6.7 per cent to 30.3 million euros. Operating profit improved significantly to 1.1 million euros (-4.3 million euros).

The Finnair Cargo Traffic division has continued to adjust its available capacity to correspond better with demand. During the third quarter about 25 per cent less cargo capacity was leased from outside the Group than the year before.

Aviation Services

This division comprises aircraft maintenance services, ground services and the Group's catering operations.

In the period July-September turnover for the Aviation Services division fell by 14.7 per cent to 105.4 million euros. The operating profit was 2.2 million euros (8.1 million euros).

The fall in operating profit was due to the lower volumes from customers and a fall in the price level of services.

Travel Services

The division consists of the Group's domestic and foreign travel agency operations as well as the operations of the reservations systems supplier Amadeus Finland Oy.

Turnover for the Travel Services division rose in July-September by 5.1 per cent to 22.8 million euros. The operating loss was 0.1 million euros (-1.9 million euros). The Group's travel agencies have increased sales of tailored leisure-travel trips in particular, while the use of service and transaction fees is becoming increasingly common.

Support Services

Those functions which support Group business operations, such as various financial and personnel management services, come under the Support Services division. In addition, the Group's property holdings and the management and maintenance of properties relating to the Group's operational activities, as well as office services, are functions of this division.

Most of the data management services that previously belonged to the Support Services division will be purchased in future from the joint venture company of IBM and Finnair which started operating on August 1,

2002. Mainly as a result of this, turnover for the Support Services division fell in the period July-September by 32.9 per cent to 15.3 million euros. Turnover is made up almost entirely of sales to other units of the Group. The operating loss, excluding capital gains, was 7.3 million euros (+3.8 million euros)

Volume Trends and the Market for Flight Operations

During the period January-September, member companies of the Association of European Airlines (AEA) recorded a fall in demand of 9.0 per cent and a capacity reduction of 11.9 per cent, which led to an improvement in passenger load factor of 2.3 percentage points. Capacity among AEA airlines fell most on North Atlantic routes. In the same period, Finnair's passenger load factor rose better than the AEA average by 4.7 percentage points to 66.4 per cent.

The number of business class passengers using Finnair's international scheduled flights fell during the third quarter by 4.1 per cent, while the fall since the start of the financial year was 10.7 per cent. In the period January-September the proportion of business class travel in international travel has fallen by 1.5 percentage points to 19.8 per cent. The number of business class passengers has, however, grown significantly in long-haul traffic, particularly on Asian routes, while the number has fallen on European routes.

In the period January-September, the Asian routes' share of scheduled traffic passenger revenue has risen to 14.0 per cent, whereas in the corresponding period two years ago the figure was 10.2 per cent.

The punctuality of scheduled passenger traffic was 89.9 per cent in January-September, compared with 88.4 per cent the previous year.

Demand for leisure traffic fell 13.8 per cent, which corresponds with a 13.7 per cent contraction in capacity.

The number of cargo kilos carried fell by 1.4 per cent in January-September. Revenue tonne kilometres for all traffic fell by 1.4 per cent, whereas available tonne kilometres fell by 3.0 per cent, which led to an increase in the overall load factor of 0.9 percentage points to 58.1 per cent.

Services and Products

As part of the growth strategy for Asian traffic, a fifth weekly flight between Helsinki and Beijing was opened in September. As business travel grows on long-haul routes, in-flight service has been developed particularly from the perspective of business passenger needs.

A number of additional flights, linked with the Asian services, have been added to the European route network. From the beginning of September, Finnair added one daily flight to both Gothenburg and Copenhagen. Now Finnair flies four times a day to Copenhagen and three times a day to Gothenburg.

At the end of August, Finnair opened a new non-stop route from Helsinki to Stuttgart in Germany. The route is flown twice a day, and once on Sundays, with a 50-seat Saab 2000 aircraft, operated by Finnair partner Golden Air. Finnair serves travellers to Switzerland

by offering flexible connections by train from Zurich to the rest of Switzerland. Finnair is also initiating cooperation with the Swiss airline, which has applied for oneworld membership.

In the winter season that has just started, Lapland travel is being promoted with direct flight connections from Central Europe to Finnish Lapland. A non-stop return service will fly once a week from Paris to Rovaniemi and from Frankfurt and Zurich to Kittilä.

Finnair's electronic operations and services were recognized in the summer in the Airline Strategy Awards competition. The award was granted for Finnair's pioneering work in utilizing technology to improve profitability and cut costs.

After a couple of years' trial period, the electronic flight ticket was introduced as the primary option in domestic travel. The degree of utilization of the electronic ticket in domestic travel is almost 70 per cent. The increase in e-commerce has promoted an expansion in electronic forms of payment when tickets are purchased.

Cooperation With Other Airlines

Oneworld has initiated a study on the expansion of cooperation from the transport of passengers into cargo, aircraft maintenance and insurance, flight training and revenue accounting. Oneworld is strengthening its position as the most international airline alliance by adding shared flights, mutual use of e-tickets, and by launching new worldwide prices. Finnair began cooperating with American Airlines in the field of e-tickets at the end of May.

The US Department of Transport (DOT) has granted Finnair and its oneworld alliance partner American Airlines antitrust immunity, which will give the companies opportunities to harmonize their route networks, marketing and services. To the customer this will show itself as increased and efficient connections between Finland and the United States via New York and Europe, enhanced airport services and new joint prices.

The direct benefit obtained by Finnair from alliance cooperation consists of 30 million euros in sales, which is the value of tickets for Finnair flights sold by alliance partners. In addition, oneworld products bring direct additional sales of 1.5 million euros, with costs amounting to one tenth of this. Annual cost savings are currently estimated at 400.000 euros.

The frequent flyer readers of the leading British travel magazine Business Traveller have voted oneworld the world's best airline alliance in their annual survey. This is the first time that the Business Traveller Award has been granted to an airline alliance.

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Short Term Outlook

Passenger load factor is expected to develop positively in the final quarter. The operating result for 2002, excluding capital gains, is expected to be a profit and to be better than the previous year. The profitability trend during the final part of the year will be weakened by substantially increased pension costs. Nearly 17 per cent of the Finnair pension fund's assets of around 700 million euros is invested in equities.

Industry's and consumers' expectations for the economy have weakened in recent months. Growth is expected to continue, however, particularly in the Asian market. As well as an expansion of Asian capacity, European and leisure traffic capacity will also be increased. Domestic capacity will be reduced further. The overall growth in capacity, measured in passenger kilometres, is expected to be around six per cent in the period January-June 2003.

At the moment the Airbus fleet consists of a total of 17 aircraft and by the end of 2003 the number Airbus fleet will comprise 24 aircraft. In accordance with the fleet strategy, the harmonization of the fleet will continue, so that the ageing DC-9 aircraft are decommissioned by autumn 2003.

FINNAIR OYJ
Board of Directors

President and CEO Keijo Suila on the interim financial result:

I am delighted that Finnair's result has clearly improved, despite the difficult conditions. Our recipe has been to adjust our operations quickly and successfully to altered conditions with respect to demand and to invest in our growth areas. Favourable progress on the cost front has been restrained by a steep rise in security, insurance and pension costs.

A down-turn in consumer demand due to the world political and economic climate plus a tightening of the competitive environment will now require airlines to show flexibility and financial agility. Finnair's strong cash flow and low gearing ratio will provide good buffers as the uncertainty continues.

In the current year we will achieve a satisfactory improvement in our result compared to last year. We expect that demand will continue to recover slowly in Europe and believe that growth in Asian traffic will be maintained.

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KEY FIGURES (Mill. EUR)

	2 002 1Jul-30Sept	2 001 1Jul-30Sept	Change %	2 002 1Jan-30Sept	2 001 1Jan-30Sept	2 001 1Jan-31Dec
Turnover	400.1	390.8	2.4	1 210.4	1 251.2	1 631.0
EBITDAR*	45.5	34.3	32.7	186.6	172.6	195.6
EBITDA*	27.4	15.7	74.5	109.1	96.7	123.9
EBIT*	-1.9	-13.3		24.5	14.1	-8.2
Profit after financial items*	-2.9	-19.9		19.0	8.7	-12.6
Capital gains	21.7	3.3		22.9	20.8	21.5
Profit for financial year	15.0	-8.2		30.4	20.1	7.1

*Profit from the capital gains excluded

Operating profit in relation to turnover %	5.0	-2.6		3.9	2.8	0.8
Earnings/share EUR	0.18	-0.10		0.36	0.24	0.08
Equity/share EUR				7.58	7.44	7.29
Gross investment (Mill. EUR)	19.2	84.2		47.2	214.2	281.0
Gross investment, % of turnover	4.8	21.5		3.9	17.1	17.2
Equity ratio %				43.6	40.9	41.7
Gearing %				6.0	33.6	34.3

CONSOLIDATED FINANCIAL STATEMENT INCOME STATEMENT (Mill. EUR)

	2002 1Jul-30Sept	2001 1Jul-30Sept	Change %	2002 1Jan-30Sept	2001 1Jan-30Sept	Change %	2001 1Jan-31Dec
Turnover	400.1	390.8	2.4	1210.4	1 251.2	-3.3	1631.0
Work used for own purposes and capitalized	0.4	0.6	-33.3	1.9	1.8	5.6	2.4
Other operating income	28.2	12.1	133.1	43.4	35.4	22.6	46.7
Share of profits less losses of particip. interests	0.1	0.1		-0.1	0.5		0.2
Operating income	428.9	403.6	6.3	1255.6	1 288.9	-2.6	1680.3
Operating expenses							
Staff costs	121.1	128.4	-5.7	365.2	371.7	-1.7	482.5
Fuel	39.4	46.2	-14.7	120.9	146.7	-17.6	193.0
Lease payments for aircraft and other rents	35.6	34.1	4.5	108.6	115.3	-5.8	149.5
Materials and overhaul for aircraft	19.9	18.0	10.6	58.3	62.3	-6.4	86.3
Traffic charges	31.3	31.1	0.5	93.2	92.4	0.9	122.1
Ground handling and catering charges	31.2	29.3	6.5	83.1	91.5	-9.2	120.8
Expenses for tour operations	19.7	14.6	34.7	60.5	55.6	8.8	73.8
Sales and marketing expenses	29.2	34.6	-15.6	72.7	90.3	-19.5	110.3
Depreciation	29.3	28.9	1.4	84.7	82.5	2.7	132.1
Other expenses	52.4	48.2	8.8	161.0	145.5	10.7	196.6
Total	409.1	413.6	-1.1	1208.2	1 253.9	-3.6	1 667.0
Operating profit	19.8	-10.0		47.4	35.0	35.4	13.3
Financial income and expenses	-1.0	-6.6		-5.5	-5.5		-4.5
Profit before taxes	18.8	-16.6		41.9	29.5	42.0	8.9
Direct taxes	-3.5	8.4		-11.0	-9.1		-1.4
Minority share	-0.3	0.0		-0.5	-0.2		-0.3
Profit for financial year	15.0	-8.2		30.4	20.1	51.2	7.1

CONSOLIDATED BALANCE SHEET (Mill. EUR)

	30Sept2002	30Sept2001	31Dec2001
Fixed assets			
Intangible assets	21.6	24.1	23.2
Tangible assets	928.0	1 058.7	1 053.8
Financial assets	17.9	15.3	16.8
Total	967.6	1 098.2	1 093.8
Current assets			
Inventories	55.7	55.8	55.3
Long-term receivables	17.3	0.1	12.3
Short-term receivables	172.8	267.8	132.1
Investments	269.0	130.5	194.2
Cash and bank equivalents	17.8	15.8	20.5
Total	532.6	470.0	414.3
Assets total	1 500.2	1 568.2	1 508.1
Shareholders equity	642.0	630.5	617.5
Minority interests	1.0	0.6	0.8
Deferred tax liabilities	106.6	117.3	100.2
Long-term liabilities	284.1	265.3	296.3
Short-term liabilities	466.5	554.5	493.3
Total liabilities	1 500.2	1 568.2	1 508.1

CONSOLIDATED CASH FLOW STATEMENT (Mill. EUR)

	2002 1Jan-30Sept	2001 1Jan-30Sept	2001 1Jan-31Dec
Business operations			
Operating profit	47.4	35.0	13.3
Depreciation	84.7	82.5	132.1
Change in working capital (net)	24.9	-45.9	-7.8
Financial income and expenses (net)	-5.5	-5.5	-4.5
Taxes	-11	-9.1	-1.4
Cash flow from operations	140.4	57.0	131.8
Investments			
Investments total	-47.2	-214.2	-281.1
Change in advance payments	45.6	3.1	19.7
Sales of fixed assets	42.5	39.9	44.8
Cash flow from investments	40.9	-171.2	-216.6
Financing			
Change of long-term debts	-5.9	26	40.0
Change of long-term receivables	-4.4	-0.1	-12.5
Change of short-term debts	-93.1	23.6	61.0
Dividends	-5.9	-33.9	-33.9
Cash flow from financing	-109.3	15.6	54.6
Change in liquid funds	72.0	-98.6	-30.3
Liquid funds, at the beginning	214.7	244.9	244.9
Change in liquid funds	72.0	-98.6	-30.3
Liquid funds, in the end	286.7	146.3	214.7

The figures in this review have not been audited.

FIGURES BY SECTOR

TURNOVER BY SECTOR (Mill. EUR)

	2002 Q3	2001 Q3	Change %	2002 Q1+Q2+Q3	2001 Q1+Q2+Q3	Change %
Scheduled Passenger Traffic	282.6	269.0	5.1	868.8	878.2	-1.1
Leisure Traffic	81.0	90.4	-10.4	239.7	255.3	-6.1
Cargo	30.3	28.4	6.7	88.5	90.5	-2.2
Aviation Services	105.4	123.6	-14.7	319.6	369.4	-13.5
Travel Services	22.8	21.7	5.1	73.8	70.7	4.4
Support Services	15.3	22.8	-32.9	61.5	69.3	-11.3
Less internal adjustments	-137.3	-165.1	-16.8	-441.5	-482.3	-8.5
Finnair Group Total	400.1	390.8	2.4	1210.4	1251.2	-3.3

OPERATING PROFIT BY SECTOR (Mill. EUR)

	2002 Q3	2001 Q3	2002 Q1+Q2+Q3	2001 Q1+Q2+Q3
Scheduled Passenger Traffic	0.1	-20.1	24.2	16.4
Leisure Traffic	2.1	4.3	4.6	3.9
Cargo	1.1	-4.3	1.1	-5.5
Aviation Services	2.2	8.1	5.2	21.3
Travel Services	-0.1	-1.9	3.1	1.2
Support Services	14.4	3.8	9.2	-2.3
Finnair Group Total	19.8	-10.0	47.4	35.0

AVERAGE PERSONNEL

	2002	2001	Change %
Scheduled Passenger Traffic	3 612	3 572	1.1
Leisure Traffic	328	338	-3.0
Cargo	414	425	-2.6
Aviation Services	4 379	4 638	-5.6
Travel Services	1 347	1 443	-6.7
Support Services	489	506	-3.4
Finnair Group Total	10 569	10 922	-3.2

CONTINGENT LIABILITIES AND DERIVATIVE CONTRACTS (Mill. EUR)

	2002 30Jun	Fair value	2001, 30Jun	2001, 31Dec
Pension liabilities				
Total liability of pension fund	676.4		648.3	658.0
Uncovered liability of pension fund	0.0		0.0	0.0
Liability for pensions paid directly by the companies	0.0		0.0	0.0
Other contingent liabilities				
Pledges on own behalf	325.2		264.6	356.7
Pledges on own behalf of subsidiaries	0.6		0.6	0.6
Guarantees on group undertakings	35.3		30.4	35.4
Guarantees on others	0.0		0.3	0.0
Aircraft lease obligations	313.5		190.4	181.0
Total	674.6		486.3	573.8

	2002 30Jun	Fair value	2001, 30Jun	2001, 31Dec
Derivative contracts				
Currency derivatives				
Forward contracts	161.3	-0.7	176.4	151.4
Currency options	225.5	-0.7	257.7	153.7
Currency swaps	183.8	7.7	226.3	228.9
Interest rate derivatives				
Interest rate options	91.3	-2.0	51.1	51.1
Total	661.8	4.4	711.6	585.2
Other derivative contracts				
Fuel price agreements (tonnes)	121 500	2.8	163 500	98 100
Fuel options (tonnes)	210 900	2.5	57000	110 850

AIR TRAFFIC 1Jan - 30 Sept 2002

	Total traffic	Europe	North America	Asia	Domestic	Leisure	Cargo
Passengers (1000)	5 361	2 210	117	282	1 800	954	
%-change	-8.5	-7.6	-2.3	38.1	-11.8	-13.4	
Cargo and mail (tonnes)	53 382	19 040	5 503	15 381	2 890	576	9 982
%-change	-1.4	-4.1	-9.2	47.5	-15.5	-62.3	-22.3
Available seat-kilometres mill	13 043	4 745	915	2 225	1 572	3 587	
%-change	-6.6	-12.0	-11.0	37.5	-11.2	-13.7	
Revenue passenger kilometres	9 501	2 809	773	1 815	877	3 226	
%-change	-2.9	-5.2	-2.1	37.7	-10.1	-13.8	
Available tonne-kilometres	1 833	582	187	437	181	385	61
%-change	-3.0	-10.4	-3.6	47.0	-11.0	-14.8	-34.9
Revenue tonne-kilometres mill	1 065	275	106	271	77	290	46
%-change	-1.4	-4.8	-4.6	43.5	-10.2	-14.7	-29.6
Passenger load factor %	72.8	59.2	84.5	81.6	55.8	89.9	
%-change	2.7	4.3	7.7	0.1	0.7	-0.1	
Overall load factor %	58.1	47.3	56.6	62.0	42.4	75.4	75.2
%-change	0.9	2.8	-0.6	-1.5	0.3	0.1	5.7