Aeroflot's Russian evolution

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Boasting almost a century-long history, <u>Aeroflot</u> is the calling card of Russia across the world. The airline aims to infuse Russian hospitality and top international standards, and its mission as Russia's flag carrier has manifested itself in numerous forms both inside and outside the aircraft cabin.

Aeroflot Group is going through a major transformation aimed at implementing its strategic goals (Strategy 2028), developing the route network and enhancing service quality as part of its premium segment development.

This season, Aeroflot is looking to resume international flights as borders gradually reopen. In recent months, Aeroflot has begun rebuilding its international route network with a long-haul focus on Asia and new leisure destinations. It recently began international operations from the newest Terminal C of Moscow Sheremetyevo Airport.



Aeroflot has just unveiled its first long-range Boeing 777 aircraft with retrofitted cabin seating in highquality jacquard upholstery

One of Aeroflot's strongest competitive advantages is its fleet, which is one of the youngest fleets of any global carrier operating more than 100 aircraft. In 2020, Airbus A350 deliveries began making Aeroflot the first operator in Russia of the world's most advanced wide-body passenger aircraft. The latest addition to the fleet is the A320neo, featuring an ergonomic interior layout. Both types have brought greater efficiencies and a new level of comfort for passengers while enhancing the airline's environmental credentials.

The three-class A350 cabin layout has 28 private business class suites, including two-meter full-flat beds. As well as privacy and space, the suites come fitted with a 54-centimeter screen. The Business Class cabin also has a bar offering drinks and snacks. Economy and Comfort Class offer increased legroom and seat pitch. The spacious cabin, reduced noise and adaptive lighting create a relaxing atmosphere.

The A320neo is configured with 12 Business Class seats and 144 Economy Class seats. The seat pitch of Business Class seats is 96.5 centimeters, that of Economy Class seats is up to 76.2 centimeters. The Economy Class seats feature an ergonomic backrest and an adjustable headrest, and Business Class seats are fitted with 13-inch HD monitors, individual sockets and USB ports.

In the latest news, Aeroflot has just unveiled its first long-range 777 aircraft with retrofitted cabin. The cabin is configured with 28 Super Diamond NG seat from Collins Aerospace equipped with sliding doors in Business Class, 24 seats in Comfort Class and 375 seats in Economy Class. All seats come in high-quality jacquard upholstery. The seat pitch in Economy Class averages 80 centimeters, in Comfort Class 96 centimeters. Business Class passengers enjoy individual suites, boasting sliding doors, an extra armrest, an 18.5-inch HD monitor and two-metre full-flat bed.

Award-winning tableware

A sense of place is evident throughout the cabin. Aeroflot's tableware, developed by designers Mikhail Chistiakov and Yulia Chistiakova, won a Red Dot Award in June 2021. Aeroflot's tableware concept showcases a contemporary reinterpretation of the Russian table culture with a traditional appeal. The sets, including porcelain, cutlery, glassware and paper products, are available on all of the airline's flights.



Aeroflot's tableware, developed by designers Mikhail Chistiakov and Yulia Chistiakova, won a Red Dot Award in June 2021 (Photo copyright Mikhail Chistiakov and Yulia Chistiakova)

The airline regularly introduces new menus several times a year. Leading chefs from Russia and from all over the world take part in creating Aeroflot menus. The current menu was designed by a team of chefs of Aeromar. JSC Aeromar is Russia's is Aeroflot's long-standing partner, with the inclusion of certain dishes created by celebrated chefs from Moscow and St Petersburg. Russian cuisine often centers around ancient recipes. The culinary art is based on the ability to take the best of the season from nature.

Attention to detail is also evident in inflight entertainment and connectivity. Onboard the newest A350, in addition to the latest-generation Panasonic eX3 IFE system, HD screens and Wi-Fi connectivity aim to ensure an enhanced experience for all passengers on long-haul flights. On the A320neo, passengers can connect to the wireless IFE system on their personal devices, or get high-speed Wi-Fi internet access. HD monitors are available in Business Class. Aeroflot has also modified wireless IFE systems on its 737 and A320/321 aircraft. Now, to access the versatile inflight multimedia program, passengers can connect their devices to the onboard Wi-Fi network, launch a browser and select a content category, including movies, TV series, audiobooks, music and children's channel. There is no need to use Aeroflot's entertainment mobile app or cinema player.

Aeroflot boosts children's amenity kit range

Aeroflot's Business Class amenity kits, supplied by <u>AK-Service</u>, are designed to maintain the highest level of passenger comfort onboard.

The kits include all the necessary components for a good rest during the flight, with an eye mask and slippers, souvenir pen, hairbrush, shoehorn, toothbrush and toothpaste, as well as face and hands moisturizers and lip balm by a luxury brand.



Aeroflot's expanded range of children's amenity kits include a handy bag, a colorful soft toy book and an age-appropriate soft toy puzzle

Aeroflot has expanded its range of children's amenity kits, which are now available to even its baby passengers. Kits comprise a handy bag, a colorful soft toy book, an age-appropriate soft toy puzzle, and a pack of hypoallergenic wet wipes designed for kids under two years old.

The award-winning children's kits are available on all flights in all service classes. Aeroflot now offers activity packs with age-appropriate infotainment materials for children of all age groups: zero to two years, three to five and six to 11.