



SPECIFIC INSTANCE

"Air France in the United States"

May 5, 2025

Interim statement from the French National Contact Point

On January 15, 2024, the French National Contact Point (NCP) for Responsible Business Conduct was notified by the American union UNITE HERE LOCAL 11 of a specific instance concerning the French multinational airline AIR FRANCE, headquartered in France. The specific instance concerns the exercise of its due diligence towards one of its suppliers in the United States, Flying Food Group (FFG).

Article 31 of the Rules of Procedure provides that "the NCP shall endeavour to examine the issues raised as soon as possible, and if possible within 12 months of receipt of the request relating to a specific instance, provided, however, that this period may be extended if circumstances so require (...)". Article 36 of the NCP Rules of Procedure provides that "the NCP reserves the right to communicate during the examination of the procedure, subject to confidentiality obligations".

The PCN has decided to publish an interim statement to report the progress of the procedure. It will publish its final decision at the end of the procedure.

1. Procedure followed by the PCN according to its internal regulations

The procedure for referral to the PCN is confidential.

1.1. Summary of the initial assessment phase of the referral

Reception: The complainant sent the referral electronically to the General Secretariat of the PCN on 15 January 2024. The message included a main document and eight annexed documents.

Acknowledgement of receipt: The PCN secretariat acknowledged receipt of the referral on January 18, 2024.

Transmission of the referral to the PCN: a copy of the referral, including all the elements transmitted by the complainant, was sent electronically to the members of the PCN on January 18, 2024

The French NCP adopted an initial assessment statement on 22 November 2024¹, announcing acceptance of the specific instance. The initial assessment phase then ended.

1.2. Actions taken at the stage of the procedure in the good offices phase

The press release of November 22, 2024 states that "the PCN therefore offers its good offices to the parties to contribute positively to the resolution of the issues raised."

On 28 May, the NCP asked its Secretariat to organize separate meetings with the complainant on the one hand and the company on the other. Before organizing the separate interviews, the NCP invited the complainant to sign the undertaking to respect confidentiality and the secrecy of the discussions, which he did on 29 July 2024.

¹ [2024 11 Initial Evaluation_Air France.pdf](#)

The NCP then heard each party separately and successively on 26 September (the complainant by videoconference from Los Angeles initially, followed by AIR FRANCE representatives in person). Additional documents were provided by the complainant on 27 September; these documents were transmitted on 4 October to the members of the PCN and to AIR FRANCE (with the complainant's prior consent)

After a thorough review of the referral, the PCN engaged with the complainant and AIR FRANCE to arrange and organize a mediation meeting. An agreement was reached to hold this meeting on January 27, 2025.

2. Coordination of PCNs

The secretariat of the French NCP regularly informs the American NCP, the supporting NCP and the Japanese and German NCPs, which have received similar requests from the complainant concerning other airlines, of the progress of the case.

3. Intermediate conclusion

The NCP thanks the parties for their participation in the proceedings. It welcomes the holding of a dialogue and a mediation meeting between Air France and the complainants on 27 January 2025. It considers that this dialogue, which resulted directly from its good offices, constituted an important step in the proceedings.

Following the meeting of January 27, 2025, the NCP chose to continue its good offices. Discussions between parties, who reaffirmed their agreement to continue discussions under the auspices of the NCP, were constructive. UNITE HERE has offered to provide additional information relating to the specific instance. AIR FRANCE continues its discussions with its supplier and intends to organize a local and independent social audit.

At its meeting on 8 April, the NCP adopted the draft interim communiqué. The NCP informed both parties of these decisions.

The draft interim statement was subject of consultations with parties in order to gather their observations.

The NCP adopted the interim statement on 5 May 2025.

The NCP is continuing its work in this specific instance. It will continue its discussions with the parties and coordination with US, German, and Japanese NCPs. In accordance with its rules of procedure and OECD Procedural Guidelines, it will issue a statement or report at the end of the procedure, in which it will address the substance of the issues submitted to it.

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