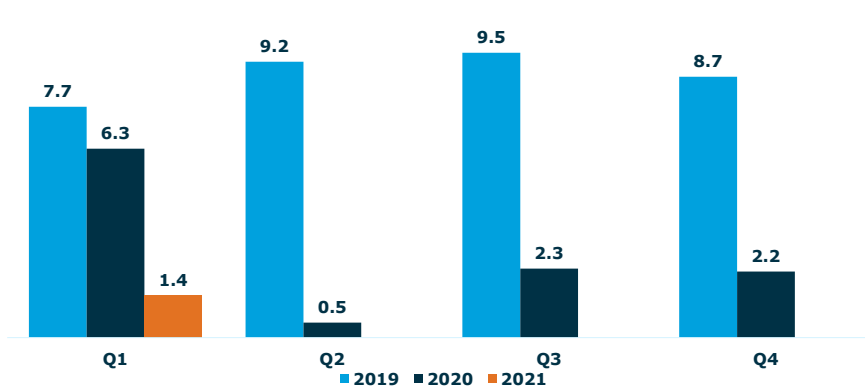


Passengers (millions) 2021 vs 2020 vs 2019



	2019	2020	Q1 2021
NPS	41	53	52
EPS	69.5	52.0	37.3

Network & Fleet

- KLM Cityhopper welcomes the first 3 new **Embraer 195-E2s** and KLM the 15th **Boeing 777-300**
- Innovative **Cargo Seat Bag** increases cargo capacity in cabin

Operation & Customer

- First B737-800 fitted by E&M with a **new, lighter interior**, contributing to our CO2 reduction
- Introduction of **WiFi** on European flights with Boeing

Workforce

- Most divisions and departments have implemented their Request for Advice: start **adjusted organisation**
- **~500** colleagues found new jobs within KLM
- Safe alternative **test protocol** for crew

Societal role

- Millions of **Covid-19 vaccines** transported to, a.o., Ecuador, Argentina, Brazil, Indonesia, Bonaire, Aruba
- AFKLM Cargo and **UNICEF** partners in transportation of vaccines

Sustainability

- First passenger flight performed with sustainable **synthetic kerosene**; a world first by KLM, Shell and Dutch ministry for Infrastructure and Water Management
- Fleet renewal reduces our carbon footprint: the new Embraer 195-2s use 9% less fuel per flight, emitting **31% less CO2** per passenger compared to the E-190

