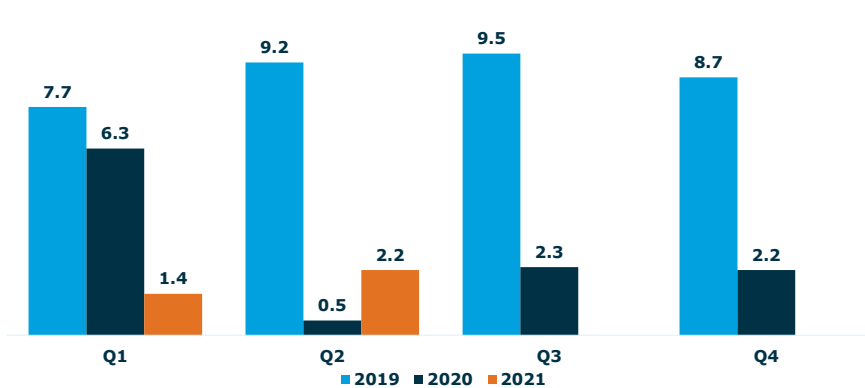


Passengers (millions) 2021 vs 2020 vs 2019



	2019	2020	H1 2021
NPS	41	53	54
EPS	69.5	52	34.4

Network & Fleet

- KLM Cityhopper welcomes the 4th new **Embraer 195-E2** and KLM the 15th and 16th **Boeing 777-300** (Q1)
- Network June **159 destinations** vs. 162 in June 2019

Operation

- KLM wins APEX Diamond Award **Health Safety**, as well as retaining a **five-star APEX** status based on customer ratings
- Central **network steering organisation** live in the Operations Control Centre (OCC)

Workforce

- Launch **Spirit for the Future** programme, aimed at engagement and development of employees
- **± 1000** colleagues found new jobs within KLM since November 2020

Customer

- **KLM Holidays** launched: our new label for attractively priced package holidays for the Dutch and Belgian holiday market
- **COVID-19 check | Upload@Home** live, an innovative service pre-validating all necessary corona travel documents for a select number of destinations

Sustainability

- Close to **20 partners** joined AFKLM Cargo SAF programme, equivalent to ± 800,000 litres of sustainable kerosene and reducing almost 2 million kilos of CO₂ emissions
- **Employee Sustainability Challenge** live this summer to involve staff in realising the ambitious sustainability goals we have set

