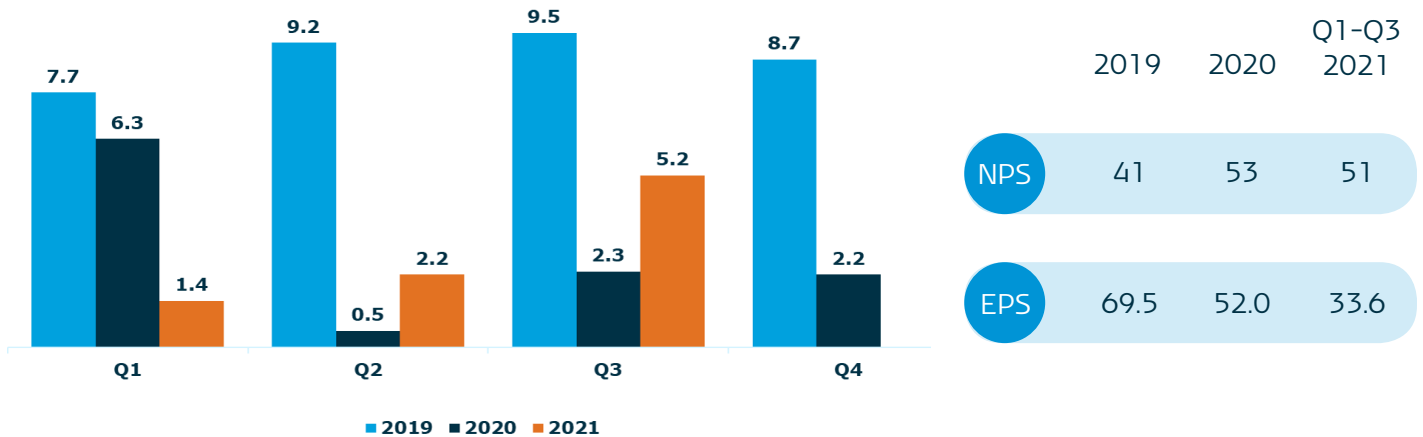


Passengers (millions) 2021 vs 2020 vs 2019



Sustainability

- For the Olympic Games, KLM and NOC*NSF have compensated all **44 flights** of TeamNL to Tokyo through KLM's **CO2ZERO** programme
- KLM Flight Academy celebrates **75th anniversary** and invests in a sustainable future options on electric training aircraft and electric flying lessons for future pilots
- Engineering & Maintenance installs nearly **7,000 solar panels** on the roof of hangar 14 that can generate around **25%** of the hangar's electricity consumption

Network & Fleet

- New bookings from Europe to the **United States** have increased by over **200%** for the period November 2021 - January 2022 since the announcement that travel restrictions are to be eased
- Winter schedule: KLM flies to **162 destinations**, including 4 new ones: Cancun, Port of Spain, Bridgetown, Mombasa
- Schiphol busiest airport in Europe due to KLM-network

Organisation

- KLM Cityhopper celebrates **55th anniversary** and is recruiting cabin crew again for the first time in 1.5 years
- KLM celebrates **102nd anniversary** and unveils miniature house **Tuschinski Theatre** - 1 million produced
- KLM has applied for a total of **€1.7 billion** NOW support from April 2019 to September 2021

Operation & Customer

- Interactive Covid-19 map '**Where can I fly to**' offers clarity to customers on travel requirements for all KLM destinations
- With great efforts by Ground colleagues, we welcomed more than **70,000 passengers** a day on board KLM during the autumn holiday weekend

