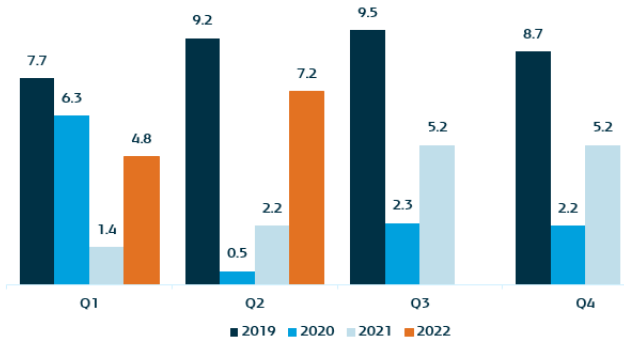


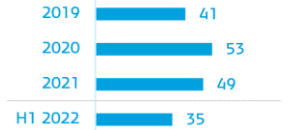
# Facts & figures

July 2022

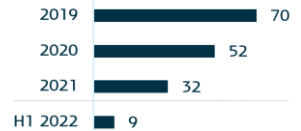
## Passengers (millions)



## NPS - Customer satisfaction



## EPS - Employee satisfaction

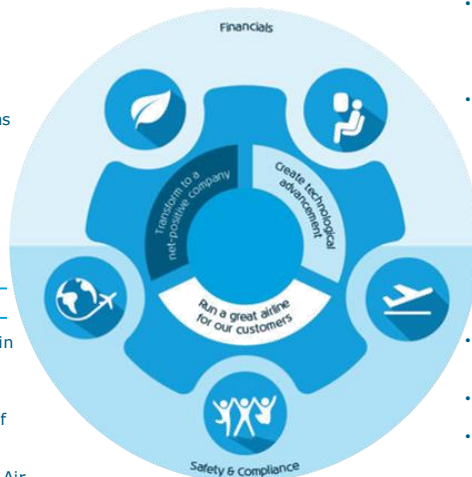


## SUSTAINABILITY

- KLM takes part in The Sustainable Flight Challenge operating two flights, with 39% SAF, to accelerate the sustainability of aviation and share knowledge
- 700 KLM staff volunteered for social projects during the KLM Blauwe Hart Dagen
- Regional Jet Center switches to electric company cars, thus contributing to the 0% emissions target for ground operations in 2030

## NETWORK & FLEET

- KLM offers 16 new destinations in India through codeshare agreement with IndiGo
- In the second quarter, KLM Cityhopper takes delivery of three Embraer E195-E2s at Schiphol bringing the total to 12
- Strategic alliance announced by Air France-KLM and CMA CGM focusing on commercial freight activities (full-freighter operations)



## PEOPLE & ORGANISATION

- Loan to banks and government repaid in 3 instalments
- Farewell to Pieter Elbers, start of new CEO Marjan Rintel
- Apron & Baggage Services introduces a new 5-year contract form including training and development programme

## CUSTOMER & PRODUCT

- 'Air Cargo Industry Achievement' award presented to Air France KLM Martinair Cargo for outstanding performance
- KLM Netherlands' new sales campaign, Real Deal Days, encourages the purchase of sustainable fuel and travel at the times that really matter
- KLM unveils a new class during Dutch Open: Premium Comfort, with more space, comfort and privacy than the current Economy Class, at a lower fare than World Business Class

## OPERATIONS

- More than 12 million passengers in the first 6 months of 2022, up from 6.7 million in 2020
- Pressure on operations due to shortage of staff
- Measures taken to relieve staff in operations at Schiphol (e.g. fewer flights, modified baggage loading process)