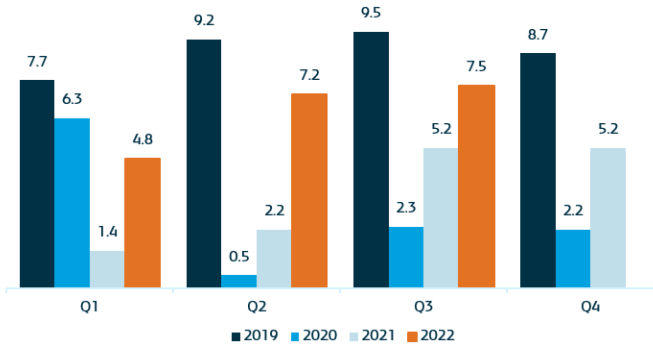


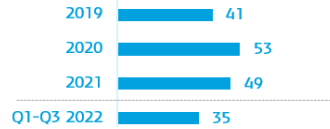
# Facts & figures

October 2022

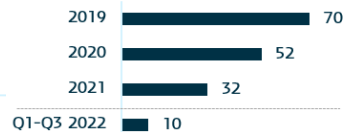
## Passengers (millions)



## NPS - Customer satisfaction



## EPS - Employee satisfaction

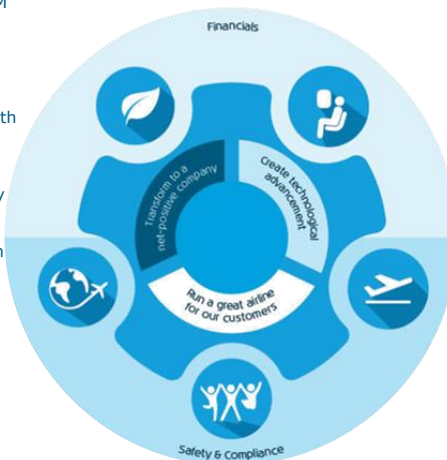


## SUSTAINABILITY

- Sustainable Flight Challenge: KLM wins award for biggest **CO<sub>2</sub> reduction**, KLC for best **partnership** and honourable mention for introducing gate catering
- KLM and Thalys pilot launched with **seamless connection** between flight and train for transfer passengers Brussels - Schiphol, eliminating the need for one daily flight
- AFKLM Cargo transports the car with which the Brunel Solar Team is competing in the **Sasol Solar Challenge** in South Africa

## NETWORK & FLEET

- October saw the seventh **Boeing 787-10** and thirteenth **Embraer E195 E2** welcomed to the KLM fleet
- In the summer **167** direct destinations (96 European and 71 intercontinental). This offers both business and leisure travellers a wide choice



## PEOPLE & ORGANISATION

- Final agreement Ground **CLA** 2022-2023, talks for Cabin and Cockpit continue
- Recruitment Ground Staff reforms its **selection process** to make the intake of new colleagues faster, more efficient and more candidate-friendly
- Start of new **COO** Maarten Stienen
- '**Up for It**' campaign live, designed to recruit IT talent

## CUSTOMER & PRODUCT

- We are **not** delivering the desired **customer experience**, partly due to disruptions and staff shortages. **Measures** such as recruiting new colleagues, seat blocks, no cargo on KLC flights and (part of) the 737 fleet, a stop on the sale of certain EUR tickets and an extension of the minimum connection time at Schiphol have been taken
- First official flight with **Premium Comfort Class** on 27 August to New York; market response very positive
- Braillepluim** award received for providing safety information in Braille to blind passengers

## OPERATIONS

- The **pressure** on colleagues is high, rosters change too often, platform and baggage have too much to handle; adjustments have been made to the timetable to ensure **roster stability** in winter
- In addition, **almost 300** new colleagues (operations team members for baggage and platform) have been hired in recent months and this process is still ongoing
- E&M has to deal with longer **waiting times** for new parts



- Renewed method launched under the name **Risk Analysis Framework** to identify risks in operations
- Incident reporting capability expanded by introducing the IOS version of the **See it Say it (Sisi)** app