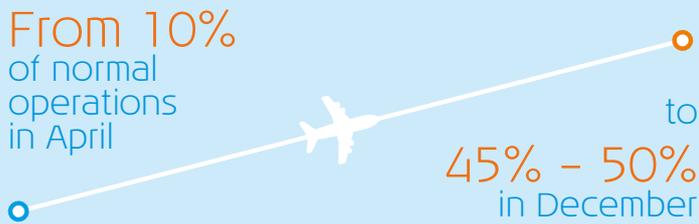


Network



Special flights

145 cargo-in-cabin flights to Shanghai, Beijing & Xiamen

3,700 repatriation flights

250,000 repatriated passengers (April/May)

COVID-19-tested flights from Atlanta to Amsterdam

Transported

2,500 tonnes of cargo, of which

130 million face masks

4.5 million pairs of gloves

7.5 million other relief goods



5,000 ¹ out of 7 Employees left the company

Customer experience: we care for you

Welcomed on board:

11.2 million KLM passengers

2.6 million Transavia passengers

Rated by passengers:

2021 Five Star Global Official Airline Rating™ by APEX

4 Europe TripAdvisor Awards: Best Business Class, Best Regional Business Class, Travellers Choice Major Airline, Travellers Choice Passenger Comfort

53 NPS score

Focus on sustainability and innovation remains

For the 16th consecutive year in the top of the Dow Jones Sustainability Index

Top 10% most sustainable airlines

Cargo SAF Program: enabling freight forwarders and shippers to reduce their shipments' cargo footprint

Flying V: first flight of scale model

Taxibot: a trial with a hybrid towing vehicle

Virtual Reality: Embraer pilots train ground procedures in VR



Phased out:
4 747-400s full pax,
4 747 combi's, 2 A330-200s

Total fleet: 164 + 39 Transavia

Boeing 787s:

18

Boeing 777s:

30

Boeing 747s:

4 full freighters

Airbus A330s:

11

Boeing 737s:

52 ^{+Transavia:} 39

Embraers:

49