

In 2018 KLM...

"We are aviation pioneers,
Dutch at heart"

Renewed its fleet with:

3 new Dreamliners **7** new Embraers
and phased out **3** Boeing 747s

Total fleet: **168**

reference date: 20 Dec 2018

Boeing 787s:

13

Boeing 777s:

29

Boeing 747s:

14 incl Boeing
Freighter

Airbus 330s:

13

Boeing 737s:

50

Embraers:

49



Welcomed on board:

34,1 million

KLM passengers and
8,9 million Transavia passengers

Expanded its network with **4** new destinations:

Fortaleza - Växjö - Nantes - Marseille



Announced **4** new destinations effective 2019:

Boston • Las Vegas • Naples • Wrocław

Rewarded for its
departure and arrival
punctuality in the
**European
Punctuality
Top 10**

Source: vlucht-vertraagd.nl



"Being where
our customers
are"



28 million+ fans/followers
on social media



300+ social
media agents



800,000+ monthly
active users mobile app

Was the
leading airline
in using biofuel
for 360 flights



Serviced 24/7 via:
WhatsApp, Facebook,
Messenger, Twitter, WeChat,
KakaoTalk in 10 languages

Which resulted in:
180,000 mentions
on average weekly

"The most digital airline in the world"

Celebrated the 10th anniversary
of CO2ZERO. This year:

40,000

tonnes of CO₂ was compensated
by more than 90,000 passengers

Supported over 50% of all
social media replies by AI



Transported
620,000
tonnes of cargo
of which
52,000
tonnes of flowers

339,000
trees were planted



Was globally rewarded
by travelers with
**TripAdvisor Travelers'
Choice Awards**

308
hectares tropical forest in total

Celebrated its **99th anniversary**
Douwe Egbert's first shop "De Witte Os"
in Joure became KLM's **99th house**



Engineering & Maintenance
earned **10% more**
third-party revenue
than in 2017.