



Facts & Figures 2019

"We are aviation pioneers,
Dutch at heart"

Renewed its fleet with:

4 787-10s 4 737-800s
& phased out 3 747s 2 737-700s

Total fleet: 172

Boeing 787s:

17

Boeing 777s:

29

Boeing 747s:

12

Incl:
4 combi's
4 full freighters
4 full pax

Airbus A330s:

13

Boeing 737s:

52

+Transavia:
42

Embraers:

49



Welcomed on board:

35.1 million

KLM passengers and
9.2 million Transavia passengers

Expanded its network with 6 new destinations:

Bangalore - Guanacaste - Las Vegas
Wroclaw - Naples - Boston



Total number of destinations: 171



65,000
visitors
attended
the KLM100
celebrations

"The most
digital airline
in the world"



23 million social media
fans/followers



350 social
media agents



961,195 monthly
active users mobile app

KLM is the
leading
sustainable
airline



24/7 online service
in 10 languages, via

WeChat, WhatsApp, Messenger, Twitter,
KakaoTalk, Facebook, and as of December
a 7th platform was added, namely: LINE

On average weekly

200,000
mentions

88,473

tonnes of CO₂
compensated with CO2ZERO

Supported over 50% of all
social media replies by AI



Transported
600,000

tonnes of cargo
of which

57,000
tonnes of flowers

749,000

trees were planted

680

hectares of tropical
forest in total



DOW JONES

Earned the #1 spot in the
Dow Jones
Sustainability Index

Attained TripAdvisor Award for
Best Business Class
- Europe

Rewarded Travelers' Choice
Major Airline
- Europe



NPS score:

41

