

In 2017 KLM...

'A flourishing airline by becoming Europe's most customer centric, innovative and efficient network carrier'

Provided maintenance, repair and overhaul for nearly 200 customers

Total KLM fleet: Including 12 new airplanes

Boeing 787s:	Boeing 777s:	Boeing 747s:	A330s:	Boeing 737s:	Embraer 190s:	Embraer 175s:
10	29	17	13	50	30	12



Welcomed:
over 32 million passengers and 8 million Transavia passengers

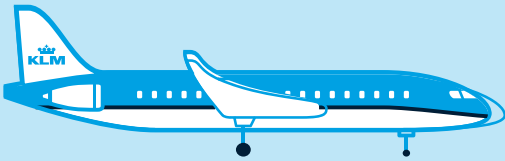
Expanded her network with:

- San Jose
- Mauritius
- Monrovia
- Mumbai
- Minneapolis
- Freetown
- Cartagena
- Gdansk
- Graz
- Split
- Malaga
- Porto
- Cagliari
- Catania
- Milan Malpensa



15 new destinations

Phased out her Fokker 70 fleet after 97 years of partnership



Pushed the social media bar with:



17,937,705 followers



2,61,6567 followers



428,903 followers



124,157 followers

Became the first airline with a verified WhatsApp business account

Transported the Dutch Masters back to The Netherlands after 300 years

Serviced:

24/7 via Facebook, WhatsApp, Messenger, Twitter, Wechat, KakaoTalk in 9 languages

Which resulted in:

130,000 mentions on average each week

'Be where our customers are'

Transported two giant panda's Xing Ya and Wen Wu

Live video of 45 minutes with 500,000 views



Transported cargo

More than 600,000 tons



Won six International Academy of Digital Arts and Sciences Webby Awards!

Saved 360,000 kilos of paper

430,000 ton CO2 emissions

8 million liters of water due to the semi-dry wash

Celebrated her 98th anniversary, by adding Anthony Fokker's family home as KLM's 98th house to the collection.

KLM Cargo's new sorter handled 2,000 parcels per hour, that's 33 parcels per minute!

