

Customer Newsletter

12 March 2013

Cargo operations at CDG status update

Dear customer,

We would like to inform you that current heavy snowfall in parts of Europe is impacting our cargo operations at CDG. Several European flights and trucks are cancelled or delayed. Also Intercontinental flights are facing some significant delays. We are doing our utmost to limit the impact as much as possible. We expect our operations to be back to normal as of tomorrow.

Further we also send you hereby the latest information concerning the recent social unrest that has impacted part of our cargo operations at our Paris CDG hub in the past two weeks. The social unrest has been stopped and the backlog caused by this situation has been fully cleared since yesterday. Our sincere apologies for any inconvenience this may have caused.

If you have any further questions about your shipments, please do not hesitate to contact your local customer service at Air France-KLM-Martinair Cargo.

Sincerely yours,



Mattijs ten Brink

Senior Vice President Sales & Distribution
Air France-KLM-Martinair Cargo