

Customer Newsletter

10 June 2013

Air France-KLM-Martinair will keep its cargo schedule despite the Air Traffic Control industrial action

Dear Customer,

A call for strike action by several French air traffic controllers' unions will disrupt air traffic from Tuesday 11 to Thursday 13 June 2013. The French Civil Aviation Authority (DGAC) has requested airlines to adapt their flight schedule on departure from and arrival to certain French airports.

On 11 June, Air France expects:

- . to operate all its long-haul flights to and from Paris.
- . to adapt its short and medium-haul flight schedule. Last-minute delays and cancellations can also be expected.

Air France-KLM-Martinair Cargo is doing everything to minimize the inconvenience this strike action may cause. Air France-KLM-Martinair Cargo commercial staff remain mobilized to inform customers.

KLM and Martinair Cargo operations from our Amsterdam Schiphol hub are not impacted.

We apologize for any inconvenience caused. We do all in our power to ensure that you will receive timely and adequate information. Feel free contact your local customer service for the latest updates on our flight schedule, questions about your shipments and alternative options.

We keep you informed,

Air France-KLM-Martinair management