

# Customer Newsletter

22 February 2013

## Irregularities in CDG Cargo operations still not solved

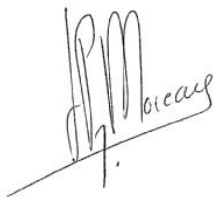
Dear customer,

Social unrest has impacted part of our cargo operations at CDG since last Monday February 18.

All operational teams are doing their utmost to limit the impact. Our trucking schedule to and from CDG within Europe will be downsized which will lead to some delays. We expect to have our operations back to normal in a few days. Our teams will offer alternative solutions via our Schiphol hub.

We appreciate your patience and we are very sorry for the inconvenience this may cause for you. Should you require any additional information, please do not hesitate to contact your local customer service or sales representative at Air France-KLM-Martinair Cargo.

Yours sincerely,



Jean-Paul Moreau  
VP Key Accounts, Cohesion and Pricing