

Customer Newsletter

January 21, 2013

Snowfall impacts Cargo operations at Paris Charles De Gaulle

Dear customer,

Europe has been facing rather heavy snowfall on Sunday. On Sunday, from outstations worldwide into CDG, not all inbound cargo could be loaded, due to severe weather conditions in Paris.

Outbound from CDG, some backlog in cargo shipments to worldwide destinations has occurred, partly due to road conditions at and around the airport.

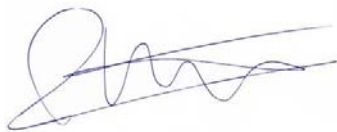
At our Amsterdam Schiphol Cargo operations, despite some snowfall, no major delays or Cargo offloads have occurred on Sunday.

Some European flights from both our hubs have been cancelled, while intercontinental flights are operated on schedule or with some delay.

As weather conditions improve, which is currently forecasted for Monday afternoon, we will start to clear the backlog by rebooking your shipments.

We apologize for any inconvenience which the delays may cause. We will do our utmost to limit the impact for you. If you have questions about your shipment, please contact your local customer service representative.

Sincerely yours,



Mattijs ten Brink

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