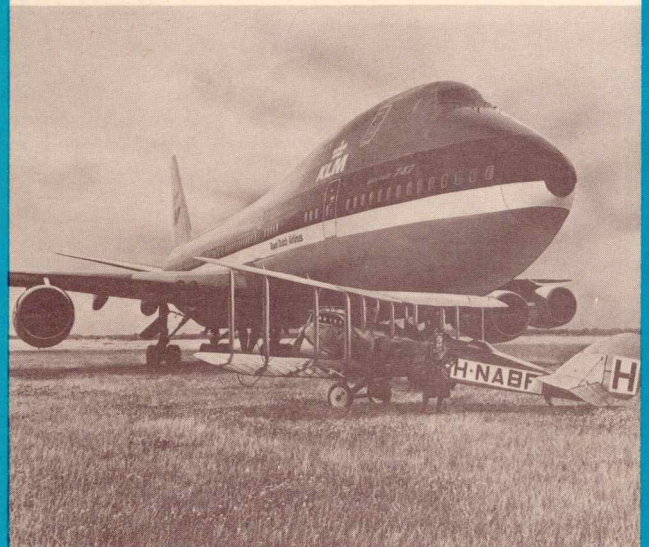
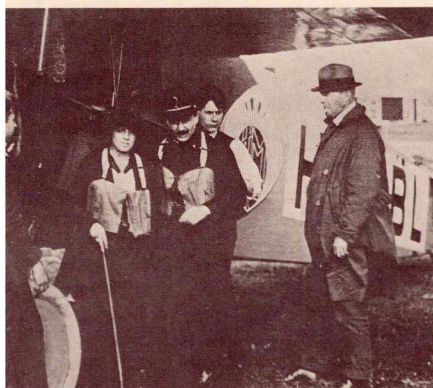


A
SHORT HISTORY
OF
KLM ROYAL DUTCH AIRLINES



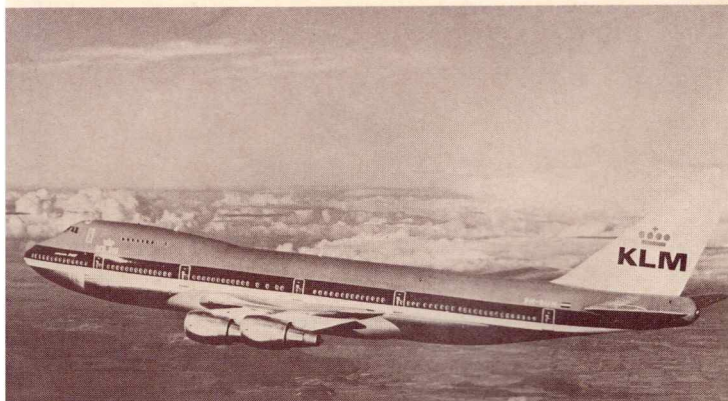


Planes such as this DeHavilland DH-9 were used in the 1920's for the flights between Amsterdam and London. Flying time could range between four and forty hours, depending on the weather. The pilot sat in an open cockpit, as did the two passengers.



Standard flying gear included leather flying coats, helmets, goggles, gloves and life jackets. On cold days hot-water bottles were an added feature.

Passengers today have it much easier. KLM's Boeing 747's can carry almost four hundred travelers and can cross the Atlantic in six and a half hours.



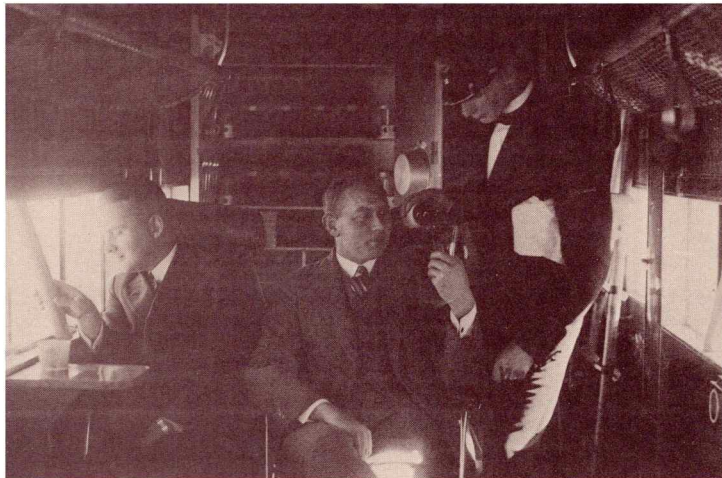
A SHORT HISTORY OF KLM ROYAL DUTCH AIRLINES

The period immediately following the First World War witnessed a tremendous increase in the general public's awareness of the airplane and a growing acceptance of it as a regular means of transportation. The technology of aircraft construction had been vastly improved during the war years, and this had naturally resulted in an expansion of public confidence in aviation. This surging popularity was further spurred by the fact that the European ground transportation system had been left in a state of total disruption by the war.

To satisfy public interest among the Dutch, a young flying officer named Albert Plesman organized a comprehensive Air Transport Exhibition in Amsterdam. This show generated such excitement that 500,000 people flocked to see it in August and September of 1919. This success encouraged Lieutenant Plesman to pursue his plan to form a Dutch air transport company. Queen Wilhelmina herself had consented to bestow upon his budding airline the title of Royal ("Koninklijke" in Dutch) as a token of her confidence in the project.

Plesman's plans now assumed more definite shape, and on October 7, 1919, one of the world's first commercial airlines was founded in The Hague as the Koninklijke Luchtvaart Maatschappij. Before long it would be known throughout the world by its initials, KLM. Albert Plesman was appointed to the post of manager of the new company.

KLM inaugurated passenger service on May 17, 1920. On that day a KLM De Havilland DH-16 flew from London to Holland's Schiphol Airport with two journalists on board as passengers and a bundle of newspapers as cargo. Also on board was a letter from the Lord Mayor of London to the Burgomaster of Amsterdam. The captain was Jerry Shaw.



The excellence of KLM's inflight service has always reflected the tradition of friendly Dutch hospitality. These KLM passengers from the early days enjoyed the same kind of personal attention

"FIRSTS"

The London-Amsterdam service, which KLM now flies numerous times each day, is the world's oldest air connection still operated by the same company. However, it is only one of KLM's many firsts. In 1921 KLM opened the world's *first* airline reservations and ticket office in Amsterdam. In 1925 KLM was the *first* airline to use air-cooled radial engines and all-metal propellers. These improved engines resulted in a considerable saving in aircraft weight and in a corresponding increase in reliability and passenger comfort. Flying speed rose from 75 mph in 1920 to an unprecedented 175 mph in 1937 and the number of passengers per aircraft expanded from two to 21. These larger and faster airplanes made it possible to cover longer distances. Soon KLM's European network extended from Oslo to Athens.

In 1927 KLM became the *first* among the world's airlines to fly an intercontinental charter flight—from Amsterdam to Indonesia and back. In 1929 KLM inaugurated regular service to the Far East—Amsterdam to Djakarta—and as late as 1940 this remained the world's longest scheduled air route. (KLM's Far East network was expanded in 1951 to include Australia and Japan.)

THE WAR YEARS

During the Second World War commercial air service in Europe was, of course, stopped. However, KLM was responsible for maintaining the celebrated "lifeline service" between Bristol and Lisbon which played an invaluable role in wartime resistance.

These war years did not see an interruption in the growth in the KLM network in the West Indies. In 1941 KLM had in-



as do today's jet travelers. All of KLM's cabin personnel must take a rigorous training course and all are required to speak several languages, including English.

augurated service between Curacao and Kingston, and the following year this was extended to Havana. Service to Santo Domingo, Port-au-Prince and Miami was started in 1943. By 1945 KLM's Central and South American routes covered almost six thousand miles and linked a total of 14 cities in nine different countries.

REBUILDING

By the end of the war in Europe in May of 1945, Holland's Schiphol Airport, which has always served as KLM's home base, was in ruins. More than 200 bomb craters made the runways impossible to use. A single wall was all that remained of the hangars and terminal facilities. All the commercial and technical installations had to be completely rebuilt, and thousands of new employees had to be hired and trained. KLM's President Plesman went off to Washington and, through the personal intervention of U.S. President Harry S. Truman returned to Holland with a fleet of United States war-surplus airplanes.

It seems amazing that by September of 1945, only four months after the end of the war, KLM had already resumed domestic flights in Holland. In December of that same year international service was started again. By the end of 1946 not only had full KLM service been reinstated to Brussels, London, Oslo, Paris, Prague, Rome, Stockholm and Zurich, but new routes had been opened to Geneva, Glasgow and Madrid.

EXPANSION

On May 21, 1946, when a KLM DC-4 flew from Amsterdam to New York, KLM became the first of the world's airlines to operate scheduled flights between those two cities, as well as the first European airline to introduce scheduled

transatlantic service after the war. Three years later, in 1949, KLM inaugurated service between Amsterdam and Montreal. The North American network was further expanded by the addition of service to Mexico City in 1952, Houston in 1957, Anchorage in 1958, Chicago in 1970, Toronto in 1974, Los Angeles in 1979 and Atlanta in 1981.

AIRCRAFT

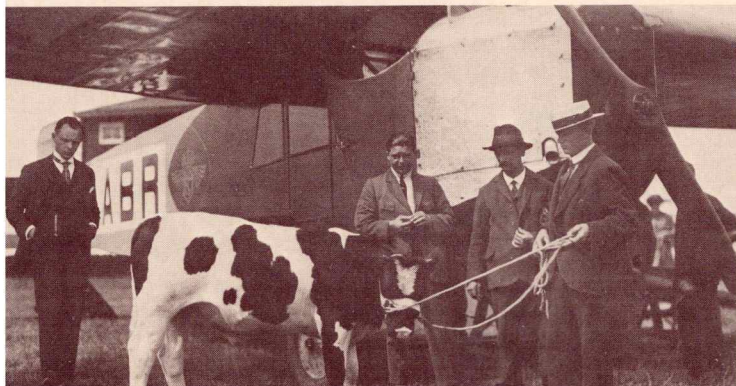
Over the years KLM has played a leading role in the introduction of new and improved aircraft. In the early 1930's KLM was the first European airline to fly the Douglas DC-2 and DC-3. After the war KLM again became a pioneer by being the first of the world's airlines to operate the Lockheed L-1049C Super Constellation with turbo-compound engines (1953); and the first European carrier to fly the Lockheed L-1049H Super Constellation (1958) and the Lockheed L-188C Electra II (1959). In 1960 KLM was the first European carrier to operate the Douglas DC-8-30. This was followed by KLM's introduction in Europe of the DC-9 in 1966 and of the Douglas DC-8-63 in 1967. KLM was the first airline in the world to operate the Boeing 747B (heavier and with a longer range than the 747) in 1971 and the long range DC-10-30 in 1972.

CARGO

Another KLM "world first" was flying the Boeing 747M between the United States and Europe in 1975. The addition of this passenger-cargo combi to the KLM fleet was only one of KLM's many contributions toward the development of air freight. As far back as 1920, KLM carried 48,500 pounds of freight and the first animals: bees! In 1924, KLM transported the bull "Nico" from Rotterdam to Paris, and in 1926, KLM inaugurated the world's first all cargo air service, using a converted Fokker F-7A plane.

KLM has come a long way in cargo handling since carrying a bundle of mail and newspapers on its first flight. Today KLM regularly carries everything from medicines and veterinary supplies to machinery, textiles, fresh flowers, fresh foods, animals and live fish. International news magazines with overnight deadlines are shipped in bulk to

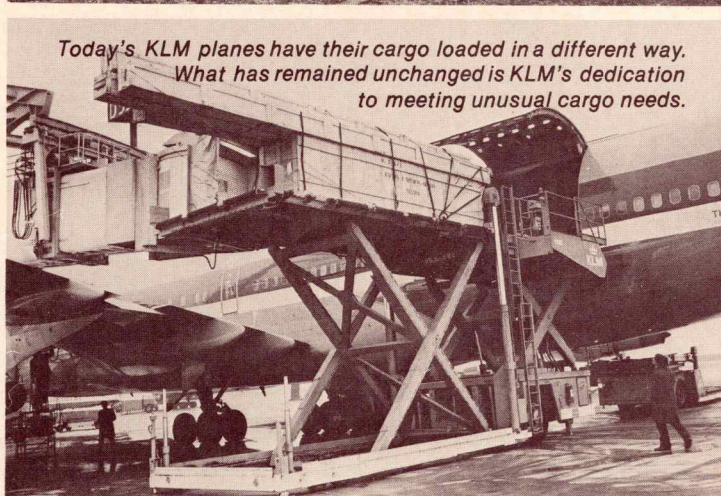
"Nico" flies to Paris.



This early KLM plane is seen here in the process of being loaded with a shipment of light cargo—light bulbs.



Today's KLM planes have their cargo loaded in a different way. What has remained unchanged is KLM's dedication to meeting unusual cargo needs.



Schiphol where KLM professionals sort, bundle, frank, label and distribute them all over the world through its Publication Distribution Service. KLM's new Cargo Center now has 52,000 square meters of uncluttered floor space and newly expanded facilities—11 gates for transit cargo, 16 truck gates for export, 40 build-up stations for Unit Load Devices, 28 dispatch gates to aircraft. *All under one roof.*

DOMESTIC ROUTES

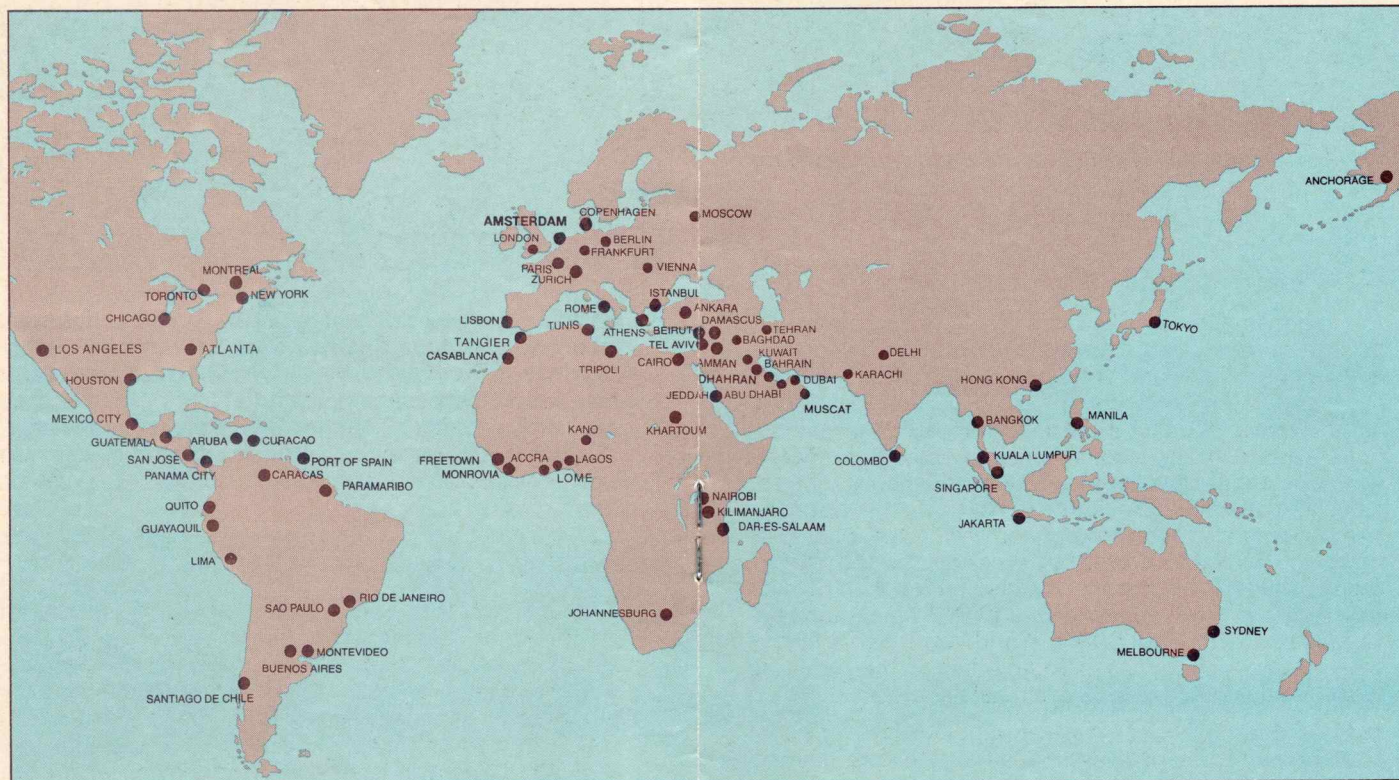
Although KLM had been carrying passengers, mail and freight on the Amsterdam-Rotterdam stretch of the international services since 1920, the domestic route network really originated on July 4, 1931, with the opening of the Rotterdam-Haamstede service. Through the years service was extended to Flushing, Knokke/Le Zoute (Belgium), Groningen, Leeuwarden, Twente, Eindhoven, and Texel.

KLM's WORLD TODAY

One of the world's first airlines, KLM is the first European carrier over the Atlantic, the first to operate charter flights. Its giant fleet is made up of the most modern and comfortable aircraft and its network today extends over 227,960 unduplicated miles. KLM planes serve 119 cities in 75 countries in every one of the world's continents except Antarctica.



WORLDWIDE NETWORK



NLM CITYHOPPER

At the outbreak of World War II, domestic flights were discontinued. After the war, KLM cooperated with the Dutch government in resuming domestic air service. In 1966, a wholly-owned subsidiary of KLM, NLM Dutch Airlines, was set up to provide the important Netherlands industrial and commercial centers with good air connections to international air traffic, (to and from Rotterdam Airport or Amsterdam Airport Schiphol). This national scheme grew into a regional European air traffic network. In 1976, the airline added the title "CityHopper" to the NLM initials as recognition of the increasingly important role of its international traffic.

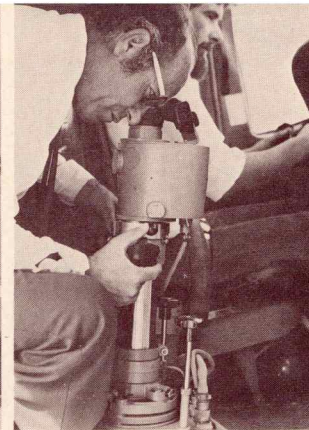


NLM CityHopper's fleet is comprised of F-28 Fokker Fellowships and F-27 Fokker Friendships.

KLM AEROCARTO

Another member of the KLM family is KLM Aerocarto N.V., an independent company formed in 1954 to carry out the aerial photography and air survey work of KLM's Technical Photography Department. This department had been established in 1921 after KLM had made its first air photos. In 1927 the department commenced its aerial survey work, which subsequently occupied a more and more important place in its activities. In 1932 KLM became the first company to employ stereophotogrammetry in the making of maps and this was followed by the use of infra-red photography in 1934. In 1936 work was also undertaken outside Holland, the first contracts coming from Indonesia, Curacao and Trinidad. During World War II aerial survey activities were continued in South America, then after the war in many countries in Europe, Asia and Africa.

KLM Aerocarto N.V. now carries out contracts for aerial photography and air survey work all over the world and is one of the largest firms engaged in these fields.



Aerocarto aircraft are supplied with the most modern aerial cameras for both horizontal and vertical photography.

KLM HELICOPTERS

In 1965 KLM formed another daughter company to serve offshore oil installations in the North Sea. This subsidiary, KLM Helicopters, is now engaged in a wide range of specialist transport services and its equipment is available for charter almost anywhere in the world.



This Sikorsky S-61N is part of the KLM Helicopters fleet.

STOCK

Since 1920 the company has operated as a publicly-owned corporation based in The Netherlands. It holds the distinction of being the only non-American airline whose shares of common stock are listed and traded on the New York Stock Exchange.

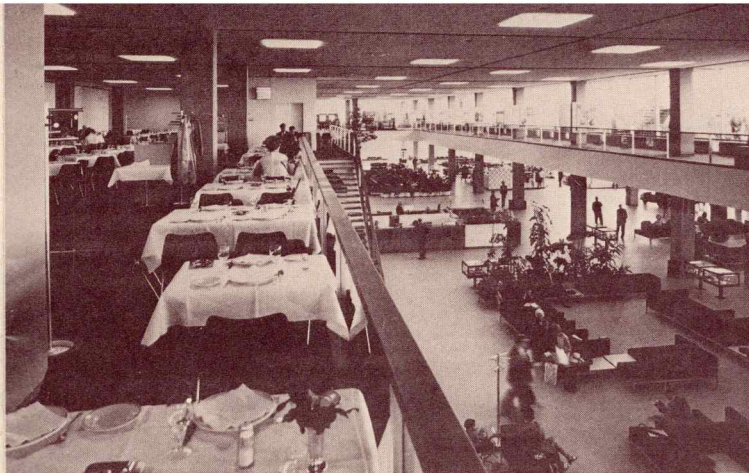


Amsterdam's Schiphol Airport was a small installation when KLM started to use it as its base in Holland.

AMSTERDAM AIRPORT SCHIPHOL

KLM's home base in The Netherlands, Amsterdam Airport Schiphol, is literally the hub of European air transport—less than 120 KLM minutes away from any major city in western Europe. Schiphol is a completely modern terminal and one of the largest in the world, capable of handling over 18 million passengers per year. Travelers can choose to relax in a number of spacious lounges or to use a variety of bars and restaurants. There are conference rooms, showers, and even a hotel within the airport building. But of all of Schiphol's many attractions the one that is perhaps the most popular with travelers is its giant duty-free shopping area, which offers one of the widest selections and some of the lowest prices of any airport in the world.

In 1946 Schiphol's passenger terminal was built hurriedly in the midst of war-time rubble to accommodate booming air traffic. Although the door was labeled "passenger waiting room," many preferred to do their waiting outside.

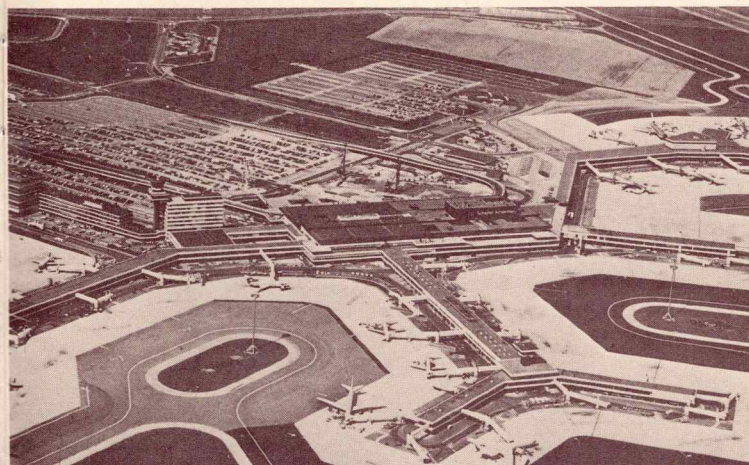


In contrast to early years, travelers today enjoy a terminal with spacious air-conditioned waiting areas, soundproofed hotel rooms and a variety of restaurants.

Schiphol's world famous duty-free shopping center offers travelers the chance to stock up on a wide range of goods including cameras, watches, tobacco products, liquor and gourmet foods. The shops are open to both departing and transit passengers.



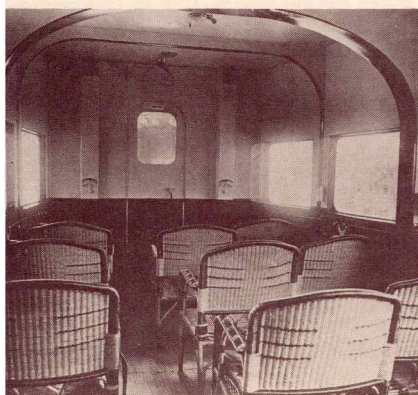
Today's terminal, just recently expanded, has every modern feature to provide comfort and convenience to KLM's passengers whether they are staying on in Amsterdam or making a connecting flight to any of the 119 cities all over the world serviced by KLM.





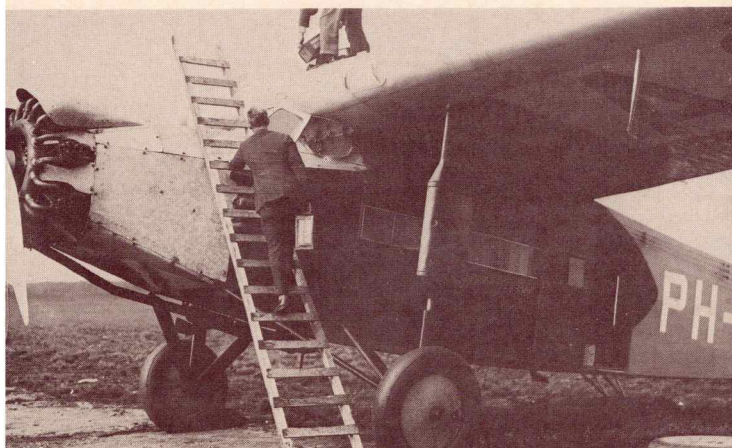
This first KLM airport bus was put into service at Rotterdam's Waalhaven Airport in the 1920's.

Travel formalities were much more relaxed in the early days. Fascinated by the novelty of flying, friends and families would crowd around the airplane until the moment of take-off. The windows could always be opened for a last-minute handshake.



As traffic expanded efforts were made to provide larger cabins and increase traveler comfort. This Koolhoven FK-33 from 1925 already featured wicker chairs and plenty of leg room. The cabins of today's big jets are spacious enough to show four films simultaneously.

Refueling a Fokker VII using fuel cans and a ladder was more labor-intensive than today's automated refueling of a B-747.



KLM TODAY

KLM has earned the reputation as "the airline's airline", training pilots and flight engineers for a dozen other airlines, and maintaining aircraft or engines for twenty more. Today KLM is recognized as a leader in the field of aviation, both for its use of the latest and most modern equipment and for upholding the very highest standards in safety, reliability and punctuality.

Over 60 years of change and development are summed up by these two pictures of pretty girls posing on aircraft engines. Yet, the changes are mainly technical. The traditions of leadership and innovation, of enthusiasm and pioneer spirit have remained with KLM and will play an important part in the adventure of aviation in years to come.

