

Future Passenger Experiences and Security

Staying safely afloat in current economic crisis

Ronald Augustin

Dep. Senior
Vice-President

KLM Security
Services

4 June 09
Transec World
Expo 2009
Amsterdam



DATA

- **Foundation**

October 7, 1919:

Foundation of KLM, Royal Dutch Airlines for the Netherlands and the Colonies.

- **Number of employees**

The KLM Group employs 33,000 people of more than 70 different nationalities. Around 28,000 of these work in the Netherlands and 5,000 abroad.

- **Traffic figures (2007-08)**

Passengers: **23.4 million**

Cargo: 657,022 tons (Air France Cargo-KLM Cargo)

- **Technical maintenance**

KLM Engineering & Maintenance (KLM E&M) and Air France Industries (AFI) jointly carry out maintenance, repairs, and modifications on aircraft, engines, and components for the AIR FRANCE KLM fleet and for more than **100** other airlines worldwide.

Data (cont.)

- The KLM fleet consists of 195 aircraft with an average age of 10.8 years. Owing to the new acquisitions KLM has succeeded in reducing the average age of its fleet (including that of transavia.com) by 1.2 years. This investment in products and services for our clients also significantly reduces the impact our operations have on the environment. The new aircraft make less noise and consume less fuel.
- KLM is owner of KLM UK/Cityhopper (100%), transavia.com (100%), Martinair Holland (100%) and partly Kenya Airways (26%)
- KLM flies to 148 destinations (127 KLM + 21 codeshare).
- Member of Skyteam (Aeroflot, Northwest, Delta, Continental, Aero Mexico, Alitalia, Air France, Czech Airlines, Korean Air, China Southern)

Growth of air transport

- Multi Yearly trend of air traffic growth
- Passengers and security controls are linear
- Security screening points inhabits valuable sq meters



Currently

- Lines at baggage drop-offs
- Lines at immigration
- Lines at security
- Lines at customs



New, innovative, solutions (Seamless passengers flow)

- Seamless throughput of passengers and their baggage for benefit of:
 - Economical efficiency (frontports)
 - Comfort passengers
- Condition:
 - Information about passengers, origination, destination, passport data and baggage needs to be logged in data base
 - Access to database; Airline, Immigration, Customs and Security authorities
 - Auto detection
- In relatively sense: Lesser passengers and/or objects to be inspected
- At present are the security, immigration and customs controls independent on stand-alone locations.

Is seamless an improvement?

- No!
 - The interest of immigration and customs are too different...
 - Not even to mention the interests of the airlines
 - (Inter) national law is not equipped (privacy, confidentiality, ...etc)
 - Man is better than machines...
 - (human factor)
- These are replies we regularly received. But fortunately there is a change in the mindset of responsible administrators.

New approach by administrators

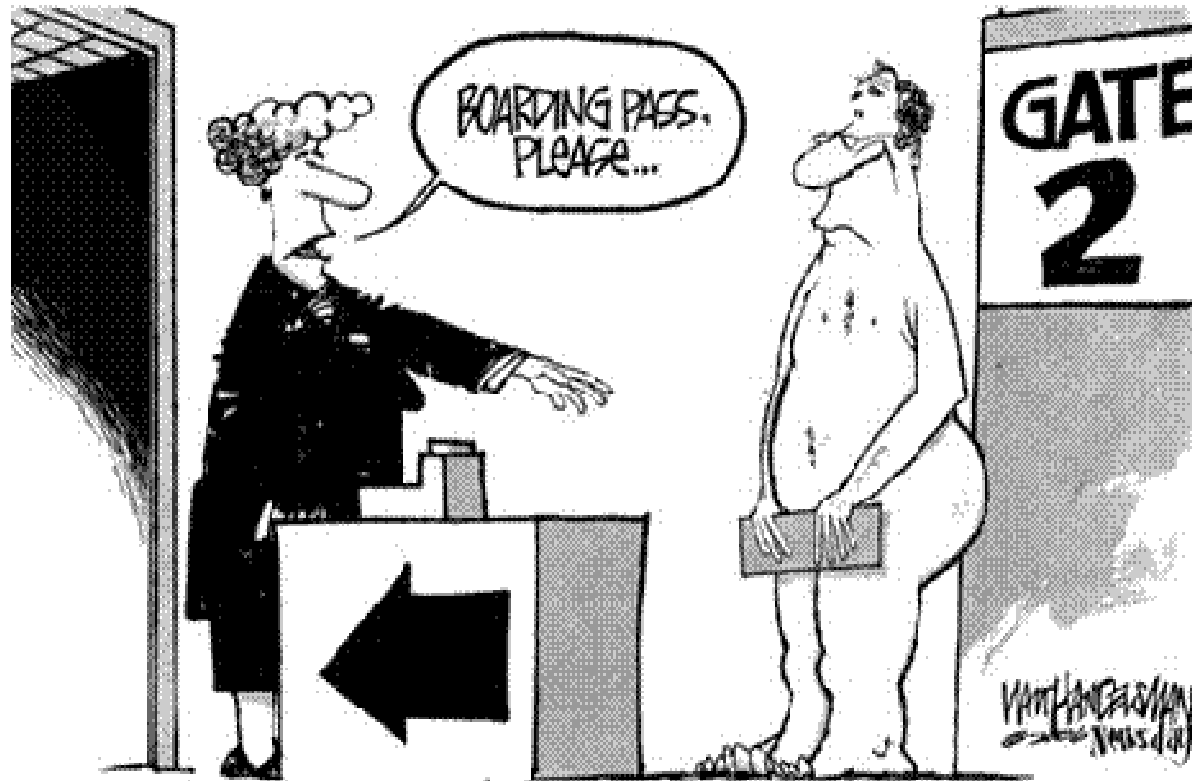
- From both EU and national authorities the sector is challenged to take part in multi discipline project groups:
 - Protair
 - Renewal Border Management
 - etc

- Reward: contribution



No Good!

...AFTER SEVEN HOURS OF WADING THROUGH HEIGHTENED AIRPORT SECURITY, LARRY FACED ONE FINAL CHALLENGE...



No Good either!

Example of innovation (coop between customs, airlines and security)

- Millimeter Wave Scan (Security Scan)



From
Detection metal



From
Ban Liquids & Gels
>100 ml

To
Detection all



To
Development/Innovation to allow all
non explosive liquids and gels.



1e-lijnscontrole



2e-lijnscontrole

Does the economic crisis have influence on security

- Security is a principal condition to operate in aviation
- No limits on current set of controls
- Challenges to do it better and cheaper
 - Current set
 - Future developments
- In a sound enterprise one does not compromise on security and safety
- Costs involved in security are just another corporate cost which must be managed on budget targets versus long term entrepreneurship.
- KLM celebrates its **90th** anniversary, this year!

We wish you many happy landings, with KLM

or our partners!

