



Destination	Flight	Time	Status
Amsterdam	KL 100	08:00	On Time
London	BA 498	08:15	Delayed
Paris	AF 101	08:30	On Time
Brussels	KL 150	08:45	On Time
Frankfurt	LH 481	09:00	On Time
Geneva	KL 160	09:15	On Time
Madrid	IB 601	09:30	On Time
Rome	KL 170	09:45	On Time
Barcelona	KL 180	10:00	On Time
Stockholm	KL 190	10:15	On Time
Copenhagen	KL 200	10:30	On Time
Oslo	KL 210	10:45	On Time
Stockholm	KL 220	11:00	On Time
London	BA 499	11:15	On Time
Paris	AF 102	11:30	On Time
Brussels	KL 151	11:45	On Time
Frankfurt	LH 482	12:00	On Time
Geneva	KL 161	12:15	On Time
Madrid	IB 602	12:30	On Time
Rome	KL 171	12:45	On Time
Barcelona	KL 181	13:00	On Time
Stockholm	KL 191	13:15	On Time
Copenhagen	KL 201	13:30	On Time
Oslo	KL 211	13:45	On Time
Stockholm	KL 221	14:00	On Time
London	BA 500	14:15	On Time
Paris	AF 103	14:30	On Time
Brussels	KL 152	14:45	On Time
Frankfurt	LH 483	15:00	On Time
Geneva	KL 162	15:15	On Time
Madrid	IB 603	15:30	On Time
Rome	KL 172	15:45	On Time
Barcelona	KL 182	16:00	On Time
Stockholm	KL 192	16:15	On Time
Copenhagen	KL 202	16:30	On Time
Oslo	KL 212	16:45	On Time
Stockholm	KL 222	17:00	On Time
London	BA 501	17:15	On Time
Paris	AF 104	17:30	On Time
Brussels	KL 153	17:45	On Time
Frankfurt	LH 484	18:00	On Time
Geneva	KL 163	18:15	On Time
Madrid	IB 604	18:30	On Time
Rome	KL 173	18:45	On Time
Barcelona	KL 183	19:00	On Time
Stockholm	KL 193	19:15	On Time
Copenhagen	KL 203	19:30	On Time
Oslo	KL 213	19:45	On Time
Stockholm	KL 223	20:00	On Time
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Paris	AF 105	20:30	On Time
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Frankfurt	LH 485	21:00	On Time
Geneva	KL 164	21:15	On Time
Madrid	IB 605	21:30	On Time
Rome	KL 174	21:45	On Time
Barcelona	KL 184	22:00	On Time
Stockholm	KL 194	22:15	On Time
Copenhagen	KL 204	22:30	On Time
Oslo	KL 214	22:45	On Time
Stockholm	KL 224	23:00	On Time
London	BA 503	23:15	On Time
Paris	AF 106	23:30	On Time
Brussels	KL 155	23:45	On Time
Frankfurt	LH 486	00:00	On Time
Geneva	KL 165	00:15	On Time
Madrid	IB 606	00:30	On Time
Rome	KL 175	00:45	On Time
Barcelona	KL 185	01:00	On Time
Stockholm	KL 195	01:15	On Time
Copenhagen	KL 205	01:30	On Time
Oslo	KL 215	01:45	On Time
Stockholm	KL 225	02:00	On Time
London	BA 504	02:15	On Time
Paris	AF 107	02:30	On Time
Brussels	KL 156	02:45	On Time
Frankfurt	LH 487	03:00	On Time
Geneva	KL 166	03:15	On Time
Madrid	IB 607	03:30	On Time
Rome	KL 176	03:45	On Time
Barcelona	KL 186	04:00	On Time
Stockholm	KL 196	04:15	On Time
Copenhagen	KL 206	04:30	On Time
Oslo	KL 216	04:45	On Time
Stockholm	KL 226	05:00	On Time
London	BA 505	05:15	On Time
Paris	AF 108	05:30	On Time
Brussels	KL 157	05:45	On Time
Frankfurt	LH 488	06:00	On Time
Geneva	KL 167	06:15	On Time
Madrid	IB 608	06:30	On Time
Rome	KL 177	06:45	On Time
Barcelona	KL 187	07:00	On Time
Stockholm	KL 197	07:15	On Time
Copenhagen	KL 207	07:30	On Time
Oslo	KL 217	07:45	On Time
Stockholm	KL 227	08:00	On Time
London	BA 506	08:15	On Time
Paris	AF 109	08:30	On Time
Brussels	KL 158	08:45	On Time
Frankfurt	LH 489	09:00	On Time
Geneva	KL 168	09:15	On Time
Madrid	IB 609	09:30	On Time
Rome	KL 178	09:45	On Time
Barcelona	KL 188	10:00	On Time
Stockholm	KL 198	10:15	On Time
Copenhagen	KL 208	10:30	On Time
Oslo	KL 218	10:45	On Time
Stockholm	KL 228	11:00	On Time
London	BA 507	11:15	On Time
Paris	AF 110	11:30	On Time
Brussels	KL 159	11:45	On Time
Frankfurt	LH 490	12:00	On Time
Geneva	KL 169	12:15	On Time
Madrid	IB 610	12:30	On Time
Rome	KL 179	12:45	On Time
Barcelona	KL 189	13:00	On Time
Stockholm	KL 199	13:15	On Time
Copenhagen	KL 209	13:30	On Time
Oslo	KL 219	13:45	On Time
Stockholm	KL 229	14:00	On Time
London	BA 508	14:15	On Time
Paris	AF 111	14:30	On Time
Brussels	KL 160	14:45	On Time
Frankfurt	LH 491	15:00	On Time
Geneva	KL 170	15:15	On Time
Madrid	IB 611	15:30	On Time
Rome	KL 180	15:45	On Time
Barcelona	KL 190	16:00	On Time
Stockholm	KL 200	16:15	On Time
Copenhagen	KL 210	16:30	On Time
Oslo	KL 220	16:45	On Time
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London	BA 509	17:15	On Time
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Frankfurt	LH 492	18:00	On Time
Geneva	KL 171	18:15	On Time
Madrid	IB 612	18:30	On Time
Rome	KL 181	18:45	On Time
Barcelona	KL 191	19:00	On Time
Stockholm	KL 201	19:15	On Time
Copenhagen	KL 211	19:30	On Time
Oslo	KL 221	19:45	On Time
Stockholm	KL 231	20:00	On Time
London	BA 510	20:15	On Time
Paris	AF 113	20:30	On Time
Brussels	KL 162	20:45	On Time
Frankfurt	LH 493	21:00	On Time
Geneva	KL 172	21:15	On Time
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Geneva	KL 174	03:15	On Time
Madrid	IB 615	03:30	On Time
Rome	KL 184	03:45	On Time
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Oslo	KL 224	04:45	On Time
Stockholm	KL 234	05:00	On Time
London	BA 513	05:15	On Time
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Frankfurt	LH 496	06:00	On Time
Geneva	KL 175	06:15	On Time
Madrid	IB 616	06:30	On Time
Rome	KL 185	06:45	On Time
Barcelona	KL 195	07:00	On Time
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Oslo	KL 225	07:45	On Time
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London	BA 514	08:15	On Time
Paris	AF 117	08:30	On Time
Brussels	KL 166	08:45	On Time
Frankfurt	LH 497	09:00	On Time
Geneva	KL 176	09:15	On Time
Madrid	IB 617	09:30	On Time
Rome	KL 186	09:45	On Time
Barcelona	KL 196	10:00	On Time
Stockholm	KL 206	10:15	On Time
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Stockholm	KL 236	11:00	On Time
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Geneva	KL 177	12:15	On Time
Madrid	IB 618	12:30	On Time
Rome	KL 187	12:45	On Time
Barcelona	KL 197	13:00	On Time
Stockholm	KL 207	13:15	On Time
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Geneva	KL 178	15:15	On Time
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Stockholm	KL 209	19:15	On Time
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Oslo	KL 232	04:45	On Time
Stockholm	KL 242	05:00	On Time
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Stockholm	KL 243	08:00	On Time
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Stockholm	KL 244	11:00	On Time
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Oslo	KL 235	13:45	On Time
Stockholm	KL 245	14:00	On Time
London	BA 524	14:15	On Time
Paris	AF 127	14:30	On Time
Brussels	KL 176	14:45	On Time
Frankfurt	LH 507	15:00	On Time
Geneva	KL 186	15:15	On Time

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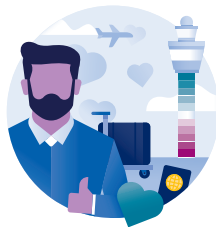
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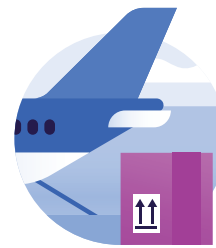
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**Air transport movements**  
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page 34



**Infrastructure**  
page 37



# Summary

## Highlights



**316**  
direct destinations

Change: - 6



**120**  
airlines

Change: + 18



**227,304**  
air transport movements

Change: - 54.2%



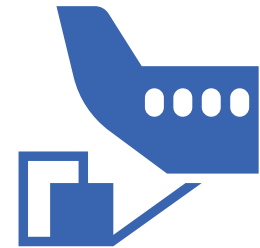
**20.9**  
million passengers

Change: - 70.9%



**42.1%**  
transfer passengers

Change: + 6.0% point



**1.44**  
million tonnes of cargo

Change: - 8.2%

## Figures by segment



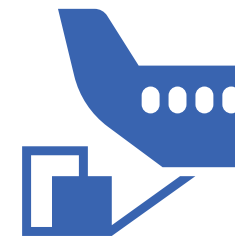
### Air transport movements

	Compared to	
	2020	2019 in %
<b>Air transport movements (excl. general aviation)</b>	<b>227,304</b>	<b>-54.2%</b>
scheduled services	221,651	-54.8%
non-scheduled services	5,653	-18.7%
passenger services	203,522	-57.8%
full freighter services	23,782	68.0%
General Aviation	14,102	-25.7%
<b>Total air transport movements (incl. general aviation)</b>	<b>241,406</b>	<b>-53.2%</b>



### Passenger transport

	Compared to	
	2020	2019 in %
<b>Passenger transport (incl. transit-direct 1x)</b>	<b>20,884,044</b>	<b>-70.9%</b>
scheduled services	20,761,031	-70.8%
non-scheduled services	123,013	-79.1%
domestic	3,604	460.5%
europa	15,124,155	-70.1%
intercontinental	5,759,889	-72.8%
transit-direct	2,580	-90.3%
<b>Passenger transport (excl. transit-direct)</b>	<b>20,881,464</b>	<b>-70.9%</b>



### Cargo transport

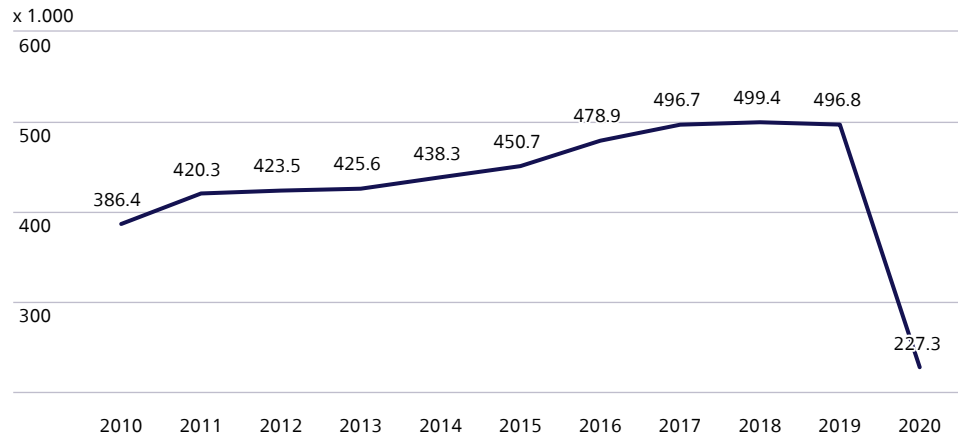
	Compared to	
	2020	2019 in %
<b>Cargo transport (tonnes)</b>	<b>1,441,521</b>	<b>-8.2%</b>
inbound	754,361	-4.7%
outbound	687,161	-11.7%
passenger aircraft services	414,260	-42.5%
full freighter services	1,027,261	21.0%
<b>Mail transport (tonnes)</b>	<b>14,831</b>	<b>-32.5%</b>

## Figures by continent

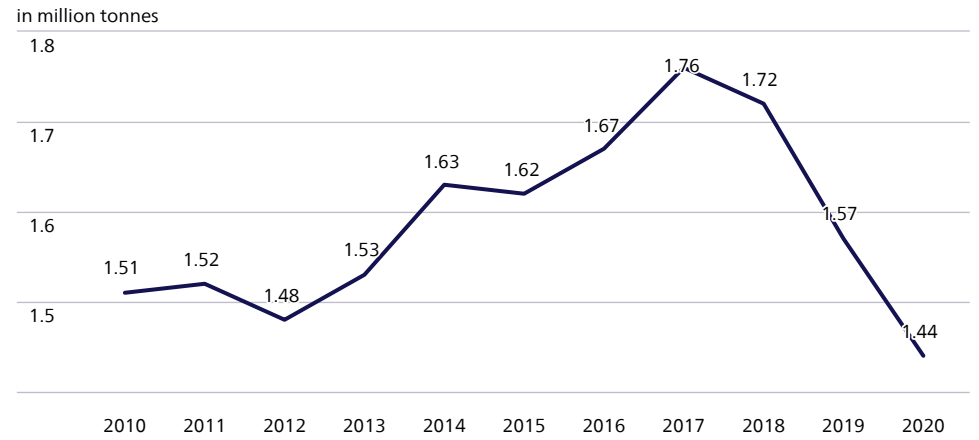
	Air transport movements	Compared to 2019 in %	Passengers (incl. transit-direct)	Compared to 2019 in %	Cargo (tonnes)	Compared to 2019 in %
E.U. <sup>1</sup>	121,961	-64.7%	10,800,783	-74.7%	44,920	-31.5%
Rest of Europe	50,395	-14.5%	4,323,372	-44.9%	146,963	-8.4%
<b>Total of Europe</b>	<b>172,356</b>	<b>-57.4%</b>	<b>15,124,155</b>	<b>-70.1%</b>	<b>191,882</b>	<b>-15.1%</b>
North America	15,980	-48.4%	1,702,552	-77.6%	252,120	-8.9%
Mid./South America	8,720	-31.7%	1,311,392	-61.4%	175,882	-8.2%
Africa	6,688	-53.3%	878,992	-69.4%	118,725	-19.8%
Middle East	7,406	-41.2%	717,164	-72.1%	197,335	-1.0%
Far East	16,154	-24.9%	1,149,789	-75.5%	505,577	-4.3%
<b>Total of Intercontinental</b>	<b>54,948</b>	<b>-40.4%</b>	<b>5,759,889</b>	<b>-72.8%</b>	<b>1,249,639</b>	<b>-7.0%</b>
<b>Grand total</b>	<b>227,304</b>	<b>-54.2%</b>	<b>20,884,044</b>	<b>-70.9%</b>	<b>1,441,521</b>	<b>-8.2%</b>

<sup>1</sup> The European Union contained 28 official members before 31st Jan. 2020 and the number became 27 after U.K. left the European Union.

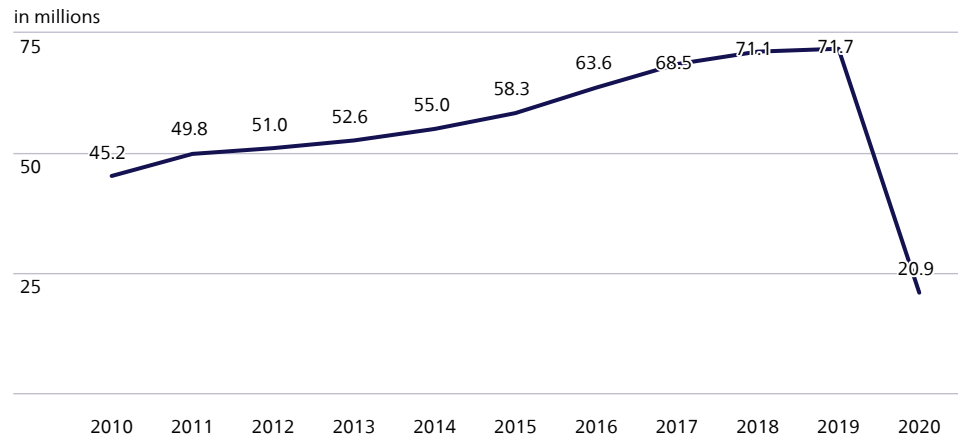
## Air transport movements



## Cargo transport



## Passenger transport





# Air transport movements



## Highlights



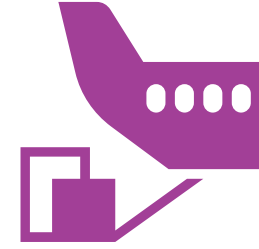
**227,304**  
air transport movements

Change: - 54.2%



**89.5%**  
passengers movements

Change: - 7.6% point



**10.5%**  
full freighter movements

Change: + 7.6% point

# Monthly and annual totals

## Monthly totals

	January	February	March	April	May	June	July	August	September	October	November	December
<b>I. Air transport</b>												
<b>Scheduled</b>												
Passenger services	36,346	33,635	23,442	2,293	3,207	5,468	13,096	20,725	19,836	17,347	12,277	13,220
Full-freighter services	917	973	1,177	1,559	2,072	2,151	2,074	1,946	1,928	1,976	2,045	1,941
<i>Subtotal</i>	37,263	34,608	24,619	3,852	5,279	7,619	15,170	22,671	21,764	19,323	14,322	15,161
<b>Non-scheduled</b>												
Passenger services	210	272	375	112	128	177	272	212	230	128	185	329
Full-freighter services	94	99	161	278	471	322	262	242	168	163	351	412
<i>Subtotal</i>	304	371	536	390	599	499	534	454	398	291	536	741
<b>Total air transport</b>	<b>37,567</b>	<b>34,979</b>	<b>25,155</b>	<b>4,242</b>	<b>5,878</b>	<b>8,118</b>	<b>15,704</b>	<b>23,125</b>	<b>22,162</b>	<b>19,614</b>	<b>14,858</b>	<b>15,902</b>
<b>II. General aviation</b>												
Taxi / Business / Private	614	669	675	432	511	519	554	620	569	491	492	463
Other flights	698	780	582	280	361	583	961	867	758	579	434	610
<b>Total general aviation</b>	<b>1,312</b>	<b>1,449</b>	<b>1,257</b>	<b>712</b>	<b>872</b>	<b>1,102</b>	<b>1,515</b>	<b>1,487</b>	<b>1,327</b>	<b>1,070</b>	<b>926</b>	<b>1,073</b>
<b>Grand total</b>	<b>38,879</b>	<b>36,428</b>	<b>26,412</b>	<b>4,954</b>	<b>6,750</b>	<b>9,220</b>	<b>17,219</b>	<b>24,612</b>	<b>23,489</b>	<b>20,684</b>	<b>15,784</b>	<b>16,975</b>

## Annual totals

Compared to  
2020 2019 in %

### I. Air transport

#### Scheduled

Passenger services	200,892	-57.9%
Full-freighter services	20,759	62.4%
Subtotal	221,651	-54.8%

#### Non-scheduled

Passenger services	2,630	-52.8%
Full-freighter services	3,023	119.7%
Subtotal	5,653	-18.7%

**Total air transport** **227,304** **-54.2%**

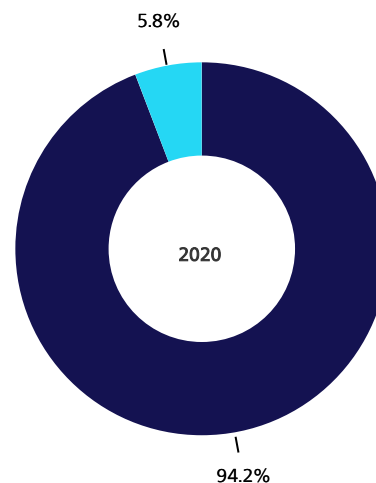
### II. General aviation

Taxi / Business / Private	6,609	-15.5%
Other flights	7,493	-32.9%

**Total general aviation** **14,102** **-25.7%**

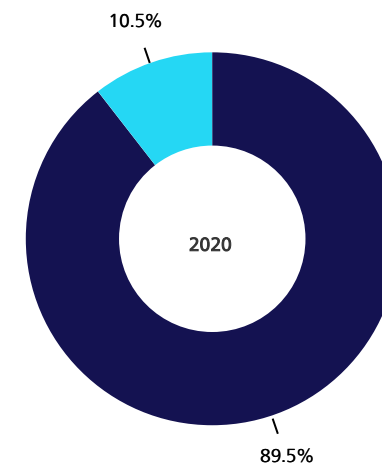
**Grand total** **241,406** **-53.2%**

## Air transport movements



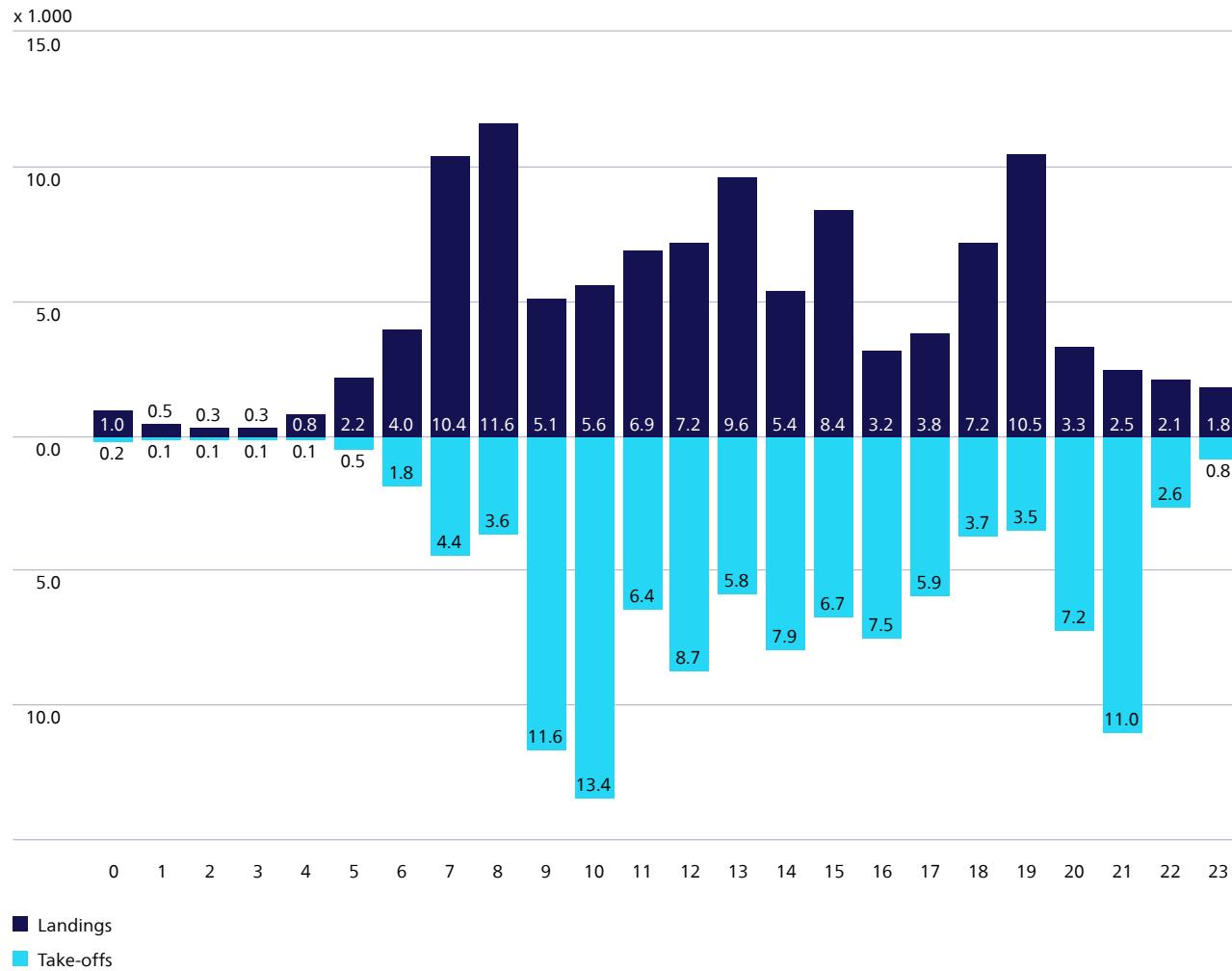
Commercial aviation  
General aviation

## Air transport movements: Commercial aviation



Passenger services  
Full-freighter services

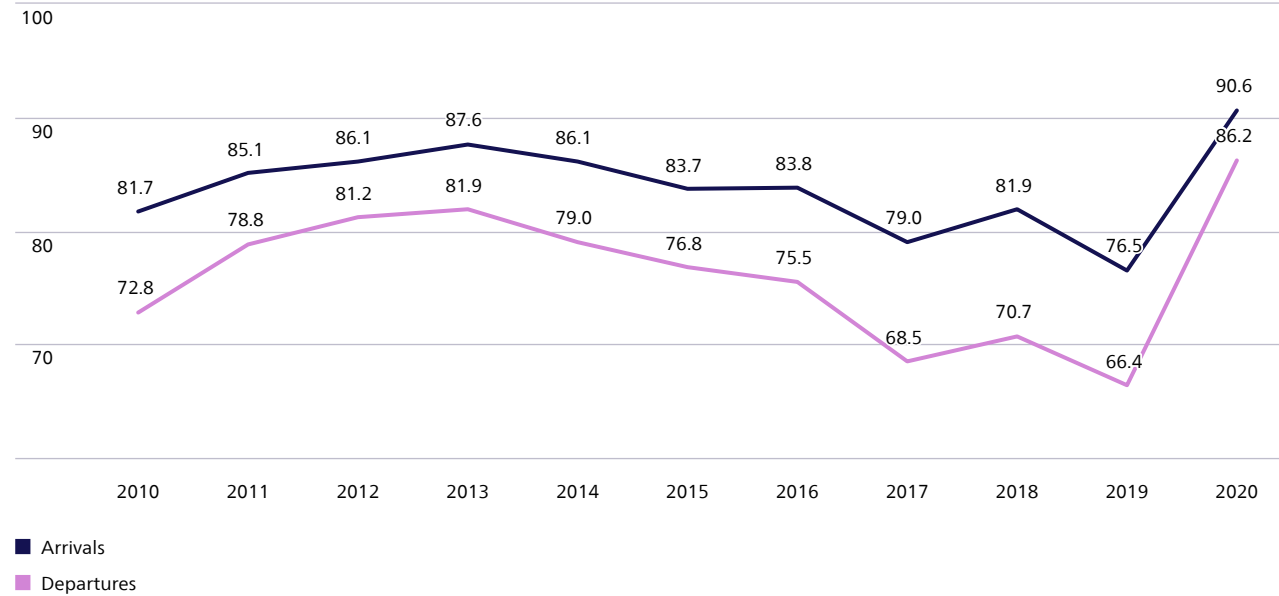
## Per hour of the day



		Landings	Take-offs	Total
Night	23:00-05:59	6,840	1,912	8,752
Early morning	06:00-06:59	4,013	1,760	5,773
Day	07:00-18:59	84,452	85,655	170,107
Evening	19:00-22:59	18,369	24,303	42,672
<b>Total</b>		<b>113,674</b>	<b>113,630</b>	<b>227,304</b>

## Punctuality of passenger services

Annual average in %



## Average take off weight

	2020	Compared to 2019 in %
Passenger or mixed version	96.3	0.3%
Full-freighter version	316.9	-4.9%
<b>Total air transport movements</b>	<b>119.3</b>	<b>16.2%</b>

## Main countries

### Main European countries

Ranking	(2019 ranking)	Country	Total movements	Compared to 2019 in %
1	(1)	Great Britain	33,108	-64.5%
2	(2)	Germany	20,512	-54.4%
3	(3)	Spain	15,922	-56.4%
4	(5)	France	13,840	-53.9%
5	(4)	Italy	12,940	-60.5%
6	(7)	Switzerland	7,373	-58.2%
7	(6)	Norway	7,358	-59.5%
8	(8)	Denmark	6,844	-52.9%
9	(9)	Sweden	5,460	-55.8%
10	(11)	Portugal	5,234	-50.6%
11	(14)	Poland	4,846	-48.3%
12	(10)	Turkey	4,675	-60.9%
13	(13)	Ireland	4,618	-55.0%
14	(12)	Greece	4,339	-58.0%
15	(15)	Austria	3,615	-58.3%
16	(18)	Finland	2,583	-45.4%
17	(16)	Czech Republic	2,515	-54.8%
18	(19)	Belgium	1,801	-50.5%
19	(17)	Russia	1,800	-65.5%
20	(20)	Romania	1,577	-52.4%
Rest of Europe			11,393	-45.1%
<b>Total of Europe</b>			<b>172,353</b>	<b>-57.4%</b>

### Main Intercontinental countries

Ranking	(2019 ranking)	Country	Total movements	Compared to 2019 in %
1	(1)	USA	14,031	-47.3%
2	(2)	China	6,022	-25.2%
3	(3)	United Arab Emirates	3,921	-17.9%
4	(4)	Canada	1,949	-55.3%
5	(7)	Brasil	1,643	-26.3%
6	(20)	Singapore	1,593	51.1%
7	(11)	Hong Kong	1,547	-23.4%
8	(18)	Qatar	1,516	4.3%
9	(12)	Japan	1,401	-30.1%
10	(14)	South Africa	1,386	-19.8%
11	(5)	Morocco	1,309	-64.6%
12	(17)	South Korea	1,291	-16.2%
13	(22)	Taiwan	1,180	26.1%
14	(16)	Curacao	1,077	-33.9%
15	(15)	Mexico	1,069	-35.6%
16	(13)	India	1,065	-41.5%
17	(9)	Kenya	1,018	-51.1%
18	(8)	Egypt	867	-58.9%
19	(31)	Colombia	816	19.3%
20	(6)	Israel	790	-78.3%
Rest of Intercontinental			9,457	-29.5%
<b>Total of Intercontinental</b>			<b>54,948</b>	<b>-38.3%</b>

**Intercontinental**

	Total movements	Compared to 2019 in %
FAR EAST	16,154	-24.9%
NORTH AMERICA	15,980	-48.4%
MID./SOUTH AMERICA	8,720	-31.7%
MIDDLE EAST	7,406	-41.2%
AFRICA	6,688	-53.3%
<b>Total of Intercontinental</b>	<b>54,948</b>	<b>-40.4%</b>

## Origins and destinations European

### Main European origins and destinations

	(2019 Ranking ranking)	Airport	Air transport movements	Compared to 2019 in %
1	(1)	London Heathrow	5,314	-59.9%
2	(4)	Paris CDG	4,973	-43.4%
3	(2)	Dublin	3,966	-56.5%
4	(9)	Frankfurt	3,855	-52.9%
5	(5)	Copenhagen	3,825	-54.8%
6	(7)	Barcelona	3,533	-57.7%
7	(8)	Munich	3,427	-58.8%
8	(6)	Manchester	3,281	-61.0%
9	(10)	Zurich	3,248	-56.4%
10	(15)	Madrid	2,992	-55.5%
11	(20)	Lisbon	2,919	-50.8%
12	(12)	Vienna	2,763	-60.5%
13	(17)	Stockholm	2,743	-55.0%
14	(16)	Rome	2,624	-60.6%
15	(19)	Geneva	2,595	-56.3%
16	(18)	Oslo	2,530	-58.0%
17	(22)	Prague	2,514	-54.8%
18	(13)	Birmingham	2,481	-63.9%
19	(14)	Milan Malpensa	2,420	-64.7%
20	(3)	London City	2,409	-73.2%



### Total scheduled destinations Europe

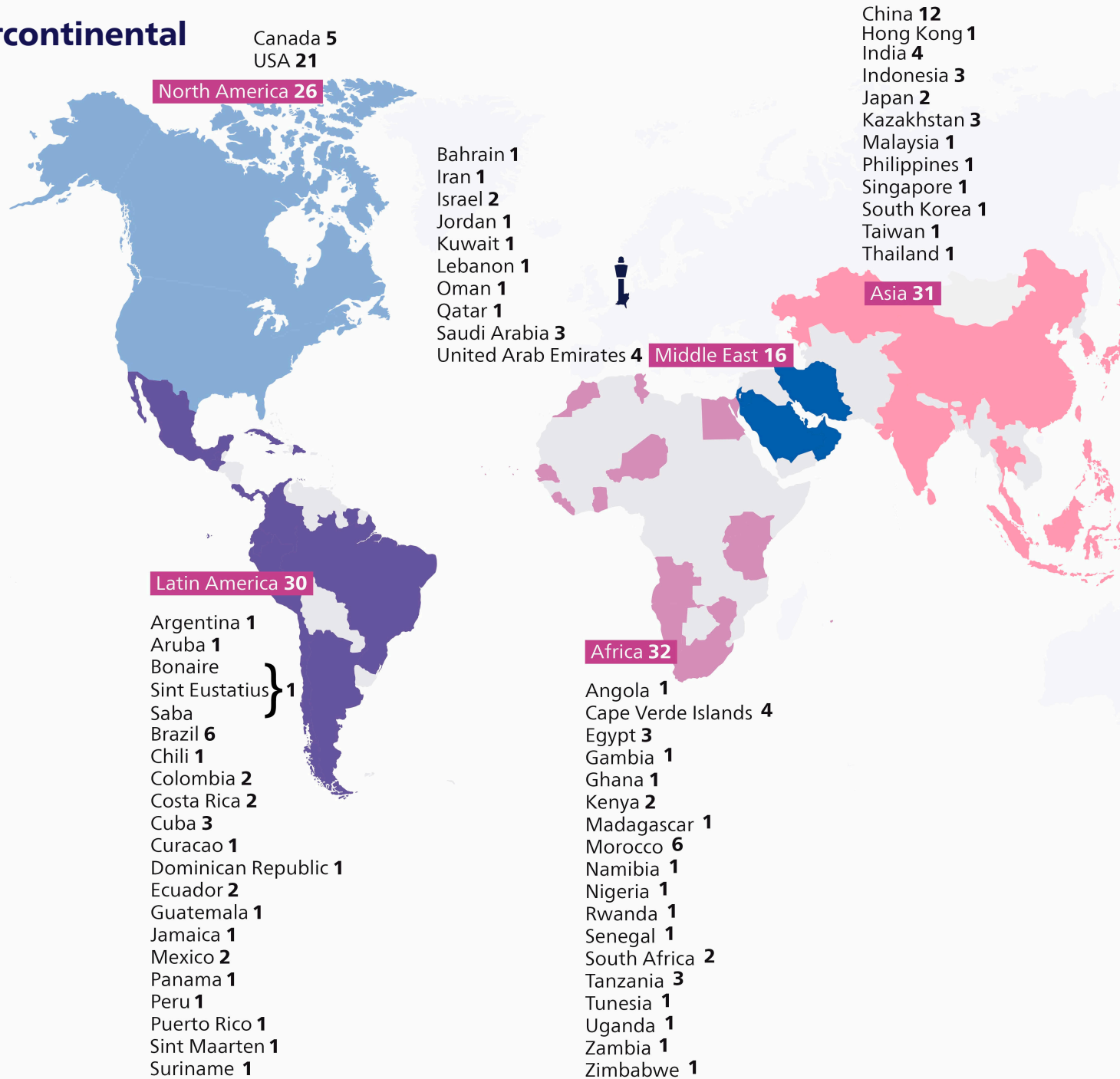
**181**



# Origins and destinations Intercontinental

## Main Intercontinental origins/destinations

(2019 Ranking ranking)	Airport	Air transport movements	Compared to 2019 in %
1	(2) Shanghai	3,444	-8.6%
2	(4) Dubai International	2,691	-7.4%
3	(1) New York JFK	2,283	-43.6%
4	(5) Atlanta	2,034	-29.6%
5	(11) Chicago	1,888	13.9%
6	(28) Singapore	1,593	51.1%
7	(9) Hong Kong	1,547	-23.4%
8	(18) Doha	1,516	4.5%
9	(14) Seoul Incheon	1,291	-16.1%
10	(32) Taipei	1,179	26.0%
11	(15) Abu Dhabi	1,086	-28.3%
12	(12) Curacao	1,077	-33.9%
13	(27) Sao Paulo	1,061	-4.3%
14	(30) Johannesburg	1,038	4.5%
15	(16) Mexico City	1,032	-31.4%
16	(8) Nairobi	1,006	-51.1%
17	(6) Detroit	997	-60.9%
18	(10) Toronto	963	-50.5%
19	(23) Guangzhou	943	-28.5%
20	(24) Tokyo	923	-28.3%



## Total scheduled destinations Intercontinental

# 135

## Per aircraft type

### According to type, full-freighter version and passenger aircraft for cargo-only

Ranking	Type	Average MTOW <sup>1</sup>	Total movements	Compared to 2019 in %
1	Boeing 777-200	339	6,580	29%
2	Boeing 747-400	402	5,151	29%
3	Boeing 777-300	348	2,501	
4	Boeing 747-800	448	1,990	-7%
5	Airbus-330	230	1,573	238%
6	Boeing 757-200	105	996	12%
7	Boeing 787-9	253	857	
8	Airbus-350	279	829	
9	Boeing 767-300	186	793	220%
10	Boeing 787-10	255	653	

<sup>1</sup> Maximum take off weight

### According to type, passenger or mixed version

Ranking	Type	Average MTOW <sup>1</sup>	Total movements	Compared to 2019 in %
1	Boeing 737-800	74	42,796	-61%
2	Embraer-190	45	35,232	-52%
3	Embraer-175	37	24,725	-45%
4	Boeing 737-700	62	19,977	-45%
5	Airbus-320	75	16,425	-68%
6	Airbus-319	66	9,055	-69%
7	Airbus-330	234	7,329	-67%
8	Boeing 787-9	253	6,112	-43%
9	Boeing 777-300	351	5,866	-45%
10	Boeing 777-200	296	4,249	-60%
11	Airbus-320 neo	76	3,856	-51%
12	Airbus-321	88	3,629	-76%
13	Boeing 787-10	255	3,236	437%
14	Boeing 737-900	78	2,777	-74%
15	Airbus-350	282	2,120	-19%
16	Airbus-220	68	1,904	-4%
17	Boeing 787-8	228	1,803	-41%
18	Boeing 767-300	184	1,657	-79%
19	Embraer-195	51	1,628	-68%
20	Dash-8	30	1,612	-79%
21	Bombardier-CJ 900	38	1,260	-23%
22	Boeing 747-400	386	1,093	-80%
23	Airbus-321 neo	90	983	0%
24	Bombardier-CJ 1000	39	674	787%
25	Embraer-170	36	505	-66%
26	Airbus-318	60	478	-49%
27	Airbus-380	531	452	-72%
28	Embraer-145	20	391	-58%
29	Bombardier-CJ 700	33	340	-86%
30	Boeing 737-300	60	318	-86%

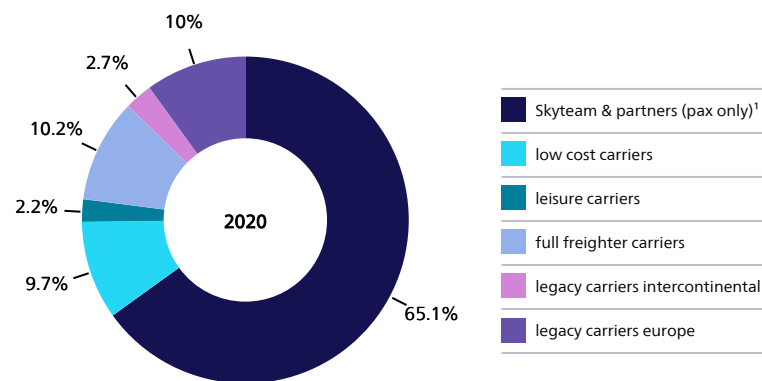
<sup>1</sup> Maximum take off weight

# Main airlines

## Air transport movements by airline segment

	2020	Share in total
Skyteam & partners (pax only) <sup>1</sup>	147,920	65.1%
low cost carriers	22,130	9.7%
leisure carriers	5,083	2.2%
full freighter carriers	23,247	10.2%
legacy carriers intercontinental	6,221	2.7%
legacy carriers europe	22,703	10.0%
<b>Total air transport movements</b>	<b>227,304</b>	<b>100.0%</b>

<sup>1</sup> all flights operated by KLM or in codeshare with KL



<sup>1</sup> all flights operated by KLM or in codeshare with KL

## Air transport movements

2020	(2019 ranking)	Airline	Total	Compared to 2019 in %
1	(1)	KLM	122,386	-51.1%
2	(3)	Transavia	14,459	-57.8%
3	(2)	easyJet	11,873	-69.7%
4	(8)	Air France	5,003	-43.7%
5	(4)	Delta Air Lines	4,517	-64.4%
6	(6)	British Airways	3,478	-69.0%
7	(9)	Lufthansa	3,261	-59.9%
8	(7)	TUI fly	2,403	-73.6%
9	(25)	Emirates	2,301	-10.0%
10	(13)	Turkish Airlines	2,291	-38.7%
11	(5)	FlyBe	2,218	-81.2%
12	(24)	China Southern	1,942	-26.0%
13	(30)	Qatar Airways	1,790	7.6%
14	(21)	airBaltic	1,706	-40.2%
15	(10)	Vueling	1,706	-78.3%
16	(12)	Aer Lingus	1,606	-58.2%
17	(11)	SAS	1,592	-70.9%
18	(17)	United Airlines	1,574	-51.3%
19	(31)	DHL International	1,570	1.6%
20	(16)	Ryanair	1,552	-54.1%
21	(36)	Airbridge Cargo	1,532	7.8%
22	(38)	Martinair	1,414	1.7%
23	(14)	Alitalia	1,307	-63.7%
24	(40)	Singapore Airlines	1,240	6.2%
25	(19)	Swiss	1,127	-61.0%
26	(22)	TAP Air Portugal	1,072	-62.4%
27	(18)	Austrian	1,066	-65.2%
28	(43)	Etihad Airways	1,000	-4.2%
29	(23)	LEVEL	951	-64.7%
30	(27)	LOT Polish Airlines	944	-59.0%
		<b>Other Airlines</b>	<b>26,423</b>	<b>-39.3%</b>
		<b>Total</b>	<b>227,304</b>	<b>-54.2%</b>

## New airlines

### Example of airlines starting services in 2020

Airline	Type	Flights in 2020
	Cargo	76
	Passenger	412
	Passenger	78
	Passenger (in previous years only cargo)	89
	Cargo	128
	Cargo	8
	Cargo	20
	Cargo	176
	Cargo	34
	Cargo	28
	Cargo	18
	Cargo	48
	Cargo	74



# Passengers

## Highlights



**20.9**  
million passengers

Change: - 70.9%



**42.1%**  
transfer passengers

Change: + 6.0% point



**12.1**  
million O&D passengers

Change: - 73.6%



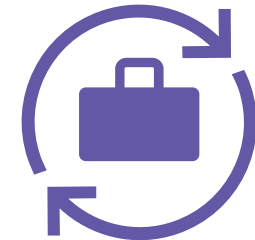
**227.304**  
passengers movements

Change: - 54.2%



**172**  
seats on average aircraft  
size

Change: - 2.0

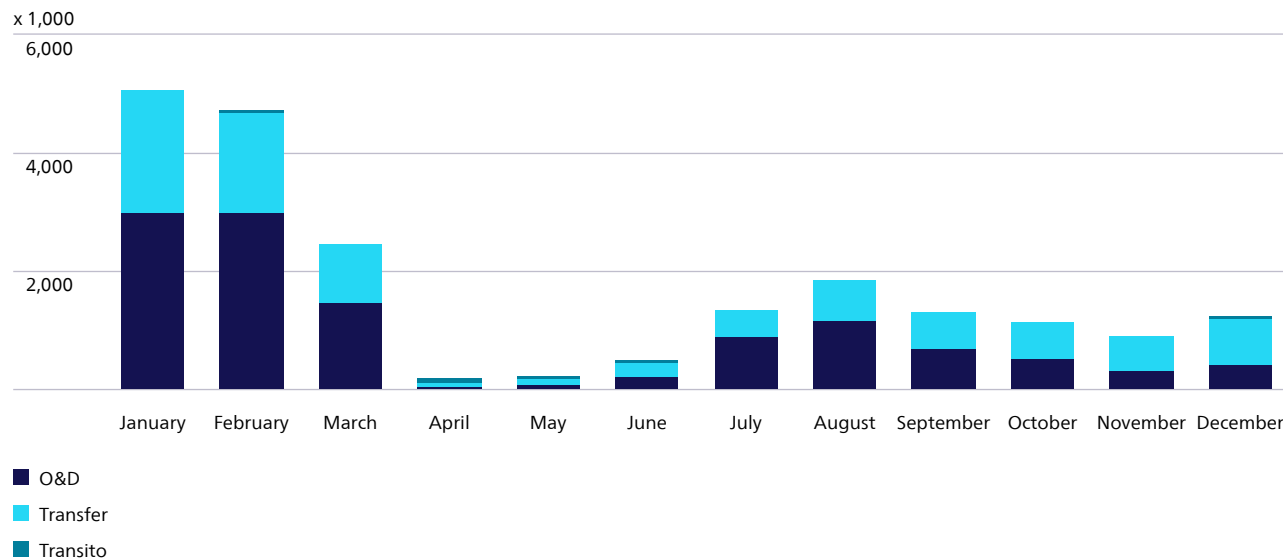


**60%**  
occupancy rate  
(seat load factor)

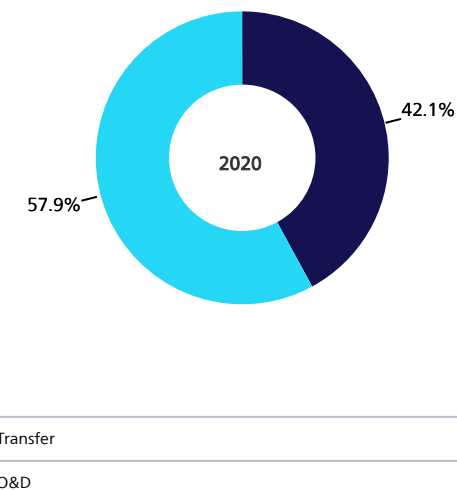
Change: - 15.7% point

## Figures by month

### Passenger transport



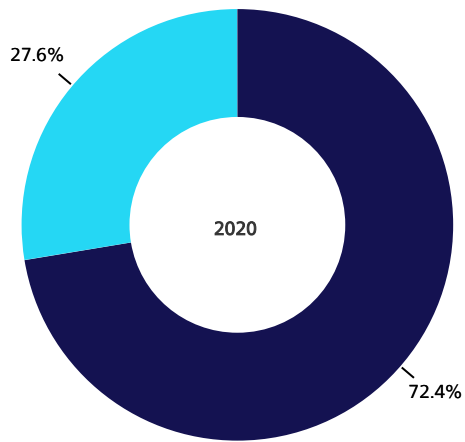
### Transport, transfer and O&D (excl. transit)



(x1,000)	O&D	Transfer	Transito	Total PAX per month	Load Factor
January	3,011	2,064	0,00	5,075	80%
February	3,009	1,708	0,19	4,717	80%
March	1,498	978	0,14	2,477	59%
April	65	61	0,86	127	29%
May	103	104	0,46	208	36%
June	251	221	0,44	472	46%
July	922	417	0,27	1,339	54%
August	1,193	662	0,00	1,855	53%
September	717	621	0,00	1,338	42%
October	534	609	0,09	1,144	40%
November	339	561	0,02	900	42%
December	455	778	0,11	1,233	51%
<b>Total (incl. Transito)</b>				<b>20,884</b>	<b>60%</b>

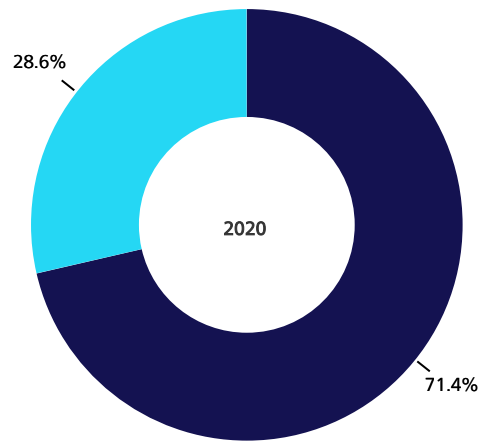
## Figures by continent

Europe vs ICA



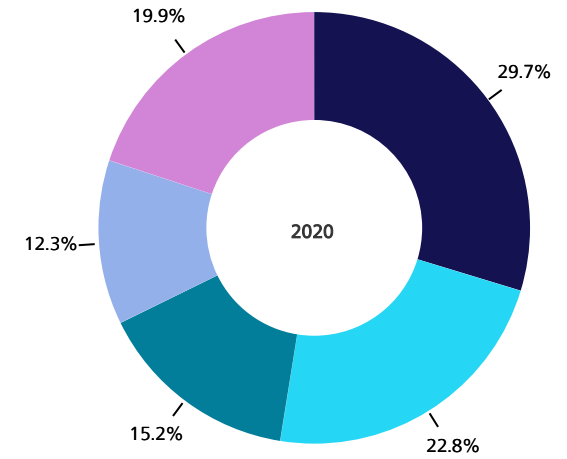
Europe  
Intercontinental

EU vs rest of Europe



EU  
Rest of Europe

ICA continents



NORTH AMERICA  
MID./SOUTH AMERICA  
AFRICA  
MIDDLE EAST  
FAR EAST



## Figures by country

### Main European countries

Ranking	(2019 Ranking)	Country	Passengers 2020	Compared to 2019 in %
1	(1)	Great Britain	2,754,615	-74.2%
2	(2)	Spain	1,747,833	-70.4%
3	(3)	Germany	1,321,614	-71.0%
4	(4)	Italy	1,213,311	-71.5%
5	(5)	France	1,151,827	-67.2%
6	(6)	Turkey	668,892	-69.3%
7	(7)	Switzerland	662,809	-68.9%
8	(11)	Portugal	585,930	-63.7%
9	(9)	Denmark	559,332	-68.1%
10	(8)	Norway	536,218	-71.4%
11	(10)	Greece	512,035	-68.7%
12	(12)	Sweden	488,275	-65.5%
13	(13)	Ireland	411,519	-70.0%
14	(15)	Poland	338,030	-64.4%
15	(14)	Austria	331,744	-70.3%
16	(18)	Finland	265,082	-64.4%
17	(17)	Czech Republic	213,561	-71.8%
18	(19)	Romania	166,476	-65.4%
19	(16)	Russia	157,893	-79.8%
20	(20)	Hungary	135,953	-70.1%
Rest of Europe			901,206	-62.2%
<b>Total of Europe</b>			<b>15,124,155</b>	<b>-70.1%</b>

### Main Intercontinental countries

Ranking	(2019 Ranking)	Country	Passengers 2020	Compared to 2019 in %
1	(1)	USA	1,423,426	-77.6%
2	(2)	United Arab Emirates	412,488	-69.6%
3	(6)	Curacao	286,572	-48.6%
4	(4)	Canada	279,126	-77.8%
5	(3)	China	216,479	-83.7%
6	(7)	Brasil	201,597	-62.9%
7	(8)	India	177,803	-65.5%
8	(10)	South Africa	167,770	-66.4%
9	(14)	Mexico	160,190	-60.4%
10	(11)	Morocco	153,418	-68.9%
11	(9)	Japan	112,625	-77.7%
12	(13)	Kenya	112,468	-73.1%
13	(5)	Israel	106,336	-82.7%
14	(15)	Thailand	103,843	-69.6%
15	(18)	Egypt	101,351	-67.5%
16	(25)	Qatar	96,010	-56.4%
17	(19)	South Korea	94,950	-68.0%
18	(22)	Ghana	93,307	-62.8%
19	(20)	Surinam	92,863	-68.0%
20	(17)	Singapore	89,803	-71.8%
Rest of intercontinental			1,277,464	-70.2%
<b>Total of intercontinental</b>			<b>5,759,889</b>	<b>-72.8%</b>

## Figures by airport

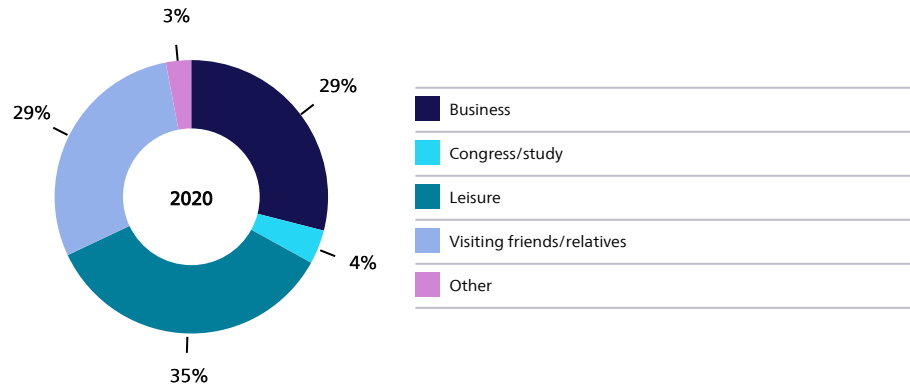
### Main European origins and destinations

Ranking	(2019 ranking)	Airport	IATA code	Passengers 2020	Compared to 2019 in %
1	(1)	London Heathrow	LHR	525,470	-69.9%
2	(3)	Paris CDG	CDG	494,361	-60.1%
3	(2)	Barcelona	BCN	377,835	-72.7%
4	(4)	Dublin	DUB	365,265	-69.9%
5	(5)	Madrid	MAD	359,590	-68.5%
6	(6)	Copenhagen	CPH	353,468	-68.2%
7	(8)	Manchester	MAN	348,913	-67.4%
8	(13)	Lisbon	LIS	332,372	-64.2%
9	(22)	Istanbul Airport	IST	321,528	-54.5%
10	(10)	Zurich	ZRH	306,139	-68.7%
11	(16)	Stockholm	ARN	301,921	-65.0%
12	(9)	Rome	FCO	292,227	-72.1%
13	(7)	London Gatwick	LGW	262,910	-76.0%
14	(11)	Munich	MUC	261,908	-73.0%
15	(14)	Milan Malpensa	MLX	248,824	-73.1%
16	(12)	Vienna	VIE	243,461	-74.3%
17	(20)	Geneva	GVA	240,513	-66.0%
18	(15)	Frankfurt	FRA	239,828	-72.8%
19	(21)	Helsinki	HEL	231,766	-67.2%
20	(19)	Oslo	OSL	229,529	-68.3%
Rest of Europe				8,786,327	-70.9%
<b>Total of Europe</b>				<b>15,124,155</b>	<b>-70.1%</b>

### Main Intercontinental origins and destinations

Ranking	(2019 ranking)	Airport	IATA code	Passengers 2020	Compared to 2019 in %
1	(2)	Dubai International	DXB	325,742	-67.9%
2	(3)	Atlanta	ATL	307,308	-62.0%
3	(8)	Curacao	CUR	286,572	-48.6%
4	(1)	New York JFK	JFK	254,341	-75.1%
5	(15)	Mexico City	MEX	148,237	-57.4%
6	(4)	Detroit	DTW	146,858	-76.7%
7	(6)	Toronto	YYZ	127,537	-78.0%
8	(30)	Sao Paulo	GRU	113,654	-55.4%
9	(11)	Nairobi	NBO	109,736	-73.4%
10	(17)	Bangkok	BKK	103,843	-69.6%
11	(5)	Tel Aviv	TLV	100,748	-83.4%
12	(35)	Doha	DOH	96,010	-56.4%
13	(23)	Seoul Incheon	ICN	94,950	-68.0%
14	(26)	New Delhi	DEL	94,183	-66.1%
15	(31)	Accra	ACC	93,307	-62.8%
16	(24)	Paramaribo	PBM	92,863	-68.0%
17	(20)	Singapore	SIN	89,803	-71.8%
18	(29)	Cape Town	CPT	86,729	-66.8%
19	(16)	Abu Dhabi	AUH	86,640	-74.7%
20	(33)	Panama City	PTY	83,419	-65.3%
Rest of intercontinental				2,917,409	-75.9%
<b>Total of intercontinental</b>				<b>5,759,889</b>	<b>-72.8%</b>

## Passenger profile



	2020	2019
Business	29%	30%
Congress/study	4%	3%
Leisure	35%	46%
Visiting friends/relatives	29%	20%
Other	3%	1%



# Cargo

## Highlights



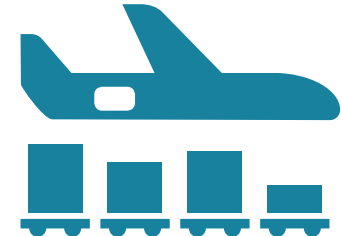
**1.44**  
million tonnes of cargo

Change: - 8.2%



**23,782**  
full freighter movements

Change: + 68.0%

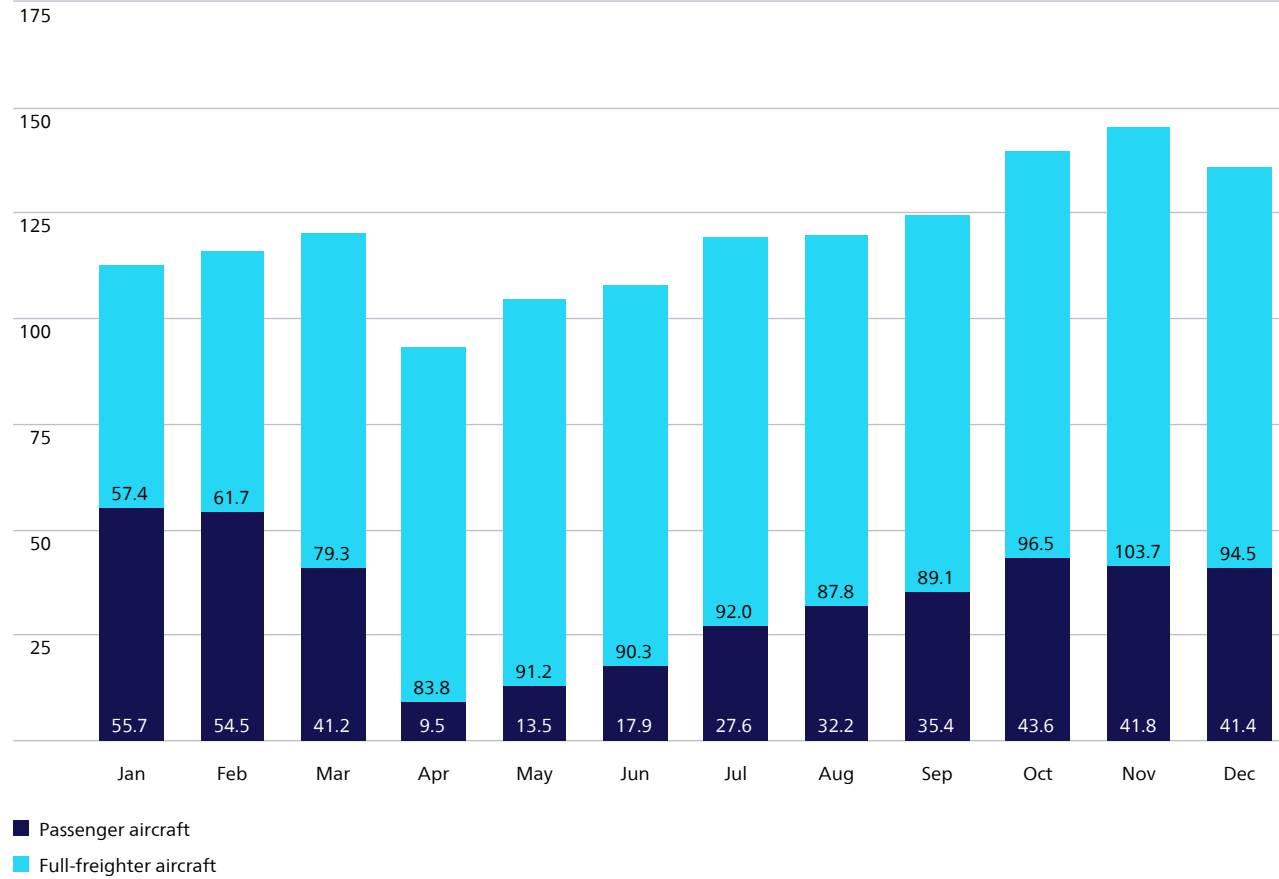


**414.260**  
belly tonnage

Change: - 42.5%

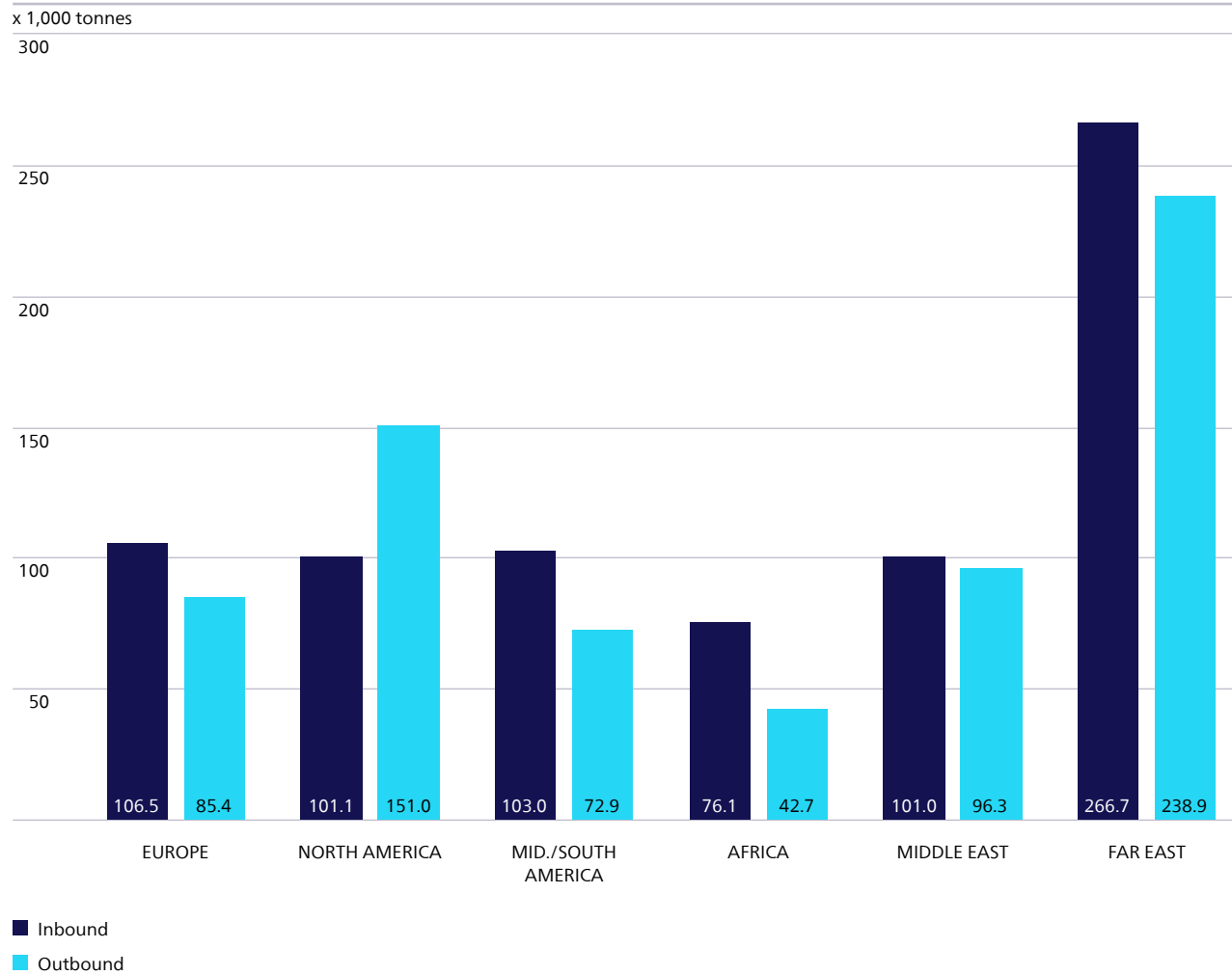
## Figures by month

Monthly cargo totals (x1,000 tonnes)



## Figures by continent

Annual cargo totals (x 1,000 tonnes)

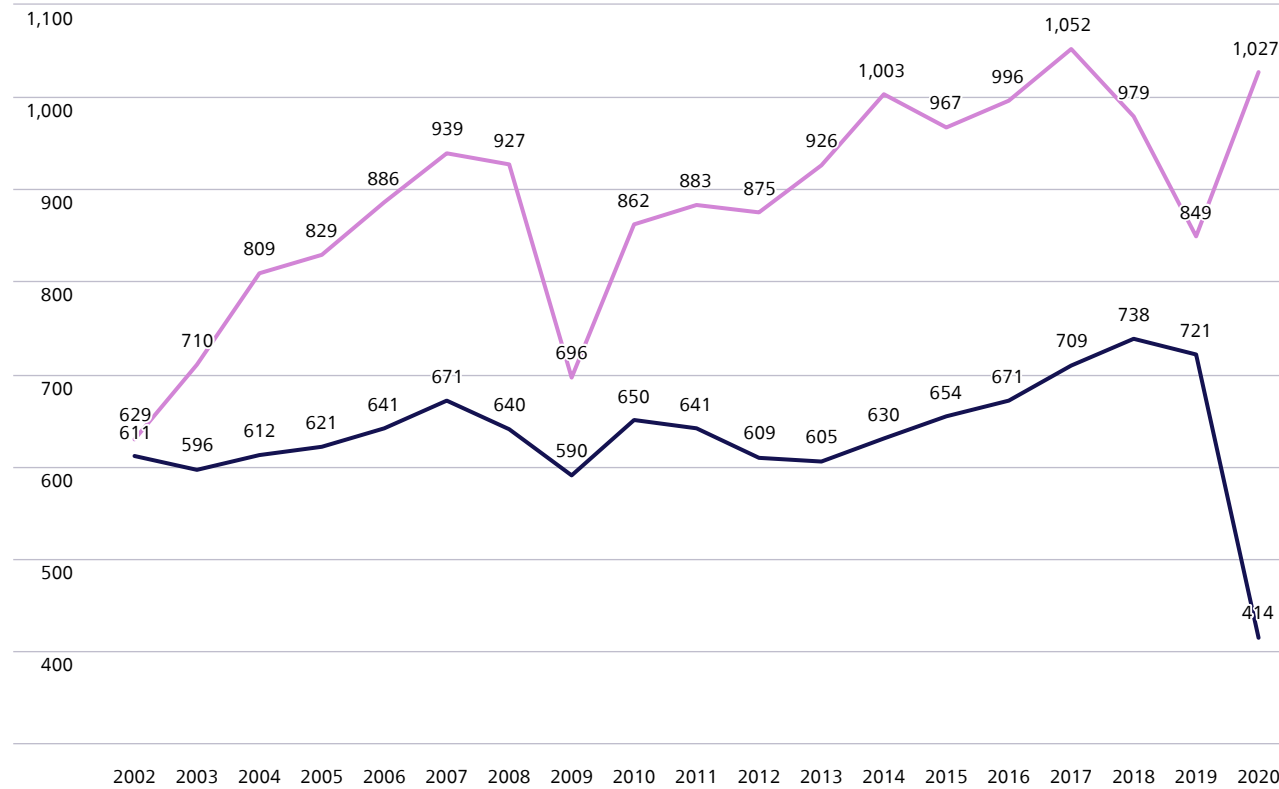


Annual cargo totals (x 1,000 tonnes)

	2020	Compared to 2019 in %
<b>Total</b>	<b>1,441</b>	<b>-8.2%</b>
Passenger services	414	-42.6%
Full-freighter services	1,027	21.0%
Inbound	754	-4.8%
Outbound	687	-11.8%

## Figures by year

Annual cargo totals (x 1,000 tonnes)



- Passenger aircraft
- Full-freighter aircraft



## Figures by airport

### Main cargo destinations (tonnes)

Ranking	(2019 ranking)	Airport	IATA code	2020 in tonnes	Compared to 2019 in %
1	(1)	Shanghai	PVG	182,266	0.7%
2	(4)	Doha	DOH	66,102	3.4%
3	(9)	Chicago	ORD	60,550	61.2%
4	(13)	Dubai	DXB	52,761	56.8%
5	(3)	Nairobi	NBO	51,747	-25.8%
6	(7)	Singapore	SIN	49,411	24.1%
7	(5)	Guangzhou	CAN	46,479	-4.8%
8	(19)	Baku	GYD	42,054	67.6%
9	(17)	Abu Dhabi	AUH	38,040	44.4%
10	(6)	Quito	UIO	37,371	-13.3%
11	(28)	Miami	MIA	34,084	91.9%
12	(2)	Moscow	SVO	33,889	-57.1%
13	(11)	Tokyo	NRT	33,564	-5.5%
14	(14)	Seoul	ICN	32,637	8.0%
15	(8)	New York	JFK	31,226	-19.1%
16	(20)	Johannesburg	JNB	30,345	22.7%
17	(12)	Hong Kong	HKG	27,934	-18.9%
18	(15)	Leipzig	LEJ	26,922	-2.3%
19	(16)	Taipei	TPE	26,072	-4.5%
20	(76)	Krasnoyarsk	KJA	22,512	558.2%



# Other airports

## Highlights



### Ranking 1

air transport movements  
in Europe

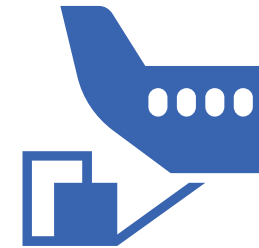
Change: + 2



### Ranking 4

passenger transport in  
Europe

Change: - 1



### Ranking 3

cargo air transport in  
Europe

Change: + 1

## Air transport movements

(x1000) <sup>1</sup>	Ranking			2020	Compared to 2019 in %
	1	Amsterdam	AMS	227	-54%
	2	Paris CDG	CDG	212	-57%
	3	Frankfurt	FRA	204	-59%
	4	London Heathrow	LHR	201	-58%
	5	Istanbul Airports	ISL+IST	201	-55%
	6	Moscow Sheremetyevo	SVO	181	-52%
	7	Madrid Barajas	MAD	154	-62%
	8	Domodedovo Moscow Airport	DME	138	-34%
	9	Munich	MUC	131	-67%
	10	Oslo	OSL	117	-52%

<sup>1</sup> Top 10 airports in Europe in air transport movements -- Source: ACI

## Cargo transport

(x1000 tonnes) <sup>1</sup>	Ranking			2020	Compared to 2019 in %
	1	Frankfurt	FRA	1,857	-7%
	2	Paris CDG	CDG	1,618	-16%
	3	Amsterdam	AMS	1,442	-8%
	4	Leipzig	LEJ	1,378	12%
	5	Istanbul Airports	ISL+IST	1,315	-1%
	6	London Heathrow	LHR	1,141	-28%
	7	Liège	LGG	1,114	23%
	8	Luxembourg	LUX	906	6%
	9	Cologne/Bonn	CGN	842	5%
	10	Malpensa Airport	MXP	511	-6%

<sup>1</sup> Top 10 freight airports in Europe -- Source: ACI

## Passenger transport (excl. transit-direct)

(x1000 excl. transit-direct) <sup>1</sup>	Ranking			2020	Compared to 2019 in %
	1	Istanbul Airports	ISL+IST	23,324	-66%
	2	Paris CDG	CDG	22,253	-71%
	3	London Heathrow	LHR	22,110	-73%
	4	Amsterdam	AMS	20,885	-71%
	5	Moscow Sheremetyevo	SVO	19,774	-60%
	6	Frankfurt	FRA	18,743	-73%
	7	Madrid Barajas	MAD	17,057	-72%
	8	Domodedovo Moscow Airport	DME	16,389	-42%
	9	Barcelona	BCN	12,699	-76%
	10	Munich	MUC	11,101	-77%

<sup>1</sup> Top 10 passenger airports in Europe -- Source: ACI

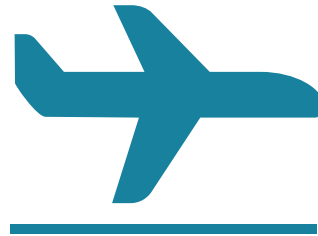
## Regional airports

	2020	Compared to 2019 in %
<b>Eindhoven Airport</b>		
Air transport movements	18,822	-55%
Passengers (excl. transit-direct)	2.1 million	-69%
Destinations	83	-6
<b>Rotterdam The Hague Airport</b>		
Air transport movements	5,314	-69%
Passengers (excl. transit-direct)	0.5 million	-77%
Destinations	36	-12

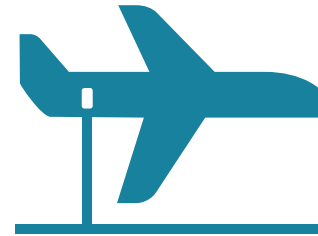


# Infrastructure

## Capacity



**254**  
aircraft stands total



**91**  
connected  
aircraft stands



**163**  
disconnected  
aircraft stands



**40,674**  
car parking spaces total

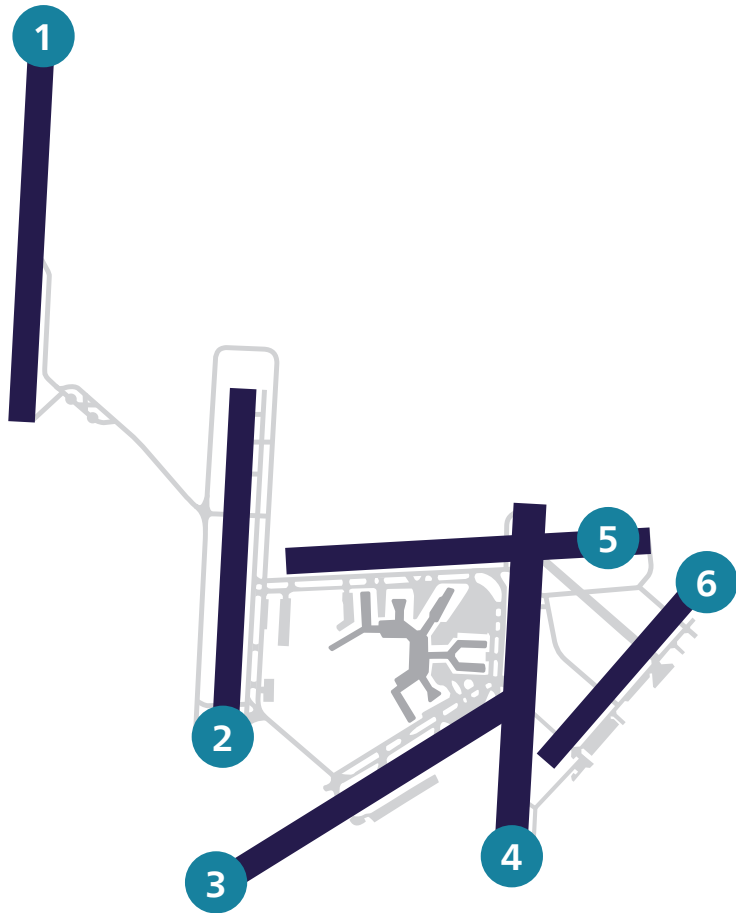


**27,897**  
car parking spaces  
passengers/visitors



**12,777**  
car parking spaces  
employees

## Runways



Runways	Location	Length	Width
1 Polder Runway	18R - 36L	3,800 metres	60 metres
2 Zwanenburg Runway	18C - 36C	3,300 metres	45 metres
3 Kaag Runway	06 - 24	3,500 metres	45 metres
4 Aalsmeer Runway	18L - 36R	3,400 metres	45 metres
5 Buitenveldert Runway	09 - 27	3,453 metres	45 metres
6 Schiphol East Runway	04 - 22	2,014 metres	45 metres

## Glossary

### Air transport movements

An air transport movement means a landing or take-off. Air transport movement in scheduled traffic means a movement in commercial traffic according to an official timetable. Air transport movement in non-scheduled traffic means a non-scheduled movement in commercial traffic (charters, relief services, etc.; taxi flights excluded).

### Cargo transport

Both paying and non paying freight, including military mail and express freight. Goods leaving the airport on the same aircraft as the one by which they have arrived (transit-direct) are left out of account, as well as trucking freight.

### Full freighter

An aircraft that transports cargo exclusively. This can also be a passenger aircraft, that is used for only transporting cargo in cabin/belly.

### Mail transport

Mail handled exclusively by TNT Post Group N.V. excluding mail leaving the airport on the same aircraft as the one by which it has arrived (transit-direct).

### MTOW

Maximum take-off weight of an aircraft.

### Network destinations

Passenger destinations count when an airline carries at least 10 passengers on a flight between Amsterdam Airport Schiphol and that destination, for at least 8 weeks in a row. Freighter destinations only count when more than 100,000 kg from/to a destination have been shipped in a year, in at least 10 frequencies.

### Passenger load factor

The passenger load factor means the number of passengers (including 2x transit-direct) expressed in a percentage of the number of available seats.

### Passenger transport

All passengers on scheduled- and non-scheduled flights including service passengers and infants. Passengers on taxi-, photo- and sightseeing flights are excluded.

#### *O&D passengers*

Originating and destinating passengers. Those whose journey by air starts or ends at Amsterdam Airport Schiphol.

#### *Transfer passengers*

Those who change planes within 24 hours without leaving the customs area are counted both arriving and departing.

#### *Transit-direct passengers*

Those who leave the airport on the same flight number as the one by which they arrived, without leaving the customs area are not counted incoming or outgoing, but stated separately.

### Punctuality

Punctuality is the percentage of flights departing/arriving within no more than 15 minutes of its scheduled time on/off blocks, regarding passenger flights only.



