



KLM statement on Diversity and Inclusion

The KLM workforce comprises different ages, genders, orientations, ethnic-cultural backgrounds, personalities, experiences, and more. Every KLM employee is unique and together we make a difference. We are a global airline, with employees originating from over 70 countries worldwide.

We are proud of this diversity because it reflects what we are good at: connecting people and bringing worlds and lives together. We believe it is important that our employees and customers feel accepted, appreciated, and respected. We each succeed when we bring out the best of ourselves. That is what inclusion means to KLM.

It is our responsibility to encourage and support diversity in our company. We know we are not there yet and are humble in knowing that this journey is a long one. In the constant drive to improve our inclusive nature, we aim to listen to and understand the needs of our employees and customers. This responsibility extends to all our employees and to society at large. After all, the diversity of our workforce reflects the world in which we operate.

What does a diverse and inclusive KLM look like? What do we aim for?

KLM has formulated its targets for Diversity and Inclusion as follows:

Diversity: Our teams are diverse and utilise this diversity. We ensure that the diversity of ideas is heard within our company because different perspectives enhance our performance, creativity, and problem-solving. We stimulate inclusive leadership at all levels. Another focus point is to be aware of including all employees who bring their talent, expertise, and viewpoints to the table. Some actions here include strengthening our D&I policy, looking into 'unbiased recruiting', and improving our talent succession.

Inclusion: We have a working climate, atmosphere, and culture where all employees feel at home and valued. This means they feel welcomed, part of the team, free to be themselves, respected, appreciated and safe. Thanks to our inclusive culture, talent is

acknowledged and utilised and no one is – implicitly or explicitly – excluded. We are on a continuous learning journey and aim to improve every step of the way. All this contributes to the well-being of our employees.

By creating this inclusive culture internally, we hope our customers feel welcomed, respected, and recognised throughout their KLM journey.

KLM's Diversity and Inclusion Eco-system:

To drive relevant change, we launched a Diversity and Inclusion eco-system. This community consists of employees across all layers within KLM.

The Circle, Leads and Ambassadors work on the D&I initiatives:



Our internal employee networks support KLM in achieving our goals. KLM has four employee networks:

Over the Rainbow



KLM Over the Rainbow
LGBTIQ+ Community

KLM Over the Rainbow is the employee network organisation that represents, supports, and connects the Lesbian, Gay, Bisexual, Trans, Intersex and Queer (LGBTIQ+) community within KLM. Over the Rainbow challenges and influences KLM to create a workplace where

each LGBTIQ+ colleague can bring their whole self to work, feeling recognised, valued, supported and safe.

In October 2022, KLM received formal recognition from Workplace Pride by being awarded the Ambassador status in 2022, therefore recognising KLM as a leader in diversity and inclusion. The organisation mentioned, among other things, the availability of a Transgender Policy on KLM's intranet, and the increasingly growing Inclusive Ally programme that was launched end of 2021.

Women on Board



Women on Board is the women's network within KLM. Women on Board aims to connect and inspire women with different backgrounds, competencies, and qualities. They promote awareness of gender diversity and strive for a transparent and (more) inclusive organisation. Women on Board focuses on women within KLM, Martinair and Transavia, both in the Netherlands and at our outstations. The mission of Women on Board is to empower the women within KLM by taking action on topics such as Equal Pay and more Women in Leadership.

YoungKLM



YoungKLM connects KLM's young professionals through content-related and social networking events. They seek to contribute to personal development by connecting the YoungKLM members with inspiring people and by organising events that boost personal development.

Connecting Colours



KLM Connecting Colours is a network organisation representing employees of colour and multi-cultural backgrounds. They are committed to creating a safe workplace free of Racism, Discrimination and Micro-Aggression. This undesirable behaviour has no place anywhere within KLM, so KLM Connecting Colours pays company-wide attention to it by creating awareness of unconscious bias and building bridges to equity and inclusion.

Connecting Colours stands for connection and an inclusive equal corporate culture. Connecting Colours is in close contact with many KLM departments and various project groups, so they can advise and act decisively in the event of incidents.