

SAFETY and SECURITY POLICY STATEMENT*

Safety and Security are fundamental aspects of everything KLM does. We aim to achieve the highest level of Safety and Security possible. KLM wants to be a world leader in safety.

Safety and Security are preconditions for our existence: **Moving Your World by creating memorable experiences**. Everyone working either at or for KLM is **responsible** for ensuring that our customers and colleagues feel **safe** and **secure**.

This means:

KLM staff are competent, professional, and work safely. We are fit and deliver our best possible performance. To this end, we receive proper training, valid information, and essential tools. As a result, KLM is an extremely safe airline and we are seeing to it that we are becoming even safer by the day. To achieve this, a good balance between safety and productivity is absolutely necessary.

Agreements and rules are adhered to consciously; thinking for oneself remains essential. We lead by example and we challenge our colleagues to work safely and to deliver a safe product. For this purpose, we work according to the Five Safety Principles:

Work safely

Stick to the rules

Report unsafe situations

Help and challenge each other

Be fit to work

KLM has a Just Culture: errors and mistakes will occur; we learn from them. Concealing them is out of the question. The Just Culture helps support us to stop unsafe situations and in daring to report them. We share relevant information about Safety and Security and we maintain an active network which helps to improve aviation Safety & Security worldwide.

* This is a summary of the complete Safety and Security policy statement in the ISMM