Safety and Security are fundamental aspects of everything KLM does. KLM aims to achieve the highest level of Safety and Security possible. The ambition is to be a world leader in safety.

Safety and Security are preconditions for KLM’s existence. 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 they work safely. KLM employees are fit and deliver the best possible performance. To this end, KLM staff receives proper training, relevant information, and essential tools. As a result, KLM is an extremely safe airline and all colleagues are seeing to it that KLM is 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. Everyone leads by example, co-workers are also challenged to work safely and to deliver a safe product. For this purpose, KLM staff works according to the Five Safety Principles:

KLM has a Just Culture: errors and mistakes will occur; people will learn from them. The Just Culture helps support KLM to stop unsafe situations and in stimulating employees to report them. Amongst each other, KLM employees share relevant information about Safety and Security and they maintain an active network which helps to improve aviation Safety and Security worldwide.

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