

CUSTOMER CASE

Redefining ESG Reporting at KLM: A Future-Ready Approach

About the Customer

KLM was established on 7 October 1919, making it the world's oldest airline still operating under its original name. As part of the Air France- KLM Group, KLM is committed to delivering efficient, sustainable, and innovative air travel.

The airline continuously seeks to improve its **Environmental, Social, and Governance (ESG) reporting** to meet regulatory requirements, enhance transparency, and drive sustainable growth.

KLM is one of the largest airline companies globally and has been a long-time customer of AMCO, with many solutions implemented during prior projects. As a result of one of the projects, AMCO won the Partner Innovation Award for the immensely difficult and useful Route Profitability System.

Overview

KLM needed a centralized and auditable solution to enhance its internal and external ESG reporting while eliminating scattered data sources, manual processes, and legacy systems. AMCO supported this transformation by implementing the AMCO ESG Blueprint and tailoring it to KLM's specific requirements.

By unifying finance and ESG reporting in OneStream, KLM now operates on a single, integrated platform that enhances data consistency, transparency, and efficiency across financial and sustainability reporting. This seamless integration contributed to KLM's ESG Reporting team winning the Data and Insights Pioneer Award at The Aviation Challenge (TAC) 2024.

The Challenge

KLM faced growing pressure to improve its ESG reporting both **internally and externally**. The airline's existing reporting system relied on **legacy systems**. Such an approach was lacking transparency and simply was not enough to cover the needs of the company.

The company was already using OneStream extensively in other areas and decided to utilise the central platform for ESG data with specific requirements and needs:

- KLM needed to gather all the relevant data in a central system that would support a multilayered data-gathering and sign-off process.



Company Name

KLM Royal Dutch Airlines

Headquarters

Amstelveen, Netherlands

Year Founded

1919

Industry

Airlines and Aviation

KLM Group Number Of Employees

35000+

Website

www.klm.com

CPM Solutions Delivered

- ✓ AMCO ESG Blueprint
- ✓ Financial Planning
(With Route Profitability System)
- ✓ Managed Services



- A seamless transition of the widely used ESG Reporting Manual into the system to ensure that users would immediately recognise the data points that they need to gather and sign off.
- It was necessary to perform required carbon calculations based on the gathered data and provide traceable results for Scopes 1, 2, and 3 of carbon emissions and a custom EU taxonomy model.
- To streamline the data coming in from various sources, a way of checking and ensuring the quality of source data was required.
- A mechanism of exporting all of the gathered and calculated data to the parent company of KLM – The Air France-KLM Group – was necessary to comply with internal reporting requirements.

KLM needed a solution to streamline ESG reporting today and **scale with future reporting requirements**.

The Search

KLM was already leveraging **OneStream** for financial processes and saw an opportunity to expand its use for **ESG reporting**. With **OneStream's unified platform**, the airline could integrate ESG data while maintaining the same level of control and transparency as its financial data.

KLM selected **AMCO Solutions** as its implementation partner due to the following reasons:

- ✓ Proven expertise in OneStream implementations.
- ✓ Success in delivering previous projects for KLM, including the award-winning Route Profitability System.
- ✓ Established methodology for ESG reporting, using the AMCO ESG Blueprint as a foundation.

The Approach

AMCO Solutions worked closely with KLM to streamline their ESG Reporting on OneStream using the AMCO Blueprint, which offers the following features:

- ✓ **User-friendly**
Incorporating familiar elements from KLM's existing reporting process to ensure a smooth transition.
- ✓ **Phased Implementation**
Deploying in stages to allow early user engagement and continuous feedback.
- ✓ **Future-proof**
Configured to **adapt to changing regulations and sustainability goals**.

The Solution

AMCO implemented a full ESG solution in OneStream, covering Scope 1, 2, and 3 emissions and integrating EU Taxonomy compliance. The solution enabled:

- ✓ **Centralised ESG Data Management**
Eliminating scattered files and ensuring data consistency.
- ✓ **Automated Carbon Calculations**
Providing traceable emission results for compliance and reporting.
- ✓ **Seamless Parent Company Reporting**
Exporting accurate ESG data to the Air France-KLM Group.

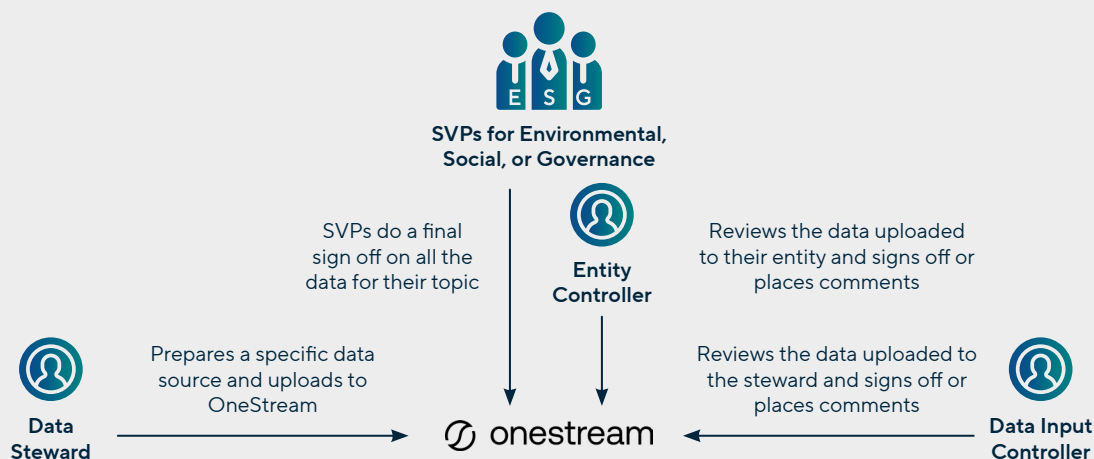
AMCO Solutions implemented a full ESG solution for Scope 1, 2, and 3, including EU Taxonomy, for KLM in OneStream, using the AMCO ESG Blueprint as a starting point. The blueprint was further enhanced to cover KLM's requirements.

Existing developments around data display and interaction at KLM were reused to ensure an easier transition for end users that would get a new system with a look and feel that they are already accustomed to.

Key features leading to success:

- **Phased project approach:** The project was implemented using a phased approach. The phases revolved around the various data groups that KLM identified as material. This approach allowed the initial users to start interacting with the system months before the full go-live. It enabled AMCO Solutions to gather feedback continuously and, in the end, deliver a solution that met the identified needs.
- **Established ESG process:** A clear process enabled users to see data assigned to them immediately, identify where the data quality was lacking, provide comments for data points that displayed significant change compared to the prior year, and finally sign off on the data.

There are 3 roles configured in OneStream; Data Steward, Data Input Controller and Entity Controller.



Data Steward

A clear process enabled users to see data assigned to them immediately, identify where the data quality was lacking, provide comments for data points that displayed significant change compared to the prior year, and finally sign off on the data.

Data Input Controller

The Data Input Controller cannot change the data but can review if the data is correct. To do this the Data Input Controller gets several views to their disposal and can check whether there are any anomalies in the uploaded data.

Entity Controller

The Entity Controller cannot change the data, only review it.

- **Centralised emission calculations:** The KLM ESG team gained full insight and control over the variety of emission calculations, as they are performed centrally in OneStream, as opposed to local variations in Excel files that preceded the project.
- **Flexible data export mechanism:** The pinnacle of the whole ESG campaign – the export of relevant data to the parent company – is enabled through a custom and highly flexible solution that allows the entry and maintenance of relevant data points for extraction and produces the export file in the requested format.
- **Complete auditability:** OneStream’s audit capabilities enabled KLM to quickly provide their auditors with all the necessary details and trace the sources of data. With a multiple-tier approval process, this audit trail became even more powerful.

The Benefits

- ✓ Centralised ESG platform replaced outdated, manual reporting processes.
- ✓ Improved Data Quality with an automated validation and approval workflows.
- ✓ Full traceability with a multi-tier approval process.
- ✓ Future-ready system to accommodate new ESG requirements and expansion plans.

The Future

With **OneStream’s ESG reporting capabilities** in place, KLM has taken a significant step in ensuring compliance with **evolving regulations**. The successful implementation has streamlined ESG reporting and strengthened KLM’s ability to make **data-driven decisions**.

Looking ahead, KLM plans to:

- ✓ Expand its ESG reporting scope to support **new sustainability reporting initiatives**.
- ✓ Adapt to **evolving regulations** with ease.
- ✓ Continue its collaboration with **AMCO for future enhancements**.



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The successful implementation of our reporting requirements was greatly enhanced by the iterative build process, allowing us to refine and perfect each stage on the go. The flexibility of the AMCO team was invaluable, as they adeptly managed multiple topical builds simultaneously.

This collaborative effort ensured that the project was delivered on time, within scope, and on budget.

Muñiz Piniella, Beatriz
ESRS Implementation Lead



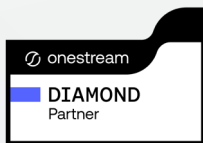


AMCO Solutions is a global finance business partner providing end-to-end business services for CPM & ERP solutions.

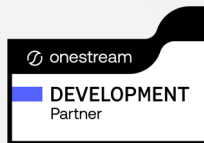
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AMCO operates in 11 locations worldwide, supported by 220+ dedicated professionals.

Our 18 years in business allow us to fulfil implementations and support services in over 40 countries. Our experience is backed up by 250+ OneStream projects for over 160 customers in different industries.



OneStream
Diamond Partner



OneStream
Development Partner



Microsoft Managed Partner
(Dynamics365 and Azure)

WHY CHOOSE AMCO

- **Proven Experience**
More than a decade of CPM & ERP consulting, implementation and support services to global organisations.
- **Customer References**
Actual references justify and ensure that our customers receive services and solutions based on successful customer engagements.
- **End-to-end Partner for Implementation & Support**
Our collective expertise in business and application lifecycles gives our customers a “one-stop-shop” solution for their CPM and ERP needs.
- **Competitive Pricing**
Competitive pricing based on blended rates from onshore (Europe) and offshore (Asia) resources.



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