

***FINNAIR***

**CORPORATE RESPONSIBILITY POLICY**

# **1 DEFINITION OF THE STATEMENT**

## **1.1 Purpose**

The Corporate Responsibility Policy sets out Finnair's approach to managing its corporate responsibility and it defines the strategic goals of Finnair's sustainability and corporate responsibility factors. This policy shall be communicated to Finnair Group's entire personnel and to its stakeholders. Finnair's desire is not only to be a responsible citizen of the world but also to be the best choice for passengers who are ready to prioritize and act on quality as well as environmental and social awareness.

## **1.2 Scope**

Finnair Group's main field of business is the provision of air transport and travel services both in Finland and abroad. In Finnair's view, operating in accordance with the principles of sustainable development is vital for the whole sector. Finnair believes that sustainable operations also make good business sense, and sustainable thinking is embedded in everything the company does: in our strategy and in all our operations. It is also an inseparable part of our values, brand, and corporate identity.

## **1.3 Objectives**

The objectives of this policy are:

- to set clear principles and objectives for Finnair's corporate responsibility and sustainability to align sustainability thinking within Finnair
- to guide the management of corporate responsibility
- to ensure decision making takes into account corporate responsibility factors
- to communicate Finnair's sustainability strategy for internal and external stakeholders

## 2 Policy

As part of Finnair CR strategy and policy the company has defined its corporate responsibility commitment as follows:

### **Finnair commitment:**

“Firmly anchored in the North, we pride ourselves in our Nordic mindset. Looking at the world from our unique viewpoint, we see a need for change. There’s a need for a more caring approach towards our planet and its people. We believe that steps can be taken, little by little, as long as we all pull together in the same direction. From our northern position, we gain a head start on this journey. Openness and respect for the environment and human rights are intrinsic to our Nordic mindset. Our unique position also helps us to keep our routes short and work towards lowering emissions. Maintaining a profitable business helps us offer stability to our customers, partners, and employees.

It’s with this Northern mindset we want to build our future and the future of air travel. It will take time, but we believe we can be among the leaders of the industry in environmental issues and social responsibility. We are committed in leading the way towards a **cleaner, caring and collaborative future**”

Corporate responsibility questions are addressed as part of Finnair’s strategy processes, and the objectives are designed by the Corporate Sustainability function together with other business units and they are approved by the Executive Board. Corporate responsibility initiatives at Finnair are implemented via the Corporate Responsibility program, which covers all business areas. The program contains goals, targets and performance indicators which are inspired by Finnair’s three corporate responsibility themes: **cleaner, caring and collaborative.**

Finnair is committed to complying with national and international laws, as well as social and environmental regulations applicable to its operations and services. Finnair's daily operations are guided by the Corporate Responsibility Policy, the Environmental and Energy Efficiency Policy and the Group's management practices and operating principles, as well as ethical principles laid out in the UN Global Compact initiative and Finnair's code of conduct.

Finnair supports the precautionary approach to social and environmental issues and their management, to anticipate and prevent potential risks. Finnair identifies and quantifies social and environmental risks as a part of its regular risk assessment and management.

In its decision-making, Finnair systematically gathers and assesses information about the environmental, social and financial impact of the services it provides. Using information received in this way, Finnair is committed to continuously develop its work and processes to reduce the environmental impact and improve the social value and sustainability of its operations. With a financially balanced and successful growth strategy, Finnair is also able to safeguard and create jobs. The wellbeing of employees is a prerequisite of success. Finnair's activities also help meet the growing demand for greater and freer flow of people and high-value goods across international borders, thus increasing economic and social development. The wellbeing of people is a key element in ensuring that engaged and inspired personnel will deliver an unforgettable customer service. Investments in customer experience are also central to Finnair in order to succeed in implementing its growth strategy. Finnair is committed to the wellbeing of its customers at every stage of their travel journey.

Finnair pursues best practices in social and environmental management and is committed to form business relations and cooperation projects with different stakeholders, partners and suppliers. Through close collaborations in the aviation sector, Finnair seeks for greater effectiveness. Through partnerships with selected organizations, Finnair strives to involve various stakeholders which will in turn benefit different parties of society on a larger scale.

With interest groups, Finnair conducts an active and open reciprocal dialogue on the effects of its operations and activities. The annual Corporate Responsibility and Sustainability report provide the foundation of our corporate responsibility communications.