

FINNAIR

GRI DATA 2015

QUICK NAVIGATION

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About this GRI data section

Finnair Group’s main field of business is the provision of air transport and travel services. The purpose of the Annual Report supplemented by this GRI section completed in accordance with GRI G4 reporting guidelines is to measure and account for the economic, social and environmental performance of the company, and to identify and explain the strategic business ramifications of this performance. Shareholders, investors, analysts, media, customers, employees, other interested stakeholders and the general public at large comprise the report’s intended audience.

Finnair considers sustainability an integral and strategic aspect of business performance, and therefore sustainability reporting is a material part of its annual reporting framework. The Annual Report sets out the material events in Finnair’s business units in 2015, the CEO’s statement, a section on strategy and value creation, as well as a review of stakeholder engagement and megatrends. In addition, the Annual Report contains a disclosure on management approach and tax footprint statement. Material aspects and the materiality analysis are presented in both in the Annual Report and this GRI data section. This section describes the materiality analysis process, and the resulting aspects, indicators and data in more detail.



REPORTING PRINCIPLES

Materiality analysis

Finnair updated its materiality analysis for corporate responsibility in 2015 in accordance with the GRI G4 reporting guidelines. The materiality analysis was used to identify the key economic, environmental and social impacts in Finnair's value chain as well as impacts on business and stakeholder decision-making.

The materiality analysis was based on identifying corporate responsibility issues emerging from Finnair's business environment through an analysis of industry trends, legislation, corporate responsibility reporting guidelines, the reporting of peer companies and issues highlighted by various stakeholders.

The identified corporate responsibility aspects were assigned priorities in expert workshops based on their business impact and stakeholder interest. The results of the prioritisation were reviewed with the representatives of key stakeholders. Finnair's Executive Board and Board of Directors approved the results of the materiality analysis.

The material aspects defined as a result of the materiality analysis were grouped under five themes.

Identified material themes and aspects of corporate responsibility

Ethical business conduct and responsible sourcing

- Code of conduct
- Anti-corruption and anti-bribery policies
- Human rights
- Purchasing practices and supply chain sustainability

Environment

- Fuel efficiency
- Energy and greenhouse gas emissions
- Environmental legislation and regulation
- Efficient air traffic management
- Biodiversity

Personnel

- Employee safety
- Competence development, wellbeing, diversity, equality and non-discrimination

Economy

- Financial performance and future competitiveness
- Local economic impacts

Customer

- Customer wellbeing and safety
- Customer satisfaction
- Punctuality



Finnair's most significant corporate responsibility impacts are related to ensuring the safety of customers and employees, maintaining the company's financial competitiveness and its role in Finnish society, and the continuous improvement of fuel efficiency. In addition to these themes, stakeholder representatives highlighted the significance of employee competence, well-being and equality, as well as ethical operating methods and good corporate governance.

The following table illustrates the links between Finnair's material themes and aspects with the aspects defined in the GRI G4 reporting guidelines, as well as the aspect boundaries. Based on the materiality analysis, the GRI content reported by Finnair is focused on the most significant impacts of Finnair's value chain.

Finnair's material themes and aspects and aspect boundaries

Finnair's theme and material aspect	GRI G4 aspects (G4-19)	Aspect boundaries (G4-20, G4-21)
Environment <ul style="list-style-type: none"> Fuel efficiency Energy and greenhouse gas emissions Environmental legislation and regulations Route planning Biodiversity 	Environmental responsibility aspects (EN) <ul style="list-style-type: none"> Energy Emissions Waste water and solid waste Biodiversity Compliance 	Finnair's own operations and indirect impacts on greenhouse gas emissions (Scope 3) and biodiversity
Economic aspects <ul style="list-style-type: none"> Financial results and future competitiveness Local and economic impacts 	Economic responsibility (EC) <ul style="list-style-type: none"> Financial results Indirect economic impacts 	Finnair's own operations, society and local communities
Customer <ul style="list-style-type: none"> Passenger well-being and safety Customer satisfaction Punctuality 	Product responsibility (PR) <ul style="list-style-type: none"> Customer health and safety Product and service information Marketing communications Customer privacy protection Compliance 	Finnair's own operations and customers
Personnel <ul style="list-style-type: none"> Employee safety Employee competence, well-being, diversity and equality 	Social responsibility - Labour practices (LA) <ul style="list-style-type: none"> Employment Employer-employee relations Occupational health and safety Training Diversity and equal opportunities Equal remuneration 	Finnair's own operations
Ethical business and responsible sourcing <ul style="list-style-type: none"> Code of Conduct Anti-corruption and anti-bribery procedures Human rights Purchasing policies and supply chain responsibility 	Society (SO) <ul style="list-style-type: none"> Anti-bribery and anti-corruption Lobbying Restrictions on competition Compliance Human rights (HR) <ul style="list-style-type: none"> Human rights screenings Supplier human rights screenings Economic responsibility (EC) <ul style="list-style-type: none"> Purchasing policies 	Finnair's own operations, partners and supply chain

Reporting principles

Finnair was one of the first airlines in the world to communicate on its corporate responsibility issues under the Global Reporting Initiative (GRI) reporting framework. The Annual Report 2015 and this GRI section have been compiled in accordance with the GRI's G4 Guidelines (Core option).

In addition to the parent company, the report covers subsidiaries and business units that support flight operations in Finland as well as the group's subsidiaries that provide and sell travel services in Finland.

Finnair Group does not report on the operations of foreign subsidiaries, because they are deemed not to be of key significance in terms of the group's corporate responsibility issues as minor operators. Any exceptions to this are mentioned separately in connection with each indicator. Finnair does not report on outsourced operations, either. The business units and subsidiaries covered by the report are listed in the adjacent table.

Finnair's maintenance organisation consists of two independent companies: Finnair Technical Services Oy and Finnair Engine Services Oy. This approach is justified by the fact that the operations of both technical services subsidiaries are the repair and maintenance of aircraft and their components, and for this reason their corporate responsibility aspects are convergent at the group level. Hence, they are treated in this report as one unit, Finnair Technical Services.

Information sources, measurement and calculation methods

The information of the report has been collected from the group's internal statistics systems and also from various subcontractors. In terms of measurement and calculation methods, the GRI G4 calculation guidelines have been adhered to whenever the available data have so allowed. If some other measurement or calculation method has been used, this is mentioned in connection with the key figure concerned. The figures have been presented in time series when this has been appropriate and reliably possible.

Figures on economic responsibility are mainly derived from the financial statements. Other information with respect to economic responsibility is derived from the group's various operators.

Indicators on personnel are based on active employment relationships as at 31 December 2015. The figures exclude dormant employees and Aurinko Ou, Suntours' Baltic subsidiary (number of personnel on 31 December 2015: 13).

Finnair's largest single material cost item is jet fuel. In this report, jet fuel is treated, however, as energy, because in terms of its purpose and environmental effects it is sensible to understand jet fuel as stored energy. Fuels are also reported on the basis of their mass and volumes.

Finnair Group

Operating segment	Business unit / subsidiary	Included in report
Airline business	Airline business	X
	Finnair Cargo Oy	X
	Finnair Aircraft Finance Oy and FAF subsidiaries	X
	Finnair Technical Services Oy	X
	Finnair Engine Services Oy	X
Travel services	LSG SkyChefs (with respect to material flows)	X
	Oy Aurinkomatkat - Suntours Ltd Ab	X
	Finland Travel Bureau (SMT)	X
Other functions	Amadeus Finland Oy	X
	Group administration	X
	Joint functions	X
	FTS Financial Services Oy	X
	Finnair Flight Academy Oy	X

The emissions values and fuel consumption figures for flying are derived from the company's own monitoring systems based on actual consumption. Because Finnair participates in the EU emissions trading system, the emissions presented in its Annual Report are also verified by an external party.

In this GRI section, emissions from Finnair's own flight operations are reported under Scope 1 and emissions from traffic purchased from Nordic Regional Airlines in connection with Scope 3. The emission factor for jet fuel used in the report is 3.15 kg CO₂/kg in accordance with the EU ETS Monitoring and Reporting Regulation (EU) N:o 601/2012.

In relation to material streams, the amounts of waste and energy consumption of properties, data have been obtained from service providers, goods suppliers and on the basis of invoices paid. With respect to Finnair Technical Services, environmental data are also obtained from monitoring and measuring systems required by their environmental permits. In terms of Technical Services' use of materials, only chemicals are reported, because the statistical practice of raw materials and spare parts does not allow a comparable way of presentation. Finnair Technical Services is not, however, a significant user of raw materials, and its main environmental aspects relate to storage and use of chemicals. Meal services for Finnair flights from Helsinki are supplied by Finnair's partner LSG Sky Chefs Finland. As one of Finland's largest kitchens, it consumes a substantial amount of materials and also

represents a considerable proportion of the material consumption in Finnair's supply chain.

Information on personnel comes from Finnair's HR information system and from parties responsible for the wellbeing of employees. Accident statistics are obtained from the insurance company and they are updated retroactively, as a result of which the 2015 figures may be subject to further adjustment. Information relating to human rights and local communities are derived from procurement agreements, from personnel responsible for procurement, subcontractors and, in terms of the impact of tourism, mainly from Aurinkomatkat-Suntours, which as a tour operator occupies a key position in this respect. Operational compliance with laws and regulations has been confirmed with the group's Legal Affairs department. Customer satisfaction data, on the other hand, are based on customer satisfaction surveys and on feedback received by the group.

Effect of any restatements of information provided in earlier reports

In 2015, Finnair updated its materiality analysis on corporate responsibility in accordance with the GRI G4 reporting guidelines. Impacts and indicators related to material aspects were redefined in the process.

However, there have been no changes in the data compared with the previous report. Information on changes in individual indicator data is provided under the section on the indicator in question.

Changes pertaining to the Finnair's organisational structure and the calculation of financial statement data are described in more detail in connection with Finnair's financial key figures.

Reporting priorities

In 2013, Finnair discontinued the publication of a separate corporate responsibility report and financial report. All the data can be found in the Annual Report and this GRI section.

The priorities of the report are based on the materiality analysis described on pages 4–5.

In 2015, Finnair updated its corporate responsibility reporting and definition of material aspects in accordance with the GRI G4 reporting guidelines.



GRI PERFORMANCE INDICATORS

Economic responsibility

Finnair's objective is to create sustainable economic added value by producing flight services profitably, cost-competitively and in harmony with the needs of the environment and society. Responsible operations are the cornerstone of profitable business activity, and Finnair takes into account the effects of its operations on society.

Finnair's Board of Directors has set the company's financial targets, which are provided in information material for investors. As a public limited company, Finnair is committed to earning a profit for its shareholders. The company's profit distribution principles are expressed in Finnair's dividend policy. Finnair's financial reporting aims to transparently provide information about Finnair's financial position and development.

Indicators of economic responsibility

Finnair expanded its tax footprint reporting for 2015 so that country-specific information is now presented on countries where the amount of taxes paid, collected or deducted is at least 50,000 euros. In addition, Finnair took various steps to make its financial statements easier to read and an overall picture easier to derive: Firstly, the notes of Finnair's financial statements were combined to business related sections together with the related accounting principles, critical accounting estimates and sources of uncertainty. Secondly, interesting figures were highlighted by circling them, and these as well as other highlights were explained in a text box marked with a star. Thirdly, illustrating charts were inserted

G4-EC1 Direct economic value generated and distributed

EUR mill.	2015	2014	2013
Direct economic value generated			
Consolidated turnover	2,324.0	2,284.5	2,400.3
Other operating income	15.7	18.3	18.8
Financial income	1.3	3.5	42.6
Total	2,341.0	2,306.3	2,461.7
Economic value distributed			
Cash paid outside the company, materials and services, other operating expenses	1,802.3	1,905.4	1,861.6
Payments to personnel*	335.6	344.3	408.0
Payments made to shareholders and loan providers			
Dividend**	0	0	12.8
Interest and other financial expenses	9.7	26.9	19.7
Payments to governments***	9.6	7.6	10.8
Donations and other charitable payments	n/a	n/a	n/a
Distributed, total	2,157.2	2,284.3	2,312.9
Economic value retained for operational development			
Investments in tangible and intangible assets as well as acquisitions of subsidiaries	329.7	82.4	77.3
Operational result	23.7	-36.5	11.9
Return on capital employed (ROCE), %	12.2	-6.5	3.6

* Payments to personnel include wages and salaries and paid contributions related to pension plans. More information on payments to personnel is available in Finnair's 2015 Remuneration Statement on pages 105-108 of the annual report.

** The Board of Directors proposes to the Annual General Meeting 2016 that no dividend be paid for 2015.

*** Includes paid income taxes, social security payments and taxes on property. Taxes and charges comparable to taxes paid by Finnair have been discussed also in Finnair's Tax Footprint Report for 2015 on pages 82-83 of the annual report.

in various sections of the financial statements so as to facilitate understanding the figures.

G4-EC2 Financial implications and other risks and opportunities for the organisation's activities due to climate change

In combating climate change, the main measures are directed at reducing the combustion of fossil fuels. The jet fuel used by Finnair is fossil fuel and fuel costs are Finnair's single most significant cost item. Therefore, all the factors influencing the price of jet fuel similarly influence Finnair's operating costs. The need to reduce fuel consumption and the resultant carbon dioxide emissions has a significant impact on the company's business operations. In 2015, fuel made up over a quarter of Finnair's operational expenses; therefore efficiency has a material impact on the development of shareholder value. Finnair's long-term emission reduction target was updated in 2014 and is to reduce its CO₂ emissions by 20 per cent per revenue tonne kilometre from the 2009 level by 2017.

In order to reduce its fuel consumption, Finnair follows a strategy comprised of four elements: technological development, improvement of operational efficiency, development of infrastructure and support of a global market-based measure to offset CO₂ emissions. Finnair operates a modern fleet and invests

from 2015 onward in fuel-efficient next-generation aircraft to maintain its competitive advantage.

For several years now, Finnair has voiced its support for a global market-based measure for offsetting greenhouse gas emissions that would complement the industry's technological, operational and infrastructural efforts to reduce emissions. In 2015, Finnair participated in the European Union's Emissions Trading Scheme (EU-ETS), which concerned only Intra-European flights. The direct costs incurred by Finnair from emissions trading totalled approximately 2.3 million euros in 2015. The direct costs of emissions trading in the coming years are difficult to estimate due to potential changes to the current ETS model.

Finnair is a leading airline in carbon dioxide emissions reporting and reducing emissions. The risks, opportunities, financial effects and management methods related to climate change are described in detail in Finnair's responses to the Carbon Disclosure Project (CDP) report. In 2015, the Carbon Disclosure Project (CDP) awarded Finnair a position on its Nordic Disclosure Leadership Index. Finnair's disclosure score in 2015 was 99/100.

Finnair achieved IATA Environmental Assessment (IEnvA) Program Stage 2 certification in January

2015 as one of only two global carriers, the other being South African Airways, in January 2015. IEnvA is an environmental management system designed to independently assess and improve an airline's environmental management.

G4-EC3 Coverage of the organisation's defined benefit plan obligations

All Finnair employees are covered by pension security in accordance with the Employee Pensions Act (TyEL). Pension contributions amounted to 14.8 per cent of salaries and 11.5 per cent of total personnel expenses in 2015. In addition, some employees are covered by an additional pension fund benefit and management by an additional benefit in accordance with their contracts. Of group personnel, around 40.4 per cent are covered by the additional pension fund benefit. Finnair's pension liability (Finnish Accounting Standards) in respect of its own pension fund was 346.9 million euros at the end of 2015. Pension liabilities are covered in full.

G4-EC4 Significant financial assistance received from government

The Finnish Government does not support Finnair's operations financially. The Finnair Aviation College constitutes an exception. The Finnair Aviation College, founded in 1964, is a special vocational educational establishment maintained by Finnair Plc, which oper-



Finnair's long-term emission reduction target is to reduce its CO₂ emissions by 20 per cent per revenue tonne kilometre flown from the 2009 level by 2017.

ates as a special educational establishment under the Act on Vocational Adult Education (631/1998).

The Finnair Aviation College's task is to arrange further vocational training leading to a vocational or special vocational qualification as well as other further vocational training required for the practice of Finnair Plc's and its subsidiaries' operations (Further Vocational Training Arrangement Permit 551/530/2006, 13 December 2006). As a privately-owned educational establishment, the Finnair Aviation College funds its operations in accordance with government aid practices. In 2015, the Finnair Aviation College received a total of approximately 1.6 million euros.

G4-EC9 Proportion of spending on local suppliers at significant locations of operation

Finnair's home base is Helsinki Airport, where almost all Finnair flights depart or arrive. As measured by the number of passengers, every single other airport, or so-called outpost, constitutes less than 3 per cent. In addition, Finnair's corporate headquarters and the subsidiary for technical operations are located in the immediate vicinity of Helsinki Airport. Therefore, the majority of Finnair's sourcing is concentrated around the Helsinki Airport area.

In 2015, 44 per cent of Finnair's goods and services procurement was made with Finnish suppliers. Finnair's largest single procurement item is jet fuel

(595.5 million euros in 2015). In jet fuel procurement, Finnair gives significant weight on financial factors and reliability of supply. Jet fuel is typically procured locally on each flight destination from some 55 different suppliers. In 2015, over half of Finnair's global fuel purchases were refined locally in Finland.

Finnair Group's subsidiary, package tour organiser Aurinkomatkat-Suntours Ltd uses primarily small and medium-sized hotels, which are, as a rule, locally owned. In addition, Aurinkomatkat has a local representative at each of its destinations, from whom the company purchases, among other things, ground transfers, tour arrangements and other operational services.

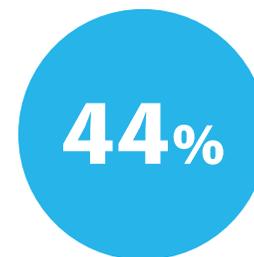
At the group level, Finnair collects and monitors spend data on purchases from all suppliers and from all regions. Finnair requires both locally and globally, compliance with air operation laws and regulations. Attention is also paid to the appropriateness, supply reliability, price competitiveness and quality. The products purchased must be sustainable and as safe as possible for people and the environment. Many of the group's procurement categories are officially regulated, in which case possible suppliers must be approved by the authorities. For example, all purchases relating to flight safety are of this type. The company-wide Supplier Code of Conduct defines the overall policy on sustainability and ethics of Finnair procurement activities.



The direct costs incurred by Finnair from emissions trading totalled approximately 2.3 million euros in 2015.



In 2015, over half of Finnair's global fuel purchases were refined locally in Finland.



In 2015, 44 per cent of Finnair's goods and services procurement was made with Finnish suppliers.



Finnair's operational result in 2015 was 23.7 million euros.

Social responsibility

Finnair's business is by nature complex, and in some respects highly technical. The company has operations and supply chain partners in dozens of different countries, each with varying laws and practices. The most important social responsibility areas concern safety, personnel, the supply chain and customers.

Finnair's social responsibility in 2015

- New values: commitment to care, simplicity and courage
- Renewal of employee survey: We together @Finnair survey conducted in October 2015
- Start of human rights assessments: risks and opportunities surveyed in the first stage
- Finnair implemented the SEDEX supplier auditing tool chosen by the oneworld alliance.
- The Working Group for Equality was renamed and its employee and customer objectives related to the promotion of equality and non-discrimination in the coming years were defined
- Finnair conducted an accessibility study in partnership with the Finnish Association of People with Physical Disabilities
- Finnair joined Unicef and other travel industry operators to survey the human rights impacts of travel and tourism in a pilot project in Vietnam
- Internal whistleblowing channel introduced
- Finnair committed to cooperation with UN Women

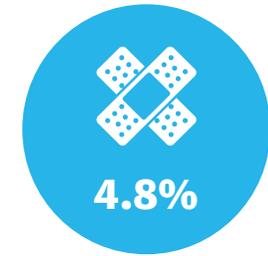
Responsibility for personnel

As Finnair is a significant employer, social responsibility is materially related to the company's personnel and working conditions. Personnel management policies cover all aspects of social responsibility that have been identified as material. The impacts affecting personnel and working conditions are managed based on Finnair's strategic HR guidelines and HR policy. Last year, the company worked together with its personnel to refine and clarify the values that serve as a guideline to everyone at Finnair. The new values are Commitment to Care, Simplicity and Courage. The process of refining the core values also involved the renewal of Finnair's employee survey. The new We together @Finnair survey helps the company determine what areas it has been successful in and what areas need improvement. The employee survey covers the following key themes: My job, Managerial and supervisory work, Teamwork and My employer.

Leadership development is one of Finnair's key HR focus areas for 2015–2016. Development needs in teams and the organisation are identified and the well-being and commitment of the personnel are regularly monitored through an employee survey. Equality and non-discrimination are foundational values for Finnair. The Working Group for Equality was renamed in 2015 and, going forward, it will be tasked with drafting an equality plan and defining concrete measures to be implemented in the coming years. The goal of the working group is to promote equality with regard to customers as well as employees. We also engage in active cooperation with the Office of the Non-Discrimination Ombudsman in Finland to develop our practices.



Overall customer satisfaction



Absence rate due to sickness in 2015



Overall employee experience: Employee wellbeing survey was reformed in 2015



Employee commitment

G4-10 Total number of employees by employment type, employment contract, region and gender

There were no significant changes in Finnair's total number of employees in 2015. At the end of 2015, the number of Finnair employees in active employment relationships was 4,537, which is 31 fewer than in the previous year. Geographically, the majority of personnel work in Finland, particularly at Helsinki Airport or in its immediate vicinity.

On 31 December 2015, there were 536 Finnair employees in active employment relationships working outside Finland. Of these, 154 worked in financial management in the Baltic countries, 13 in travel agencies and tour operators based in the Baltic countries, and 78 as guides at Aurinkomatkat Suntours' holiday destinations. The rest are employed in sales and customer service duties in Finnair's passenger and cargo traffic.

Full-time staff accounted for 98 per cent of Finnair employees in 2015, and 96 per cent of staff were employed on a permanent basis. The average age of employees was 44.5 years.

G4-11 Percentage of total employees covered by collective bargaining agreements

All Finnair employees in Finland have the right and opportunity to agree on their terms of employment through collective bargaining. Senior management

constitutes an exception to this, as its terms of employment are agreed on locally or individually. Finnair currently has employees abroad in 29 countries. The employment contracts and terms of employment are based on local legislation. Employees have the opportunity to agree on their terms of employment through collective bargaining in countries in which that is the local practice. Finnair does not limit its employees' rights to participate in trade union activities.

G4-LA1 Total number and rates of new employee hires and employee turnover

New personnel 2015

(New hires and replacements only, internal transfers and re-entries into organization excluded)

Age group	Men	Women
<30	40	126
30-50	95	84
>50	2	3

Turnover 2015*

(Voluntary)

Age group	Men	Women
<30	8.80%	12.40%
30-50	1.80%	3.40%
>50	0.40%	0.50%
Total	2.60%	

* See breakdown of personnel by age group on page 18.

G4-LA2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation

Finnair employees enjoy the same benefits irrespective of type of employment. Some benefits are such that they enter into effect only after employment has lasted a certain period of time. An exception is Finnair's Financial Services Office, which only serves permanent employees of Finnair Plc or its subsidiaries who are its members.

G4-LA4 Minimum notice periods regarding operational changes, including whether these are specified in collective agreements

Significant operational changes in Finland are governed by the Finnish Act on Co-operation within Undertakings. Depending on the matter in question, the minimum time period applied can range from one day to six weeks. The collective bargaining agreements that concern Finnair do not include provisions that run counter to these legislative provisions. For redundancies and layoffs, the minimum notice period pursuant to the Act on Co-operation within Undertakings applies in addition to the statutory notice period for redundancies and layoffs prior to the termination of employment or payment of wages. The statutory notice period for layoffs is two weeks and the notice period for employees made redundant ranges from 14 days to six months depending on the duration of their employment. Some collective bargaining agree-



The number of Finnair employees in active employment relationships



The average age of employees

ments contain provisions on notice periods for layoffs that are more advantageous to employees.

G4-LA5 Percentage of total workforce represented in formal joint management worker health and safety committees that help monitor and advise on occupational health and safety programs

At Finnair, cooperation on occupational health and safety is organised in compliance with Finnish occupational health and safety legislation. Personnel have representation in official occupational health and safety committees at the company level or the business unit level. The occupational health and safety of Finnair's personnel abroad is also taken into consideration in the work of the committees.

The occupational health and safety committees operate at the company level, representing various personnel groups. In large subsidiaries, employees are also represented by occupational health and safety delegates at the department level. Occupational health and safety delegates are selected via elections for two-year terms.

Occupational health and safety elections were arranged in November–December 2015, with the term of the elected delegates starting at the beginning of 2016 and concluding at the end of 2017.

Employee health and safety issues are also handled by Finnair's Trust Forum. Members of the Executive Board, HR management, delegates and occupational health and safety organisations are invited to join the forum. The forum provides background information on and discusses matters such as equality and non-discrimination, planning and changes pertaining to employees on a broad basis.

G4-LA6 Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities

There were two cases of suspected occupational diseases in 2015. There were no accident-related employee fatalities in 2015 (the most recent fatality was in 2005).

Work-related accidents are divided into workplace accidents and business trip accidents.

Workplace accident frequency refers to the number of workplace accidents per one million working hours. Workplace accidents include all accidents that resulted in at least one day of sickness absence and occurred during work-related travel or at the workplace.

Airline's ground personnel include Group management, support services, ground crew and operative ground personnel.

	Work-related accidents	Workplace accidents	Workplace accident frequency	Business trip accidents
Airline's flight personnel	77	70	30	7
Airline's ground personnel	13	7	4	6
Finnair Technical Service Oy	18	14	17	4
Finnair Cargo Oy	0	0	0	0
Finnair Flight Academy Oy	0	0	0	0
Aurinkomatkat Oy	0	0	0	2
Finland Travel Bureau	0	0	0	3
Total	113	91	18	22



Occupational health and safety elections were arranged in November–December 2015, with the term of the elected delegates starting at the beginning of 2016.

G4-LA7 Workers with high incidence or high risk of diseases related to their occupation

Medical examinations pertaining to exposure at work include examinations concentrating on the effects of cosmic radiation, carcinogenic substances, solvents and other chemicals, noise, vibration and working night shifts. To minimise exposure to such work-related health hazards, the primary focus is on implementing working methods and procedures that involve minimal exposure to hazards. Cosmic radiation assessments were conducted for a total of 20 pregnant members of flight personnel in 2015. Finnair Health Services has monitored the radiation exposure of all flight personnel on a quarterly basis. Radiation exposure levels have not exceeded the annual maximum level. All flight personnel can check their cumulative radiation exposure by accessing a browser-based system that provides information on actual hours of flight duty performed and a mathematical calculation of cosmic radiation exposure based on the routes flown. No employee's radiation exposure has exceeded the annual maximum level (6 mSv).

Finnair Health Services offers employees inoculations against work-related infectious diseases and influenza. The Health Services unit actively monitors the epidemiological situation of various infectious diseases and issues instructions to employees as necessary. In addition, Health Services continuously monitors the epidemiological situation and other risks in Finnair's destination countries.

Medical check-ups at Finnair

	2015
Support functions	26
Commercial Division	51
Cargo	19
Operations unit	
HEL Airport	71
Pilots	204
Cabin Services	347
Operations, other	31
Finnair Flight Academy	22
Technical Services	105
Total	854

G4-LA8 Health and safety topics covered in formal agreements with trade unions

Finnair's primary occupational safety forums are the joint occupational health and safety committees of personnel and the employer. The development of occupational health and safety is based on the occupational health and safety action plan, the focal areas of which are updated annually.

The focus areas in 2015 were:

- Reducing accidents
- Developing the safety culture
- Harmonising practices related to the investigation, communication and reporting of work-related accidents
- Preparing for the threat of violence, particularly in customer service
- Updating and confirming risk assessments, with line organisations developing their operations based on the assessments

In the second half of 2015, Finnair initiated several measures aimed at reducing the accident frequency. In Technical Services, the Safety First campaign was launched, while in Cabin Services, a multi-year action plan was created to improve occupational safety and thereby reduce the accident frequency. Finnair also invests in the occupational safety competencies of its managers and supervisors. One focus area in these training activities has been the investigation of accidents and hazardous incidents, as well as implementing corrective action. Increasing situational awareness and developing communication are also important areas of development.

To prepare for the threat of violence, in 2015 Finnair defined and planned a customised Threat of Violence training, which will be implemented for customer service employees in various functions in 2016.



Medical check-ups at Finnair in 2015



In 2015, Finnair initiated several measures aimed at reducing the accident frequency

The scope of risk assessments was increased in 2015. This also included a stronger focus on risk assessments related to changes in the operating environment and processes. This work will continue in 2016.

The development of shared occupational safety practices for workplaces continued in 2015: cooperation between the various actors at the airport was continued, the safety efforts of subcontractors were assessed and supported, and operating methods and procedures were updated. The key cooperation partner in this effort is Finavia, and the cooperation took place via a forum that Finnair's representatives also participated in. As an aviation industry

employer, Finnair has participated in the development of the occupational safety of its employees in cooperation with representatives of labour market organisations in a transport and logistics group coordinated by the Centre of Occupational Safety.

The working group promotes occupational safety, occupational health and safety cooperation and the development of working life in aviation industry workplaces.

http://ttk.fi/toimialat/kuljetus_ja_logistiikka/ilmailuala

The number of training hours per employee increased to 34 in 2015.



G4-LA9 Average hours of training per year per employee by gender and by employee category

Training hours			Employees 31 December 2015 (active employees only)			Training hours per employee					
	Women	Men	Total		Women	Men	Total		Women	Men	Weighted average
Employees	4,375	16,329	20,704	Employees	459	395	854	Employees	10	41	24
Office staff	7,362	11,463	18,825	Office staff	489	532	1,021	Office staff	15	22	18
Cabin	51,362	7,457	58,819	Cabin	1,244	163	1,407	Cabin	41	46	42
Pilots	39,249		39,249	Pilots	722		722	Pilots	54		54
Management	326	518	844	Management	24	51	75	Management	14	10	11
Total			138,441	Total			4,079	Total			34

G4-LA10 Programs for skills management

Maintaining employee competence has a significant effect on the implementation of strategy. Competence development needs are surveyed by unit and by individual in conjunction with performance reviews. Finnair being the only airline in Finland makes it particularly critical that the company maintains the appropriate level of aviation-specific competencies.

The strategic development of competencies requires cooperation with various parties. Learning and development solutions are built at the company, unit, team and individual levels. In addition to traditional classroom teaching, competence is developed by methods including learning on the job, online learning, workshops, coaching and mentoring.

The technical professional training for flight personnel is produced in cooperation with Finnair Flight Academy, while Finnair's technical services unit handles its own professional technical training. The HRD (Human Resource Development) unit is responsible for strategic competence development. Development areas in 2015 included the following:

A. Development of managerial and supervisory work

- Leaders' Next MOVE leadership training started for all Finnair managers and supervisors
- A management development project was carried out as part of the Operations unit's strategic OPS Excellence project

- Finnair's Leadership Forum concept was created and put into action
- All managers and supervisors received training on the updated performance review model
- Strategic communications training for managers and supervisors
- MOVE onboard supervisor training updated
- A350 management training for CPUs (Chief Purser) and IFSs (In-Flight Supervisors)
- Development of management teams
- Third iteration of project manager training
- Online course on process competencies for all new Finnair employees
- Online course on the airline business for all Finnair employees
- Partner management course for selected target groups

B. Customised personnel development solutions

- Engaging personnel on a broad basis in Finnair's Culture Journey
- A350 training program for A350 flight personnel and service concept developers
- Renewal and implementation of cabin crew training
- Change support in areas including IT and OCC (Operations Control Center)
- Training related to the renewal of the customer management system used in sales
- Induction training in sales
- Sales coaching was continued and expanded to Asia

C. Team development and coaching

- Individual coaching programs for key individuals continued
- Group coaching program launched for the leaders of the Chinese sales unit

D. Professional competence development and induction training

- Updated #JoinFinnair induction training for all new employees
- Safety training for all employees, with targeted training for special groups
- General competence development, including the development of competencies related to systems, languages and purchasing

The permanent themes include making the airport a safe workplace, developing occupational safety training in the aviation industry, occupational health awareness for supervisors, and occupational safety card training. Other professional training organised in 2015 included outstation training, first aid and emergency training, basic and recurrent training, systems training and cooperation with Helmi Business College.

The Finnair Aviation Academy, founded in 1964, is a special vocational educational establishment maintained by Finnair Plc, which operates as a special educational establishment under the Act on Vocational Adult Education (631/1998). Its task is to arrange further vocational training leading to

Competence development needs are surveyed by unit and by individual in conjunction with performance reviews.

a vocational or special vocational qualification as well as other further vocational training required for the practice of Finnair Plc's and its subsidiaries' operations (Further Vocational Training Arrangement Permit 551/530/2006, 13 December 2006). As a privately-owned educational establishment, the Aviation Academy funds its operations in accordance with government aid practices and it is a member of Business Education Establishments ELO (Elinkeinoelämän oppilaitokset Elo ry).

G4-LA11 Percentage of employees receiving regular performance and career development reviews

Performance and career development reviews cover all Finnair personnel. The PD process (Performance Dialogue) is a management tool based on biannual discussions that guide the setting and achievement of targets, the evaluation of performance and management, and development.

G4-LA12 Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity

At the end of 2015, 57 per cent of Finnair's employees were women and 43 per cent were men. Three of the seven members of Finnair's Board of Directors are women. The average age of Finnair's personnel in 2015 was 44.5 years. Of the personnel, 33 per cent were over 50 years of age, while six per cent were under 30 years of age. Finnair does not maintain statistics based on ethnicity.

All personnel

Age group	Men	Women
<30	68	218
30-50	1,378	1,537
>50	508	815

Management

Age group	Men	Women
<30	0	0
30-50	36	18
>50	15	6

G4-LA13 Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation

The base salaries of female employees were, on average, 5 per cent lower than corresponding base salaries of males in personnel groups (management and white collar employees) belonging in the scope of position evaluation (Mercer). The total number of personnel included in the comparison was 653, of which 301 (46%) are female.

Wage-setting for other personnel groups is based on payscale salaries and raises based on the number of years in service, which leads to equal levels of remuneration between men and women.

Human rights

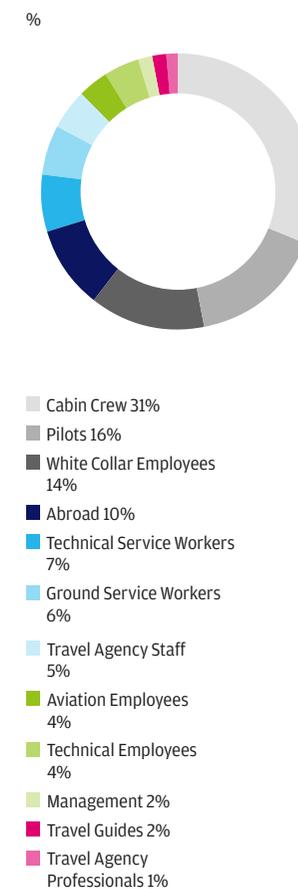
Finnair's own operations involve no significant human rights risks or impacts. However, indirect risks and implications may exist in relation to the supply chains and outsourced operations.

In order to improve the monitoring of its own operations and those of its entire supply chain, Finnair launched a project in 2015 to develop methods to assess the realisation of social responsibility and human rights and related risk assessment. See below G4-HR9.

G4-HR9 Total number and percentage of operations that have been subject to human rights reviews or impact assessments

Finnair launched a project in 2015 to develop methods to assess the realisation of social responsibility and human rights and related risk assessment. In the first phase, the current policies and procedures were reviewed against the UN Declaration of Human Rights as well as guidelines and best practices for businesses. Risks related to human rights violations in Finnair's own operations, the operations of Aurinkomatkat Suntours and the supply chain were also assessed. This project phase included interviews with key individuals representing different functions, as well as industry operators. The aim is to complete the development project in the first half of 2016. In 2015, Finnair also participated in a joint project of travel industry operators and UNICEF to examine the status of chil-

Employees by group



dren's rights within travel service production chains. The pilot phase of the project was carried out in Vietnam, and the findings of the project will be utilised in other destinations in the future.

G4-HR10 Percentage of new suppliers that were screened using human rights criteria

Finnair has its own ethical guidelines for suppliers (Supplier Code of Conduct) and subcontractors, and all suppliers are required to comply with them. All partners and subcontractors, moreover, are obliged to comply with the principles of the UN Universal Declaration of Human Rights as well as local legislation.

In the context of human rights assessments conducted in 2015, Finnair's own operations and the supply chain were screened, and the most critical suppliers and product categories were identified for audits to be conducted in spring 2016. In addition, all new suppliers will be audited in accordance with the sustainability criteria selected.

G4-HR11 Significant actual and potential negative human rights impacts in the supply chain and actions taken

The sustainability of the supply chain is of major importance for the airline as we are using partners and service providers to an increasing degree. Compliance with the UN's Universal Declaration of Human Rights and all applicable laws and statutes

is a minimum requirement. Finnair requires that its suppliers comply with similar ethical standards as the company does in its own operations. Finnair's Supplier Code of Conduct provides clear principles to ensure ethical purchasing. Responsibility aspects are considered in cooperation with the Corporate Responsibility unit.

Finnair began to conduct human rights assessments in autumn 2015, and the related risk assessments were also extended to the supply chain. Finnair joined the SEDEX cooperation agreement concerning supply chain auditing tools as part of the **oneworld** alliance. Actual supplier audits will begin in spring 2016.

Society

Aviation is a strictly regulated industry. As such, it is important for Finnair to participate in discussions and decision-making regarding its operating conditions. It is part of the company's growth strategy to aim towards securing adequate traffic rights.

Finnair pursues its interests in an ethically sustainable manner by appropriately introducing its views, perspectives and expertise. The company does not pressurise or support political decision-makers in any way in pursuing its interests. The legality and ethicality of lobbying activities is controlled as part of the company's general supervision and audit processes.

Finnair is committed to complying with international and national legislation in its operations, as well as the ethical operating principles laid out in the Code of Conduct approved in 2012. In 2014, the Group Executive Board approved additional group-wide guidelines to supplement the Code of Conduct with regard to the prevention of bribery and topics including hospitality, conflicts of interest and compliance with anti-competition regulations.

G4-S03 Total number and percentage of operations assessed for risks related to corruption and the significant risks identified

The identification and assessment of risks related to corruption are part of the general risk assessment carried out by the company and its business units. Finnair's business units conduct an analysis of risks related to corruption as part of the company's general risk survey.

G4-S04 Communication and training on anti-corruption policies and procedures

Finnair's Code of Conduct includes an anti-corruption section, and the receiving and giving of bribes is strictly prohibited. Preventing corruption is the responsibility of everyone at Finnair, including the heads of business operations and the internal audit. Finnair Flight Academy, which is responsible for the Finnair Group's general training programs, did not organise any anti-corruption training in

2015. Certain jobs at Finnair are such that they are considered to have a higher than normal risk of corruption associated with them. All those handling such tasks are offered the opportunity to participate in anti-corruption training in business units and subsidiaries. Finnair's Code of Conduct and Guidelines for Anti-Bribery, Corporate Hospitality and Hosting of Public Officials are also communicated to the employees handling such tasks. The Group's Guidelines for Anti-Bribery, Corporate Hospitality and Hosting of Public Officials specify more detailed guidelines concerning bribery and hospitality, and the Group's Conflict of Interest Guidelines cover the identification and avoidance of conflicts of interest and related conduct.

G4-S06 Total value of political contributions by country and recipient/beneficiary

Finnair does not support any political parties or persons.

Product responsibility

The aviation industry consists of a strictly regulated value chain comprised of multiple suppliers of products and services. As an airline and service company at the top of this value chain, Finnair creates added value for its customers by providing them with a comprehensive and high-quality service product in collaboration with its partners. We are responsible for transporting customers and their baggage to their destinations safely, smoothly and punctually. The most significant product responsibility aspects in the Finnair Group's operations are flight safety, food safety, responsibility for individual customers, and responsibility for the cargo carried.

G4-PR3 Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant products and service categories subject to such information requirements

Finnair's operations are regulated by numerous regulations and international agreements. For the customer, the most important product information issues relate to the conditions of carriage and customer's rights.

The duty to disclose relating to the conditions of carriage is based on the Montreal Convention, and the content of the Convention has also been codified in official regulations. Finnair's General Conditions of Carriage are enclosed with travel and cargo documents, and are also available on the company website. The special conditions for package tours are based on the EU Directive 90/314/EEC. The conditions relating to package tours provided by Finnair are to be found in tour operators' travel documents, travel brochures and websites.

The airline has a duty to communicate the passenger's rights if a passenger is denied access to a flight, the passenger's flight is cancelled or the flight is delayed. This duty is based on EC Regulation 261/2004. At the same time, the airline must inform customers of whom they can file a complaint with. Finnair complies with these regulations in its customer service operations.

A customer's protection of privacy is prescribed by the Finnish Personal Data Act 22.4.1999/523.

Links

Finnair's General Conditions of Carriage

<http://www.finnair.com/INT/GB/info/conditions-of-carriage>

Finnair Notice on Passenger Rights

<https://www.finnair.com/go/documents/PDFs/Finnair-Notice-on-Passenger-Rights-2012.pdf>

Cargo guidelines and conditions of carriage

<http://www.finnaircargo.com/en/cargo/guidelines.html>

<http://www.aurinkomatkat.fi/matkaehdot> (Aurinkomatkat general conditions of travel, in Finnish)

Montreal Convention

[http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718\(01\):FI:HTML](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:22001A0718(01):FI:HTML)

EU Package Travel Directive

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31990L0314:FI:HTML>

Minimum Air Transport Passenger Rights when passengers are denied boarding against their will or a flight is cancelled or delayed.

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32004R0261:FI:HTML>

Finnish Personal Data Act

<http://www.finlex.fi/fi/laki/ajantasa/1999/19990523?search%5Btype%5D=pika&search%5Bpika%5D=henkil%C3%B6tieto>

G4-PR5 Results of surveys measuring customer satisfaction

Finnair monitors the customer feedback it receives and reports on the feedback to the department concerned at least once per month. In urgent matters the feedback is forwarded immediately. In 2015, customer feedback was utilised in monitoring customer reactions to product and service renewals. Based on feedback, we have developed the customer experience at the airports and in the cabin, with further development areas including check-in, lounge services, inflight entertainment and inflight meal and beverage service. Proactive customer compensation in airport service has also been developed further. One of our main goals remains to improve the overall customer experience based on customer feedback, and feedback is also valuable in motivating customer service personnel.

In addition to spontaneous customer feedback, customer perceptions of the service experience on scheduled flights are monitored daily by using questionnaires, and the results are reported monthly. Finnair’s customer satisfaction survey covers all scheduled traffic destinations operated by Finnair and Norra. The survey is conducted using e-mail questionnaires based on random sampling during the 1–7 days following the flight. The survey’s key indicators are the general rating of the flight experience as well as ratings of various elements such as booking, airport services and in-flight services. On its Asian and European routes, Finnair also participates in IATA’s competitor monitoring Airs@t surveys, which track the quality of service experienced by the customer in comparison to the most important competitors.

Survey-based data plays an important role in the development of the customer experience. In 2015, Finnair’s overall customer satisfaction was close to the level seen in recent years. Of all customers completing the survey in 2015, 75 per cent rated their experience between 8 and 10 on a scale of 1–10 (76% in 2014). The strengths of the service included efficient and smooth ground services and effective transfers at Helsinki Airport. Customers also appreciate Finnair’s cabin environments – with the new A350 aircraft receiving particularly high scores – and friendly inflight service. Development areas highlighted in customer feedback include inflight entertainment and meals, and Finnair has responded to this by placing a particular focus on these areas in recent times.

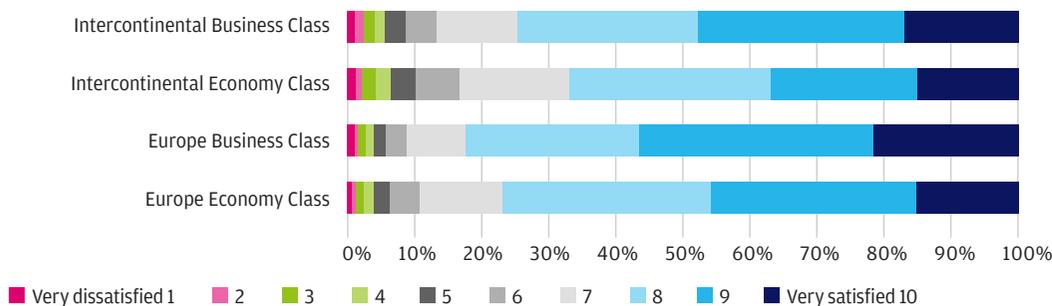
Finnair’s customer satisfaction surveys also cover the services of LSG Sky Chefs Finland. In addition to customer satisfaction surveys at the Group level, Finnair’s subsidiaries also commission their own customer satisfaction surveys.



Finnair’s arrival punctuality in 2015 was the second-highest in EMEA according to OAG statistics*

* The proportion of flights arriving within 15 minutes of their scheduled time of arrival.

Finnair’s customer satisfaction with flight as a whole in 2015



Environmental responsibility

Finnair's environmental responsibility is based on the principle of continuous improvement. Environmental responsibility is managed within the framework of the company's environmental policy and environmental management system. The Environment and Energy Policy describes the goals of environmental management. In 2014, Finnair became the first European airline to receive IATA Environmental Assessment (IEnvA) Stage 2 certification for its environmental management systems. IEnvA is an environmental management system developed by IATA for airlines, which Finnair applies to make use of the best practices in its industry.

Our environmental management system has been assessed by third-party auditors authorised by IATA who are qualified to perform audits of environmental management systems. To improve performance, Finnair has identified the key environmental aspects of its operations and set targets related to them.

Finnair's key environmental aspects are:

- Emissions from the use of jet fuel
- Flight noise
- The energy consumption of properties
- The use of anti-icing fluid
- Cabin waste

Finnair's environmental responsibility in 2015

- Finnair replaced two Airbus A340 wide-body aircraft with next-generation Airbus A350 XWB aircraft that are as much as 25 per cent more fuel-efficient than their predecessors.
- CO₂ emissions from flight operations increased by 3.2 per cent from the previous year, while available tonne kilometres (ATK) increased by 3 per cent over the same period.
- Measured by the unit-specific CO₂ emissions of revenue tonne kilometres, emissions increased by slightly less than 2 per cent from the previous year.
- The volume of waste decreased by approximately 8 per cent from the previous year.
- The total consumption of anti-icing fluid declined by 57 per cent compared to the previous year.
- Finnair incorporated the ETJ+ energy efficiency system into its environmental management system.
- The Carbon Disclosure Project (CDP) included Finnair in its Nordic Leadership Index and awarded Finnair's reporting a score of 99/100 (previous year: 96/100).
- Finnair was awarded a Gold Medal in the ICARUS sustainability competition organised by the Global Business Travel Association (GBTA) in recognition of its position as a leader in sustainability in the travel industry, whose commitment and actions have proved it is capable of providing its customer companies and passengers with travel services that are first-class from the perspective of sustainable development.



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G4-EN3 Energy consumption within the organisation

Finnair's primary energy consumption consists of the use of transport fuels. Aviation is very energy-intensive and Finnair's largest environmental load arises from flying and particularly from the use of fossil jet fuel.

Fuel consumption

In 2015, Finnair's total consumption of jet fuel increased by slightly less than 23 million kilogrammes, or approximately 3 per cent, compared to the previous year. The higher total consumption of fuel was primarily due to traffic growth and runway repairs at the Helsinki Airport. The repairs caused traffic congestion on the ground and in the air, and increased waiting times. Furthermore, Finnair had to use Stockholm as the alternate airport, which increased the reserve fuel requirement compared to normal circumstances.

Energy and heating consumption of properties

In 2015, the energy consumption of Finnair's properties amounted to 60,476 MWh. Of this amount, electricity consumption accounted for 34,294 MWh, while heating energy accounted for 26,182 MWh. Electricity consumption, and heating consumption in particular, declined significantly from the previous year. The reduced energy consumption for heating (-49%) was primarily due to the demolition of several of the company's aircraft hangars to make way for the new terminal expansion at the Helsinki Airport. In addition, the majority of Finnair's office premises are centralised at the company's head office, the energy-efficient House of Travel and Transportation (HOTT). Geothermal energy accounts for more than 80 per cent of HOTT's heating energy consumption, with the share of geothermal energy varying depending on how cold the winter is. The building is categorised in Energy Class A and it received LEED Platinum environmental certification in 2014. LEED certification is based on determining the building's performance based on its operating environment, and it also takes into account the lifecycle requirements set for the building. HOTT's modern workspaces, motion sensor based lighting and Energystar-labelled computers and displays have significantly reduced the total energy consumption of Finnair's office premises.

Finnair's fuel consumption 2009–2015

The Group's direct primary energy consumption

Jet fuel	2015	2014	2013	2012	2011	2010	2009
Jet fuel (JET A-1), kg	758,815,012	735,060,069	741,882,653	785,175,845	800,448,738	704,885,011	712,487,367
MWh	9,128,545	8,842,773	8,924,848	9,445,665	9,629,398	8,479,767	8,571,223
GJ	32,862,761	31,833,981	32,129,454	34,004,395	34,665,834	30,527,160	30,856,403
Change %	3.2	-0.9	-5.5	-1.9	13.6	-1.1	-14.3
Ground vehicles							
Petrol, diesel and fuel oil, l	53,318	55,016	61,276	366,328	1,440,112	1,926,876	1,762,795
MWh	525	542	602	3,643	14,374	19,237	17,598
GJ	125,793	138,130	149,005	288,026	763,252	853,496	938,554
Change %	-3.1	-10.2	-83.3	-74.6	-25.3	9.3	3.8
Total							
MWh	9,129,070	8,843,314	8,925,451	9,449,308	9,643,772	8,499,003	8,588,821
GJ	32,988,553	31,972,111	32,278,459	34,292,422	35,429,086	31,380,656	31,794,957
Change %	3.2	-0.9	-5.5	-2.0	13.5	-1.0	-14.3

Energy consumption of Finnair's properties 2011–2015

Energy	GJ/MWh	2015	2014	2013	2012	2011
Electricity	MWh	34,294	39,811	46,104	52,584	54,721
	GJ	123,459	143,320	165,974	189,302	196,996
Change %		-13.9	-13.6	-12.3	-3.9	-2.3
Heat	MWh	26,182	50,986	56,200	63,002	59,551
	GJ	94,257	183,550	202,320	411,379	455,072
Change %		-48.6	-9.3	-10.8	5.8	-15.4
Total	MWh	60,477	90,797	102,304	115,586	114,272
	GJ	217,716	326,869	368,294	416,110	411,379
Change %		-33.4	-11.2	-11.5	1.1	-9.6
Change from 2007, %		-48.2	-22.3	-12.5	-4.8	-2.2

G4-EN5 Energy intensity

Fuel efficiency of Finnair aircraft

Finnair has set a target of reducing its CO₂ emissions relative to revenue tonne kilometres (RTK) by 20 per cent per seat by 2017, using 2009 as the baseline.

Energy efficiency of Finnair's properties

The properties owned and leased by Finnair are located in the Helsinki Airport area. Their combined size in cubic metres was 2.5 million m³ in 2015, and the energy efficiency was 24.6 KWh/m³.

Energy consumption figures are not available for Finnair's sales offices abroad, as their energy consumption is typically invoiced as a fixed part of rent.

G4-EN6 Reduction of energy consumption

Owing to the energy-intensive nature of its operations and the resulting costs, Finnair has a strong aspiration to make its operations more energy efficient, particularly by striving to reduce jet fuel consumption. Airlines with an environmentally friendly mindset, such as Finnair, strive to operate a modern fleet. The average age of the fleet operated by Finnair was slightly over 10 years at the end of 2015. Next-generation aircraft consume approximately 20 per cent less fuel than their predecessors. The CO₂ emissions of the aircraft have also declined by a corresponding amount.

In October 2015, Finnair became the first airline in Europe to take delivery of a next-generation Airbus A350 XWB wide-body aircraft. By the end of 2015, Finnair had replaced two of its Airbus A340 wide-body aircraft with the new aircraft. In addition to providing a first-class travel experience, the new Airbus A350 XWB aircraft offer 20 per cent more cargo and passenger capacity than their predecessors, and are approximately 25 per cent more efficient than their predecessors in terms of fuel consumption. The fleet investment, which is the most significant in the company's history, will see Finnair take delivery of a total of 19

Airbus A350 XWB aircraft. They support the company's pursuit of the target of reducing CO₂ emissions by 20 per cent per one hundred tonne kilometres flown by 2017, using 2009 as the baseline.

In addition to fleet modernisation, Finnair strives to continuously improve fuel efficiency by other means. The ongoing fuel conservation program has achieved a reduction of several per cent in jet fuel consumption in recent years. A 2 per cent increase in fuel efficiency in Finnair's traffic corresponds to approximately 15 million kilogrammes of fuel, which in turn corresponds to a reduction of nearly 50 million kilogrammes of CO₂.

The most significant factor affecting the fuel consumption of an aircraft is its weight. The use of new technology and high-quality lightweight materials have enabled Finnair to reduce the empty weight of its aircraft, and weight is a key consideration in all purchases related to aircraft equipment.

Fuel efficiency of Finnair aircraft 2009–2015

	2015	2014	2013	2012	2011	2010	2009
Consumption, tonnes	758,815	735,060	741,883	785,176	800,449	704,885	712,487
g/RPK*	32.5	32	32.2	33.8	36.3	35.1	36
g/ASK*	26.5	25.9	25.9	26.4	26.8	27	27.3
g/RTK	272	270	270	281.2	297.1	283	313.5
g/ATK	180.4	178.7	178	182.2	183.7	184.7	183.7

RPK = revenue passenger kilometres ASK = available seat kilometres RTK = revenue tonne kilometres, i.e. capacity use according to payload weight

ATK = available tonne kilometres, i.e. capacity according to payload weight

* RPK and ASK describe passenger traffic performance and RTK and ATK describe performance according to payload capacity (passengers+cargo)

Finnair has also invested in fuel efficiency in its operational functions. For example, single engine taxiing is used whenever possible, and the use of APU engines (the auxiliary power unit, or APU, generates electricity and pressurised air for various aircraft systems) has been optimised to reduce emissions and noise. These measures alone result in annual fuel savings of several million kilogrammes.

In addition to various fuel efficiency projects, Finnair continued its economical flying training program introduced in 2012 and aimed at all Finnair pilots. The aim of the training is to implement consistent operating practices and disseminate information on the factors that influence overall flight economy. These include optimal airspeed and altitude, as well as continuous descent approach (CDA). Finnair's flight planning is also aimed at achieving optimal fuel efficiency by selecting the most economical route alternatives when possible.

Finnair engages in international cooperation on multiple fronts with the aim of increasing the efficiency of airspace use and introducing new flight paths on routes used by Finnair to improve fuel efficiency.

In March, Finnair participated in the international Earth Hour for the seventh time by switching off its advertising lights at the airport and in various properties for a whole weekend and informing personnel of ways to conserve energy when at work as well as when off duty.

In October, Finnair organised its annual energy conservation week, during which information and energy conservation tips were disseminated through the company's internal communication channels. Every day of the week had its own theme, and in relation to each theme personnel were encouraged to discuss and consider the significance of energy conservation as well as new ways to save energy.

Finnair Facilities Management is part of an energy efficiency agreement between the Confederation of Finnish Industries, the Finnish Ministry of Employment and the Economy and industry associations. The parties to the agreement are committed to reducing properties' energy consumption by 9 per cent from the 2007 level by 2016. This target was

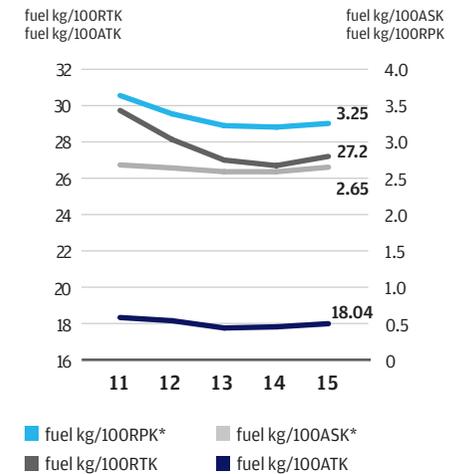
already exceeded in 2014. The reduction in the energy consumption of properties is the result of continuous energy efficiency improvement measures at various properties. The decommissioning and demolition of the oldest aircraft hangars has also made a significant contribution to the reduction of energy consumption in recent years.

In 2015, Finnair integrated the ETJ+ energy efficiency system into its environmental management system. ETJ+ is a tool that offers a systematic approach to the continuous improvement of energy efficiency. With the implementation of the new system, the company also set a new energy efficiency target: Finnair will strive to keep the energy consumption of its properties during the following years at the 2015 level. This target is based on the assessment that the continued reduction of overall energy consumption is unlikely in the present conditions. This is primarily due to two reasons: Firstly, significant investments and measures to improve energy efficiency have already been implemented over recent years at the properties owned by Finnair. Secondly, higher production volume will see the company's energy requirements increase going forward.

Finnair is evaluating the possibility of establishing a biofuel hub at Helsinki Airport. The company is part of a project led by the Finnish Ministry of Transport and Communications that also includes Finavia and Neste Oil as partners. Finland is very well positioned to be among the first countries in the world to introduce biofuels in broader and continuous use in aviation. The survey conducted by the project identified renewable biobased diesel as a potential alternative to biokerosene due to its lower investments required for continuous production, and therefore lower costs. Renewable biobased diesel has not yet received international approval for use as aviation fuel, but the approval process is underway. Estimates indicate that, if the process progresses smoothly, renewable biobased diesel could be approved for aviation use in 2016.

Finnair is also an active member of the Nordic Initiative for Sustainable Aviation working group comprised of Nordic airlines, airport operators and government ministries who are working together with aircraft manufacturers to expedite the development of biofuel in the aviation industry.

Passenger and payload traffic fuel efficiency 2011-2015



RPK = revenue passenger kilometres
 ASK = available seat kilometres
 RTK = revenue tonne kilometres, i.e. capacity use according to payload weight
 ATK = available tonne kilometres, i.e. capacity according to payload weight

RPK and ASK describe passenger traffic performance and RTK and ATK describe performance according to payload capacity (passengers + baggage + cargo).

* Fuel consumption adjusted to passenger traffic.

It is important for Finnair to find an ecologically, financially and socially sustainable fuel solution. The projects that are currently underway play a significant role in achieving this objective.

G4-EN7 Reductions in energy requirements of products and services

In-flight service product

The roll-out of the Airbus A350 aircraft saw Finnair include new elements in its in-flight service concept to emphasise clean Nordic nature and Finnair's way of working. Finnair wants to differentiate itself by freshness and authenticity.

In addition to the launch of new meal concepts, next-generation light-weight trolleys were introduced in all of Finnair's traffic areas. They provide significant savings in fuel consumption and improve cabin ergonomics. At the same time, Finnair introduced new lean-on trays that support more efficient use of trolley space.

Finnair initiated expanded bonded store operations in 2015. Products used in restocking aircraft at outstations are now transported to 11 year-round destinations in three-month intervals, which means that the products do not need to be flown back and forth from Helsinki.

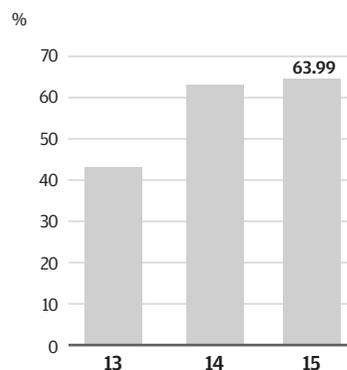
Flight noise

One typical adverse environmental effect of air transport is noise. The noise produced by aircraft is mainly engine noise and aerodynamic noise. The level of engine noise is greater in takeoffs, while the level of aerodynamic noise grows during approaches.

Finnair has reduced noise by modernising its fleet and by scheduling takeoffs and landings at less undesirable times from a noise perspec-

tive. However, Finnair also operates flights in the evenings and at night, at which times noise is perceived to be more disruptive. The use of the continuous descent approach (CDA) also helps reduce flight noise within 10 kilometres of the airport. However, the use of CDA requires uncongested airspace and good weather conditions. During the busiest afternoon hours at Helsinki Airport, for example, the parallel approaches used in landing mean that using CDA is not possible.

CDA-approaches to Helsinki 2013-2015*



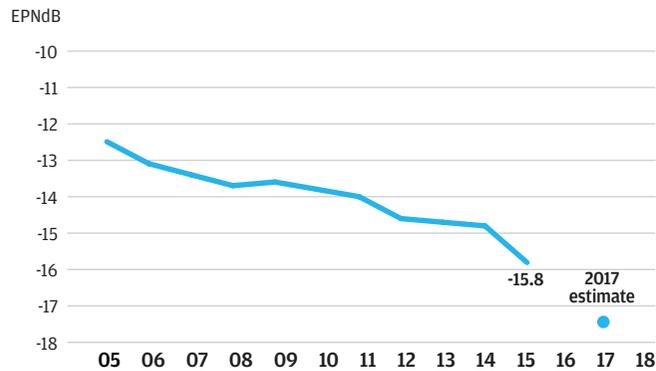
* An approach qualifies as CDA if the duration of the horizontal flight stage at altitudes under 1,800 metres is less than 30 seconds. The figures reflect the number of continuous descent approaches by Finnair's fleet.

The International Civil Aviation Organisation (ICAO) has specified noise certification limits for aircraft and their engines. 90 per cent of Finnair's fleet is compliant with the specifications for Chapter 4, which is the newest and quietest ICAO noise category. The remaining 10 per cent of Finnair's aircraft are categorised in Chapter 3.

Finnair is evaluating the possibility of establishing a biofuel hub at Helsinki Airport.

Finnair fleet noise development

(cumulative margin to ICAO Annex 16 Chapter 3 EPNdB limit)



Other products and services

In 2014, some 70 per cent of the invoices received by the Finnair Group were eInvoices, and only 30 per cent of supplier invoices were PDF attachments or paper invoices.

Among Finnair's subsidiaries, the SMT travel agency is also actively involved in responsible business projects. The company is represented in several Finnish corporate responsibility organisations and the Global Business Traveller Association's (GBTA) ICARUS project, which includes a CO₂ group aiming to produce comparable carbon footprint indicators for various service products in the business travel market.

SMT trains its personnel and provides assistance and guidance to customers on environmentally friendly business travel. The popularity of these services has increased, and the product range was reviewed in

2014. SMT offers, independently or in cooperation with its partners, various emissions calculators concerning air travel, hotel accommodation and events to allow its customers to monitor their carbon footprint. Customers can also offset their carbon footprint through SMT via the Finnish Nordic Offset system. Events booked through SMT can be implemented in an environmentally friendly manner. Environmental considerations are taken into account according to customer wishes with regard to transportation, meeting facilities, meal and beverage service, event programming and other services.

SMT also offers its customers extensive consulting services on environmentally friendly travel. The consulting involves analysing the customer's current travel processes and their environmental impacts, and presents ways to reduce the carbon footprint through sensible travel policy decisions.

G4-EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas

Finnair takes environmental aspects into consideration on the ground and in the air. Besides energy solutions that reduce the environmental load, Finnair's environmental strategy also includes the preservation and promotion of natural diversity, known as biodiversity thinking. In 2015, Finnair participated in the biodiversity Master Class organised by the FIBS Corporate Responsibility Network and the Ministry of the Environment. The company assessed the ecosystem services, or benefits provided to people by nature, that are most relevant to its business, as well as its most significant impacts on them. Of the different categories of ecosystem services, cultural services and regulating services are the most relevant to Finnair's business. Cultural services include tourism, spiritual value and aesthetic value. Regulating services include the regu-

 *Approximately 90 per cent of Finnair's fleet is compliant with Chapter 4 specifications, which is the quietest ICAO noise category.*

lation of air quality and the climate, disease control, pest control and pollination.

Finnair has two business areas: airline business and travel services. Both of the business areas benefit from ecosystem services in various ways. Cultural services are particularly important for travel services. Accordingly, Finnair's travel agencies have participated in various local projects to maintain biodiversity at various destinations for several years.

In planning its destination programs, Aurinkomatkat Suntours carefully evaluates their potential effects on the environment and biodiversity. The operations aim to avoid excursions to sites where visits could pose a threat to biodiversity. Customers are informed at destinations on appropriate conduct to preserve biodiversity.

For several years, Finnair has also actively supported a rain forest reforestation project in Madagascar in collaboration with the Finnish Association for Nature Conservation, despite the fact that the company does not operate any flights to the area.

In the airline business segment, Finnair supported both cultural and regulating services in 2015 by prohibiting the transportation of hunting trophies or memorabilia originating from endangered species or their parts in its cargo network.

The significance of biodiversity in Finnair's airline business will be highlighted further in the coming years through measures related to the mitigation of climate change. When biofuels replace fossil fuels in the future, the company wants to ensure that the primary production of the raw materials of the renewable energy sources it uses is in line with the principles of sustainable development and does not compromise ecosystem services. This must be taken into account, for example, in the manufacturing of biofuel by ensuring that arable land used for growing

food crops is not used to produce raw material for biofuel, which would result in either the clearing of forests or wetlands to create space for food production or a decline in food production. This phenomenon is referred to as indirect land use change (ILUC) caused by biofuels.

Regulating services have a significant impact on both the airline business and travel services. The local decline of biodiversity erodes the operating conditions of the tourism industry and increases the risk of infectious diseases. Climate change can also lead to an increase or exacerbation of extreme weather phenomena, which in turn could restrict aviation or, in the worst case, prevent it entirely in some parts of the world.

International cargo operations by both air and sea adhere to the International Standards for Phytosanitary Measures prescribed by the Food and Agriculture Organisation (FAO), which regulate, among other things, the quality and characteristics of timber used in logistics. Timber must be treated so that no parasites or insect pests are transported along with it. Correctly-treated timber is also stamped in the manner required by the standard.

G4-EN15 Direct greenhouse gas (GHG) emissions (Scope 1)

Nearly all of Finnair Group's greenhouse gas emissions arise from flight operations. Flying primarily causes two kinds of direct greenhouse gas emissions: carbon dioxide and water vapour. Water vapour is the most important greenhouse gas in the atmosphere, but it is not generally examined directly as a human-derived greenhouse gas emission, because the water vapour in the atmosphere is mainly the result of natural evaporation. Air transport is in a special position in this respect because the water vapour generated by the engines is released high in the atmosphere, which increases the atmosphere's H₂O content above the cloud layer. However, not much is yet known about the potential impacts of water vapour emissions from aviation.

Finnair wants to ensure that the primary production of the raw materials of the renewable energy sources it uses is in line with the principles of sustainable development.

In 2015, the greenhouse gas emissions of Finnair's own fleet amounted to approximately 2,390,267 tonnes of carbon dioxide. This figure does not include wet lease operations, which refers to Finnair flights operated with leased aircraft and crew when the company's own equipment is unavailable.

Finnair's direct greenhouse gas emissions 2013–2015

CO ₂ , tonnes	2015	2014	2013
Flying, AY	2,390,267	2,315,439	2,336,930
Ground equipment, AY	139,538	143,867	160,046
Total	2,390,406	2,315,583	2,337,090
Change %	3.2	-0.9	-5.5

G4-EN16 Energy indirect greenhouse gas (GHG) emissions (Scope 2)

The energy consumption of buildings accounts for more than a third of Finland's total greenhouse gas emissions. Finnair uses means such as repairs and alterations, as well as user training, to ensure the energy efficiency of its business premises in order to mitigate the greenhouse gas emissions arising from the energy consumption of its buildings.

Of the district heating energy used by Finnair, 29 per cent was produced by natural gas, 42 per cent by coal, 1 per cent by heavy fuel oil and 28 per cent by mixed waste. In 2015, the CO₂ emissions arising from the production of heating energy amounted to 6,414 tCO₂, calculated according to the emission factor reported by the heating energy supplier (245 kg CO₂e/MWh).

Finnair buys electricity from the electricity derivatives market via the Finnish national grid. According to the company that maintains the grid, most of the production is carbon neutral, but part is produced by fossil fuels. Of the electrical energy used by Finnair, 11.9 per cent was produced by natural gas, 33.7 per cent by coal, 0.5 per cent by peat, 26 per cent by hydroelectric power, 1.8 per cent by wind power, 0.3 per

cent by bioenergy, 15.4 per cent by nuclear power, and 10.1 per cent by waste or some other fuel. The CO₂ emissions attributable to the production of electrical energy were 7,544 tCO₂, calculated according to the emission factor for average electricity purchasing in Finland (220g CO₂e/MWh).

Finnair's indirect greenhouse gas emissions 2013–2015

CO ₂ , tonnes	2015	2014	2013
Electricity	7,544	8,877	10,281
Heat	6,415	14,428	15,905
Total	13,959	23,305	26,186
Change %	40.10	11.0	14.22

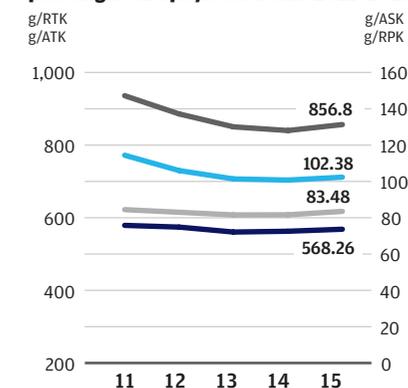
G4-EN17 Other indirect greenhouse gas (GHG) emissions (Scope 3)

The most significant proportion of Finnair's other indirect greenhouse gas emissions arises from air traffic purchased from Nordic Regional Airlines (Norra). In 2015, Norra consumed a total of 92,530 tonnes of jet fuel in operating Finnair flights. This corresponds to approximately 291,473 tonnes of CO₂ emissions.

The greenhouse gas emissions arising from the production of jet fuel constitute another significant proportion of Finnair's indirect greenhouse gas emissions balance. More than 60 per cent of the jet fuel used by Finnair and Norra is produced at the Neste oil refinery in Porvoo's Kilpilahti district. The greenhouse gas emissions arising from the production and transport of jet fuel amounted to an estimated 521,951 tonnes of CO₂ in 2015.

The purchases of Airbus A350 XWB wide-body aircraft represented Finnair's most significant investment in 2015. The indirect greenhouse gas emissions arising from the manufacture of three aircraft represent an estimated 6,363 tonnes of CO₂ on Finnair's emissions balance.

Unit-specific CO₂ emissions, relative to passenger and payload traffic 2011–2015



■ g/RTK ■ g/ASK ■ g/RTK ■ g/ATK

RPK = revenue passenger kilometres
 ASK = available seat kilometres
 RTK = revenue tonne kilometres, i.e. capacity use according to payload weight
 ATK = available tonne kilometres, i.e. capacity according to payload weight

RPK and ASK describe passenger traffic performance and RTK and ATK describe performance according to payload capacity (passengers + baggage + cargo).

Adjusted to passenger traffic.

At the end of 2015, Finnair had a total of 642 leasing cars. Their combined emissions amounted to 1,592 tonnes of CO₂, which is 22 per cent lower than in the previous year.

Commuting by Finnair employees caused an estimated 4,421 tonnes of CO₂ emissions in 2015. Business travel primarily involves the company's own flights, the emissions of which are reported under Scope 1.

The CO₂ emissions caused by crew transportation between outstation airports and hotels as well as hotel accommodation totalled 2,888 tonnes in 2015.

Finnair's indirect CO₂ balance also includes the capacity purchased from other operators by Finnair Cargo. In 2015, this cargo capacity produced approximately 4,579,931 tonnes of CO₂ in total. The amount includes cargo flights that were operated solely due to Finnair Cargo.

Information on truck transport used by Finnair Cargo is absent from this report. Finnair Cargo purchases transport services from truck companies, and the statistical practices of these companies do not allow actual emissions to be calculated at present. Finnair Cargo's main partners in truck traffic use vehicles classified as EURO 4 at a minimum.

When there is humidity in the air and the temperature is close to or below freezing, airlines use de-icing and anti-icing to ensure the safety of their operations. De-icing involves cleaning all impurities on the exterior of the aircraft, while anti-icing involves spraying the exte-

rior with a protective substance, propylene glycol (hereafter referred to as glycol), to prevent ice from accumulating on it. In 2015, the total consumption of glycol was 451,000 litres, and the water mixed with glycol amounted to 736,221 litres. The number of de-icing and anti-icing treatments during the year was 1,815. The greenhouse impact of glycol could not be estimated.

In addition to fuel, significant material flows are also generated by Finnair's subcontractor LSG Sky Chefs Finland Oy. The emissions arising from these materials, such as food and beverages served on flights, were not reported in 2015. The greenhouse impacts of the material flows could not be estimated.



The combined emissions from Finnair's leasing cars decreased by 22 per cent from the previous year.



The number of de-icing and anti-icing treatments during the year was 1,815.

LSG's material flows in 2015**Food and beverages by product group, 2015**

Product group	Quantity	Unit
Water and juice	2,300,000	litre
Ready-to-eat meals	660,000	kg
Dairy products	230,000	litre
Fruit and vegetables	180,000	kg
Bakery products	100,000	kg
Dry products	40,000	kg
Meat	30,000	kg
Coffee and tea	17,000	kg
Cheese	15,000	kg
Fish and shellfish	28,000	kg
Sweets and snacks	40,000	kg
Fats and oils	10,000	kg

Purchases of supplies by product group, 2015

Product group	Quantity	Unit
Chemicals	830,000	kg
Plastic	250,000	kg
Paper	330,000	kg
Cardboard	50,000	kg
Textiles	90,000	kg
Metal	75,000	kg
Porcelain	23,000	kg
Glass	9,000	kg

G4-EN18 Greenhouse gas (GHG) emissions intensity

The emissions intensity of an aircraft goes hand in hand with its energy intensity. In other words, as the energy consumption of the aircraft increases, its emissions increase proportionately.

The ratios for jet fuel and the energy consumption of properties are reported under EN5 Energy intensity.

G4-EN19 Reduction of greenhouse gas (GHG) emissions

Finnair achieved a reduction of 145,932 tonnes in direct greenhouse gas emissions (Scope 1) by the end of 2015, using 2009 as the baseline. Other indirect greenhouse gas emissions (Scope 3) arising from fuel production have decreased proportionately.

Reducing energy consumption at its properties, in turn, has enabled the company to reduce its energy indirect greenhouse gas emissions (Scope 2) by 9,346 tonnes.

In winter 2015, Finnair implemented CheckTime, a solution developed by the Finnish company Vaisala that uses the accurate weather analysis equipment at airports to measure the water value of rainfall and, based on the measurement results, calculates the saturation point for de-icing and anti-icing fluids. By implementing the CheckTime solution and training employees who use anti-icing fluids, Finnair aims to reduce its relative glycol consumption by 40 per cent by the end of 2016, using 2006 as the baseline, without compromising on safety. In 2015, glycol consumption fell by 57 per cent compared to the previous year. In addition to the new methods, another factor contributing to the decreased use of de-icing fluid was the mild weather: the early spring and the mild weather at the end of the year.

CO₂ *Finnair's direct GHG emissions (Scope 1) during 2015 have decreased by almost 150,000 tonnes from year 2009 level.*

G4-EN21 NO_x, SO_x, and other significant air emissions

Besides carbon dioxide, nitrogen oxides (NO_x) are the most significant air emission arising from flying. NO_x emissions arise in combustion processes that take place at high temperatures.

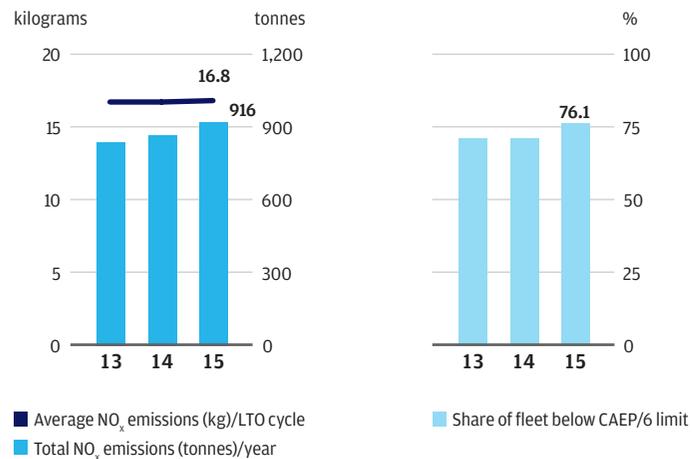
Nitrogen oxides contribute to the formation of ozone in the lower atmosphere, but destroy methane, which is a powerful greenhouse gas, in the atmosphere. The impact of nitrogen oxides is complex and in many respects still not fully understood.

Finnair changed its calculation method for nitrogen oxides (NO_x) in 2015. The basis of the calculation of NO_x emissions produced by the engines of Finnair aircraft is the aircraft engine-specific emission database compiled by the UN International Civil Aviation Organisation (ICAO). The database covers the NO_x emissions of different engine types during one internationally defined landing-takeoff cycle (LTO) up to the altitude of 915 metres (3,000 feet). ICAO has set a CAEP/6 target level for NO_x emissions, and Finnair monitors the achievement of this target by using the percentage indicator "Proportion of the fleet represented by aircraft that are under the CAEP/6 limit". The calculation covers Finnair's own fleet and does not account for emissions by external flight operators in Finnair's purchased traffic (such as wet leases involving Finnair leasing an aircraft and its crew).

In addition to NO_x emissions, Finnair's operations give rise to volatile organic compound (VOC) emissions. VOC emissions are harmful to the environment by, for example, contributing to the formation of ozone in the lower atmosphere. Lower-atmosphere ozone, moreover, is harmful to both human and animal health and flora. The VOC emissions from Finnair's technical operations have declined significantly in recent years. The most significant individual factor in this decline is the discontinuation of aircraft painting operations. Finnair Technical Operations (FTO) nevertheless maintains the capacity to paint aircraft in order to prepare for unexpected incidents. FTO holds an environmental permit granted by the environmental protection authorities, which regulates the use of volatile solvents and specifies limits for emissions.

In 2015, FTO's VOC emissions totalled 3.51 tonnes, remaining below the allowed limit.

Fleet's NO_x emissions 2013-2015



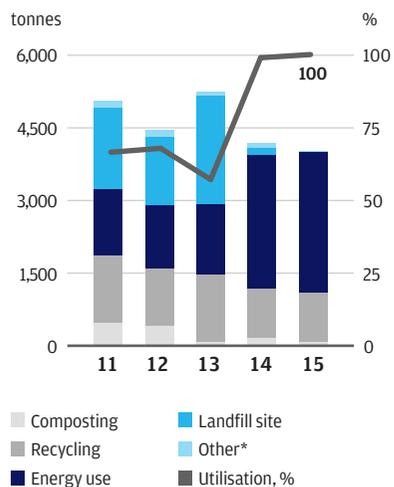
G4-EN23 Total weight of waste by type and disposal method

The total amount of waste generated by Finnair decreased by approximately 5 per cent, or over 200 tonnes, from the previous year. The reduction in the total weight of waste is primarily attributable to service concept changes involving free snack/meal services being replaced by the Sky Bistro concept on European flights and leisure flights operated with narrow-body aircraft.

The company also placed even more focus on waste recovery and sorting. Finnair has set waste management objectives of increasing waste recovery, cost efficiency and safety, as well as reducing the volume of waste. In practice, this means that waste will be utilised as either energy or material.

As a rule, waste generated by Finnair's operations is no longer disposed of in landfills in Finland. The combination of mixed waste and energy waste is made possible by the thermic processing of waste at Ekokem's power plants in Riihimäki. Unlike before, food waste originating from outside of the EU that is subject to the EU by-products Regulation can now also be directed to thermic processing, allowing it to be utilised with other waste in generating district heating and electricity.

Amounts of waste and utilisation percentage 2011-2015



* Other waste means re-utilised waste directed to further processing. The proportions of each waste segment are not known. Other waste is considered recyclable waste.

G4-EN24 Total number and volume of significant spills

One significant spill occurred in 2015, with approximately 3,100 litres of propylene glycol used for aircraft anti-icing being released into drains and subsequently to the water treatment plant.

The number of smaller propylene glycol spills recorded during the year was 18. Combined, these smaller spills caused the release of approximately 1,200 litres of de-icing fluid onto the apron, the majority of which was collected using Finavia's maintenance equipment. The sizes of the smaller spills ranged from 20 to 100 litres.

There was also one fuel spill in conjunction with aircraft refueling, but the fire department managed to collect the majority of the fuel spilled on the apron.

G4-EN29 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations

Finnair was not subject to any fines or other sanctions for non-compliance with environmental laws and regulations during the reporting period.

The background is a blurred photograph of an airplane cockpit. A large, white, outlined text overlay is centered on the image. The text reads "GLOBAL COMPACT AND GRI CONTENT INDEX". The cockpit elements, including the instrument panel and a window showing a runway, are visible but out of focus.

GLOBAL COMPACT AND GRI CONTENT INDEX

Global Compact content index

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of core values in the areas of human rights, labour standards, the environment, and anti-corruption:

Human Rights		Location
Principle 1:	Businesses should support and respect the protection of internationally proclaimed human rights; and	p. 18-19; AR p. 85-89
Principle 2:	make sure that they are not complicit in human rights abuses.	p. 18-19; AR p. 85-89
Labour		
Principle 3:	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	p. 12-13; AR p. 85-89
Principle 4:	the elimination of all forms of forced and compulsory labour;	p. 12, 19; AR p. 85-89
Principle 5:	the effective abolition of child labour; and	p. 12, 19; AR p. 85-89
Principle 6:	the elimination of discrimination in respect of employment and occupation.	p. 12-14; AR p. 85-89
Environment		
Principle 7:	Businesses should support a precautionary approach to environmental challenges;	p. 22; AR p. 85-89
Principle 8:	undertake initiatives to promote greater environmental responsibility; and	p. 22, 24-28; AR p. 85-89
Principle 9:	encourage the development and diffusion of environmentally friendly technologies	p. 22, 24-28; AR p. 85-89
Anti-Corruption		
Principle 10:	Businesses should work against all forms of corruption, including extortion and bribery.	p. 19-20; AR p. 85-89

GRI G4 content index

Code	GRI content	Location	Further information
General standard disclosures			
Strategy and analysis			
G4-1	Statement from the CEO	Annual Report p. 3-4	
G4-2	Description of key impacts, risks, and opportunities	Annual Report p. 9-17	
Organisational profile			
G4-3	Name of the organisation	Finnair Oyj	
G4-4	Primary brands, products and services	Annual Report p. 5-6	
G4-5	Location of the organisation's headquarters	Tietotie 9A, Helsinki Airport, 01053 Finnair, Suomi	
G4-6	Number of countries where the organisation operates, and names of countries where either the organisation has significant operations or that are specifically relevant to the sustainability topics covered in the report	Annual Report p. 5	
G4-7	Nature of ownership and legal form	Annual Report p. 5	
G4-8	Markets served	Annual Report p. 5	
G4-9	Scale of reporting organisation	Annual Report p. 5; 23	
G4-10	Total number of employees and breakdown by employment type, employment contract, region and gender	p. 13	
G4-11	Percentage of total employees covered by collective bargaining agreements	p. 13	
G4-12	Description of the organisation's supply chain	Annual Report p. 5; 17	
G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain	Annual Report p. 25-36	
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organisation	Annual Report p. 90-100	
G4-15	List of externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses	Annual Report p. 3-4; 18-19; 85-90	
G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation is active	Annual Report p. 18; 85-90	
Identified material aspects and boundaries			
G4-17	Entities included in the organisation's consolidated financial statements	p. 6-7	
G4-18	Process for defining the report content and the aspect boundaries	p. 4-5; Annual Report p. 20	
G4-19	Material aspects identified	p. 4-5; Annual Report p. 20	
G4-20	Aspect boundary within the organisation for each material aspect	p. 4-7; Annual Report p. 20	
G4-21	Aspect boundary outside the organisation for each material aspect	p. 4-7; Annual Report p. 20	
G4-22	Explanation of the effect of any restatements of information provided in previous reports, and the reasons for such restatements	p. 6-7; Annual Report p. 25-35	
G4-23	Significant changes from previous reporting periods in the scope and aspect boundaries	p. 6-7; Annual Report p. 25-35	
Stakeholder engagement			
G4-24	List of stakeholder groups engaged by the organisation	Annual Report p. 18	
G4-25	Basis for identification and selection of stakeholders with whom to engage	Annual Report p. 18-20	
G4-26	Organisation's approach to stakeholder engagement	Annual Report p. 18	
G4-27	Key topics and concerns raised through stakeholder engagement, and how the organisation has responded to them	Annual Report p. 20	

Code	GRI content	Location	Further information
Report profile			
G4-28	Reporting period for information provided	1.1.2015-31.12.2015	
G4-29	Date of most recent previous report	March 2015	
G4-30	Reporting cycle	Annually	
G4-31	Contact point for questions regarding the report or its content	Communications, Finnair Plc Tietotie 9, 01053 Finnair. comms(a)finnair.com	
G4-32	GRI content index	p. 36-39	
G4-33	Policy and current practice with regard to seeking external assurance for the report		No external assurance has been sought for the report
Governance			
Governance structure and composition			
G4-34	Governance structure of the organisation, including committees of the highest governance body	Annual Report p. 90-100	
Ethics and integrity			
G4-56	Description of the organisation's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Annual Report p. 12-17; 85	
Specific standard disclosures			
Disclosures on management approach			
DMA	General disclosure on management approach	Annual Report p. 85-90	
Economic indicators			
Economic performance			
G4-EC1	Direct economic value generated and distributed	p. 9	
G4-EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	p. 10	
G4-EC3	Coverage of the organisation's defined benefit plan obligations	p. 10	
G4-EC4	Financial assistance received from government	p. 11	
Indirect economic impacts			
G4-EC8	Significant indirect economic impacts, including the extent of impacts	Annual Report p. 16; 86	
Procurement practices			
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	p. 10	
Environmental indicators			
Energy			
G4-EN3	Energy consumption within the organisation	p. 23	
G4-EN5	Energy intensity	p. 24	
G4-EN6	Reduction of energy consumption	p. 24-26	
G4-EN7	Reductions in energy requirements of products and services	p. 26-27	
Biodiversity			
G4-EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	p. 27-28	

Code	GRI content	Location	Further information
Emissions			
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	p. 28-29	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	p. 29	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	p. 29-31	
G4-EN18	Greenhouse gas (GHG) emissions intensity	p. 31	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	p. 31	
G4-EN21	NO _x , SO _x and other significant air emissions	p. 32	
Effluents and waste			
G4-EN23	Total weight of waste by type and disposal method	p. 32-33	
G4-EN24	Total number and volume of significant spills	p. 33	
Compliance			
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	p. 33	
Social indicators			
Labor practices and decent work			
Employment			
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	p. 13	
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	p. 13	
Labor/management relations			
G4-LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	p. 14	
Occupational health and safety			
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	p. 14	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and gender	p. 14	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	p. 15-16	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	p. 16	
Training and education			
G4-LA9	Average hours of training per year per employee by gender and by employee category	p. 16	
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	p. 17-18	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	p. 18	
Diversity and equal opportunity			
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	p. 18	
Equal remuneration for women and men			
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	p. 18	

Code	GRI content	Location	Further information
	Human rights		
	Assessment		
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	p. 18-19	
	Supplier human rights assessment		
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	p. 19	
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	p. 19	
	Society		
	Anti-corruption		
G4-S03	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	p. 19	
G4-S04	Communication and training on anti-corruption policies and procedures	p. 19-20	
G4-S05	Confirmed incidents of corruption and actions taken	p. 39	No incidents
	Public policy		
G4-S06	Total value of political contributions by country and recipient/beneficiary	p. 20	
	Anti-competitive behaviour		
G4-S07	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	p. 39	No incidents
	Compliance		
G4-S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	p. 39	No incidents
	Product responsibility		
	Customer health and safety		
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	70%; Annual Report p. 88-89	
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	p. 39	No incidents
	Product and service labeling		
G4-PR3	Type of product and service information required by the organisation's procedures for product and service information and labelling, and percentage of significant product and service categories subject to such information requirements	p. 20	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	p. 39	No incidents
G4-PR5	Results of surveys measuring customer satisfaction	p. 21	
	Marketing communications		
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship, by type of outcomes	p. 39	No incidents
	Customer privacy		
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	p. 39	One incident
	Compliance		
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	p. 39	No incidents
OWN	Punctuality	p. 21; Annual Report p. 7	