



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

United Nations Global Compact – COMMUNICATION ON PROGRESS by Ryanair for the period November 2020 to November 2021

1. STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

5 November 2021

To our stakeholders:

I am pleased to confirm that Ryanair reaffirms its support for the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.

Yours sincerely,



Michael O'Leary
Ryanair Group CEO

2. DESCRIPTION OF ACTIONS

2.1 Actions that the Ryanair Group ("Ryanair" and the "Company") has taken in the area of **Human Rights** include the following:

2.1.1 Ryanair operates according to its Code of Business Conduct & Ethics. In the introductory statement, the Code provides that:

- Ryanair is committed to conducting business in an ethical fashion that complies with all laws and regulations in the countries in which Ryanair operates. As employees and representatives of Ryanair, we must consider how our actions affect the integrity and credibility of the Company as a whole. This Code of Business Conduct & Ethics sets out the principles that constitute our way of doing business. In addition to the Code of Business Conduct & Ethics, employees are also bound by the terms of the "Rough Guide to Ryanair" which contains employees' terms and conditions of employment with Ryanair as amended from time to time.
- The Chief Executive Officer ("CEO") and management at all levels of Ryanair are responsible for ensuring adherence to this Code. They are expected to promote an "open door" policy so that they are available to anyone with ethical concerns, questions or complaints. All concerns, questions, and complaints will be taken seriously and handled promptly, confidentially and professionally.
- Any significant deviations from this Code will be reported to the Audit Committee. Amendments to this Code will be reviewed and approved by the Audit Committee. For executive officers, only the Board of Directors may grant a waiver of a provision of this Code.

2.1.2. Regarding human rights, the following standards of conduct are enforced at all levels within Ryanair:

- Slavery and human trafficking statement – Ryanair does not tolerate any infringement of human rights, including the use of forced, compulsory or trafficked labour, or anyone held in slavery or servitude (whether adults or children) in any part of our business or supply chain. We endeavour to only use suppliers that adhere to these principles and provide a safe and healthy environment for their employees.
- Discrimination & harassment – The working environment created by Ryanair promotes equal employment opportunities and prohibits discriminatory practices, including harassment (sexual, physical or verbal). Employees and candidates will be judged on the basis of their behaviour and qualifications to perform their jobs, without regard to race, gender, religion, disability, age, marital status, sexual orientation, political beliefs or any other characteristic protected by applicable laws.

2.2 Actions that Ryanair has taken in the area of **Labour** include the following:

2.2.1 Ryanair's Code of Business Conduct & Ethics provides that:

- Employment laws & regulations – Ryanair is committed to the fair and equitable treatment of all employees and abides by employment laws in the countries in which it does business.
- Health & safety laws & regulations – Ryanair strives to provide its employees with a safe and healthy working environment. Ryanair will conform to all applicable laws and regulations relating to workplace health and safety. Every employee is responsible for complying with the law, with safe work practices and with the Ryanair Health & Safety policies in order to ensure their own health and safety. All employees must use all safety equipment as may be required in the normal course of their work.

2.2.2. Industrial relations:

- Since joining in the UN Global Compact in 2017, Ryanair has made significant changes in the area of industrial relations. Prior to December 2017, Ryanair had followed a long-standing practice of collective bargaining which involved direct engagement with employees and formal Ryanair/employee collective agreements, negotiated by individual base. In December 2017, Ryanair changed this policy and announced that it would pursue negotiations through trade union bargaining. Since this time, rapid progress has been made. Recognition and/or substantive collective agreements have been signed with unions representing pilots and cabin crew in numerous countries, including Ireland, the UK, Belgium, Germany, Greece, Italy Portugal and Spain. In its dealings with the unions, Ryanair has demonstrated an ability to engage constructively and quickly to achieve agreement, while at the same time protecting the efficiency and flexibility of the low-cost model that has been so productive in generating affordable connectivity, economic development and high-quality employment throughout Europe.
- The Covid-19 pandemic decimated the aviation industry, and required the whole European aviation ecosystem to scale back capacity which meant that revenues collapsed to zero. Against this background, Ryanair signed agreements with our people and their unions that will help to avoid widespread job losses. These agreements were signed with numerous pilot and cabin crew unions, including in Ireland, the UK, Belgium, France, Germany, Italy, Portugal, Spain, and include modest salary cuts to be restored to full pay in the coming years as the industry recovers from the Covid-19 collapse in traffic and revenues.

2.2.3. Ryanair also promotes a family-friendly work environment for flight crew:

- Firstly, due to our industry leading fixed rosters, Ryanair's crew don't stay overnight in hotels, they go home each night to their own beds. Our new work-life balance policies allow our office based teams to adopt a mix of working from home and from the office.
- Also, as part of Ryanair's Diversity, Equality and Inclusion programme, we are committed to building on the number of female employees in management and leadership positions. We're very pleased that right now, 36% of the Group Board are female leaders, while over the past 12 months, more than 60% of promotions to middle and senior management teams have been female.
- Following engagement with the European Commission, Ryanair attended the *Move More Women in Transport* conference in Brussels in 2018. Ryanair supports the *EU Declaration on equal opportunities for women and men in the transport sector*.
- Ryanair is also an active member of Airlines for Dialogue, the industry association which engages with European stakeholders on social issues. Through this association, Ryanair participates in the EU Sectoral Social Dialogue Committee's Air Crew and Ground Handling Working Groups, and the European Commission's sub-group on social matters related to aircrews.

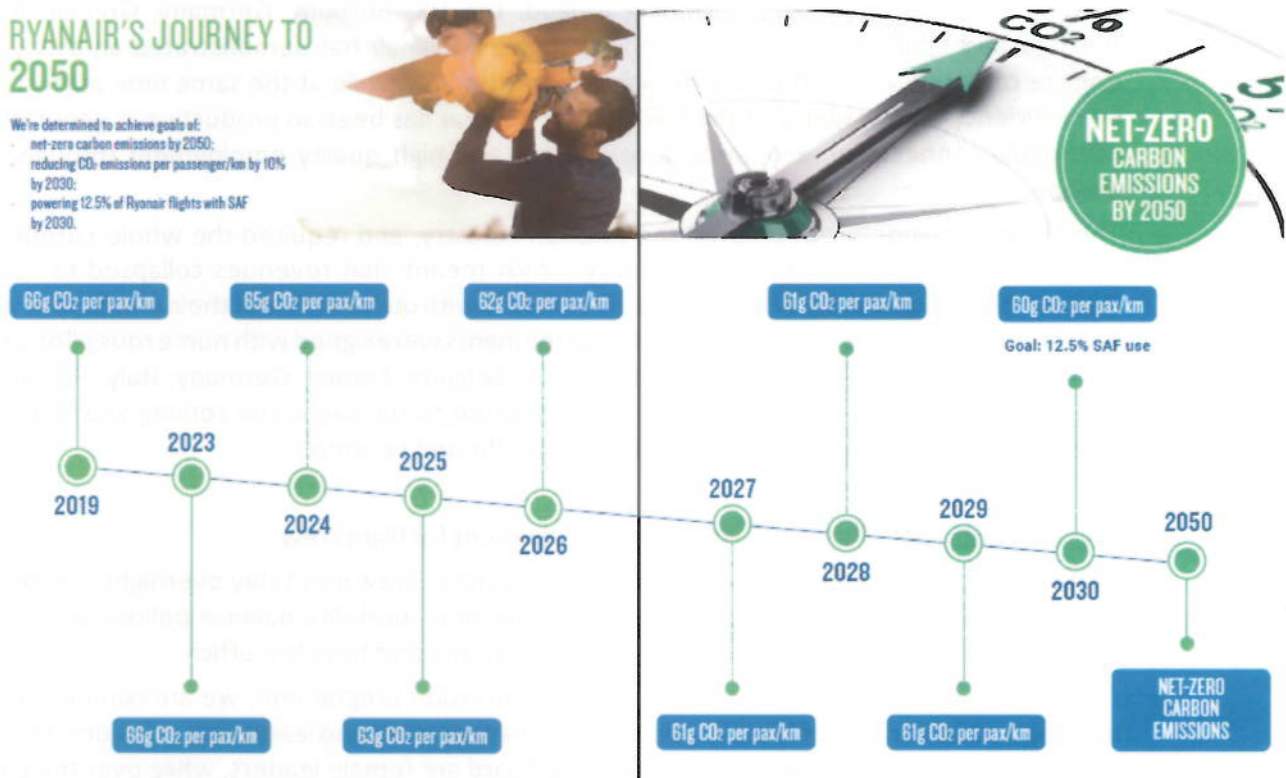
2.3 Actions that Ryanair has taken in the area of the **Environment** include the following:

2.3.1 Ryanair's aim is to be the leader in aviation and remain the cleanest and greenest airline in Europe. We operate one of the industry's youngest fleets with the highest load factors. Our CO2 per passenger/km pre-Covid-19 was just 66g. Ryanair's goal is to reduce this to 60g by 2030. To build on Ryanair's environmental progress, we have set ourselves challenging goals and targets. Ryanair's Code of Business Conduct & Ethics provides that:

- Environmental laws & regulations – Ryanair is committed to doing business in an environmentally responsible manner. This includes complying with laws involving environmental quality and related to health and safety issues. Accordingly, every employee is expected to conduct the company's business in an environmentally responsible manner and not to engage in any activity that violates environmental laws or regulations.

2.3.2. Ryanair's Pathway to Net Zero:

- In November 2021, Ryanair launched its Pathway to Net Zero, which aligns with the Paris Agreement and the aviation industry's Destination 2050 initiative.
- This pathway supports the delivery of our goal to reduce carbon emissions per passenger per kilometre by 10% by 2030 and achieving net zero emissions by 2050.



2.3.3. Ryanair avoids and reduces greenhouse gas emissions through

- Investment in innovative aviation technology - The new Boeing 737-8200s are fitted with CFM International LEAP-1B engines and Advanced Technology winglets. The combination of these new features reduces fuel consumption by approx. 16% on a per-seat basis, as well as operational noise emissions by up to 40%, compared to the Boeing 737-800.
- Investment in Sustainable Aviation Fuel - Ryanair's has a goal of powering 12.5% of its flights with Sustainable Aviation Fuel (SAF) by 2030. To support this we have teamed up with Trinity College Dublin to put in place a number of research & innovation actions to accelerate the deployment of SAF.
- Decarbonising own operations – we have committed to the decarbonising our own operations and introduced a number of new and updated practices to help reduce emissions in the way we do things.

2.3.4 Carbon offsetting

- While we recognise that carbon offsetting is not a long-term solution, either financially or for the environment, much of our climate ambition is dependent on a number of factors, many of them outside our control. Therefore, we may have to continue offsetting beyond 2050, however this will only be done as a last resort.
- In 2018, we started to offer a voluntary partial offset option in our booking process which allows customers to offset their environmental impact. In 2021 this was expanded to a full carbon calculator to enable customers to fully offset their travel emissions. We are pleased

that over 3% of our passengers made a voluntary carbon contribution so far. The funds raised from these guest donations will be distributed annually to environmental charities and NGO's as selected by our people. At the outset, we chose four projects, two international ones - First Climate and Renature Monchique – and two Irish ones - the Native Woodland Trust and the Irish Whale and Dolphin Group. In 2020, we decided to focus on official certified projects which comply with the VCS standard and the Gold standard, hence we continue to cooperate with only the former.

2.3.5. Other Ryanair Environmental commitments:

- Ryanair is committed to minimising our environmental impact. Through a process of continuous improvement, we will:
 - Work to remove all non-recyclable plastics from our operations by 2025.
 - Decarbonise Ryanair's supply chain i.e. inflight catering and ground handling.
 - Fully comply with all regulations and continue to work with policy makers to make the case for smarter regulation that supports the delivery of climate targets.
 - Work with aviation industry bodies to share insights that will help the industry achieve its climate goals.

2.4. Anti-Corruption actions taken by Ryanair include the following:

2.4.1. Ryanair's Code of Business Conduct & Ethics provides that:

- No gift, hospitality or other benefit should be accepted or given that could impair, or appear to impair, an employee's objectivity or impartiality. Employees are permitted to accept gifts / entertainment of nominal value (up to approx. €500) and in a form such that it cannot be construed as a bribe. Employees are prohibited from accepting anything that is accompanied by any express or implied understanding that the recipient is in any way obligated to do something in exchange for the gift.
- In some cases, an employee may feel that refusal of a gift would be construed as discourteous by the host. In these cases, employees should accept the gift on behalf of Ryanair and report it to their department head who can then decide how best to treat it.
- Ryanair does not condone bribery in any form. Employees must not give or offer anything of material value to any customer or supplier as an inducement to obtain business or favourable treatment. Similarly, employees must not accept anything with a monetary value in return for giving favourable treatment to customers or suppliers either for themselves or others.
- Ryanair's ABAC policy is available for all our people and annual mandatory training is provided.

3. MEASUREMENT OF OUTCOMES

Ryanair Holdings plc, Europe's largest airline group, is the parent company of Buzz, Lauda, Malta Air & Ryanair. Carrying 149m guests p.a. (pre Covid-19) on more than 2,500 daily flights from 79 bases, the Group connects over 240 destinations in 40 countries on a fleet of 470 aircraft, with a further 210 Boeing 737s on order, which will enable the Ryanair Group to lower fares and grow traffic to 200m p.a. over the next 5 or 6 years. Ryanair has a team of over 17,000 highly skilled aviation professionals delivering Europe's No.1 on-time performance, and an industry leading 35-year safety record.

3.1. Labour

In excess of 17,000 people work with Ryanair. Ryanair is an Equal Opportunity Employer.

3.2. Safety record

Throughout its history of more than 36 years, Ryanair has demonstrated an exemplary safety record, and is one of the industry's leading technical innovators. Ryanair continues to strive to improve the standard of safety. The company maintains a Safety Management System, the primary objective of which is to reduce and control the risks involved in flight operations, ground operations, aircraft maintenance and engineering. Ryanair is a leading participant in safety initiatives at national and European level, including close involvement with EASA, the European Aviation Safety Agency. For instance, Ryanair is a founding member of the European D4S (Data 4 Safety) group, which is an EASA/industry initiative, seeking to improve safety standards in aviation through sharing and proactive analysis of flight monitoring data.

A healthy reporting culture is a key component of a robust Safety Culture and is a driver for change, since no one understands actual performance better than operational personnel, including hazards and risks. Front-line staff will not report if there is a fear of retaliation or embarrassment. Therefore, an integral component of Safety Culture is Just Culture, in which front-line operators and others are not punished for actions, omissions or decisions taken by them which are commensurate with their experience and training, but where gross negligence, wilful violations and destructive acts are not tolerated. A Just Culture is an atmosphere of trust in which people are encouraged to provide essential safety-related information, which will be used to improve safety, but in which they also understand that a line must be drawn between acceptable and unacceptable behaviour. Staff need to feel that they are part of the solution.

3.3. Environment

In addition to the environmental achievements/targets highlighted above, it is important to note that 100% of Ryanair aircraft meet ICAO Environmental Protection NOX Standard (Chapter 6) and ICAO Environmental Protection Noise Standard (Chapter 4). Ryanair has been ranked No. 1 of 30 airlines for Noise Abatement Compliance at London Stansted Airport, and No. 1 for Continuous Descent Arrival at 7 UK airports. With regard to the latter, London Stansted's Flight Performance Manager commented in August 2019: *Ryanair continues its drive for perfection in Environmental Noise Abatement Compliance. The airline sets the highest standards for others to aspire to, including its stated aim of 100% compliance for continuous descent approaches (CDA). In April 2019 this came to fruition as this target of perfection was achieved, with CDA compliance of 100% from over 1,500 arrivals to runway.*

Ryanair's current carbon efficiency is currently 23% lower than the 4 other major EU airlines, as the below graph demonstrates:

