

A photograph of a woman with dark hair tied back in a bun, wearing a white turtleneck sweater and a light-colored blazer. She is standing by a large window, looking out onto an airport tarmac. In the background, the "HELSINKI AIRPORT" building is visible, along with several airport vehicles and equipment. The scene is bright and modern.

FINAVIA

# Annual and Responsibility Report

## Finavia in brief

Finavia is an airport company that operates and develops 20 airports in Finland. We build smooth flight connections in cooperation with airlines, regions and travel operators. We do our part to ensure Finland's connectivity. Our work brings the world closer.

We do our best to ensure smooth travel and high-quality services. Our expertise lies in managing large-scale operations: demanding construction projects, passenger flows, complex logistics and

data. This is enabled by our specialists in various fields. Our customer promise is "For smooth travelling".

Responsibility is the cornerstone of our operations and safety is the first priority in everything we do. We bear our responsibility for the environment around our airports, as well as people and the economy. At the same time, we want to contribute to responsibility throughout our value chain and promote sustainable air travel.

“

Our work makes the world closer.

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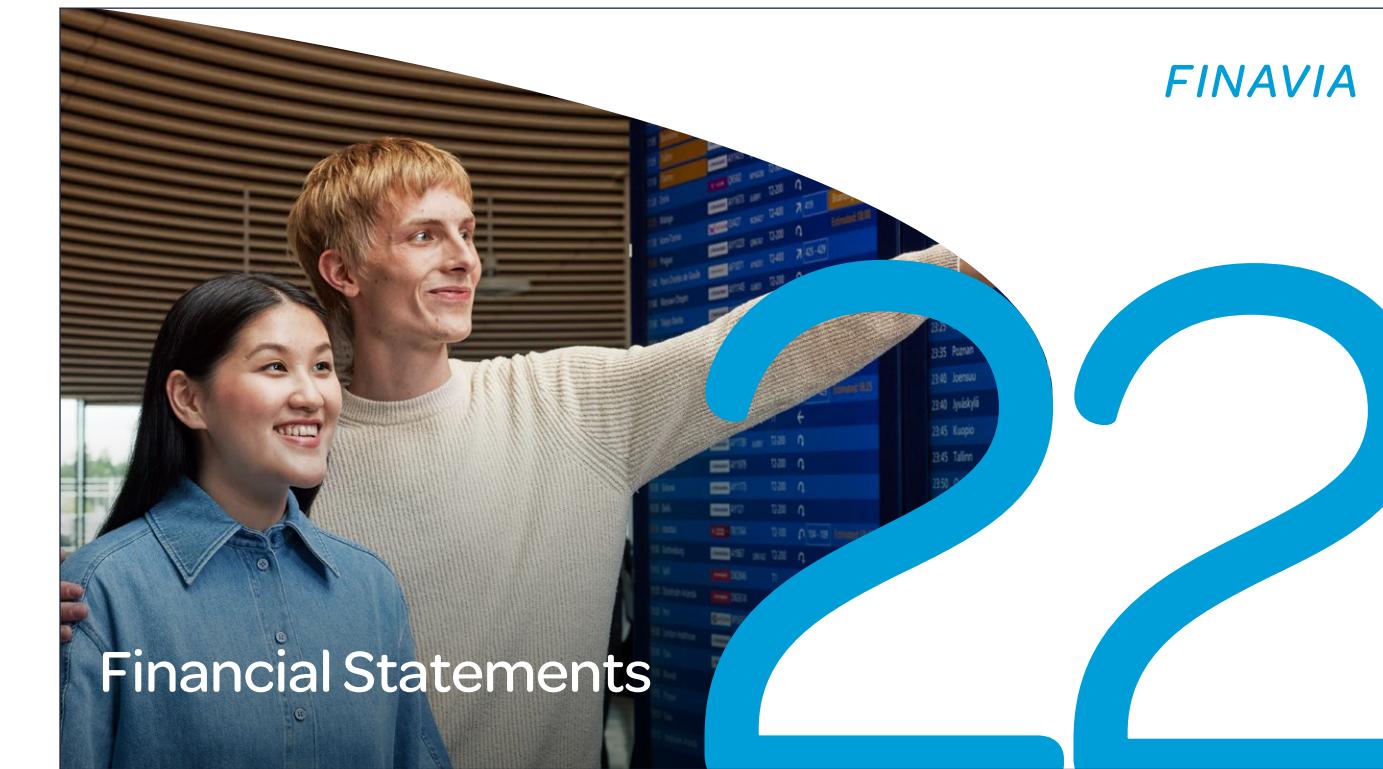
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The year 2022  
was a time of  
recovery for air  
traffic.

 [Read more](#)



# Reports 2022



## Annual and Responsibility Report

The Annual and Responsibility Report describes Finavia's business and responsibility goals and achievements, and also includes the CEO's review.

 [Read more](#)

## Corporate Governance and Remuneration Report

The Corporate Governance and Remuneration Report consists of the Corporate Governance Statement and the Remuneration Statement.

 [Read more](#)

## Financial Statements

The Financial Statements include the Board of Directors' Report and key information on Finavia's finances for the past year.

 [Read more](#)



The year 2022 was a time of recovery for air traffic after the COVID-19 pandemic. Finland lifted travel restrictions in June, after which the number of passengers began to grow. Russia's invasion of Ukraine in February triggered an international crisis and weakened the business outlook of the aviation sector.

## 01 Finavia's year

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# The Group's key figures in 2022

**PASSENGERS****15.4**  
(5.4)  
million**FLIGHT  
CONNECTIONS****130**  
(71)

during the year

**AIR-  
LINES****50**  
(50)

during the year

**REVENUE****298**  
(145)  
EUR  
million**OPERATING MARGIN****65**  
(-27)

EUR million

**INVESTMENTS****106**  
(165)

EUR million

**THE GROUP  
EMPLOYED****2,539**  
(2,250)  
people**CUSTOMER  
SATISFACTION  
AT HELSINKI  
AIRPORT****4.10**  
(4.12)

scale 1-5

**CUSTOMER  
SATISFACTION  
AT AIRPORT  
NETWORK****4.45**  
(\*)

scale 1-5

Figures in brackets are from the year 2021.

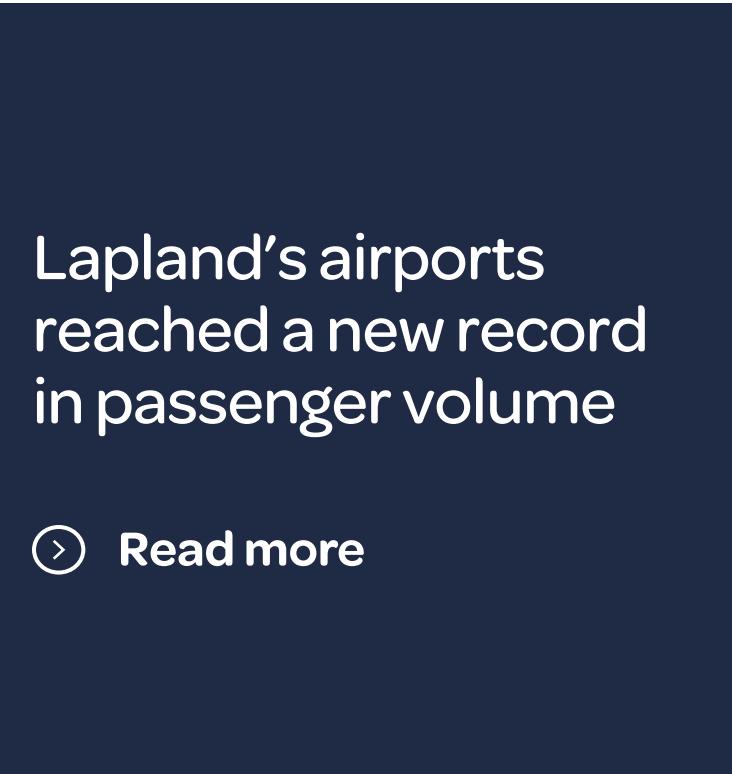
\* The survey was not carried out in 2021.

# Significant events during the year



We opened a new restaurant world at Helsinki Airport

[Read more](#)



We started saving energy and joined the Down a Degree campaign

[Read more](#)



New security control technology introduced at Helsinki Airport

[Read more](#)



We renovated the runway and taxiway at Savonlinna Airport

[Read more](#)



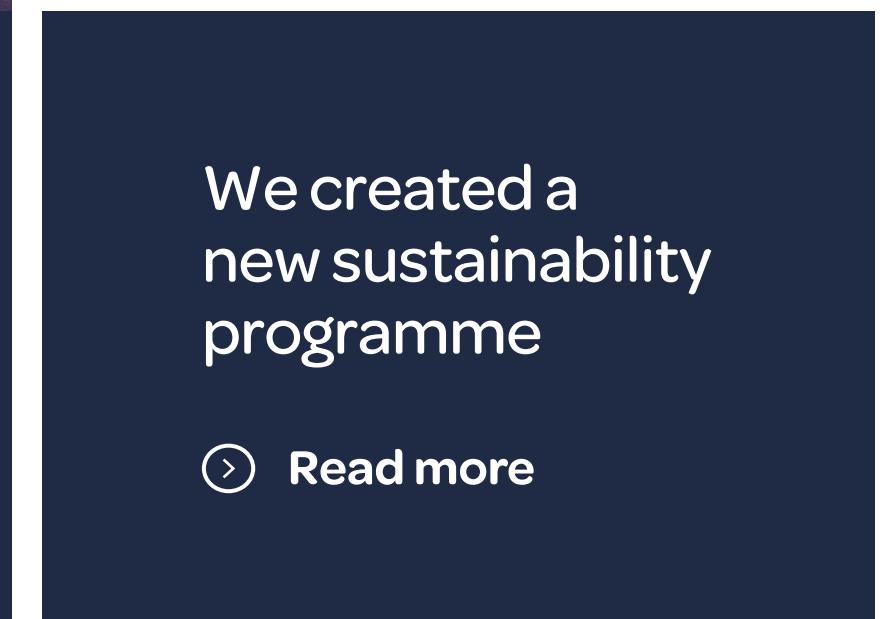
We transitioned to a single-terminal model at Helsinki Airport

[Read more](#)



A total of 19 new flight connections were opened at our airports

[Read more](#)





“

We were able  
to adapt to  
rapid growth.

**Kimmo Mäki**  
CEO, Finavia

#### CEO'S REVIEW

## A year of recovery and preparation

Air travel began to recover quickly after the pandemic-related restrictions were lifted. We were able to adapt the service level of our airports to the growth. However, Russia's invasion of Ukraine triggered a new crisis. Our strategic position changed when Russia closed its airspace to airlines based in EU countries.

The year 2022 was a time of recovery for air traffic, and travel activity picked up after the COVID-19 pandemic. Travel restrictions in Finland were lifted in June, and the passenger volumes of airports turned to growth. We were able to serve our customers effectively, as we had prepared for the growth.

The number of transfer passengers travelling from Asia to Helsinki Airport Helsinki Airport remained low this year as well. This was mainly due to Russia's invasion of Ukraine, which led to EU imposing sanctions against Russia and Russia closing its airspace to airlines based in EU countries. Due to the closure of Russian airspace and the security concerns regarding Ukraine's air-

space, European airlines could not use Russian or Ukrainian airspace. Another reason for the low volume of transfer travel between Europe and Asia was China's continued policy of strict travel restrictions related to COVID-19.

The passenger volume for the full year increased by 187 per cent and came to 15.4 million passengers. Compared to 2021, our revenues increased by 105.3 per cent to EUR 298.4 million. Our operating margin rose to EUR 65.4 million.

### **The shadow of war hung over the recovery**

Russia's war of aggression led to an Europe-wide energy crisis and rapidly rising pric-

es. Airlines had to carefully consider the opening of new routes and increases in capacity.

We started an extensive energy saving programme at our airports to keep costs under control and contribute to the adequate availability of electricity and energy in society.

We enhanced business continuity management and risk preparation at our airports, as Russia's war of aggression has elevated security threats against critical infrastructure in Europe. Our goal is to protect and secure the services and infrastructure of our airports in all circumstances.

### Air travel continued in a changed operating environment

We adapted our operations to the new situation of lower air travel volumes. We continue to focus on our basic mission, developing flight connections together with airlines and other industry operators, and doing our part to promote Finland's attractiveness as a tourist destination. We maintain a good service level at our airports and help create a smooth air travel experience. We also bear our responsibility for the environment and people.

According to estimates, it is unlikely that Russia's airspace will be reopened soon. Nevertheless, we are prepared for growth in Asian traffic. China announced in the last week of 2022 that it is opening its borders to international traffic. The Asian middle class continues to become wealthier, and there is interest in tourism. Helsinki Airport has an excellent

location in terms of transfer travel between Europe and Asia.

Transfer travel at Helsinki Airport plays a significant role in Finavia's financial performance. Before the COVID-19 crisis, income from Helsinki Airport was used to fund the operations of several regional airports in accordance with the network principle. The global crises have reduced the cash flow from transfer passengers to a low level, and the current revenues of Helsinki Airport are not sufficient to cover the costs of our regional airports.

Some of our regional airports suffered from a lack of passengers, as they were not served by flights on market terms in spite of the abatement of the pandemic. Purchased traffic, which involves the state paying financial support to airlines for operating domestic routes, generated losses for Finavia's network business. The low number of flights and passengers meant that the revenues were not sufficient to cover investment expenditure and operational costs.

Lapland's popularity as a Christmas and winter destination continued to increase. The number of flights and passengers at Lapland's regional airports reached new records. A growing number of tourists flew to Lapland on scheduled flights, which is a favourable development.

### Our new strategy is linked to our new sustainability programme

We revised our strategy for 2022–2025 in response to the significant changes in our op-





erating environment. We set three strategic goals: dedicated and motivated personnel, business growth and financially sustainable operations. Our personnel participated in the drafting of the strategy to ensure that the entire organisation's needs and perspectives were taken into account. The vision behind the strategy is still the same: we want to offer the best connections between Northern Europe and the rest of the world, and to promote Finland as an attractive and easy-to-reach destination.

As part of updating our strategy, we created a new sustainability programme that addresses our value chain even more comprehensively than before. It enables us to better respond to the increasing sustainability-related expectations and requirements. The three spearheads of our sustainability programme are the well-being of people, sustainable air traffic and good governance and finances. They are closely linked to our strategic goals. The targets and indicators related to the strategy and the sustainability programme are in effect from 2023 onwards.

Responsibility has been a guiding principle behind Finavia's operations and decision-making for a long time now. All of our airports have been carbon-neutral since 2019. We continued to reduce emissions even in the midst of the crisis, and our next target is to achieve a net zero level by 2025, when the emissions from our operations will have been reduced to as close to zero as is technologi-

cally and financially possible. We also worked purposefully in other areas of responsibility. During the year under review, the goals of our sustainability efforts were related to sustainable growth and profitable business, promoting good connections, and employee well-being. We report on our sustainability efforts with reference to the Global Reporting Initiative (GRI) framework.

The cost-cutting programme initiated in 2020 in response to the COVID-19 crisis continued on schedule. We continued to adapt our operations in response to the financial impacts of Russia's war of aggression. We have already achieved permanent cost savings and improved our ability to react, but we need to continue to adapt our cost level to correspond to the demand for air travel.

### A historic year of renewal at Helsinki Airport

We continued the strategic investment programme we began at Helsinki Airport in 2013. The year 2022 was a historic milestone, with the airport transitioning to a single-terminal operating model and the new centralised check-in area and technologically advanced security control being taken into use. Changes and upgrades improved the customer experience and made passing through the airport faster. Thanks to the close cooperation, the deployment of the new areas and equipment went very well.

“

We revised our strategy for 2022–2025.

Our billion-euro investment is part of our long-term effort to strengthen Helsinki Airport's role as a significant air traffic hub and a calling card for all of Finland. The success of Helsinki Airport brings jobs and income to the entire country.

The abatement of the pandemic has been a relief for the aviation industry as a whole. The adaptation to the quick recovery was successful thanks to trust and close cooperation. At the same time, new crises created new concerns and required resilience and perseverance from the companies and personnel at the airport. The industry has demonstrated its ability to adapt to changes and make it through crises together. We are in a good position to remain successful in this respect in the future. I want to take this opportunity to express my warmest thanks to all Finavia employees, our customers and our partners for the year 2022.

**Kimmo Mäki,**  
CEO



Finavia's strategic focus areas guide the development of our operations. In the long term, the rise of the Asian middle class and the development of other emerging economies, global competition for passengers, increased tensions in international relations and climate change are reflected the most in our operations.

## 02 Finavia's direction

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# Megatrends and strategy

Air traffic recovered from the pandemic as travel restrictions were lifted. However, Finavia's operating environment remained unstable due to Russia's invasion of Ukraine and the subsequent closure of Russian airspace. COVID-19 restrictions remained in place in China. The megatrends affecting air traffic remain unchanged, but the recovery of transfer travel between Europe and Asia is likely to be slow and uncertain.

Finavia's strategic focus areas are aligned with the megatrends identified in the operating environment and they guide the development of our operations. In the long term, the rise of the Asian middle class and the development of other emerging economies, global competition for passengers and climate change are the megatrends that are reflected the most in our operations. The enhanced hygiene measures adopted during the COVID-19 pandemic have become a part of our operations.

In 2022, our operations were significantly affected by Russia's invasion of Ukraine and the subsequent closure of Russian airspace to EU countries. These developments complicated flights to Asia and changed Finavia's strategic

position. Our most important competitive advantage has been Finland's unique geographical location as a hub between Europe and Asia.

In autumn 2022, we published our strategic goals adapted to the new situation: dedicated and motivated personnel, business growth and financially sustainable operations. We believe that the disruption to Asian connections is temporary. That is why our aim is to maintain our ability to serve transfer passengers in the future.

The quick recovery of travel after the pandemic restrictions were lifted is proof that consumers still want to travel. The need for business travel will also continue in spite of digitalisation and the increase in remote work.



## Recovery in the midst of crises

The crisis of travel caused by the pandemic has abated. Most countries around the world lifted their pandemic-related travel restrictions by the summer. Finland reopened to tourism, but air travel in Finland recovered much slower than in other European countries.

The number of transfer passengers at Helsinki Airport was low due to Russia's invasion of Ukraine and the subsequent closure of Russian airspace to EU countries. The continued strict COVID-19-related travel restrictions in China also slowed the recovery of transfer travel.

At the same time, intercontinental flight connections to North America and India were resumed. After the pandemic-related restrictions were lifted, Finavia's key airline customers resumed flights as demand grew. Low-cost airlines sought growth in the market. Most of Helsinki Airport's destinations were reopened during the year, but flights were operated with smaller aircraft and at reduced frequencies compared to the pre-pandemic period. The number of international flights and passengers grew at our regional airports.

The economic crisis and energy crisis caused by Russia's war of aggression increased prices and caused uncertainty in Europe. Higher fuel prices and the uncertain situation around the world were reflected in caution among airlines when it came to launching new destinations and increasing capacity.

Due to the rising general cost level, we increased air traffic charges by 4.7 per cent effective from the beginning of 2023.

In line with the recovery strategy we created in 2021, we focused on ensuring Finavia's financial operating conditions and service capacity. We continued to promote our key drivers of competitiveness and developed Finavia into a more cost-efficient, resilient and adaptable company. At the same time, we made progress on schedule with the EUR 300 million cost-cutting programme we commenced in 2020.

## New strategy is aimed at growth

The strategy we announced in autumn 2022 will adapt our operations to a situation where a significant number of Asian connections and transfer passengers have been temporarily lost.

The strategy is built around three strategic goals. The first is dedicated and motivated personnel, consisting of competent people who are proud of what they do. They are united by a passion for air travel and the desire to ensure a safe, smooth and memorable travel experience for customers. We will strengthen our open and appreciative corporate culture, develop the employee experience and enhance Finavia's attractiveness as a workplace.

The second goal is business growth. Tourism and the business sector depend on good international connections, and we connect Finland with the rest of the world through our

Megatrend	Impact on airport operations	Finavia's actions
Global competition for passengers	Competition between airports will intensify as air traffic grows.	<ul style="list-style-type: none"> <li>Excellent customer experience and processes</li> <li>Extensive and diverse route network</li> <li>Smooth, efficient and punctual operations</li> </ul>
Growing middle class in Asia and growth of emerging economies in other parts of the world	As living standards rise, more and more people want to travel to other countries and have the means to do it.	<ul style="list-style-type: none"> <li>Services for Asian travellers and smooth transfer processes</li> <li>Investments in ensuring adequate capacity</li> </ul>
Climate change	Finavia has a strong commitment to reducing CO <sub>2</sub> emissions.	<ul style="list-style-type: none"> <li>Carbon-neutral airports – towards net zero emissions</li> <li>Fintraffic air navigation guides airlines to use low-emission green landing procedures</li> <li>Development of services and processes in a responsible and environmentally efficient manner</li> </ul>
Ageing population	Higher life expectancy means a higher number of people that remain active despite their advanced age. More free time means opportunities for travel.	<ul style="list-style-type: none"> <li>Accessible and smooth services</li> <li>Investing in guidance</li> <li>Personal customer service</li> </ul>
Urbanisation	The population is concentrating in large cities. In some parts of Finland, the demand for domestic air services will decrease further.	<ul style="list-style-type: none"> <li>Developing travel chains in cooperation with other transport operators</li> </ul>

“  
We will  
maintain our  
ability to adapt  
flexibly to  
changes.



airports. By developing smooth connections, marketing Finland's pull factors and building a service offering that corresponds to passengers' needs, we will compensate for lost revenues, create added value and support Finland's international competitiveness. We will support our airline customers to increase connections and will be prepared for growth when China's connections are restored.

Our third goal is financial sustainability in our operations. Our financing solutions and cost structure must correspond to the demand for travel and our revenues, and they must enable us to produce appropriate services. We will target our investments and develop our efficiency so that our operations can continue well into the future in different scenarios.

The strategy is described on page 15.

### **Retaining our competitive advantages in the long term**

Our vision is to offer the best connections between Northern Europe and the rest of the world, and to promote Finland as an attractive and easy-to-reach destination. All this can only be achieved if we grow in a responsible and profitable manner. The investment programmes at Helsinki Airport and our airports in Lapland are key aspects of our pursuit of growth, and we continued these programmes throughout the COVID-19 crisis. The Helsinki Airport development programme will come to an end in 2023.

Continued strong growth is expected in traffic between Asia and Europe when travel

restrictions are lifted. China has already announced the lifting of travel restrictions. Rising living standards mean that more and more people in Asia want to travel to other countries and have the means to do so. We ensure that we provide diverse services and a smooth transfer experience at Helsinki Airport.

Helsinki Airport's excellent geographical location as a gateway between the East and West is a significant and permanent competitive advantage. It enables direct and quick flights between Europe and Asia. Helsinki Airport has achieved a significant position as a popular transfer airport and provides a memorable travel experience as an efficient, reliable and smooth airport. Our billion-euro investment programme builds on this competitive advantage.

Lapland's appeal with its Santa Claus attractions, snow and experiences in nature is also a competitive advantage that has supported the strong development of our northern airports. Our investments in Lapland's airports and tourism have further strengthened the region's competitive advantage.

International competition between airports is intensifying. We will focus on developing our services in line with demand and maintain our ability to adapt to changes.

### **Responsibility is an integral part of our strategy**

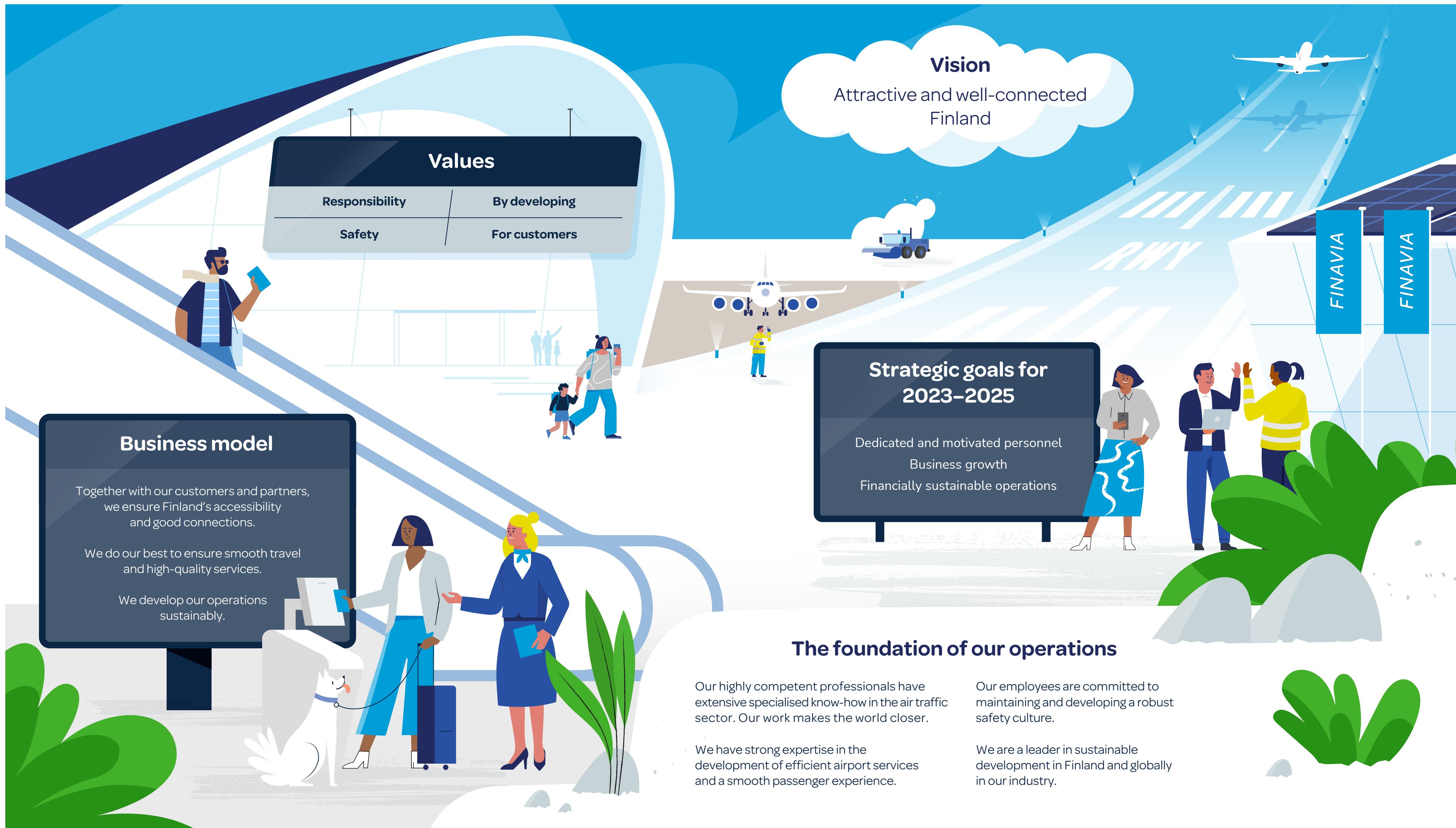
Climate change affects all sectors, including aviation. Aviation emissions are part of the climate debate. At Finavia, we want to make flying

possible for Finns along with the economic and social benefits it brings now and in the future.

In 2022, we created a sustainability programme that concerns the entire Finavia Corporation and is an integral part of our business strategy. The sustainability programme is built around three themes: the well-being of people, good governance and finances, and sustainable air traffic. More detailed information on the sustainability programme is provided starting on page 25.

We have worked for several decades on reducing the environmental impacts of air traffic: we protect waterways, reduce emissions, manage aircraft noise and improve the energy efficiency of airports. We achieved carbon neutrality for all of our airports in 2019. Our next goal is net zero carbon emissions. More information on our environmental efforts is provided starting from page 49.

The carbon emissions of travel can be influenced by developing Finland's traffic system as a whole and by connecting different modes of transport to form efficient travel chains. The focus of these development efforts should be on optimising overall travel times, providing a smooth experience for passengers and reducing travel-related emissions. We want to be involved in developing cooperation between the various parties involved and creating models that connect air traffic with highly functional travel chains.



# Value creation

Our value creation is based on efficient, reliable and smoothly operating airports and ensuring Finland's connectivity. The lifting of the pandemic-related travel restrictions made value creation easier, but the closure of Russian airspace limited growth.

Our vision is to offer the best connections between Northern Europe and the rest of the world, and to promote Finland as an attractive and easy-to-reach destination. By promoting Finland's connectivity, we contribute to the creation of well-being throughout the country.

Our opportunities to create value for our owner and other stakeholders improved in 2022 when most of the pandemic-related travel restrictions were lifted in the summer. Air travel in Finland recovered and the number of passengers at the new-look Helsinki Airport grew quickly during the summer holiday season, and the number of Christmas flights at our airports in Lapland rose to a record-high level.

Asian connections were still limited as Russia closed its airspace to EU airlines at the end of February. In addition, China only lifted its COVID-19 restrictions in late December.

From the perspective of Finavia's cash flow financing, the recovery of travel in Europe was not sufficient to compensate for the lack of Asian transfer passengers.

## **Smooth and reliable flight connections create well-being in Finland**

We create value for our owner, the State of Finland, and Finnish society by enabling smooth and reliable connections with the rest of the world through our airports as well as by investing in and developing our airports.

Smooth and reliable air traffic makes Finland an attractive and easy-to-reach destination. Finavia's country-wide airport network and the diverse flight connections produced by airlines are a significant aspect of the international competitiveness of the Finnish business sector.



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Investments in infrastructure will bear fruit for decades to come.



Good flight connections make Finland easy for international travellers to reach while making international recreational travel quick and easy for Finns.

Our long-term efforts to increase Finland's connectivity and attractiveness have suffered from the uncertainty caused by the pandemic and, in 2022, the closure of Russian airspace.

#### **Smooth and high-quality services are a differentiating factor**

We create value for our airline customers and passengers by providing safe and cost-efficient services. Using the services of our airports is convenient and smooth, which is reflected in our service promise "For smooth travelling". A good airport experience is a differentiating factor in the international competition between airports.

Customer orientation is one of our values. We treat our customers with a first-rate service attitude and do our best to ensure a smooth airport experience. The development of our services and processes has long been guided by the four pillars: feeling relaxed, feeling secure, feeling refreshed and the feeling of Finnishness. These four pillars guide our investment decisions and operations. The results of our efforts are reflected in our customer satisfaction surveys and the awards we have received for several years now.

The new terminal at Helsinki Airport, which represents industry-leading architecture and technology, was a key factor in the develop-

ment of smooth travel and high-quality services. Another important factor was the successful recovery of our service capacity as the number of passengers increased. More information is provided starting from page 47.

#### **Russia's war of aggression limited growth**

Finavia's revenues comprise the air traffic charges for airlines, facility and plot rents paid by companies operating at airports, rents for advertising spaces, and parking fees.

Growth ensures the continuity of our operations. It enables us to maintain our competitive position, invest and develop. Responsibility is part of our approach to business. We make decisions and investments that cause as little harm to the environment as possible.

We continued the strategically important Helsinki Airport development programme, which will end in 2023. The investments made under the development programme will bear fruit for decades to come.

Before the pandemic, it was mainly the growth in transfer travel via Helsinki Airport that made the maintenance of regional airports possible. We have financed all of our investments through our revenues and by borrowing. Due to the low number of transfer passengers, our cash flow financing in 2022 was substantially lower than what is required to maintain the regional airports.

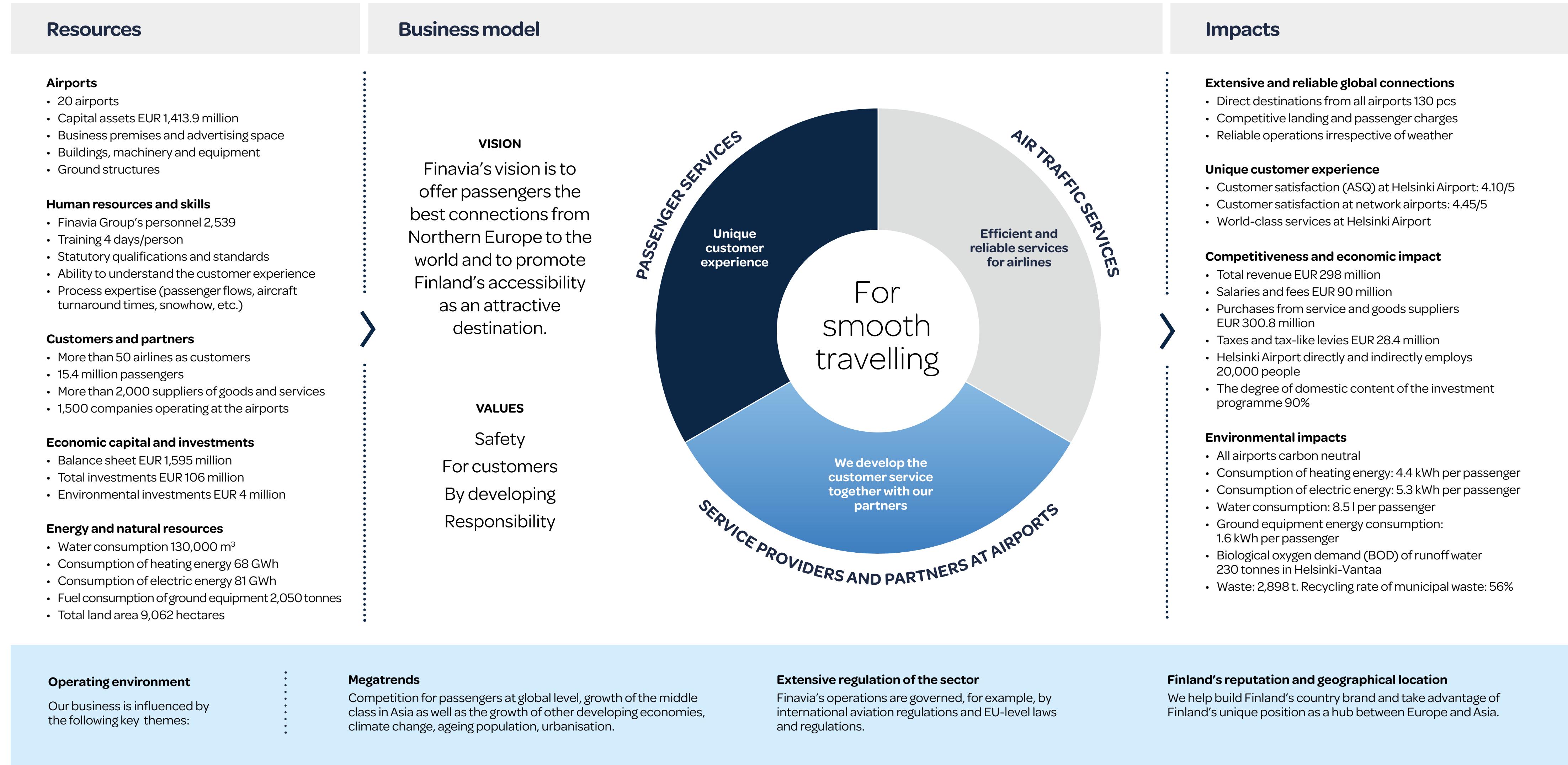
We continued the extensive cost-cutting programme we started in 2020. We prioritised

and reduced investments and cut operational costs throughout the Group. The goal is to reduce operating costs by EUR 200 million by 2023 and achieve savings of EUR 100 million in investments. The planned savings were achieved ahead of schedule. However, we had to plan new cost cuts due to the low number of transfer passengers.

We have not compromised on the regulatory compliance of our safety and environment-related efforts during the cost-cutting programme. Thanks to our climate efforts and carbon-neutral airports, we are a pioneer in environmental responsibility. Our next goal is net zero carbon emissions.

The number of passengers at our airports increased rapidly once travel restrictions were lifted. However, the recovery of flight connections was faster elsewhere in Europe than in Finland. The prolongation of the closure of Russian airspace to European airlines could have an impact on Helsinki Airport's competitive position as a transfer airport.

## How we create value to society



## Business areas

The travel restrictions that characterised the early part of the year were lifted in June, and air travel increased to European destinations in particular. The number of transfer passengers at Helsinki Airport was not able to recover due to the closure of Russian airspace and the travel restrictions in China.

Finavia's business recovered in summer 2022 as the pandemic-related travel restrictions were lifted. In the early part of the year, the number of flights and passengers was still very low due to the pandemic and travel restrictions. Restrictions were lifted in the summer in Finland and the European countries that are the most significant travel destinations for Finns. Airlines resumed flight connections and passenger volumes grew quickly.

Finavia's success is largely influenced by intercontinental transfer traffic, especially between Europe and Asia, where the rate of recovery remained very slow. The main reason was Russia's invasion of Ukraine. Russia closed its airspace to EU airlines at the end of February. Ukraine's airspace was not safe to fly in due to the war, which meant that many

connections to Asia were not reopened. In addition, China continued its strict travel restrictions. The low number of Asian flights and transfer passengers at Helsinki Airport continued to have a negative impact on Finavia's revenues.

Due to Finland's geographical location, the closure of Russian airspace affects Helsinki Airport more than other European airports. The combined impact of the pandemic, the war and investments affects our ability to implement the network principle: Helsinki Airport's result is not sufficient to finance the operations of the loss-making network airports.

The number of passengers at Helsinki Airport increased by 202 per cent and came to 12.9 million. Altogether 2.5 million passengers travelled through the regional airports in 2022, representing a year-on-year increase of

**15.4**  
million passengers

**167,409**  
commercial flights

**173,770**  
tonnes of cargo

- Finavia manages and develops 20 airports in Finland.

Maarianhamina





126 per cent. At Finavia's airports in Lapland, which are important for Finnish tourism, the number of passengers grew by 93 per cent.

### Helsinki Airport maintained its high level

The number of passengers at Helsinki Airport increased sharply in the spring and summer, but the growth levelled off in the autumn. Finavia's revenues and operating margin grew in line with our targets. We continued the cost-cutting programme and managed to adapt our operations to the growth in passenger volume.

By the 2022 summer season, flights had resumed to approximately 80 per cent of the European destinations from Helsinki Airport. Intercontinental flight connections to North

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Helsinki Airport transitioned to a single-terminal model.

America and India increased. The closure of Russian airspace did not apply to Chinese airlines, which offered weekly connections to East Asia.

Passenger satisfaction remained at a good level in spite of the construction and alteration work carried out under the Helsinki Airport development programme and occasional congestion. Helsinki Airport received The 2022 SKYTRAX World Airport Awards, which shows that we have retained our place among the best airports in Europe.

In response to the European energy crisis, we commenced an energy saving programme. We saved electricity by lowering the indoor temperatures at our airport properties, for example.

### The development programme is coming to an end

We continued our strategically significant billion-euro development programme at Helsinki Airport. The programme is a long-term investment aimed at enabling the growth of international air traffic as well as streamlining processes and improving services. The development of Helsinki Airport supports the Finnish economy and the operating conditions of our regional airports.

During the year, we opened new passenger facilities and services. Check-in operations were moved to the new centralised depar-

tures hall, and we simultaneously opened a new security control area that features state-of-the-art technology. Helsinki Airport transitioned to a single-terminal operating model, and the departure and arrival halls in Terminal 1 were closed. New commercial services successfully started their operations on both sides of the security control area.

The billion-euro Helsinki Airport development programme will be completed in 2023.

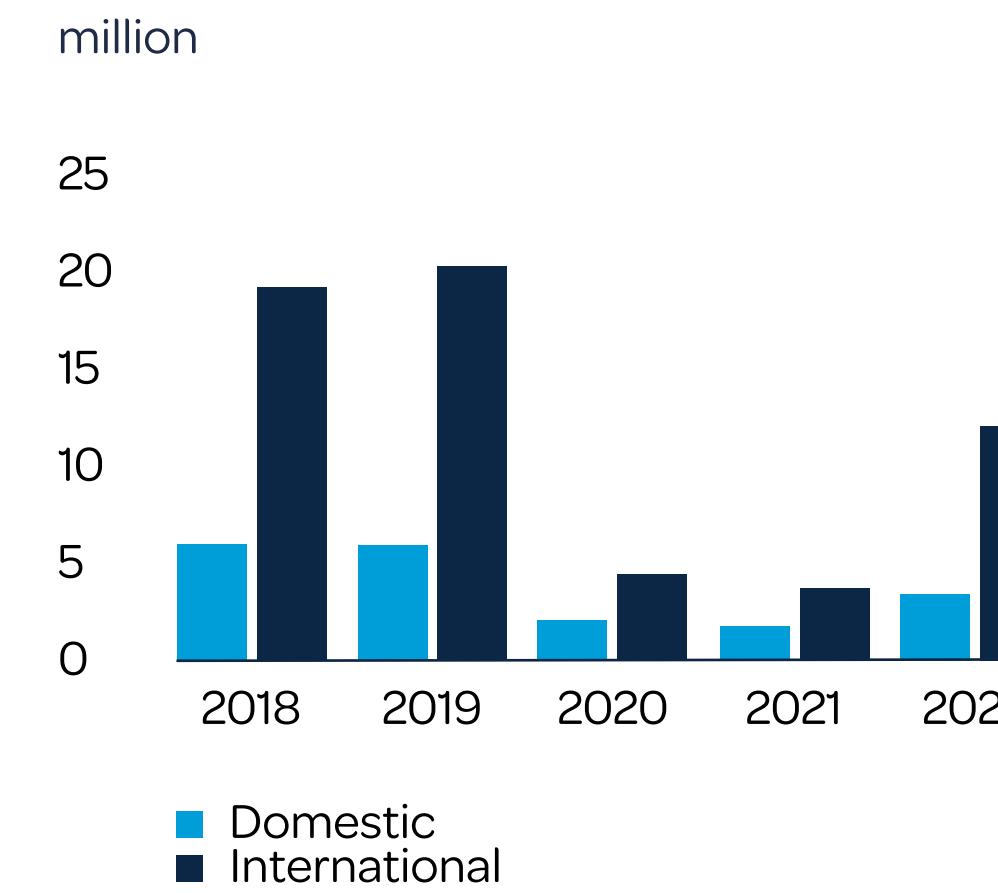
### A record year at Lapland airports

The passenger volumes and results of our regional airports exceeded our targets. We managed to adjust our operations to the changes in the operating environment and keep costs under control throughout the year.

Christmas travel to Lapland grew significantly. A record-high number of international passengers arrived in Lapland in 2022, which is proof that Lapland has increased its appeal. We have invested approximately EUR 100 million in our airports in Lapland over the past decade in order to serve tourism in Lapland with high quality. Airlines opened several new direct scheduled flight connections from European cities to airports in Lapland. The number of European passengers compensated for the missing Asian passengers.

Flights at Joensuu, Jyväskylä, Kajaani, Keimi-Tornio and Kokkola-Pietarsaari airports have been carried out as state-subsidised purchased services since spring 2021 and, after a new tendering procedure, since autumn 2022. State subsidies are granted to the

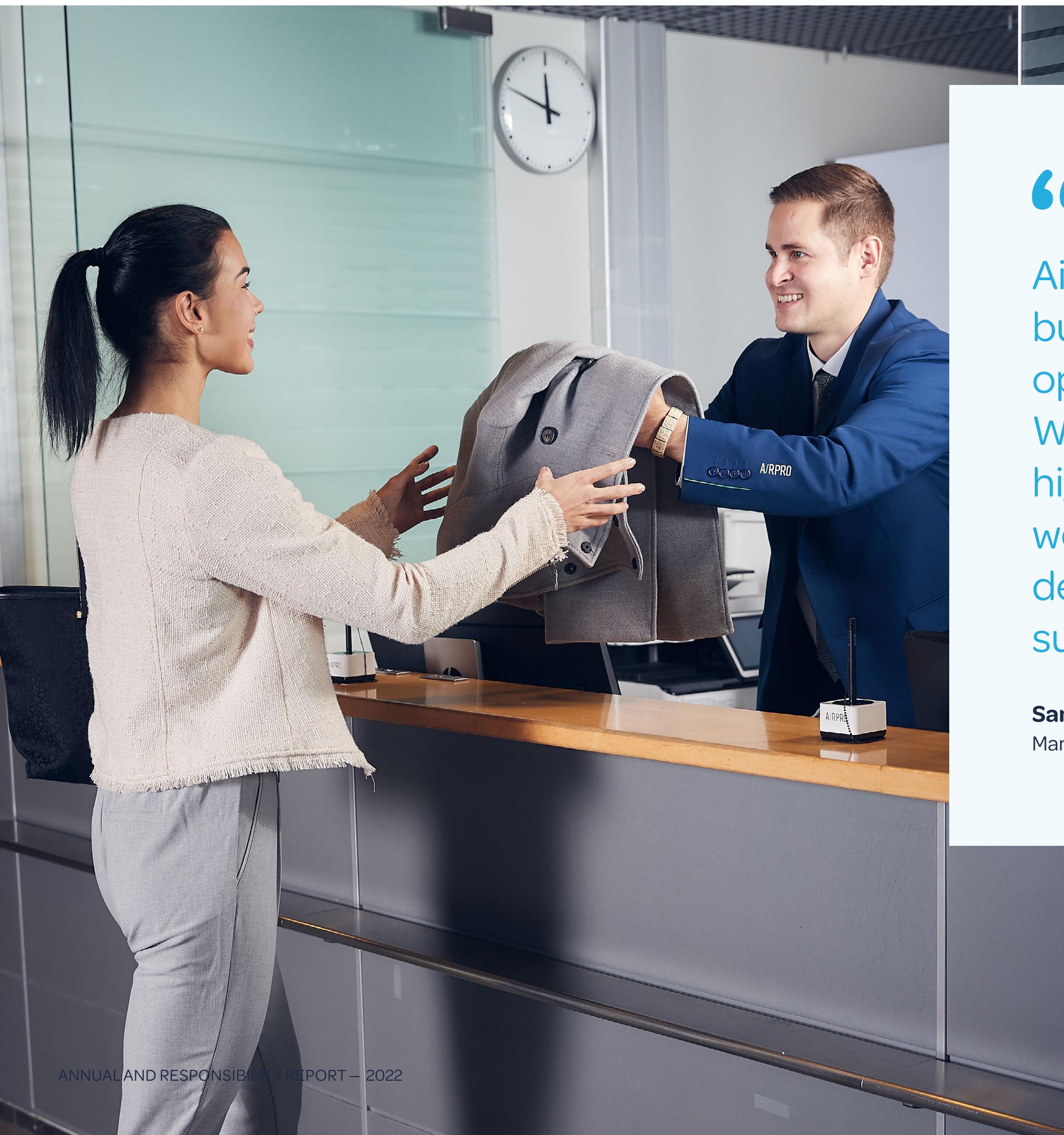
### Passenger volumes at Finavia's airports



operating airlines. It causes losses for Finavia's airports.

Passenger volumes on purchased traffic routes have not recovered as quickly as on other routes. It is unlikely that the conditions for market-based air traffic are present, at least not for all of them. We regularly invest in the infrastructure and services of the regional airports. In 2022, we renovated the runway at Savonlinna Airport and made preparations for the renovation work planned for Kuopio Airport. We built a passenger boarding bridge at Rovaniemi Airport.





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Airpro has grown its business in a changing operating environment. We focus on providing high-quality services and work with our partners to develop safe and more sustainable aviation.

**Sampo Paukkeri**

Managing Director, Airpro

Passenger satisfaction at our regional airports has remained at a high level.

#### **Airpro in 2022**

Finavia Group's subsidiary Airpro produces services for various aviation operators. In addition to Helsinki Airport, Airpro operated at ten regional airports across Finland in 2022. Airpro employed on average 1,300 people, with approximately 60% of this total employed at Helsinki Airport and 40% at regional airports.

Airpro started its own de-icing service at Helsinki Airport for the first time in the company's history in the winter season 2021–2022. The Cabin Crew business and ground handling acquired new airline customers when cooperation with Finnair and FedEx began. The contract with Norwegian continued.

Airpro's revenues increased in 2022, boosted by the recovery of passenger volumes in air traffic, but the subsidiary's result was negative. As the demand for services increased, Airpro recruited a large number of personnel for security control duties, for example.

Airpro's new Managing Director, Sampo Paukkeri, took up his post in September.

# Key figures for the business areas

Finavia Group provides air traffic services to airlines and passengers. The Group has two business areas: Helsinki Airport and Network Airports. In addition, our subsidiary Airpro Oy produces ground handling and passenger services.



## Helsinki Airport

Carbon-neutral Helsinki Airport is the main airport in Finland and the best airport in Northern Europe in terms of its service level. Thanks to its geographical location, Helsinki Airport is an important hub of air traffic and a gateway between the East and the West.

	2022	2021	2020
Revenues, EUR million	203.1	92.4	98.3
Personnel	434	416	375
Passengers	12,882,861	4,261,535	5,053,134
Commercial flights	129,278	68,404	69,287
Customer satisfaction	4.10	4.12	4.23



## Network airports

Finavia has 19 network airports, 17 of which serve passenger traffic. The airports at Halli and Utti are used exclusively for military aviation and general aviation. Carbon-neutral regional airports provide smooth connections for the business sector and leisure travellers.

	2022	2021	2020
Revenues, EUR million	54.0	34.8	37.5
Personnel	479	429	414
Passenger flights	2,522,163	1,115,410	1,347,449
Commercial flights	38,131	23,232	24,353
Customer satisfaction	4.45	*	4.44**



## Airpro

Finavia's subsidiary Airpro Oy provides ground handling and passenger services, security control and airport services, logistics services and cabin services for several aviation operators at Helsinki Airport and 10 regional airports.

	2022	2021	2020
Revenues, EUR million	67.2	33.1	29.4
Personnel	1,407	1,291	1,165



Responsibility is an important part of Finavia's operations. In 2022, we took significant steps in climate action and water protection. Ensuring our financial operating conditions and employee well-being after the COVID-19 pandemic were also important priorities in our responsibility efforts.

## 03 Responsibility at Finavia

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- 30 ..... Good governance and finances
- 40 ..... The well-being of people
- 49 ..... Sustainable air traffic
- 57 ..... Finavia's subsidiary Airpro

# Introduction to responsibility

In 2022, our efforts related to responsibility were focused on managing the continuity of operations and the well-being of our personnel. We restored the service level of our airports after the end of the exceptional conditions caused by the pandemic, and we continued the Helsinki Airport development programme. We also continued our climate efforts and investments in environmental protection.

Finavia is a leader in sustainable development in Finland and in its industry. We are speeding up the sustainability efforts of the entire air traffic sector. We understand that, as an airport company, we are not able to solve the climate challenges of the entire aviation industry. However, we want to do our best in the air traffic value chain for a more sustainable world.

Safety and security are key to everything we do. In environmental protection, we set the bar high and take pioneering climate action in the aviation industry. We promote the mobility of Finns and Finland's connectivity, and we engage in productive cooperation with our stakeholders. In order for us to achieve these objectives, our highly competent employees must have a high level of well-being at work.

Until 2022, we divided the material aspects of Finavia's responsibility into three categories:

- 1.** Matters generating the most added value to stakeholders and society, which we develop with a proactive approach: connectivity, safety, the customer experience, climate impacts and responsible growth.
- 2.** Matters improving the efficiency of operations, which we develop, monitor and report on: employee well-being, open cooperation in the value chain and the capacity for renewal.
- 3.** Matters safeguarding the continuity of operations, which we keep in good condition: operating in compliance with norms, exercising influence on regulation and managing continuity.





The essential operational priorities that were defined in 2017 and remained in use until 2022 are presented in more detail in the materiality table on pages 63–65.

Due to the economic conditions and the geopolitical situation, our focus was on business continuity management, ensuring compliance and restoring our operations after the COVID-19 pandemic. While matters under item 3 were our main priorities, we were also able to focus on matters under items 1 and 2.

We have continued our voluntary efforts to promote corporate responsibility in relation to item 1. One example of these efforts is the increasing use of renewable fuels in our fleet, which reduces our carbon emissions. In relation to item 2, we have successfully improved our employee satisfaction in line with our goals.

During the year, we created a new sustainability programme that will guide our responsibility efforts. The structure of this report follows the spearhead themes of the new sustainability programme: the well-being of people, sustainable air traffic, and good governance and finances.

### **Management of responsibility**

Finavia's responsibility efforts are guided by our strong workplace culture and values, operating policies and guidelines, Code of Conduct and good corporate governance. Every Finavia employee must act responsibly and promote responsibility.

Decisions pertaining to the responsibility of our operations are jointly made by the CEO

and the Executive Group. Finavia's Board of Directors actively monitors the management of responsibility and regularly discusses matters pertaining to finances, sustainable development and social responsibility. All policies observed are approved by Finavia's Board of Directors or the CEO.

The state's ownership steering has set responsibility targets for Finavia, and Finavia's management reports to the owner on the progress towards these targets on a yearly basis.

Responsibility is normally measured on the Group's scorecard in terms of financial profitability, customer satisfaction, employee satisfaction, safety and carbon emissions. In 2022, the performance indicator for responsibility was the reduction of carbon dioxide emissions generated by Finavia's own operations.

The practical aspects of environmental responsibility are coordinated by our environmental unit and sustainable development director in cooperation with our Group functions, business functions and their profit centres, i.e. airports. We use a certified ISO 14001 environmental management system. Our environmental policy lays the foundation for the setting of environmental targets, which are approved by the CEO.

Our environmental targets are divided into long-term (5–10 years) development programmes and annual action plans. We have identified the functions and services that generate the most significant environmental impact we can influence. We measure our environmental impacts and monitor the ef-

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We want our sustainability programme to be a programme for everyone at Finavia.

fectiveness of the actions we take on a regular basis.

The CFO is responsible for the implementation of economic responsibility at a practical level.

The consideration and promotion of social responsibility is the task of a number of different parties at Finavia. HR matters are the responsibility of the HR director and the HR unit. The management of social responsibility is also steered by our HR strategy and the detailed action plan based on it, as well as Finavia's Code of Conduct.

The coordination of the management and development of safety-related matters is the responsibility of the Senior Vice President in charge of safety and security together with the aviation safety unit and security unit.

We engage in an active dialogue with our stakeholders, coordinated by the communication unit, and the feedback we receive is an important consideration in our responsibility efforts. In accordance with our communication principles, we communicate proactively, transparently and openly.

Finavia's procurement responsibilities and procedures are specified in our procurement policy. We require our suppliers to observe the applicable laws, regulations, good business practices, sustainability principles, our Code of Conduct and responsibility. We develop our procurement practices in a goal-driven manner so that the various aspects of social responsibility and their applicability are ensured in all of our service agreements.

We are committed to good corporate governance in everything we do. Effective internal control and risk management help to ensure high operational performance, and they are an essential element of the good corporate governance observed by the Group. Finavia's Code of Conduct, operating manual and procurement principles, among others, set guidelines for our operations in line with standards.

The transparency of our governance is ensured by complying with the Finnish Corporate Governance Code for Listed Companies to the extent that it is practicable in a company owned by the State of Finland. We monitor the results of our corporate responsibility efforts and report on them in our corporate responsibility report by using indicators in ac-

cordance with the GRI standards. Corporate responsibility reporting is coordinated by our communication unit.

Every Finavia employee and partner is obligated to report the issue without delay if they observe or suspect any violations of our Code of Conduct. Finavia's pre-approved procedure is applied in processing the reports and taking related measures. Suspected misconduct or violations can be reported through the anonymous whistleblowing channel on our website. The reports submitted via the channel are treated confidentially. The reports are processed by an external service provider, Deloitte Oy. Finavia's whistleblowing team decides on potential follow-up measures.

### Responsibility targets

The targets of our responsibility efforts are related to sustainable growth and profitable business, improvements in good connections, promoting Finland's competitiveness and well-being at work. The targets are based on Finavia's strategic goals.

In 2022, the priorities of our responsibility efforts were to manage and ensure the continuity of operations, both due to Finavia's financial position and the geopolitical security situation. At the same time, we adapted our operations to the growth in the number of passengers and successfully implemented our cost-cutting programme.

The impact of the COVID-19 pandemic on our operations was mainly limited to the early part of the year, but Russia's war of aggres-





sion caused a new exceptional situation in air traffic. Our goal was to limit the potential impacts of foreign policy risks on our operational reliability. The war led to an energy crisis that, along with inflation and the intensifying economic slowdown, further underscored the importance of our goals pertaining to financial continuity. We were able to restore Finland's flight connections in spite of the crises. At the same time, we promoted tourism to Finland.

We continued the commissioning of the new terminal at Helsinki Airport during the year. We transitioned from a two-terminal model to a single terminal. The check-in area, security control and arrival services were moved to a new location. We streamlined security control by introducing new scanning

technology that makes the process faster and further improves security.

We invested in the well-being of our personnel during the year by revising our occupational health care service model and by organising training for key personnel on various risks related to work ability. The employee coaching and training programmes and apprenticeship training activities that were suspended due to the COVID-19 pandemic will be resumed.

In the long term, climate change is the most important megatrend affecting our responsibility efforts. The goals and actions laid out in our climate programme reduce the carbon emissions of airports with regard to our own operations. During the year, we made progress towards our goal of net zero carbon emissions.

In our environmental efforts, we also invested in water protection. We continued the construction of an underground wetland at Helsinki Airport, which purifies runoff water from the airport. The wetland will be taken into use in 2023.

More information on the measures taken during the year is provided in the sections Good governance and finances, The well-being of people and Sustainable air traffic.

### New sustainability programme

One of the most significant responsibility actions in 2022 was the creation of Finavia's new sustainability programme. The sustainability programme, entitled "Towards sustainable air travel", guides Finavia's internal and external responsibility efforts and is linked to our new business strategy. We engaged an external partner in the planning of the programme in order to reliably assess the level of ambition and strategic choices in our programme.

As part of creating the sustainability programme, we used a materiality analysis to review our key responsibility themes, which create value for our stakeholders and the environment. Internal and external stakeholders were engaged in the analysis by means of interviews and an extensive survey conducted by an external partner. The survey was responded to by Finavia's key stakeholders, including employees, airline representatives, passengers, owners and financiers, Finavia's suppliers, and the public authorities. The in-

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The new sustainability programme is linked to our business strategy.

terviews with Finavia's management focused on key responsibility issues for our business and future.

Based on the results of the analysis, we defined the three spearheads of our sustainability programme: the well-being of people, sustainable air traffic and good governance and finances. The new programme places even greater emphasis on the entire value chain of air traffic as well as biodiversity, the circular economy and human rights. The sustainability programme and the material topics are presented in the table on page 29.

We will adopt new responsibility targets and indicators in 2023. Our new strategy and the spearheads of sustainability were reviewed with all of our personnel in 2022. We want our sustainability programme to be a programme for everyone at Finavia. Change comes from our desire to do things better than well.

FINAVIA'S SUSTAINABILITY PROGRAMME:

# Towards sustainable air travel

## Good governance and finances

We are committed to good governance and want to remain competitive in order to promote good connections and tourism in Finland.

- We develop our airports on a demand-driven basis to ensure good connections, regardless of the mode of transport.
- We ensure the sustainability of our finances in order to pay taxes and dividends to the state owner for the welfare and services of society.
- We are committed to transparent and open governance. We promote responsible sourcing.

## The well-being of people

We promote the well-being, equality and safety of our personnel, air passengers and airport communities.

- Well-being and safety at work, good leadership, equality and non-discrimination guide our operations.
- Every day, we work towards the safety and security of airports and an equal and non-discriminatory customer experience.
- We promote the habitability of neighbourhoods near airports.
- We respect universal human rights and are committed to eliminating discrimination.

## Sustainable air traffic

We reduce climate emissions and promote the protection of waters, the circular economy and biodiversity at our airports.

- We will continue to reduce emissions at our carbon-neutral airports.
- We promote protection of waters, biodiversity and the circular economy at our airports.
- We accelerate the reduction of carbon emissions throughout the aviation value chain.

# Good governance and economy

Close cooperation with stakeholders was still very important after the pandemic, as our strategic position was changed by Russia's war of aggression and its consequences. Securing financing in the long term requires maintaining a balance between cost control and investments in business development.

## **Connectivity was improved by the lifting of travel restrictions**

Finavia's nationwide airport network and good international flight connections make Finland easy to reach.

The lifting of the pandemic-related travel restrictions improved Finland's connectivity. The last internal travel restrictions in the Schengen area were lifted in summer 2022. Although the pre-pandemic passenger volumes were not yet reached, there were 130 direct flight destinations around the world at the end of the year.

Russia's war of aggression led to the closure of Russian airspace to airlines from EU countries, which meant that the number of Asian flight connections was low.

## **Ensuring good connections through the development of travel chains**

Finavia's goal is to influence the development of sustainable transport solutions for Finnish society in order to make Finland an accessible and attractive destination. Together with airlines and Finland's various regions, we want to ensure good connections for Finnish and international passengers and, at the same time, develop our airports in a financially sustainable manner.

We also participate in the development of travel chains that combine different modes of transport, where the key objective is to find competitive solutions for passengers in terms of total travel time, costs and emissions. The planning efforts have been carried out in close cooperation with key stakeholders.



**CASE****A total of 19 new destinations were introduced at Finavia's airports**

In total, 19 new destinations were introduced at Finavia's airports in fall 2022. Eight of them were opened for the first time, and the remaining eleven routes were reopened. The opening of new routes peaked in October, when five new flight connections were opened at our airports in Rovaniemi, Helsinki and Turku. At Rovaniemi Airport, Finavia welcomed three new Ryanair routes from Dublin, London Stansted and Brussels Charleroi. Finnair opened a new direct connection from Helsinki Airport to Tokyo Haneda Airport, and SAS reopened its route from Stockholm to Turku.

Direct flights were available from Finland to approximately 130 destinations around the world. In addition to the newly opened and reopened routes, the frequency of flights has also increased.

 **Read more**

Finavia has participated in the work of the Board of Directors of the Finland railway project company Suomi-rata Oy as one of its owners. The aim of the project company has been to investigate potential rail solutions for reducing the travel time between Helsinki Airport and Tampere to approximately one hour.

**Stakeholder cooperation is important in crises**

The recovery of travel from the COVID-19 pandemic has required constructive and open cooperation with various stakeholders. Global crises such as the pandemic, Russia's war of aggression in Ukraine and the resulting energy crisis, rising costs and inflation have made regular and open stakeholder communication even more important than before. Cooperation with the authorities responsible for the security of supply and the security authorities was emphasised in 2022.

Our key stakeholders include airline customers, passengers, employees, financing providers and our state owner, the companies that operate at our airports, suppliers of goods and services, municipalities, the public authorities, the media and the people who live close to our airports. They are important stakeholders for Finavia, both in terms of our business operations and our role in society.

The recent crises have strengthened our cooperation with various stakeholders. We have worked closely together to improve the

future outlook of the industry. The difficult financial situation has required a good and open relationship with Finavia's financing providers. The continuous dialogue has been fruitful. We have received support and guidance in difficult circumstances.

In the challenging situation, the concerns of various stakeholders regarding the continuity of operations have also been emphasised. We have engaged in open discussions with the municipalities around our regional airports to shed light on the perspectives of the various parties involved.

**Active participation in industry organisations**

Finavia participates in the development of the sector in several Finnish and international organisations and working groups, as well as in development forums in the travel industry.

For example, we are a member of the Airport Council International (ACI) Europe and participate in several of its working groups. Finavia's CEO Kimmo Mäki is serving on ACI Europe's Board of Directors for a three-year term that started in 2022. He represents not only Finavia but also Northern Europe. Mikko Viinikainen, Vice President, Sustainability & Environment, served as the Chair of ACI Europe's Environmental Strategy Committee during the period 2020–2022.

We are also a founding member of the Nordic Initiative for Sustainable Aviation (NISA), which promotes the use of biofuels in avia-

tion, and a member of the Network for Electric Aviation (NEA) in the Nordic region. As a member of the Nordic Travel Retail Group and the Nordic Council of Shopping Centers, we develop the travel industry and the commercial potential of airports on an international scale. We are also a member of the Association of Service Sector Employers PALTA.

#### **Charity and sponsorship**

Finavia's principle is to donate money to charities that it considers socially important. Finavia also sponsors causes that help to promote the company's business operations. In accordance with our charity and sponsorship policy, we do not donate money to political parties, politicians or political institutions.

The financial impacts of the COVID-19 pandemic have reduced Finavia's opportunities to make charitable donations or engage in sponsorship. Due to our challenging financial situation, our activities in this area were again minor in 2022. During the year, we continued to support the activities of the Electric Aviation Association on a small scale. We donated EUR 10,000 to UNICEF to help children in Ukraine.

#### **Sustainable finances are the foundation for everything**

In spite of the financially challenging period of the past few years, we have looked after our personnel, the environment and our assets,

and we have continued to invest in the development of our airports. Securing sustainable long-term financing is essential for the future of the airport network and air traffic that serves all of our stakeholders.

The abatement of the pandemic and the recovery of air travel are reflected in Finavia's financial performance. Finavia Group's result for the financial year was EUR -52.3 million, which was better than in 2021 but still negative. Revenues grew by 105 per cent to EUR 298 million. Commercial revenues developed well and the number of passengers at our airports increased by 187 per cent compared to 2021. Our growth was in line with our financial projections until Russia's invasion of Ukraine in February changed the operating environment.

Finavia's revenues comprise the air traffic charges paid by airlines, facility and plot rents paid by companies operating at airports, rents for advertising spaces, and parking fees. Air traffic charges were increased moderately in 2022, and Helsinki Airport is still one of the most attractively priced international airports in Europe. The policy of moderate increases to air traffic charges will continue in the new year.

The Board of Directors of Finavia has proposed that Finavia will not distribute dividends to its owner, the State of Finland, for 2022. Finavia's goal is to pay dividends within the constraints of its financial results and distributable assets.

#### **Finavia Group's revenue and operating profit excl. extraordinary items, 2018–2022**

EUR million

500  
400  
300  
200  
100  
0

2018 2019 2020 2021 2022

■ Revenue ■ Operating profit excl. extraordinary items

#### **Finavia Group's investments and EBITDA margin, 2018–2022**

EUR million

400  
300  
200  
100  
0  
-100  
-200

2018 2019 2020 2021 2022

■ Cash flow-based investments  
— EBITDA margin, %

#### **Finavia Group's balance sheet total and equity ratio, 2018–2022**

EUR million

1,600  
1,400  
1,200  
1,000  
800  
600  
400  
200  
0

2018 2019 2020 2021 2022

■ Balance sheet total  
— Equity ratio

and determined by regulations. Personnel expenses represent a significant proportion of total costs: approximately 40 per cent on average. Cost items that are essential for the continuity of airport operations include security operations in compliance with the orders issued by the authorities, such as runway renovations, as well as environment-related activities in accordance with environmental permits.

#### **The Helsinki Airport development programme continued**

The largest investments made in 2022 were related to the deployment of the modernised check-in and security control premises at Helsinki Airport in the spring, the construction of an underground wetland to improve water management at Helsinki Airport and the transformation of the former departure hall into a new shopping and restaurant world that will open in fall 2023.

One of the main goals of the development programme was achieved in June when Helsinki Airport adopted a single-terminal operating model. The Group's total investment expenditure in 2022 came to EUR 115 million, of which the Helsinki Airport development programme represented approximately EUR 60 million. The other investments were operational investments. In 2023, the investment budget for the development programme of Helsinki-Vantaa is EUR 15 million.

#### **A moderate increase to air traffic charges**

Our cost-efficient operations have enabled us to keep air traffic charges at a low level, which has made Finavia's airports attractive propositions for airlines. In 2022, we increased prices moderately. Finavia decided to increase the charges for airlines and other airport users from the beginning of 2023 by 4.7 per cent compared to 2022.

At the end of the year, Finavia's interest-bearing liabilities amounted to EUR 807.3 million (738.1). Investments were financed not only through cash flow but also by borrowing. Net debt amounted to EUR 682.4 million (621.3).

Our investments were mainly financed through project financing, which is well suited for extensive infrastructure projects. This type of credit is also in line with Finavia's long-term earnings logic, in which investments in airports generate income over a very long period, while passenger volumes are expected to grow.

At the end of 2022, our equity ratio was 41.4 per cent (44.9). Our target is to maintain an equity ratio of at least 40 per cent. Finavia has planned its investment programmes to ensure that the company's solvency remains high when growth expectations are met.

Expenses arising from purchased goods, materials and services were EUR 300.8 million, reflecting the high level of investments at Finavia. Financing costs amounted to EUR 2.7 million (7.8). Salaries, wages and other per-

sonnel expenses came to EUR 107.9 million (79.0).

#### **We pay taxes and tax-like levies to Finland**

In 2022, Finavia paid a total of EUR 27.0 million (18.1) in taxes and tax-like levies. We do not pay or remit taxes to tax haven countries as defined by the OECD and have not received support from such countries.

Payments made to Traficom include air traffic monitoring charges and other aviation-related charges. The air traffic monitoring charge is a statutory charge levied by Traficom, which we remit to Traficom. The charge, which has been approved by Parliament and is collected from all airlines, is not related to the airport services provided by Finavia.

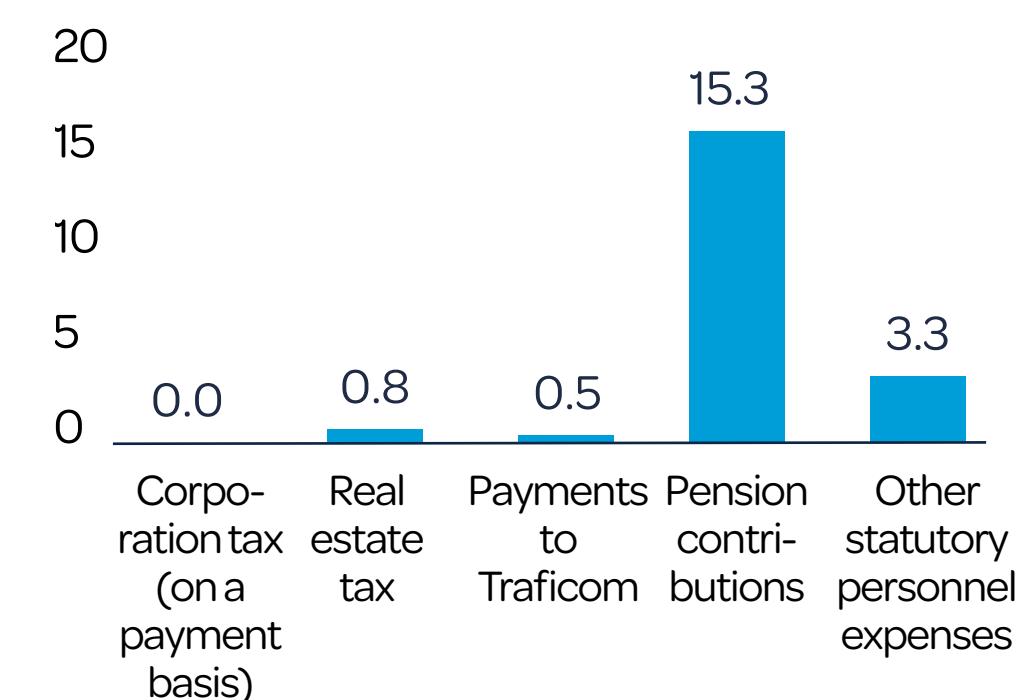
Finavia collected and remitted a total of EUR 28.4 million (23.4) in taxes and tax-like levies. The taxes and tax-like levies collected do not affect Finavia's results, as we act as an intermediary for the charges. The taxes collected and accounted for in 2022 and 2021 do not include value added tax. In 2022, Finavia reclaimed more VAT than it collected and remitted.

Finavia has business operations only in Finland, and it pays taxes and tax-like levies for its results in Finland in accordance with the Finnish legislation. We have not defined a separate tax strategy.

The company's CFO is responsible for tax-related matters at Finavia. If necessary, the CFO reports to the Audit Committee of

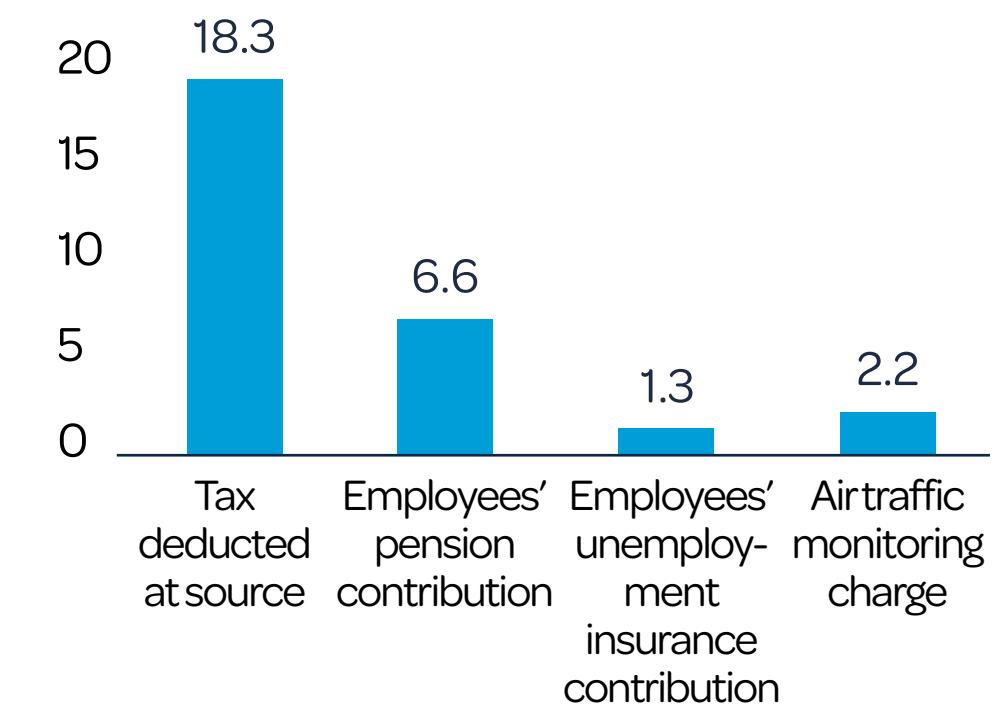
#### **Taxes paid by Finavia Group**

EUR million



#### **Taxes collected by Finavia Group**

EUR million



the Board of Directors. We actively cooperate with the tax authorities and request preliminary rulings from them in matters subject to interpretation so that tax-related uncertainties can be minimised. We fulfil our payment and reporting obligations in a timely manner.

We ensure that the Finavia Group has sufficient expertise concerning taxation. If necessary, we may purchase external taxation-related expert services. In 2022, we also used external tax advisory services.

Finavia's tax-related reporting does not include any evaluations. Reporting is based on consolidated financial statements and accounting material.

### **Our Code of Conduct guides our operations**

Finavia is committed to promoting sustainable development, business ethics and moral conduct. The Code of Conduct we have published on our website helps us maintain a way of working that is safe, transparent and inspires trust. Our Supplier Code of Conduct is incorporated into all of our new agreements. We require all of our employees and partners to familiarise themselves with the principles of the Code of Conduct and the more detailed regulations and guidelines related to them.

We develop our policies and operating practices in a goal-oriented manner and provide training to our personnel on our policies.

Finavia's governance and steering system, internal control, risk management and internal auditing are described in the Corporate Governance and Remuneration Report, which is included in this reporting package.

### **We are committed to responsible procurement**

Finavia is a significant buyer of goods and services in Finland. Our largest purchases in 2022 concerned ICT project manager services and fleet investments, which were both put up to tender. We also put several concession contracts up to tender. We buy a substantial share of the goods, services and capital goods we use from Finland and Finnish suppliers.

Procurement legislation governs Finavia's tendering processes. In procurement, we comply with the Act on Procurements and Concession Contracts of Entities Operating in the Water and Energy Supply, Transport and Postal Services Sector. As a rule, we put all procurements up to tender. If the size of the purchase is lower than the threshold value, we apply the three-bid principle set out in our procurement policy.

We require our suppliers to observe the applicable laws, regulations, good business practices, human rights, sustainability principles and responsibility. We have assessed and identified high-risk suppliers. Our long-term aim is for our purchases to be sustain-

### **The Group's key figures**

	2022	2021	2020	Change, %**
Total number of passengers, million	15.4	5.4	6.4	186.7
Revenues, EUR million	298.4	145.4	150.6	105.3
Operating margin, EUR million	65.4	-27.2	-27.0	340.8
Operating margin, %	21.9	-18.7	-17.9	
Operating profit, EUR million	-52.3	-130.7	-128.9	60.0
Operating profit, %	-17.5	-89.9	-85.6	
Profit for the period, EUR million	-57.9	-143.8	-147.0	59.8
Return on equity, %	-8.5	-23	-24.2	
Return on investment*, %	-3.5	-9.2	-10.4	
Equity ratio, %	41.4	44.9	36.3	
Cash flow-based investments, EUR million	105.7	164.7	255.7	-35.8
Net debt	682.4	621.3	727.9	9.8
Balance sheet total, EUR million	1,595.2	1,591.8	1,476.5	0.2
Average personnel, person-years	1,817	1,398	1,366	30.0
Salaries and fees, EUR million	89.5	65.7	62.3	36.2

\*In the year 2020, the calculation of return on investment includes interest rate and other financing costs, whereas previously financial income and expenses were included.

\*\*The percentage change shows the change between 2022 and 2021.

ably produced and for our supply chains to be transparent. We aim to consider different areas of responsibility starting from the planning stage of procurement activities. Social responsibility is taken into account in procurement activities in accordance with the provisions of the Act on Public Procurement and Concession Contracts.

Our Supplier Code of Conduct has been published on our website. The clear operating guidelines it lays out, such as zero tolerance for corruption, communicates the message to suppliers that we take responsibility seriously in all aspects of our operations. We publish materials aimed at our business partners – such as guidelines on safety and common operating practices – in our extranet Airportal.

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**Finavia is committed to promoting sustainable development.**



Picture: Suomen Ilmailuliitto  
Markku Rantanen



Stakeholder	Issues brought up by the stakeholder	Forms of cooperation	Examples of Finavia's actions in 2022
<b>Personnel</b>	<ul style="list-style-type: none"> <li>Concerns about employment caused by the COVID-19 crisis and the war in Ukraine</li> <li>Increased need for regular communication regarding changes in work and employment caused by COVID-19 and the war</li> <li>Employee well-being and the challenges of coping with work caused by the COVID-19 crisis and geopolitical uncertainty</li> </ul>	<ul style="list-style-type: none"> <li>The development of occupational health services</li> <li>Continuous cooperation with the management, employees and trade union representatives</li> <li>Discussions between job-specific working groups</li> </ul>	<ul style="list-style-type: none"> <li>A culture handbook and a description of the personnel culture produced together with the personnel, and their introduction</li> <li>Closer cooperation with the pension company and occupational health care provider</li> <li>Engaging employees in strategy work and discussions concerning responsibility and occupational safety</li> <li>Updating the occupational health service model</li> </ul>
<b>The authorities (Finnish Customs, the Finnish Border Guard, the Police, the Finnish Transport and Communications Agency)</b>	<ul style="list-style-type: none"> <li>The resources of the authorities to carry out their duties as traffic recovers</li> <li>Ensuring smooth cooperation and pursuing a proactive and initiative-driven approach at Finavia's airports</li> <li>Increased cooperation on observing the security environment due to the geopolitical situation</li> </ul>	<ul style="list-style-type: none"> <li>Maintaining and regularly reviewing the shared overview of the situation</li> <li>Coordination and management of day-to-day operations</li> <li>Continuous dialogue and distributing information</li> </ul>	<ul style="list-style-type: none"> <li>Operating in accordance with the regulations as well as Finavia's own policies and principles</li> <li>Operating models and exercises related to exceptional circumstances</li> <li>Binding agreements on the exchange of information</li> <li>Decision to locate new medical helicopter bases at Finavia's airports</li> <li>New operating locations and areas for the public authorities in the new terminal at Helsinki Airport</li> </ul>
<b>The environmental authorities</b>			
<b>Financiers and owner</b>	<ul style="list-style-type: none"> <li>The need to maintain an understanding of Finavia's situation and outlook</li> <li>The desire to ensure Finavia's survival through the crisis and the recovery of air traffic</li> </ul>	<ul style="list-style-type: none"> <li>Continuous and open dialogue</li> </ul>	<ul style="list-style-type: none"> <li>Keeping the owner up-to-date on the situation</li> <li>Sharing forecasts with the owner and financiers</li> <li>Taking an active approach to the timely acquisition of financing and the adequacy of financing</li> </ul>



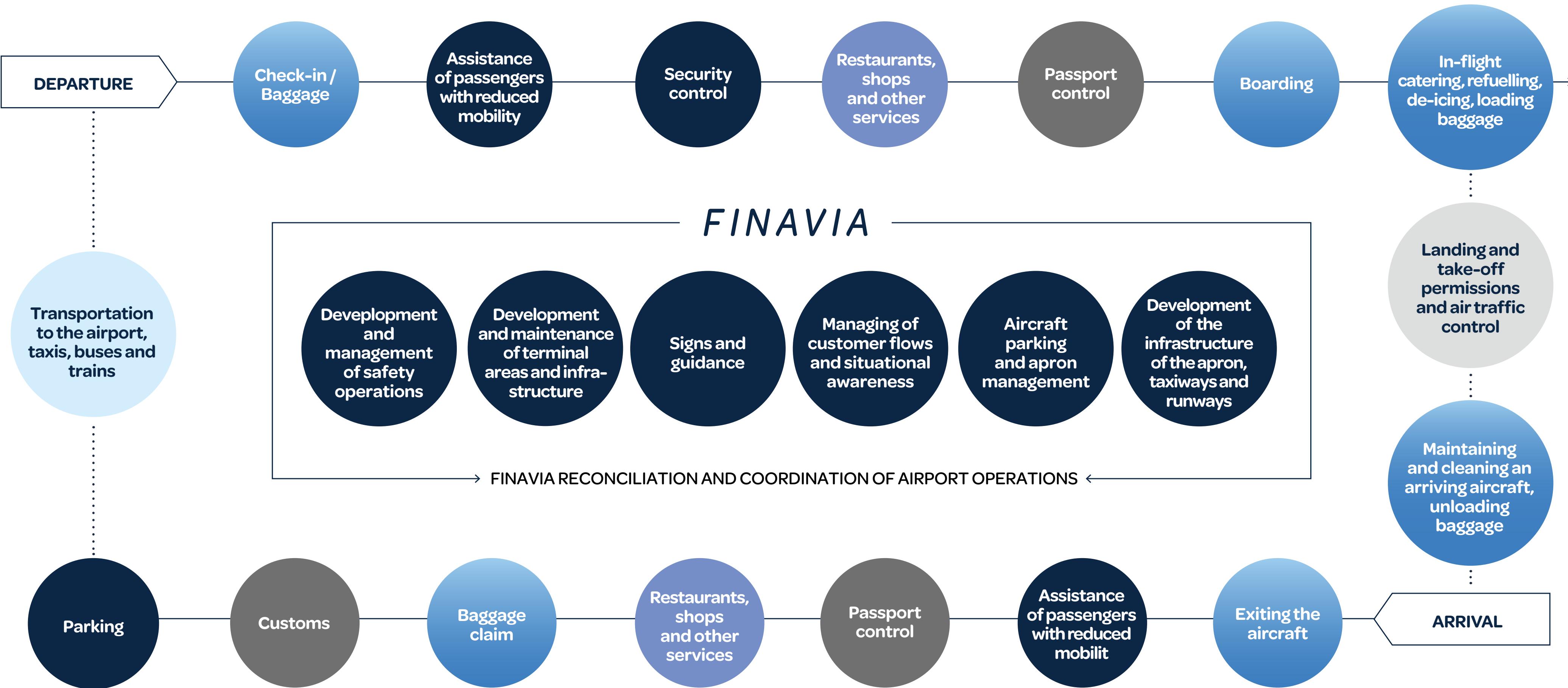
Stakeholder	Issues brought up by the stakeholder	Forms of cooperation	Examples of Finavia's actions in 2022
<b>The state and (local) municipalities</b>	<ul style="list-style-type: none"> <li>The long-term connectivity of Finland and various regions, and the problematic nature of purchased traffic</li> <li>Concerns regarding the continuation of flights and Finavia's operations after the crisis</li> <li>Providing cost-effective air traffic services</li> </ul>	<ul style="list-style-type: none"> <li>Continuous dialogue</li> <li>Meetings, working groups</li> </ul>	<ul style="list-style-type: none"> <li>Assessing the airport network from the perspectives of connectivity, network functionality and passenger services rather than merely from the perspective of scheduled traffic or profitability</li> <li>Opening public discussion on the future of Finland's airport network</li> </ul>
<b>Residents in the proximity of airports</b>	<ul style="list-style-type: none"> <li>Open dialogue, hearing and influence</li> <li>Environmental impacts of airports</li> <li>Aircraft noise control</li> </ul>	<ul style="list-style-type: none"> <li>Communication; for example, in digital channels (website, social media)</li> <li>Environmental feedback channel and responding to enquiries</li> <li>Regular reporting is also available to local residents</li> <li>A participatory planning model</li> <li>The WebTrak flight monitoring and noise measurement service</li> </ul>	<ul style="list-style-type: none"> <li>Regular communication with an emphasis on digital channels</li> </ul>
<b>Companies operating at airports, partners, subcontractors and suppliers</b>	<ul style="list-style-type: none"> <li>The concerns of commercial operators regarding the economic impact of Russia's war of aggression and sanctions</li> <li>Pressures on suppliers to raise prices as the general cost level rises</li> <li>Changes to passenger processes at Helsinki Airport</li> </ul>	<ul style="list-style-type: none"> <li>Continuous and open dialogue</li> <li>Negotiations on contracts and prices</li> </ul>	<ul style="list-style-type: none"> <li>Restoring the service level at airports</li> <li>Cost discipline towards suppliers while still maintaining good relations</li> <li>Developing the range of commercial services at Helsinki Airport</li> <li>Extending the energy saving programme at Helsinki Airport to all operators at the airport</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>The lifting of travel restrictions on airport operations</li> <li>Helsinki Airport development programme</li> <li>Taking the increased geopolitical tensions and security issues into account in airport operations</li> </ul>	<ul style="list-style-type: none"> <li>Open and regular communication with the media</li> </ul>	<ul style="list-style-type: none"> <li>Media releases, events and meetings, and continuous communication on Finavia's website</li> <li>Up-to-date communication on matters such as finances, safety, the smoothness of services and the operating environment</li> </ul>



Stakeholder	Issues brought up by the stakeholder	Forms of cooperation	Examples of Finavia's actions in 2022
<b>Military and state aviation</b>	<ul style="list-style-type: none"> <li>Cooperation related to drills by the Finnish Defence Forces</li> <li>Fighter jet procurement, application for NATO membership and their effects on the needs of the Finnish Defence Forces</li> </ul>	<ul style="list-style-type: none"> <li>Regular cooperation meetings</li> <li>Membership in the airspace control advisory group of the Ministry of Transport and Communications</li> </ul>	<ul style="list-style-type: none"> <li>Three-party cooperation between the Finnish Defence Forces, Fintraffic and Finavia</li> </ul>
<b>General aviation</b>	<ul style="list-style-type: none"> <li>Support and services at airports</li> <li>Listening and discussion</li> <li>Maintaining safety at airports at the beginning of the winter season</li> <li>Smooth mobility at airports</li> </ul>	<ul style="list-style-type: none"> <li>Local dialogue and meetings</li> <li>Meetings of the cooperation body of Finavia and the Finnish Aeronautical Association</li> <li>Maintaining relationships with interest groups and aviation schools</li> </ul>	<ul style="list-style-type: none"> <li>Keeping airports open to general aviation also during the winter season</li> </ul>
<b>Passengers</b>	<ul style="list-style-type: none"> <li>The restoration and resumption of airport operations</li> <li>Difficulties with planning trips due to changing country-specific restrictions and requirements</li> <li>Helsinki Airport development programme and the commissioning of the new terminal</li> </ul>	<ul style="list-style-type: none"> <li>Ensuring the passenger path and related cooperation</li> <li>Close cooperation with the public authorities</li> <li>Open and regular customer communication</li> </ul>	<ul style="list-style-type: none"> <li>Support and guidance for customers with regard to permits and certificates</li> <li>Relieving congestion and eliminating bottlenecks based on the continuous monitoring of travel processes and customer feedback</li> <li>Normalisation of airport opening hours</li> <li>Selection of new service providers at Helsinki Airport</li> </ul>
<b>Airlines</b>	<ul style="list-style-type: none"> <li>The recovery of air traffic</li> <li>Improving the profitability of operations</li> <li>The closure of Russian airspace and pandemic-related entry restrictions in certain countries</li> <li>The development of aviation fuel prices and their impact on the demand for flights</li> <li>The impacts of the renewal of the terminal at Helsinki Airport on the operations of airlines</li> </ul>	<ul style="list-style-type: none"> <li>Demand forecasts and data produced by Finavia for use by airlines</li> <li>Close cooperation between Finavia and airlines</li> <li>Cooperation in commissioning the new terminal at Helsinki Airport</li> </ul>	<ul style="list-style-type: none"> <li>Continuous dialogue with airlines concerning recovery and market demand in Finland</li> <li>Active participation in promoting tourism to Finland and discussion on the possibilities related to winter tourism in Lapland</li> <li>Moderate increases to air traffic charges</li> </ul>

## Airport operations as a whole

There are over 1,500 companies and other organisations operating at Finavia's airports. Together, they are responsible for smooth and safe air traffic operations. Airport operations and services are produced on a cooperative basis.



# The well-being of people

A successful passenger experience requires Finavia to have high quality with regard to safety and security, motivated personnel and a customer path built together with stakeholders.

## **An open workplace where the employees are appreciated**

We do our best to make Finavia a good workplace for our personnel. Employees who have a high level of job satisfaction and who continuously develop their competence play a key role in delivering a high-quality, smooth and safe airport experience.

We want to be an open workplace where the employees are appreciated and where they have the opportunity to develop their own competence and work. Every Finavia employee should have the opportunity to influence their work. In addition, we want to build a work community where colleagues support and help each other.

We continued to focus on supervisory work as well as on supporting our employees' commitment and ability to cope. We supported our employees' ability to cope by carrying out unit-specific and team-specific cooperation projects with occupational health

care specialists. We supported psychological well-being by increasing the provision of mental health services through our occupational health care provider. The objectives of our HR efforts included promoting equality in the workplace community and developing our occupational safety culture with the help of analytics and the renewal of operating models. Employee training and job rotation were resumed in 2022 after being suspended due to the pandemic.

We have taken a long-term approach to making our corporate culture more participatory. For example, we have worked together with our personnel to define Finavia's target culture and created a culture handbook to support it. The handbook guides Finavia employees in their everyday work. We also engaged our employees in the planning of Finavia's new strategy. Dedicated and motivated personnel is one of the three main goals of the strategy.



Finavia Corporation had 1,059 employees at the beginning of 2022. Finavia Group as a whole employed 2,250 people. At the end of the year, the corresponding figures were 1,132 for Finavia Corporation and 2,539 for the Group. Expressed as person-years, the number of employees in 2022 was 900 for Finavia Corporation and 1,817 for the Group. A person-year describes the work input of an employee as a full-time equivalent. Unpaid absences and temporary layoffs reduce the number of person-years.

The sick leave rate in 2022 was 3.3 per cent (2.7). The increase in the sick leave rate compared to 2021 is explained by operations returning towards normal, which substantially increased the amount of operational work. The sickness rate remained low.

There were no flights to five of our regional airports in autumn 2022, which meant that their employees were temporarily laid off for an average of 8.5 days per employee.

#### Personnel by type of contract and employee turnover

Finavia Corporation had approximately 1,022 employees in 2022. We recruited 134 new employees during the year. The increase in recruitment activity is due to the normalisation of air traffic.

A total of 929 (855) Finavia employees, or 90.9 per cent (89.2) of the personnel, were within the scope of a collective bargaining agreement.

Contracted personnel at Finavia Corporation totalled 1,056 (734) person-years. Cleaning, general security and security control ser-

#### The Group's personnel by type of contract

	women	men	total
<b>Finavia</b>			
Full-time	230	658	888
Part-time	72	62	134
Permanent	217	585	802
<b>Fixed-term</b>	85	135	220
<b>Airpro</b>			
Full-time	424	511	935
Part-time	172	136	308
Permanent	412	484	896
Fixed-term	184	163	347

#### Regional distribution of various employment relationships at Finavia

	Helsinki metropolitan area	Eastern Finland	Western Finland	Northern Finland	Total
Number of employees	605	130	99	188	1,022
Number of permanent employees	503	107	76	117	803
Number of temporary employees	102	23	23	71	219
Number of non-guaranteed hours employees	28	16	19	35	98
Number of full-time employees	552	113	76	148	889
Number of part-time employees	53	16	23	41	133

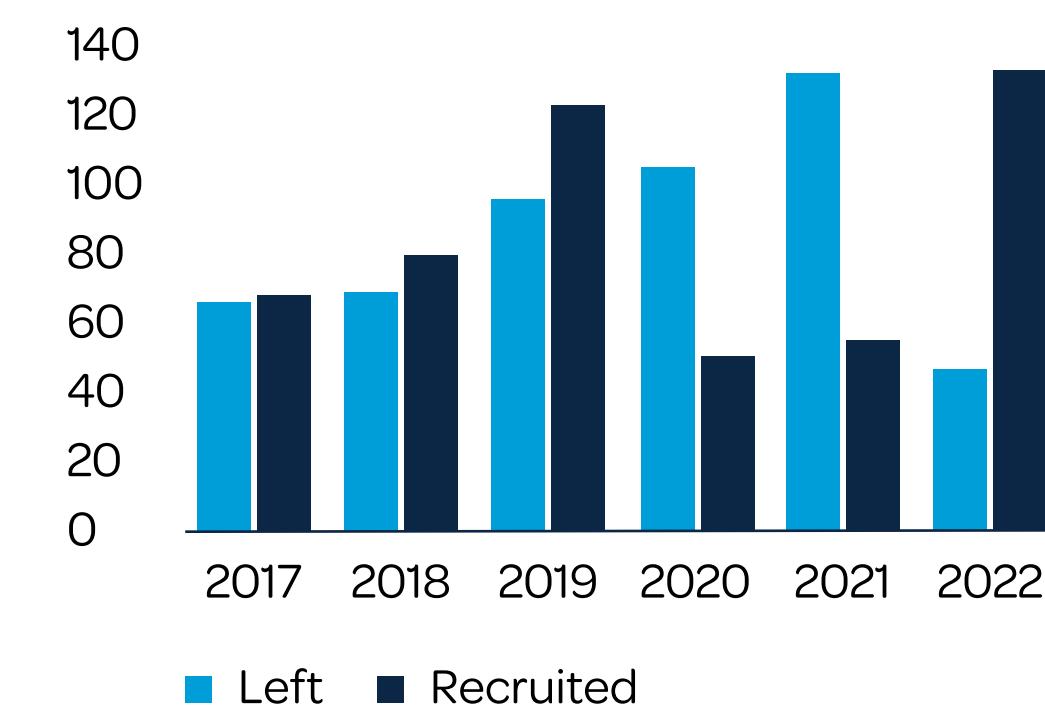
\*also included in other categories.

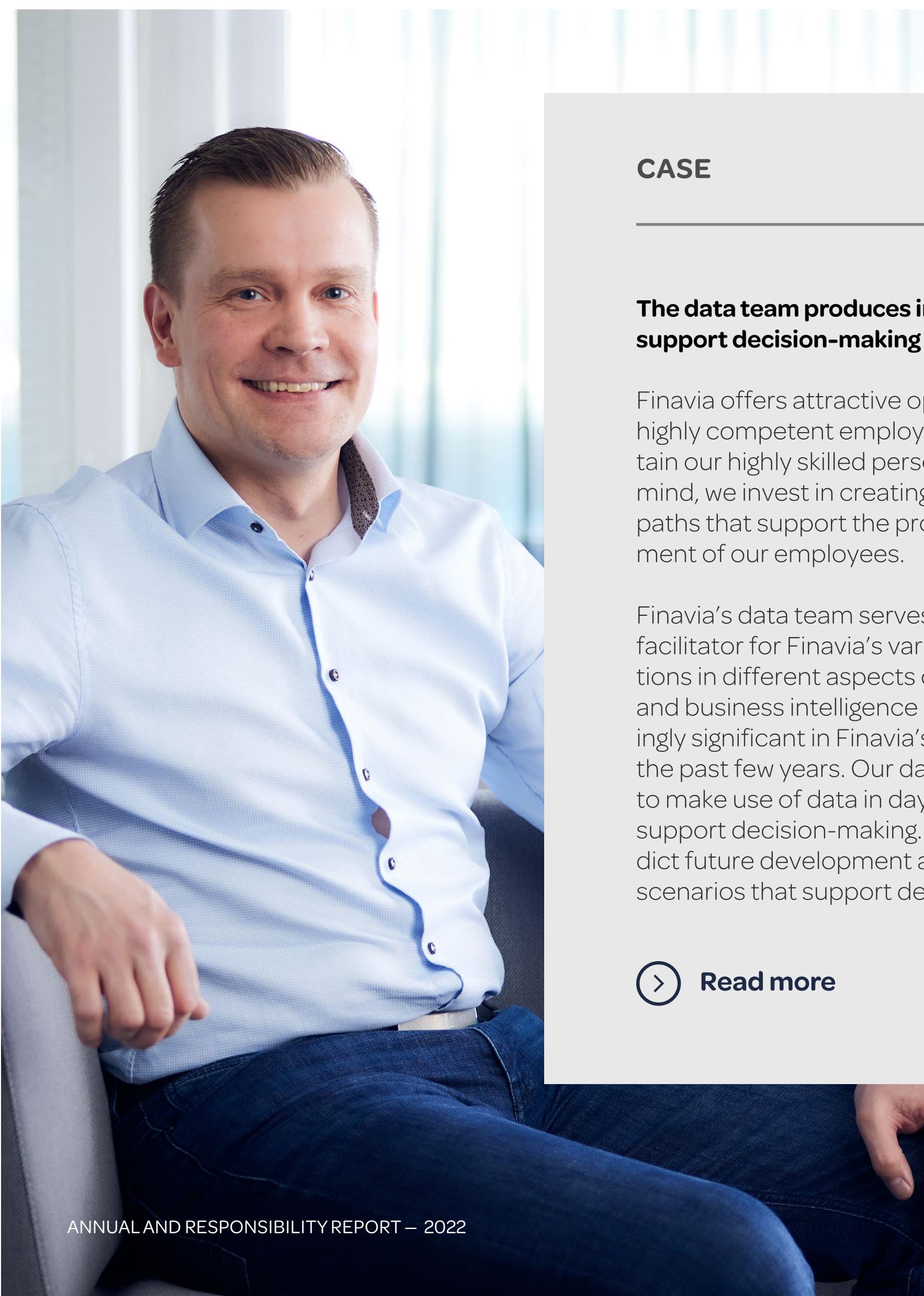
#### Years of service at Finavia

	Employees
Less than a year	329
1–4.9 years	247
5–9.9 years	110
10–14.9 years	128
15–19.9 years	106
20–24.9 years	99
25–29.9 years	41
30 years and over	78

#### Number of permanent staff recruited and left at Finavia

persons





## CASE

### **The data team produces information to support decision-making**

Finavia offers attractive opportunities for highly competent employees. We want to retain our highly skilled personnel. With that in mind, we invest in creating motivating career paths that support the professional development of our employees.

Finavia's data team serves as a partner and facilitator for Finavia's various business functions in different aspects of IT. Data analytics and business intelligence have grown increasingly significant in Finavia's operations over the past few years. Our data team enables us to make use of data in day-to-day work and to support decision-making. Data helps us predict future development and consider various scenarios that support decision-making.



**Read more**

vices comprised the largest part of external employment services. External employees were also used in property services and IT services.

Finavia Corporation's total employee turnover in 2022 was 24.2 per cent (24). Incoming employee turnover was 12.3 per cent (5.7) and departure turnover was 11.5 per cent (18). The incoming employee turnover increased from the previous year and the departure turnover decreased, which reflects the normalisation of air travel.

Departure turnover includes terminations of employment and resignations as well as retirement on old-age pension and disability pension. The indicator of total employee turnover is calculated by adding the numbers of incoming and departing employees and comparing the sum with the average number of permanent employees during the year.

### **A safe workplace is everyone's responsibility**

We are committed to the continuous improvement of occupational safety. We set occupational safety targets at the business level and at the unit level. We regularly monitor our progress towards the targets.

The manager responsible for well-being at work and occupational health and safety is in charge of the development of occupational safety at Finavia. In addition, all employees who take up supervisory posts receive training on Finavia's occupational safety culture, the use of the ePHL non-conformity and observation system, and on how to conduct risk assessments.

Finavia has an occupational safety management system that is based on a continuously applied operating model that includes consistent instructions and guidelines and satisfies the requirements of the relevant authorities. The goals include creating a proactive occupational safety culture, reducing occupational accidents and ensuring the well-being of employees. Other policies applied in Finavia's occupational health and safety activities include the OHS action plan, the OHS programme and the OHS handbook.

The other companies that operate at our airports are also committed to the common goal of occupational safety. The companies are responsible for ensuring that each of their employees is aware of the airport's safety guidelines and practices and acts accordingly.

We conducted occupational health and safety elections in January 2022 to elect employee representatives for OHS cooperation. In OHS cooperation, employees are represented by 14 regional OHS representatives, nine of whom represent employees and five who represent white-collar employees. In addition, a labour protection ombudsman was elected for the Finavia airports that do not have a health and safety representative of their own. The labour protection ombudsman provides local assistance to the regional health and safety representative.

In connection with the elections, we revised our occupational health and safety cooperation agreement, which entered into force immediately. The revisions are aimed at im-

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**It is important for us that Finavia is a good place to work, regardless of age or gender.**

proving the impact of occupational health and safety activities and harmonising the local handling of occupational health and safety issues.

The revision of the agreement and the occupational health and safety development measures were aimed at engaging the active participation of the health and safety representatives in handling occupational health and safety issues at their workplace and highlight potential occupational health and safety development opportunities both locally and in the Group as a whole. Finavia provides training to the health and safety representatives.

The Helsinki Airport Care team is an emergency preparedness team at Helsinki Airport. In the case of an accident, for example, the team is responsible for processes related to passengers' family members and supporting

Finavia's personnel. We organised training for the team on two occasions during the year. We also organised training on several instances for the Passenger Services unit on how to handle aggressive customers.

Occupational safety is a shared responsibility at Finavia. All of our employees and the employees of the companies operating at the airports constantly observe their work environment. Employees can use Finavia's whistleblowing channel, which has been in use since 2021, to anonymously report any observed problems or deficiencies at the workplace. In 2022, a total of 20 reports were received through the Group's whistleblowing channel. The reports were handled according to the agreed-upon process.

#### **Challenging winter conditions affected the number of occupational accidents**

We regularly monitor the number and frequency of occupational accidents. In response to accidents at the workplace, a local accident investigation is carried out and the key findings and corrective actions are also communicated to our other operating locations. We make use of the results of the investigations in our decision-making and prepare or revise our guidelines accordingly. This is aimed at preventing similar occupational accidents from happening again in the future.

In 2022, we added more detail to the occupational accident investigation model to make it even easier to apply in day-to-day operations. We monitor occupational safe-

ty with the help of an electronic system for the observation of non-conformities (ePHI). Employees use the system to report their observations of occupational safety-related non-conformities, which include occupational accidents, near misses and development suggestions related to occupational safety.

Occupational accidents are also reported to the accident insurance system. The companies that operate at our airports are also obligated to report non-conformities to Finavia in writing, particularly when the non-conformities involve Finavia.

The occupational accident insurance partner's reporting system is also used in the reporting of occupational accident reports and the analysis of incidents. Accidents are reviewed by Finavia's occupational safety committees and in personnel meetings and safety and quality teams. They are also reported to Finavia's Board of Directors on a quarterly basis.

In 2022, there were 59 (46) occupational accidents at Finavia, with 14 of the accidents taking place during commuting. Of the accidents, 36 were minor and did not result in sick leave, while 9 of the accidents resulted in an absence of at least one day. The Lost Time Injury Frequency Rate (LTIF) based on accidents resulting in an absence of at least one day was 5.9 (9.6). We analysed the accidents and put the lessons learned into practice at all of our operating locations.

The most common injuries associated with occupational accidents were dislocations and sprains (20), wounds (13) and contusions





(5). The number of occupational accidents was increased particularly by the challenging weather conditions during the winter. The number of near misses related to occupational accidents reported by the employees via the ePHI system in 2022 was 76, which represents a decrease compared to 2021 (115).

#### **Employee satisfaction at a good level**

One of the main principles of our HR efforts is to enable the development of employee competence and their transfer to new positions within Finavia, both horizontally and vertically, through job rotation, for example.

There were fewer opportunities for job rotation and training during the exceptional circumstances caused by the pandemic. We resumed our normal employee development activities in 2022. We resumed our vocational training programmes, apprenticeships and supervisory training programmes. We moni-

tor competence development needs and respond to them actively.

It is important to us that our employees have a high level of well-being and stay healthy throughout their careers. To achieve this, we support their work ability through occupational health care and other services. In 2022, we updated our occupational health service model to support the better availability of services in spite of the general shortage of resources in health care.

The scope of Finavia's occupational health services does not include external labour. Subcontractors and staffing companies are responsible for the occupational health services of their personnel.

During the year, we successfully completed part of our work ability project aimed at regional rescue personnel. We also organised group training for the post-trauma support persons at our airports. In addition, we organised theme-specific training for our super-

visors on the prevention of work ability risks. We also organised training for our supervisors, certain specialists and some of our employees on the prevention and identification of substance abuse risks.

We offer sport and culture benefits to encourage Finavia employees to lead active and healthy lives. During the year, we expanded the benefit to also cover massage and physiotherapy services.

In addition to the pulse survey, we conducted a more extensive personnel survey during the year. Employee satisfaction at Finavia has remained at a good level in spite of the exceptional circumstances of the past few years. The PeoplePower index was 68.9. This is a significant achievement for us.

#### **Finavia is a good workplace for everyone**

It is important for us that Finavia is a good place to work, regardless of age or gender. We treat everyone equally, pay equal wages, promote a healthy work/life balance and help older employees cope with the demands of work.

We pursue and monitor these goals by means of our HR policy, Code of Conduct and Finavia's equality and non-discrimination plan. The objectives set out in Finavia's equality and non-discrimination plan include, for example, increasing multiculturalism, encouraging men to take family leave and increasing the number of women in supervisory and executive positions.

We have successfully increased the number of women in supervisory and executive positions, but in the maintenance unit, for example, this has proved to be challenging.

The average age of Finavia's personnel was 44.5 years (44.9) in 2022. Women represented 29.5 per cent (30.3) of our personnel. The gender distribution is partly attributable to the physical demands of the work and the rescue preparedness required for certain jobs, for example.

The multiculturalism of the personnel is realised to a good extent in customer service roles. In some jobs, such as maintenance, increasing multiculturalism has proved to be challenging due to the required Finnish language proficiency, for example.

In our annual personnel surveys, we collect information on possible incidents of bullying and discrimination. All incidents that the employer is informed about are either investigated using the whistleblowing process or in accordance with our incident handling process in cooperation with the manager in charge of well-being at work and occupational health and safety and HR representatives.

#### **We engaged our personnel in our strategy work**

Dedicated and motivated personnel is one of the main goals of our strategy. The work of our personnel has meaning for Finnish society. Motivated and committed employees enable a safe and smooth airport experience. Our employees had the opportunity to participate in the development of Finavia's new strategy in various stages of the process. In spring, we organised an event to hear our employees' thoughts on our strategic priorities.

A total of 30 key employees were selected to form a future team that continued to work

on the strategy together with Finavia's management. The members of the future team serve as ambassadors in putting the strategy into action. The strategy was discussed in each of Finavia's units in autumn, and unit-specific action plans were created. In 2023, we will start working in line with the goals outlined in the new strategy.

The HR-related goals of our new strategy include strengthening an open and appreciative corporate culture, developing the employee experience and increasing Finavia's attractiveness as a workplace.

To achieve these goals, we will focus on developing supervisory work and employee competence and ensure that all supervisors at Finavia operate in accordance with our culture. We also aim to develop our incentive systems.

We will invest in developing our employer image and increasing multiculturalism in our workplace community.

We will support our employees' ability to cope with the demands of work by taking advantage of the expertise of specialists in various fields and our partners. During the year, we will update our age programme and organise various training activities related to coping with the demands of work.

### **A strong safety culture is a cornerstone of our operations**

The management and development of airports and the continuity of our operations require us to operate in full compliance with the requirements of the authorities and to have a strong safety culture.

We are responsible for the overall security of our airports, such as ensuring that the operations and infrastructure of our airports fulfil the regulations issued by the authorities. We coordinate safety and security measures between airport stakeholders and operators. We ensure that all of the operators at our airports have the capacity and resources to achieve goals related to safety and security. Our safety efforts are based on continuity and the effective anticipation of safety risks. We manage and analyse safety-related data on our operations. We use it as the basis of developing the airport's safety and security practices. We actively participate in discussions regarding our industry and aim to influence regulations in matters that promote safety. Success in safety-related efforts has a direct impact on customer satisfaction.

Finavia's safety management organisation is integrated into the company's management system. This supports the entire Finavia organisation's consistent safety culture and information flow. We discuss safety issues regularly and consistently.

Safety management is not only an internal matter for Finavia. Instead, safety is promoted through various forums between many different stakeholders that play a role in safety and security. This ensures sufficient and comprehensive safety awareness throughout the airport.

Flight safety, protection of civil aviation, cybersecurity, information security, occupational safety and environmental safety are at the core of Finavia's activities related to safety and

### **Main principle of Finavia's safety management system**

<b>Compliance with official standards</b>	
<p>The safety management system must comply with a significant number of international and national regulations. The Finnish Transport and Communications Agency (Traficom) supervises compliance with these regulations. In 2022, Traficom conducted a total of 9 (11) audits at the airports. In addition Finavia performed 9 internal audits.</p>	
<b>Commitment of the management</b>	<b>Proactive approach to safety</b>
<p>Finavia's management is committed to the principles of the safety management system and using the information it produces in decision-making processes. Safety targets have been set for different functions, and their fulfilment is monitored regularly.</p>	<p>The impact of safety-critical changes, new systems and methods on safety are assessed beforehand. The aim is to identify and control risks associated with changes and minimise them through various actions and back-up procedures.</p>
<b>Encouraging non-conformity reports</b>	<b>Sufficient self-monitoring</b>
<p>Any non-conformities reported by the personnel are classified and analysed. An independent internal investigation is initiated for more significant nonconformities without apportioning blame.</p>	<p>In addition to self-monitoring within operational units, independent internal audits are conducted so that the impact of activities on safety are taken into account when deciding on the content, extent and focal points of audits. Any non-conformities identified are processed and investigated, and the corrective measures required are implemented.</p>
<b>Competent staff</b>	<b>Dissemination of useful information</b>
<p>The personnel have the appropriate qualifications based on training, professional competence and experience. A training record is maintained of the personnel where the details of special training, experience and level inspections required for the position are recorded.</p>	<p>The information derived from investigations, audits, analyses of non-conformity reports, effective corrective actions, and international cooperation is extensively used for training personnel, for developing instructions, and for internal communication.</p>

security. The various areas of safety are guided by national and EU regulations. Compliance is supervised by the Finnish Transport and Communications Agency Traficom, which in turn is subject to oversight by the EU Commission. The European Union Aviation Safety Agency EASA cooperates with the Commission. The activities of the agency and the commission include airport inspections to ensure civil aviation security, for example.

#### **Close cooperation with the authorities**

We engage in safety activities in cooperation with airlines, subcontractors and various authorities, such as the Finnish Police, the Finnish Customs, the Finnish Border Guard and the Safety Investigation Authority. Continuous dialogue enables each party to maintain an up-to-date overview of the situation. The changes to the global security situation in spring 2022 led to even closer cooperation between Finavia and the authorities.

Finavia organises annual cooperation exercises with the authorities at all of its airports to support seamless cooperation in the event of various disturbances and emergencies, such as accidents. Approximately 20 cooperation exercises were held in 2022. The main focus of the exercises is on cooperation between the stakeholders operating at Finavia's airports, the rescue authorities and the authorities responsible for social welfare and health, but the Police, the Finnish Border Guard and the Finnish Defence Forces may also participate in some of the exercises.



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**No serious incidents occurred due to Finavia's operations in 2022.**

Finavia has mutually binding safety information exchange agreements with the airlines operating at our airports, the Finnish Meteorological Institute and Fintraffic. If one of these stakeholders receives safety information that has an impact on Finavia, they report the information to Finavia. Safety information is also obtained from other airport operators, such as ground handling companies. This enables us to base our safety development measures on more extensive information than the safety information we acquire ourselves. We updated the information exchange agreements in our cooperation meeting in autumn 2022 to address potential needs for changes.

In spring 2022, we evaluated the runway condition reporting model that was implemented at all of our airports about a year ago. According to the evaluation, the model has functioned in accordance with the objectives set for it.

**Our employees play an important role in safety**  
Our safety-related efforts are guided by Finavia's safety policy, which states that safety

comes before everything else in Finavia's operations. Another policy that supports safety and security at Finavia is our Just Culture concept, which is focused on fairness.

The objective of our safety efforts is to ensure, for our part, aviation safety so that no serious incidents or accidents occur due to our actions. To achieve this objective, we collect as much safety information from our organisation as possible.

Our annual safety targets apply to all levels of our organisation. Targets are also set at the unit-specific level. We set safety targets particularly for high-risk activities, such as operations in the runway environment. We regularly monitor the achievement of our targets and respond to development needs with a low threshold and without delay. In 2022, there were no serious hazardous incidents at our airports caused by Finavia's actions.

We collect safety data throughout the year. We obtain information from the non-conformity reports submitted by our personnel, for example. We train our employees to report any safety-related non-conformities they observe with a low threshold, using our electronic reporting system. The reports can be submitted anonymously to protect the identity of the person submitting the feedback.

In 2022, over 2,500 reports were submitted via the non-conformity observation system. Of these, 1,100 were reports submitted by our own personnel and 1,400 were submitted by stake-

holders. The high level of reporting activity speaks to the success of our shared safety culture.

#### **New scanners improve security**

In spring 2022, we deployed new scanners with computed tomography technology at the security control at Helsinki Airport. With the new equipment, passengers can leave liquids and electronic devices in their carry-on bags during security control. The equipment also enables automated remote interpretation of the scanner images. The change improved security management and streamlined security control processes.

In 2022, we successfully adapted to the growth of passenger volumes and transitioned to a single-terminal model at Helsinki Airport. The changes in the global security situation led to closer cooperation with the authorities.

#### **Accessibility has been taken into account in the new terminal**

Customer orientation is one of Finavia's values. Our customer promise is a smooth airport experience built on four pillars: feeling relaxed, feeling secure, feeling refreshed and the feeling of Finnishness.

In addition to air passengers, Finavia's customers include the airlines that use our airports. We want to provide good service to passengers and be an excellent partner for airlines, whether it is a question of airport processes, facilities or customer encounters.

#### **CASE**

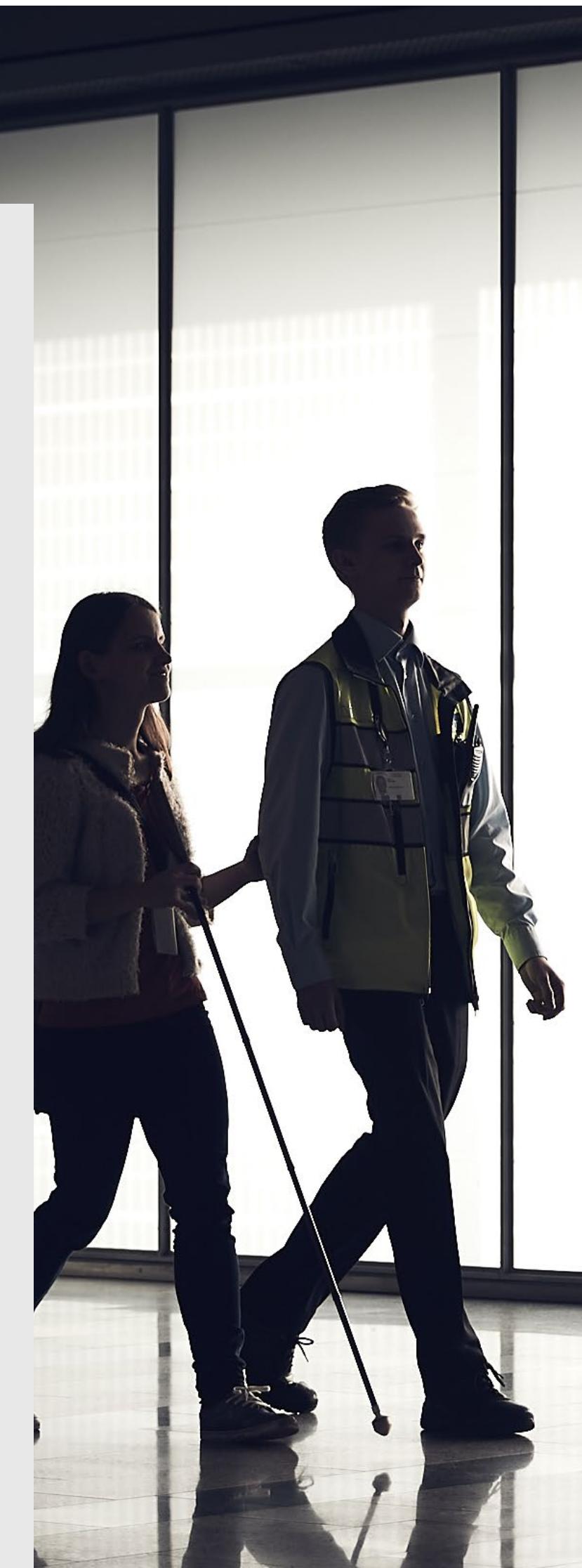
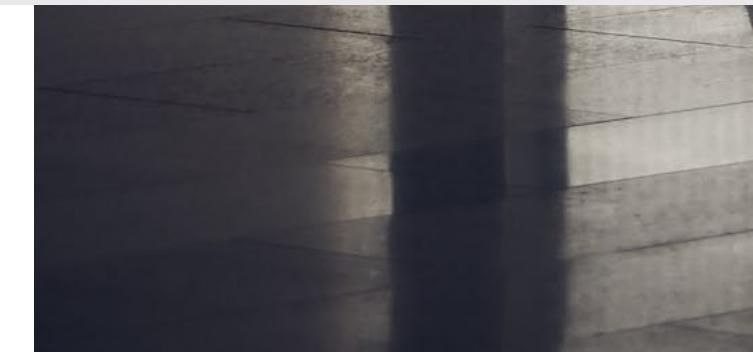
##### **Improved accessibility**

Finavia took the needs of special groups carefully into account in the renewal of the terminal at Helsinki Airport. In the new terminal, accessibility has been ensured in cooperation with organisations representing people with disabilities.

Helsinki Airport's development programme, to be completed in summer 2023, is inclusive for all passengers. That is why accessibility solutions have played a major role in the development programme. The new terminal is designed to make it as easy as possible for all passengers to get around. The distances have been kept as short as possible, everything is accessible with a wheelchair or other assistive device, the instructions are clear, and public transport is especially easy to access from the terminal.



**Read more**



**We adapted our services to the growing number of passengers**

As passengers move through the airport towards their flight, they are served by many different operators, all of which need to perform their tasks successfully. In 2022, we focused on developing the passenger path together with the operators at our airports.

Passenger flows increased quickly after travel restrictions were lifted. At the same time, many of the operators at our airports restored or resumed their operations, which led to an increase in the number of new personnel working at the airports. Through good cooperation and active dialogue with the airport community, we succeeded in adapting operations to growth. The occasional congestion during peak seasons was quickly cleared. In addition to cooperation forums and other working practices that support individual or team-based cooperation, operations were made smoother by Finavia's Airport Operational Status system, which is used by all airport operators. It provides a real-time overview of the airport's operations and speeds up the flow of information between all operators.

The COVID-19 pandemic affected the operations of our airports until June 2022, after which the Communicable Diseases Act was no longer in force. However, the enhanced hygiene practices adopted during the pandemic have remained as part of the normal operating practices of our airports.

During the year, we received positive feedback both from passengers and in our discussions with airlines with regard to the reliability

of our operations and the smooth use of our services, for example. Compared to other international airports, Helsinki Airport performed exceptionally well in restoring its operational activities.

**Helsinki Airport transitioned to a single-terminal model**

The year 2022 was a historic milestone for Finavia and our customers. One of the main goals of the Helsinki Airport development programme was accomplished in June when the airport transitioned to a single terminal operating model. One of the goals of the change was to streamline the use of services at the airport. In the spring, we opened new check-in and security control facilities.

During the year under review, many of our customers travelled for the first time since the pandemic began. The changes in the facilities and the long pause in travel increased the passengers' need for support, both at the airport and before arrival. This was reflected, for example, in an increase in the number of customer service contacts.

The security control at Helsinki Airport now features state-of-the-art scanner technology that allows passengers to leave liquids and electronic devices in their bags during security control. We received a lot of positive feedback from passengers about the efficiency and good service enabled by the new technology.

As part of the changes, we moved the service desk for customers requiring assistance to

the lobby of the terminal, making it even easier to find.

**Customer satisfaction remained at a good level**

We take a long-term approach to developing the customer experience and take advantage of data-driven management. We use surveys to determine the expectations and needs of passengers, and we continuously monitor our customers' opinions concerning our performance.

We measure the satisfaction of our customers, partners and passengers using regular surveys and our digital customer channels. Customer satisfaction at our regional airports is measured by means of an annual survey.

We use regular surveys to measure passenger satisfaction. Customer satisfaction at Helsinki Airport is measured using the International Airport Service Quality (ASQ) survey. The airport's ASQ score in 2022 was 4.10 on a scale of 1–5 (poor-excellent). Based on the survey, the strengths of Helsinki Airport include, in particular, friendly personnel, short waiting times and the ease of travel in general. In spite of the pandemic and the changes at the airport, we have managed to keep customer satisfaction at a good level.

We also measure customer satisfaction at selected network airports. In 2022, their satisfaction score was 4.45 on a scale of 1–5 (poor-excellent). The following 10 airports are included in the survey: Ivalo, Kittilä, Kuopio, Kuusamo, Maarianhamina, Oulu, Rovaniemi, Tampere, Turku and Vaasa.

# Sustainable air traffic

The recovery of air traffic and the weather conditions during the winter season were reflected in our environmental impacts in 2022. We carried out an innovative water protection project at Helsinki Airport. Five of our airports achieved the highest possible level of reducing carbon emissions under the ACA programme.

## **Significant steps in climate action and water protection**

Our goal is to minimise the adverse environmental impacts of our airports. Our environmental efforts are guided by legislation, international regulations, the provisions set out in environmental permits, the goals of our environmental management system and our desire to take action with real impact.

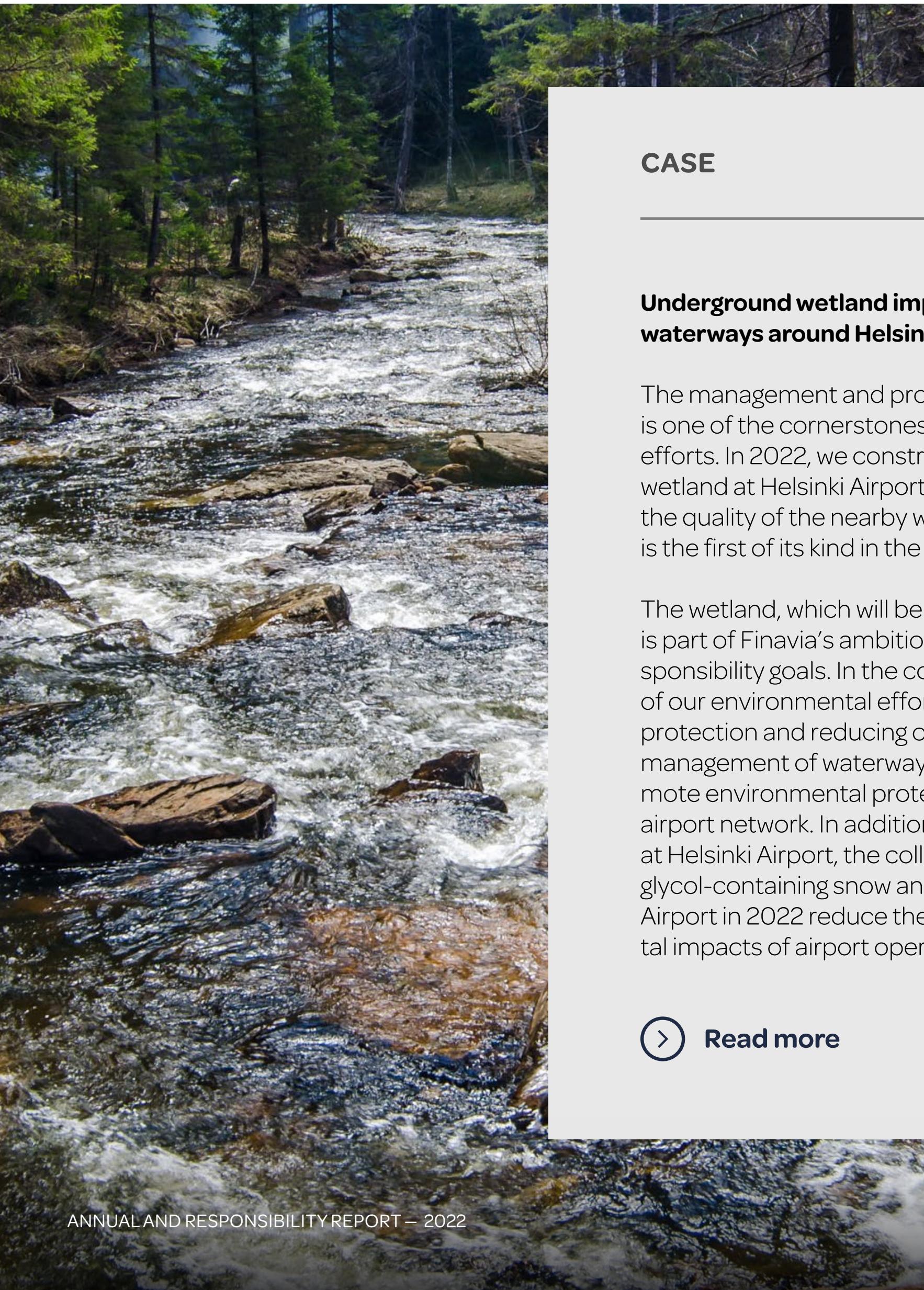
Our environmental efforts are based on permit regulations and continuous improvement in accordance with our certified ISO 14001 environmental management system, also taking financial aspects into account. Our environmental management system includes an environmental policy that specifies the criteria for setting environmental targets. In 2022, we incorporated a carbon emission

management guideline to our environmental management system.

Some construction, development and research projects related to Finavia's environmental efforts had to be postponed due to cost-cutting measures. Nevertheless, we continued our monitoring, evaluation and planning activities as required by environmental permits and relating to water management, for example. We continued the construction of the underground wetland at Helsinki Airport. The wetland will be taken into use in 2023. The project is the first of its kind in the Nordic countries.

We also took a significant step in our climate action. We achieved the highest possible level in the Airport Carbon Accreditation (ACA) programme of Airports Council Inter-





## CASE

### **Underground wetland improves the quality of waterways around Helsinki Airport**

The management and protection of waterways is one of the cornerstones of our environmental efforts. In 2022, we constructed an underground wetland at Helsinki Airport, which will improve the quality of the nearby waterways. The project is the first of its kind in the Nordic countries.

The wetland, which will be completed in 2023, is part of Finavia's ambitious environmental responsibility goals. In the coming years, the focus of our environmental efforts will be on water protection and reducing carbon emissions. The management of waterways enables us to promote environmental protection throughout our airport network. In addition to the wetland built at Helsinki Airport, the collection systems for glycol-containing snow and water built at Turku Airport in 2022 reduce the adverse environmental impacts of airport operations.

 **Read more**

national Europe at Helsinki Airport and our four airports in Lapland. We achieved carbon neutrality in our operations at all of our airports in 2019. Helsinki Airport was certified as carbon-neutral in 2017 and our airports in Lapland in 2018. Our next goal is net zero carbon emissions in Finavia's own operations at all of our airports in 2025. The increase in traffic volumes and the difficult weather conditions in the late winter and early spring in 2022 increased the environmental impacts of air traffic compared to the previous year. The development of our environmental efforts has been slower than intended due to the difficult financial situation. As air traffic recovers and our financial situation improves, we will be able to continue our environmental efforts as planned; for example, by continuing our co-operation with airlines on noise management and by moving ahead with new water protection projects.

#### **Investments in water protection**

As part of the Helsinki Airport development programme, we continued the construction of an underground wetland related to stormwater treatment. The wetland will be taken into use in the year 2023.

At Turku Airport, we built a collection basin for glycol-containing water and a collection area for glycol-containing snow. We improved the fuel distribution area for ground equipment at Utti Airport and enhanced the storage of anti-skid substances at several airports in our network. Our cost-cutting programme lim-

ited our opportunities to make new environmental investments.

#### **We engage our employees in environmental action**

As our maintenance personnel play an important role with regard to environmental protection, they receive training on environmental issues. Environmental training is also provided to employees who participate in rescue operations. We conduct exercises on the prevention of environmental damage in co-operation with the rescue authorities. In 2022, we organised a joint rescue exercise at Joensuu Airport on responding to a large fuel spill.

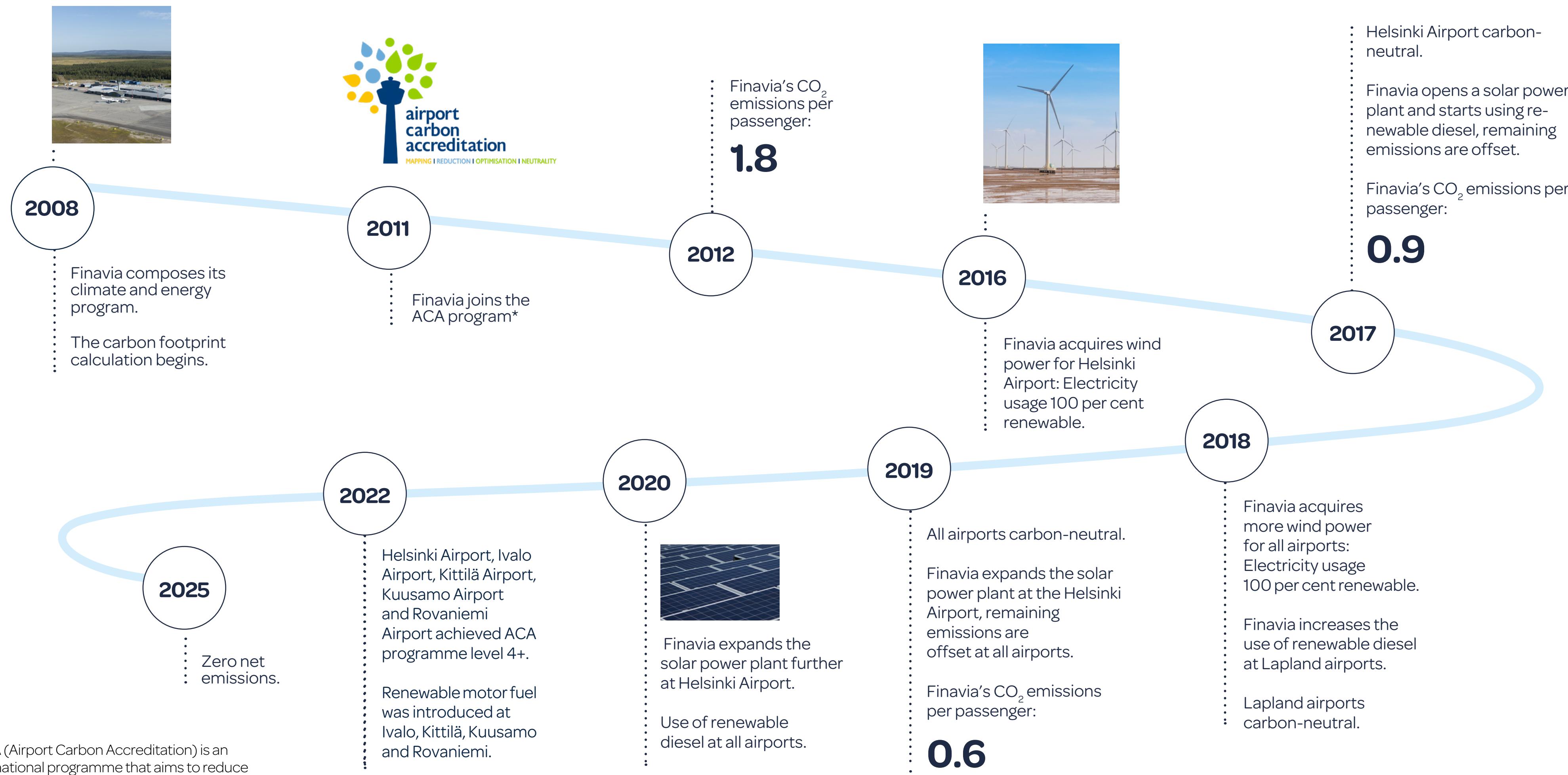
Our employees report environmental damage through our system for reporting observed non-conformities (ePHI). The system is maintained by the aviation safety unit. Reports entered in the system are also monitored by the environmental team, which makes proposals for operational development.

In response to the energy crisis, we launched a separate energy saving programme in 2022. The targets and measures outlined in the programme apply to all of our airports.

#### **Aiming for net zero carbon emissions**

Our operations cause carbon dioxide emissions, which we have reduced for several years now with good results. In airport operations, carbon dioxide emissions arise mainly from the heating of terminals and the fuel consumption of machines and vehicles.

## Climate path





### We moved forward on our climate path in spite of cost cuts

Helsinki Airport and our airports in Lapland are certified under the Airport Carbon Accreditation (ACA) programme of Airports Council International Europe (ACI Europe).

To achieve carbon neutrality, we have reduced the carbon dioxide emissions generated by our operations and offset the emissions that we have not been able to avoid.

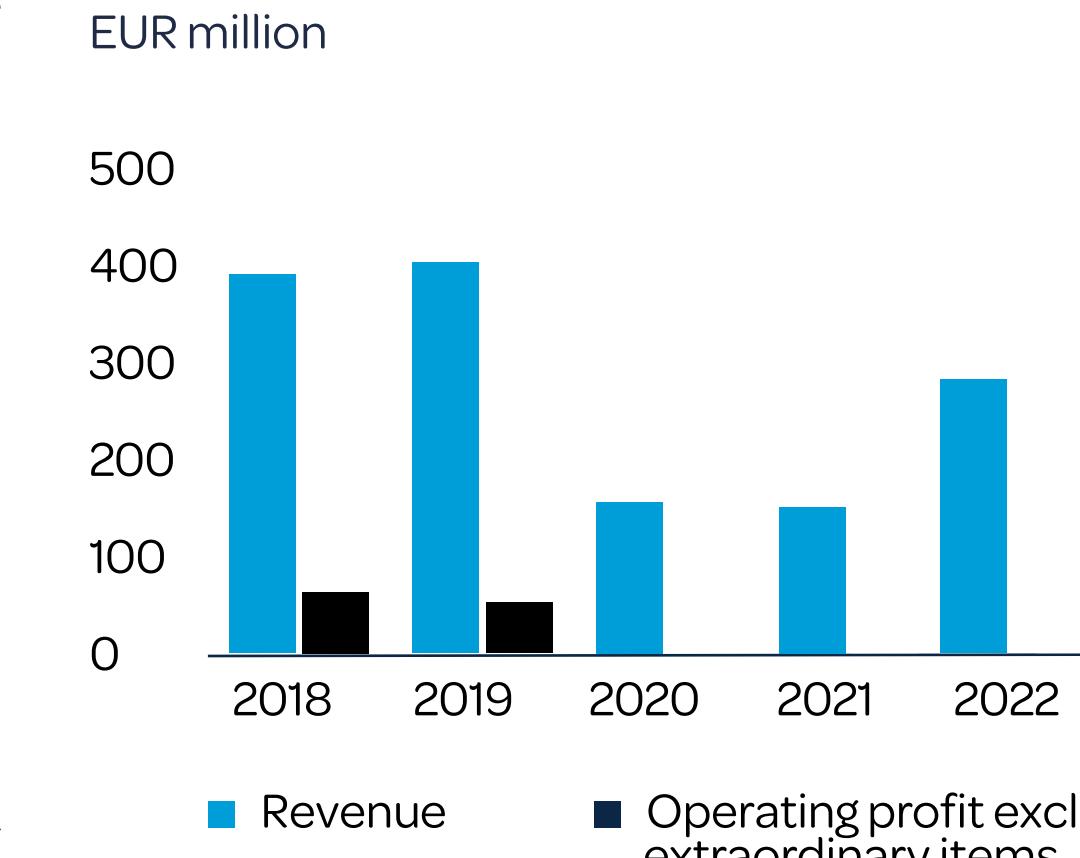
We improve the energy efficiency of properties, use zero-emission wind power and generate electricity ourselves using solar panels. At all of our airports, we have replaced diesel fuel with renewable diesel produced from waste. In heating, we use renewable sources of energy, such as pellets and zero-emission district heating, when possible. Half of our airports are heated using Finnish wood-based biofuel.

We offset our remaining emissions by funding ACA-compliant projects that reduce carbon dioxide emissions in developing countries.

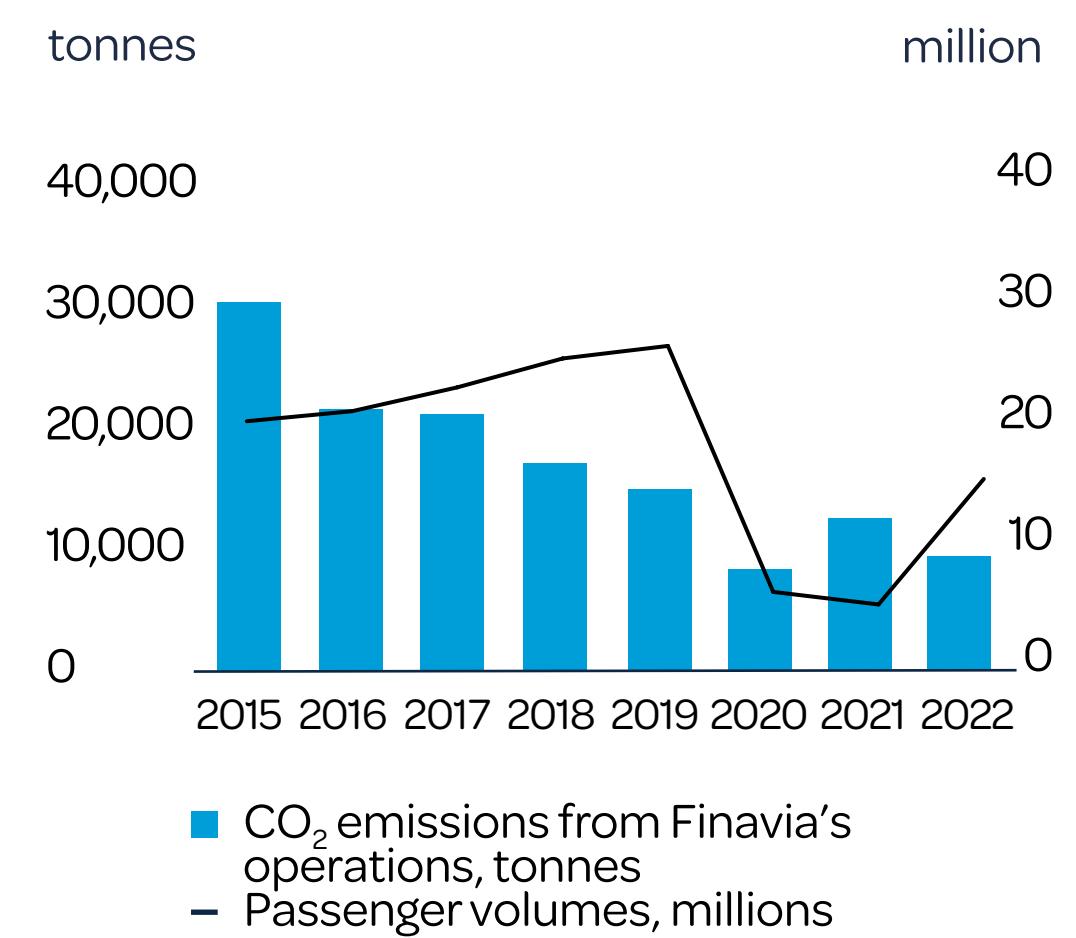
In 2022, our ACA-certified airports achieved the highest level of 4+ in the ACA programme, which requires, for example, setting an emission target that is aligned with the Paris Agreement, systematic stakeholder co-operation and the extensive scope 3 calculation of climate emissions.

We have signed ACI Europe's goal to mark our commitment to achieving net zero emissions by 2030, but our own goal is even more ambitious: net zero emissions at all of our airports in 2025. Net zero carbon emissions means that we will reduce the carbon emis-

### Finavia Group's revenue and operating profit excl. extraordinary items, 2018–2022



### Carbon dioxide emissions from Finavia's operations and passenger volumes



### Key figures for energy, water and emissions

	Change, %	
Heating energy consumption	GWh	68
Heating energy consumption per passenger	kWh/pax	4.4
Electrical energy consumption	GWh	81
Electrical energy consumption per passenger	kWh/pax	5.3
Water consumption	m³	130,000
Water consumption per passenger	l/pax	8.5
Energy consumption of ground equipment	GWh	25
Energy consumption of ground equipment per passenger	kWh/pax	1.6
Carbon dioxide emissions per passenger	kg/pax	0.58
Passengers	million	15.4
		187

Finavia's carbon emissions include auxiliary power production.

sions of our operations to such an extent that the residual emissions can be removed from the atmosphere. This can be achieved by transitioning to using renewable energy exclusively and participating in carbon sequestration projects that meet international standards.

Finavia also participates in projects aimed at reducing air traffic value chain emissions as a whole. We are involved in funding Finland's first electric aircraft to accumulate information and experiences regarding the needs of aircraft in the future.

#### **The recovery of travel led to higher energy consumption**

Among other things, our airports use energy for the heating, ventilation and other technical building systems of terminals as well as the lighting of indoor premises and extensive outdoor areas. Maintenance vehicles and machinery also consume significant amounts of energy. Energy consumption at airports is significantly influenced by weather conditions and the need for winter maintenance.

We adopted new solutions for reducing carbon emissions and purchased part of our district heating in the form of renewable energy with certificates of origin.

We further expanded the use of renewable fuels in our airport vehicles. Renewable diesel now represents nearly 100 per cent of the diesel used by Finavia's vehicles at our regional airports. The corresponding figure at Helsinki Airport is approximately 85 per cent.

All of the electricity we purchase is certified Nordic wind power. At Helsinki Airport, we produce electricity with solar panels. Our solar power capacity is 650 peak kilowatts. From time to time, we also produce electricity with back-up generators. In 2022, we switched to renewable fuel for the back-up generators at Helsinki Airport. We also launched an energy saving programme that involved lowering the indoor temperatures of airport properties and reducing lighting, for example.

The requirements laid out in the BREEAM environmental certification system for buildings have been taken into account in the planning and implementation of the Helsinki Airport development programme. They guide, for example, energy efficiency, activities during the construction stage and the commissioning of buildings.

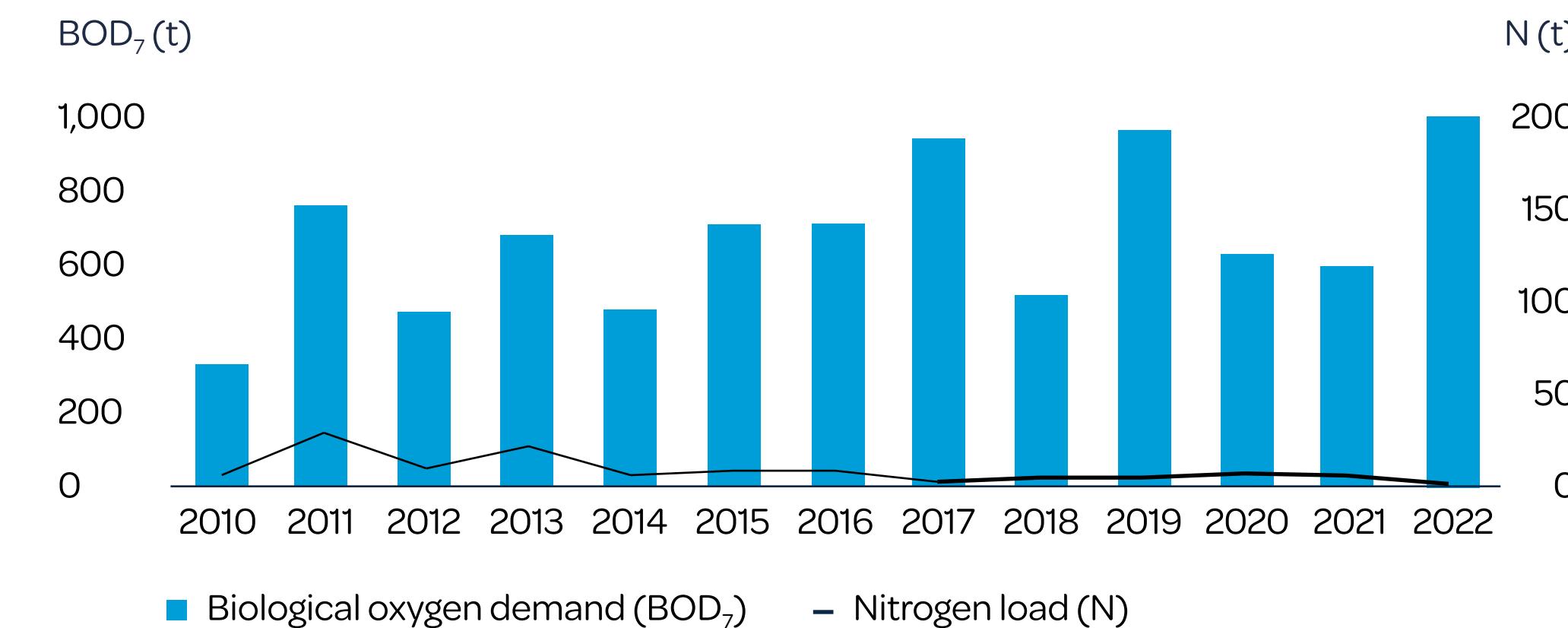
The source of the district heating used at Helsinki Airport is gradually becoming more low-carbon, which reduces Finavia's indirect emissions. We are studying the possibility of using zero-emission district heating and geothermal heat at some of our airports.

The residual emissions in 2022 were offset through a Gold Standard- and Verified Carbon Standard-certified (Verra) bioenergy project in Thailand.

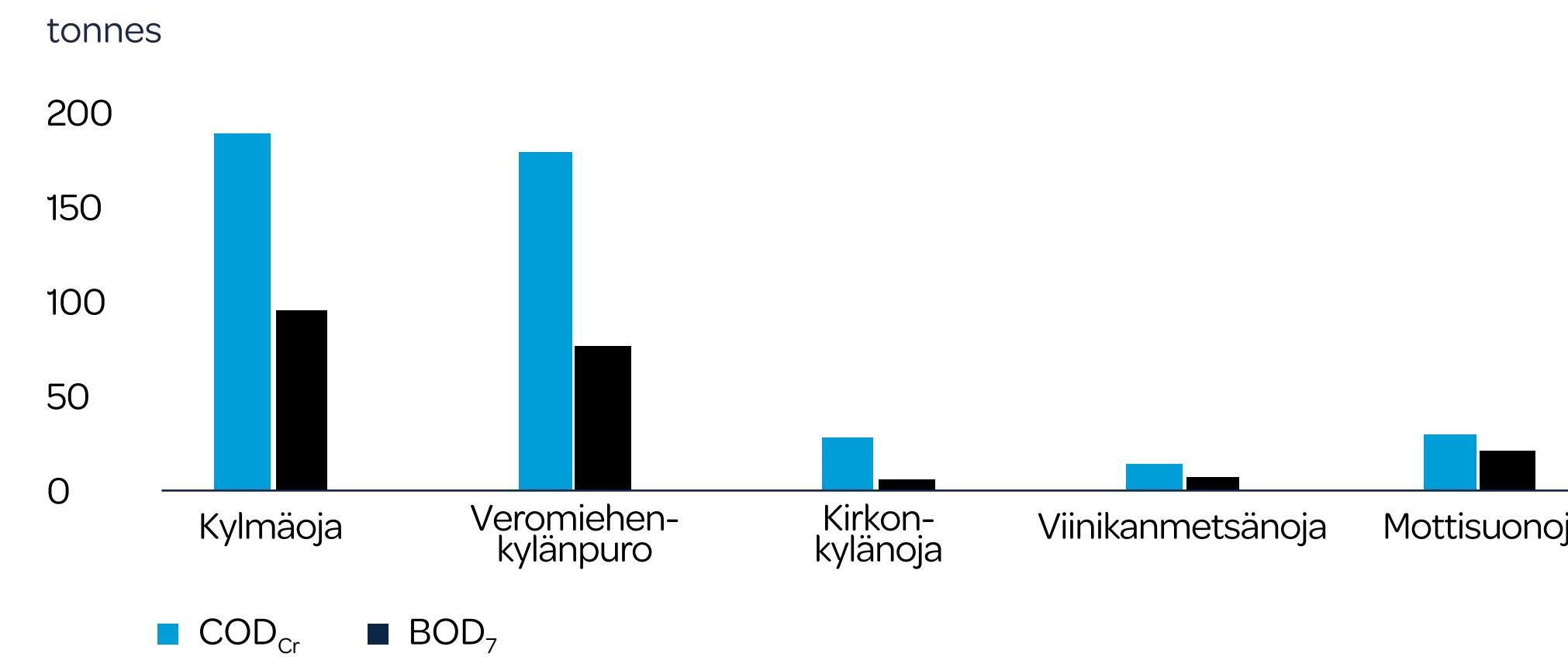
#### **We reduce our local environmental impacts**

The most significant local environmental impacts of our airports are related to the use of chemicals that are essential to flight safety as

#### **Biological oxygen demand and nitrogenous load caused by runway de-icing agents at Finavia's airports, 2010–2022**



#### **Chemical and biological oxygen demand load in brooks at Helsinki Airport during winter, 2021–2022**



well as aircraft noise. The chemicals used in winter operations affect waterways and the soil. Local air quality is affected by nitrogen oxides arising from traffic. Helsinki Region Environmental Services HSY monitors air quality in the Helsinki Metropolitan Area, including Helsinki Airport, using passive samplers. HSY also installed a unit with continuously operating air quality meters at the airport for the entire year 2022. The results are reported as part of local monitoring.

#### **De-icing, anti-skid operations and PFAS compounds have an impact on waterways and the soil**

We aim to minimise the adverse environmental impacts on waterways and soil arising from aircraft de-icing and anti-icing substances used in the apron area as well as runway anti-skid substances. Stormwater management has been improved continuously. We monitor groundwater quality at 15 airports and surface water quality at all 20 of our airports.

We protect waterways in various ways from the adverse environmental impacts of the substances used at airports in winter. Snow is removed from runways primarily by ploughing or sweeping. For runway anti-skid measures, we use substances that are biodegradable and do not contribute to the eutrophication of waterways.

Ground handling companies use propylene glycol for de-icing and anti-icing. While it is not classified as hazardous, it causes an environmental load on waterways by increasing oxy-

gen consumption. The breakdown products of propylene glycol also cause odours. We are constructing and reconditioning de-icing and anti-icing stations to facilitate more efficient collection of the propylene glycol-based agents.

Glycol collection has been arranged at Helsinki Airport as well as our regional airports in Jyväskylä, Kuopio, Oulu, Tampere and Ivalo. In autumn 2022, we also started glycol collection at Turku Airport, where we built a collection basin for glycol-containing water and a collection area for glycol-containing snow. The testing of vacuum tanker collection of glycol-containing water is continuing at Kittilä Airport.

In 2022, we continued to assess glycol collection and processing opportunities as required by our environmental permits. Construction investments to improve glycol collection capabilities could not be started at Kittilä Airport and Rovaniemi Airport due to the continuation of Finavia's cost-cutting programme.

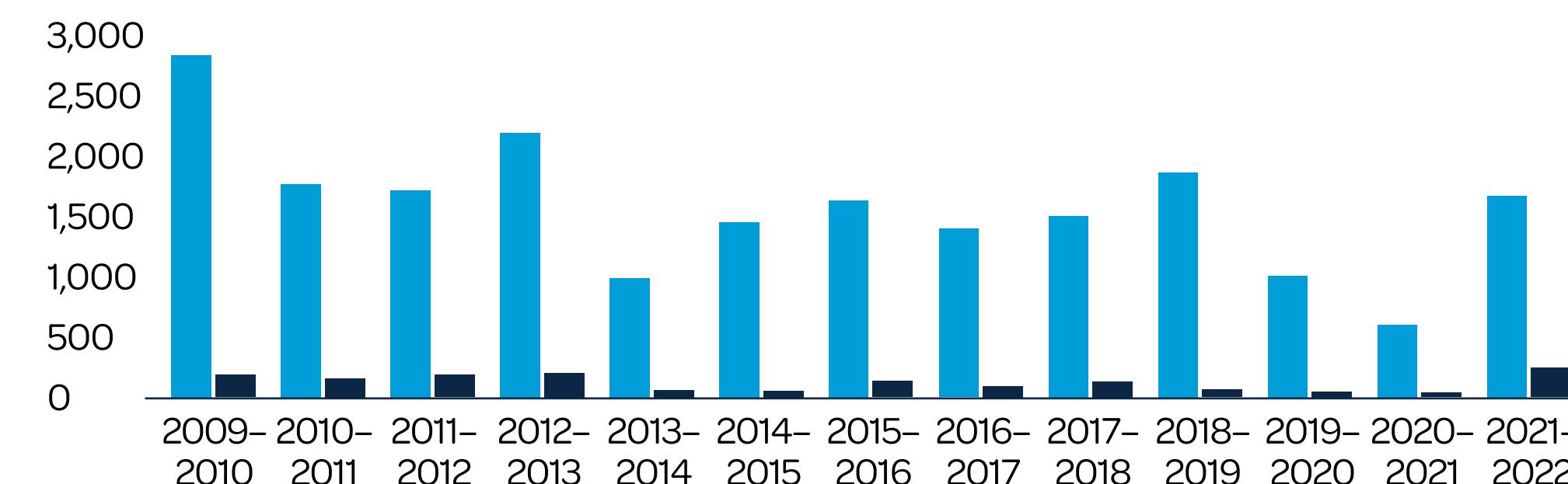
At Helsinki Airport, we piloted the recycling of glycol with promising results. In the recycling process, used glycol-containing water collected from the asphalt is concentrated using advanced technology and purified for reuse.

A record amount of anti-skid, de-icing and anti-icing materials were consumed due to the difficult weather conditions in the early part of the year and the increased level of activity in air traffic.

Per- and polyfluoroalkyl compounds (PFAS) in fire extinguishing foam used in fire drills until 2011 have led to soil contamination at certain airports. The monitoring of waterways with

#### **Biological oxygen demand load in treatment and brooks at Helsinki Airport, 2009–2022**

tonnes



regard to PFAS compounds continued at Helsinki Airport, Kittilä Airport, Tampere Airport and Turku Airport, with Ivalo Airport coming in as a new addition.

#### **Long-term management of waterways around Helsinki Airport**

Vantaanjoki river and the brooks that connect to it are an important spawning ground for brown trout. The de-icing and anti-icing agents used at Helsinki Airport have adverse impacts on the outlets. We have engaged in systematic efforts to reduce these impacts.

An underground wetland to manage extreme flow circumstances and improve water quality in Veromiehenkylänpuro brook, which

runs south from Helsinki Airport, will be taken into use in 2023. The underground wetland is a pioneering structure in Finland and also rare at the European level. We will monitor the functioning of the finished wetland and determine whether to build similar wetlands elsewhere.

The monitoring of the biofiltration system completed in the spring 2019 to slow down the peak flow of runoff waters continued as planned. We also evaluated the condition of the spawning gravel bars built for brown trout in Kylmäoja.

Emissions from winter operations at airports and the impacts on surface water and groundwater are monitored regularly. In water monitoring, we comply with monitoring programmes

approved by the regional ELY Centres (Centres for Economic Development, Transport and the Environment). Water samples are analysed to monitor parameters that illustrate the impacts of operations, such as oxygen concentrations, oxygen demand, potassium concentrations, electrical conductivity and contaminants, including petroleum hydrocarbons and VOCs, for example.

We report the results of water monitoring to the environmental authorities. We compile airport-specific annual summaries of the results. We also conduct various separate assessments pursuant to the environmental permit decisions concerning airports. Examples of these include assessing the needs and opportunities related to the reduction of stormwater pollutant load and the incidence of contaminants.

#### **Aircraft noise control requires cooperation**

The noise caused by aircraft has an impact on the areas around our airports. We have drafted noise control plans for most of our airports in accordance with our environmental permits. The noise control plans and other aircraft noise assessments are available [on our website](#) (in Finnish).

We engage in active communication on noise control. At Helsinki Airport, we use an aircraft route and noise monitoring system. The data collected by the system can be viewed via the open [WebTrak service](#).

Aircraft noise control includes, for example, managing the use of runways and flight routes as well as the development of take-off and landing methods in cooperation with the other parties involved. Under normal circumstances, we engage in close cooperation with the air navigation company Fintraffic and airlines. The Helsinki Airport aircraft noise management CEM development programme, which was launched in cooperation with Fintraffic and airlines in 2015, was suspended in 2020 due to the pandemic and could not be resumed yet.

Contacts concerning aircraft noise increased at our airports as the volume of air traffic recovered, but the number of contacts was still only half of the pre-pandemic level. Nearby residents reacted particularly to changes in the directions of take-off and landing. Due to the exceptional circumstances in winter traffic, we also received a significant a significant number of noise-related contacts from certain areas, such as Eastern Helsinki.

In 2021, approximately 2,100 people lived in the aircraft noise area of Helsinki Airport, which is approximately one-tenth of the previous figure. The shape and population of the noise area vary every year due to wind conditions and runway renovation operations, for example.

#### **We minimise waste**

We promote environmentally friendly practices and the circular economy in our opera-

tions. We aim to minimise the amount of waste generated at our airports and forward recyclable waste to secondary uses. The sorting of packaging waste was developed at several airports in 2022. We started the separate collection of plastic and PET bottles in passenger premises and personnel premises.

The amount of waste generated by airport operations in 2022 was 2,898 tonnes, and the recycling rate of municipal waste was 56 per cent.

#### **We systematically process messages concerning environmental issues**

We respond to all messages concerning environmental issues and report the number of feedback messages received annually – and quarterly for Helsinki Airport – to the environmental authorities. The reports are available on [Finavia's website](#) (in Finnish).

Most of the messages concerning environmental issues are related to aircraft noise. In 2022, we received 248 (238) environment-related feedback messages concerning Helsinki Airport. The messages came from 172 persons. Some 88 per cent (98) of the feedback concerned noise. Other messages were related to airborne emissions, among other topics. The number of environment-related contacts concerning other airports was 31.



## Airport-specific environmental data

Airport	Landings*			Consumption			Aircraft emissions****			Vehicle emissions			Chemicals	
	Commercial aviation	Military aviation	Other aviation	Power MWh	Heat MWh	Water m³	LTO cycle (number)	NO <sub>x</sub> (t/a)	Fuel (t/a)	NO <sub>x</sub> (t)	CO <sub>2</sub> (t)	Fuel** (t)	Runway de-icing agents (t)	Aircraft de-icing agents (t)
Helsinki Airport	64,784 (89%)	540 (-2%)	2,501 (-14%)	60,500	39,520	89,480	66,200	616	42,110	15.6	2,480	960	2,024	2,059
Ivalo	938 (33%)	38 (90%)	57 (-52%)	990	2,060	1920	1,000	10	630	1	140	60	53	67
Joensuu	542 (18%)	5 (-17%)	178 (-10%)	460	880	630	700	2	110	0.8	140	50	64	10
Jyväskylä	352 (-1%)	9,241 (-14%)	1,318 (-1%)	940	1,280	2340	1,600	15	70	1	180	60	86	7
Kajaani	487 (26%)	48 (-36%)	15 (-55%)	450	850	770	500	1	90	0.5	70	30	11	9
Kemi-Tornio	612 (9%)	21 (950%)	106 (-38%)	490	880	520	700	1	70	0.7	120	40	33	4
Kittilä	1,563 (53%)	22 (10%)	58 (-22%)	1,850	2,940	5250	1,600	16	1,000	1.6	240	100	89	137
Kokkola-Pietarsaari	1,062 (38%)	28 (17%)	322 (41%)	440	700	870	1,400	5	130	0.6	100	40	39	13
Kuopio	1,247 (131%)	5,481 (-3%)	1,882 (-26%)	1,460	2,240	4510	2,900	16	320	1.3	200	80	127	17
Kuusamo	766 (33%)	5 (67%)	56 (133%)	750	1,250	960	800	4	310	0.8	100	50	58	34
Mariehamn	903 (38%)	0 (0%)	349 (22%)	360	530	270	1,100	7	110	0.2	30	10	6	5
Oulu	3,092 (46%)	518 (-53%)	3,535 (23%)	3,660	4,540	5060	6,000	50	1,780	1.8	290	110	200	57
Pori	699 (14%)	69 (-4%)	6,081 (-26%)	580	1,140	1730	6,700	110	240	0.5	80	30	52	0
Rovaniemi	2,569 (75%)	4,509 (-6%)	1,839 (-13%)	3,730	4,150	9130	3,200	26	1,450	2.5	320	150	253	119
Savonlinna	350 (298%)	7 (-63%)	20 (100%)	510	0***	280	400	1	20	0.5	70	30	21	-
Tampere-Pirkkala	1,389 (752%)	3,475 (-2%)	10,669 (-7%)	1,410	1,730	2020	11,100	150	600	1.5	240	90	72	29
Turku	1,495 (77%)	237 (67%)	6,297 (3%)	1,560	1,150	2730	6,500	61	700	1.1	180	70	95	37
Vaasa	1,019 (236%)	53 (960%)	356 (158%)	1,010	2,130	1610	1,400	6	270	0.7	110	40	72	10
Halli	2 (200%)	860 (-17%)	349 (13%)	70	240	160	300	7	10	0.5	90	30	22	0
Utti	1 (-50%)	2496 (-4%)	543 (9%)	50	230	110	500	4	20	0.3	10	20	6	0

\* Percentage change indicated in brackets

\*\* Renewable fuel accounted for 20% of the total amount of fuel

\*\*\* Savonlinna Airport uses geothermal heating. Heating energy consumption has been combined with electricity consumption.

\*\*\*\* Civil aviation at altitudes below 3,000 ft

## Finavia's subsidiary Airpro

Responsibility is one of the main themes of the business strategy of Finavia's subsidiary Airpro. During the current strategy period, which extends to 2025, Airpro is investing millions of euros in zero-emission ground handling equipment. Having electrified its equipment since 2015, Airpro is a pioneer in zero-emission ground handling.

In 2022, Airpro purchased four new electric de-icing vehicles to complement its zero-emission fleet. The goal for Helsinki Airport is to have at least 70 per cent of the ground handling equipment powered by electricity. The electrification of ground handling equipment and charging the vehicles using wind power is the optimal way to reduce the emissions generated by ground handling operations. Airpro is the world's first ground handling operator to have invested in zero-emission equipment for a long time with a goal-driven approach.

Airpro offers zero-emission ground handling operations to its airline customers. Each

week, the company receives approximately 400 aircraft at Helsinki Airport and prepares them for the next flight. The use of electrically powered equipment enables Airpro to save approximately 173 kg in carbon dioxide emissions during a single aircraft turnaround.

### **Personnel-related efforts were focused on equality and safety**

Airpro carried out a pay survey in 2022 to assess the realisation of equal pay. No major non-conformities were observed. Women are encouraged to apply for supervisory positions, and equality is taken into account starting from job interviews. These measures



”

## Airpro maintains an open reporting culture.

have helped increase the number of women in male-dominated jobs.

Occupational safety is a high priority for Airpro. During the year, the company developed a set of occupational safety indicators, started investigation training and increased communication. Workwear and shoes were also developed to further increase safety.

Airpro maintains an open reporting culture that supports proactive intervention to address issues that jeopardise occupational safety.

Airpro is participating in a survey carried out by the pension insurance company Ilmarinen and the Finnish Institute of Occupational Health, the aim of which is to identify factors that promote and jeopardise work ability in shift work.

### CASE

#### Turning workwear into recycled fibre

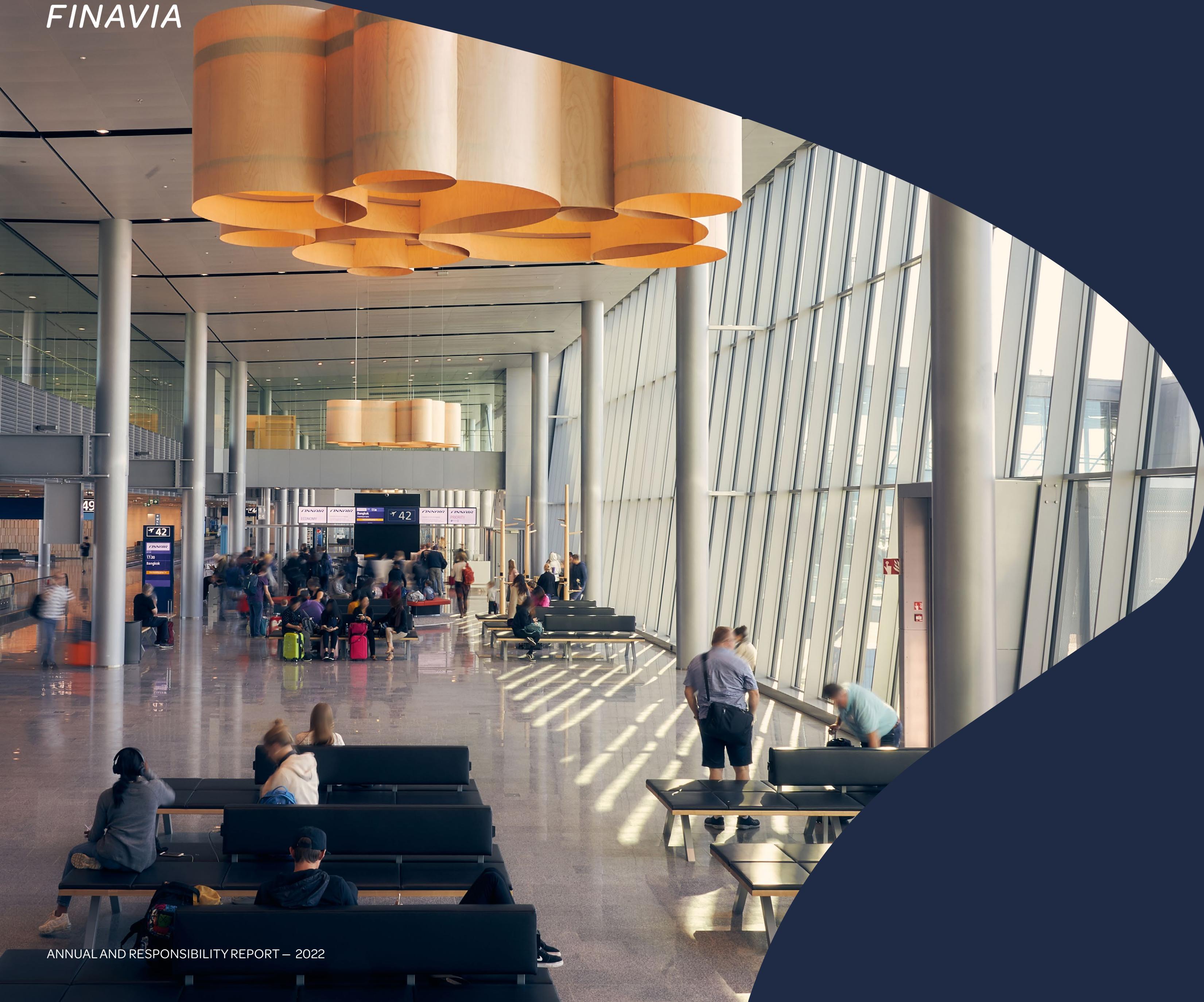
Airpro recycles all clothes worn out in customer service tasks as well as some of the decommissioned workwear previously used in aircraft loading operations. Approximately 900 people use workwear at Airpro.

In 2022, Airpro delivered 970 kg of textile waste to a closed loop. Avoiding the burning of textile waste along with mixed waste led to a reduction in emissions of 970 kg CO<sub>2</sub>\*.

Water consumption was reduced by 509,250\* litres by using recycled textiles instead of the corresponding amount of virgin cotton/polyester fiber.

\*The estimated savings are based on calculations carried out by our supplier.





Finavia reports on its corporate responsibility with reference to the Global Reporting Initiative (GRI) reporting framework.

## 04 Reporting principles

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# Reporting principles

Finavia reports on its corporate responsibility with reference to the Global Reporting Initiative (GRI) reporting framework. Furthermore, the Finnish Government's decision-in-principle regarding the owner policy of the Finnish state and its requirements for corporate responsibility reporting have been taken into account in reporting.

## Coverage of reporting

The information in this responsibility report covers the Finavia Group. However, some information, such as the whole environmental responsibility section, only applies to Finavia Corporation. These cases are separately indicated. The report and key figures cover the period 1 January–31 December 2022. PwC, a specialist in corporate responsibility, has verified that Finavia's annual reporting on 2022 corresponds with the GRI Standards and confirms that the reporting refers to the GRI Standards.

## Financial and administrative information

The financial indicators cover the operations of Finavia Group. The figures are based on the company's accounts and financial statements. The Financial Accounting Standards (FAS) are ob-

served in financial reporting. The financial indicators have been audited. In 2022, Finavia complied, as applicable, with the Corporate Governance Code of Finnish listed companies approved by the Finnish Securities Market Association in 2019.

## Air traffic data

Flight details are obtained from Fintraffic's air navigation systems. Airline-specific details of passengers, freight and mail are collected from the forwarding companies operating at Finavia's airports. The data is collected in the traffic database. Air traffic statistics are based on traffic database data.

## Environmental information

### Runway anti-icing agents

Finavia's airports register their anti-icing measures and the volume of chemicals used in an





electronic maintenance journal, from which the Environmental Unit obtains data for reporting. With regard to Helsinki Airport, Airport Maintenance reports the monthly volumes of chemicals used based on inventory records. The correctness of information contained in the electronic journal is checked by the Traffic Area Services Unit. The consumption of anti-icing agents is presented in the Responsibility Report as a 100 per cent concentration, obtained by deducting the 50 per cent proportion of water from the quantities of liquid agents used.

The oxygen consumption load caused by the anti-icing agents is calculated by using the biological oxygen demand ( $BOD_7$ ) factor of each product. An exception to this is urea, where the calculation factor used is its theoretical oxygen demand (ThOD) because its decomposition process differs from other agents. The factors used are shown in the table below.

### **Biological oxygen demand of anti-icing agents**

	<b><math>BOD_7</math>, mg/g</b>
Acetate solution	300
Granular acetate	670
Formiate solution	90
Granular formiate	170
Liquid betaine (Betafrost)	720
Solid betaine	1,440
Urea (ThOD)	2,100

Of the anti-icing agents, urea and betaine cause nitrogen loading. A factor of 0.466 g/g is used to calculate the nitrogen loading of urea, a factor of 0.12 g/g is used to calculate that of solid betaine, and a factor of 0.06 g/g is used to calculate that of liquid betaine (Betafrost).

### **De-icing and anti-icing agents for aircraft**

The ground handling companies performing de-icing and anti-icing treatments on aircraft at airports keep a record of the treatments and the quantities of liquids used (types I and IV). Every month, the ground handling companies submit the daily data on liquid usage quantities and the number of treatments to the Environmental Unit and the invoicing units of those airports where the recovery of glycol has been arranged. For other airports, the ground handling companies provide the Environmental Unit with monthly details of the quantities of different types of liquids used. The Environmental Unit asks smaller companies to provide monthly data about the volume of different liquid types used at six-monthly intervals.

In the Environmental Report, the annual usage volumes are presented as 100 per cent propylene glycol, obtained by deducting the proportion of water from the quantities used. The proportion of water is 12 per cent or 20 per cent in type I liquid, depending on the product, and 50 per cent in type IV liquid.

### **Aircraft emissions**

Aircraft emissions are calculated using the landing and take-off (LTO) cycle, an interna-

tional standard. The emissions are calculated for flight altitudes below 3,000 ft (915 m), taking into account different aircraft and engine types. The calculation includes emissions caused by take-off and landing up to 3,000 ft. and the associated taxiing. Each emission component has its own factor, obtained from international databases that are primarily based on the International Civil Aviation Organization ICAO's data on aircraft engine type certification measurements. Finavia has its own software for calculating the LTO cycle.

### **Emissions from Finavia's fleet of vehicles and machines**

Carbon dioxide emissions are calculated based on the consumption of different fuels. The factors for other emission components are obtained from the Lipasto system (VTT Technical Research Centre of Finland) and assessed based on the type of equipment in question.

### **Consumption of electricity, heating energy and water**

At Finavia's airports, electricity, heating energy and water meters are read each month and the readings are entered in the Granlund Manager system. The Facility Services and Energy Unit checks the correctness of this information. The Environmental Unit obtains information about the consumption of electricity, heating energy and water from Granlund Oy for environmental reporting.

The consumption figures per passenger are calculated by dividing the total consumption by the annual number of passengers.

### **Finavia's total emissions ( $CO_2$ )**

Heating emissions are calculated based on heating energy consumption using airport-specific factors that take into account the source of heating. Heating energy is produced in different ways at different airports (pellets, district heating, etc.).

Total emissions include Finavia's emissions from thermal energy, ground vehicles and back-up generators. Part of Finavia's district heating has been purchased as renewable energy with certificates of origin, and the emissions are calculated as zero.

Finavia's total emissions ( $CO_2$ ) are calculated in accordance with the Greenhouse Gas (GHG) Protocol. The calculation also takes into account the emissions arising from purchased and location-based sources (GHG Protocol scope 2).

### **Waste**

Finavia obtains information on annual waste volumes from the annual reports received from waste management companies and the invoices received by the airports. The airports enter the data into Finavia's Environmental Information system, and the Environmental Unit retrieves the data from the system for environmental reporting. Waste volumes are divided into the following categories in the report: waste recycled as material, waste recovered as



energy and waste sent to final disposal. Among hazardous types of waste, the calculation includes WEEE and used small batteries.

#### Fuels

The refuelling volumes of vehicles and fleet are monitored at Finavia's airports. With regard to petrol consumption, which is low, vehicles are filled at public service stations, and the volumes are monitored based on the receipts. A system that collects information about refuelling (Dealex) is used at nearly all of Finavia's airports and the data is collected by the Environmental Unit. At other airports, data on fuels used by ground equipment is collected annually in the environmental data system. At Helsinki Airport, all data, including information on the use of renewable Neste MY diesel and Neste MY Non-Road diesel (motor fuel oil) is obtained from Neste's systems.

#### Messages concerning environmental issues

Messages concerning environmental issues (including those received via the WebTrak service) are recorded or entered in Finavia's customer feedback system (FreshDesk), which is also used to respond to the messages and archive them. Information on the number, geographical location and quality of the messages is retrieved from the system for environmental reporting.

#### Personnel details

Personnel details for key indicators are obtained from different HR systems. The key

indicators cover either the Finavia Group or Finavia Corporation; this is shown for each indicator. The calculation of key indicators is also guided by the general instructions of the Accounting Board regarding the calculation of the personnel indicators shown in the Annual Report.

Person-years refer to regular annual working hours excluding overtime and other hours outside regular working hours. Periods without pay reduce the employee's person-year contribution.

Years of service are calculated from the date the uninterrupted employment began. The age and gender distribution shows the number of individuals in permanent employment relationships, divided according to age and gender in accordance with the average number of personnel in 2022.

Personnel turnover describes the turnover of permanent employees so that the departure turnover is the percentage of leaving employees and the incoming turnover is the percentage of recruited employees of total personnel.

Accidents and sick leave are calculated as calendar days, so that a day of absence is recorded when an accident or illness causes an absence for the whole day. Training days are also calculated as whole days. All personnel are included in the scope of performance appraisals.

Performance appraisals are activated and saved annually in the HR system. The number of appraisals held is obtained from the employee survey.

#### Passenger satisfaction

Finavia monitors customer satisfaction at Helsinki Airport by means of the international Airport Service Quality survey, which measures passenger satisfaction at airports. The information is collected through questionnaires in the departure gate areas on a monthly basis. The results for 2022 are based on responses from 4,239 passengers.

Information for the regional airports' passenger satisfaction survey is collected through questionnaires in the departure gate areas of 10 different airports. The overall results are derived from the results of the individual airports.

Feedback on Finavia's corporate responsibility reporting can be sent to [comms@finavia.fi](mailto:comms@finavia.fi).



# Materiality table

Essential operational priorities	Content	Management practices	Disclosures that are material to Finavia's operations
Finland's connectivity	<p>We promote the mobility of people, goods and services by ensuring good operating prerequisites for air traffic. This supports the continued development of Finland's flight connections.</p> <p>The development of Finland's flight connections was affected in 2022 by the travel restrictions related to the COVID-19 pandemic and Russia's war of aggression against Ukraine.</p>	<ul style="list-style-type: none"> <li>Operational objectives</li> <li>Financial targets</li> <li>Finavia's management system</li> </ul>	GRI 202 Market presence GRI 203 Indirect economic impact
Safety and security	<p>Safety and security are at the core of all of our operations. In cooperation with the companies and public authorities that operate at our airports, we ensure the safety and security of air traffic, passengers and airport information systems. Aviation safety is supervised by the Finnish aviation authority Traficom.</p>	<ul style="list-style-type: none"> <li>Managing corporate responsibility</li> <li>Risk management policy</li> <li>Corporate security</li> <li>Safety management system</li> <li>Risk assessments</li> <li>A management model used for cooperation and communication with the health authorities</li> </ul>	GRI 403 Occupational safety and health
Customer experience	<p>We take a goal-driven approach to developing the travel experience at our airports. Carefully planned services at airports make travel easier and provide memorable experiences. Our processes are safe and efficient.</p>	<ul style="list-style-type: none"> <li>Finavia's strategy</li> <li>Customer satisfaction survey</li> <li>Customer service and communication</li> <li>Finavia's development programme</li> </ul>	GRI 203 Indirect economic impacts
Responsible growth	<p>Responsible operations and the sustainable development of airports are at the core of Finavia's business. This means that we bear our responsibility for the impact of our activities on people, the environment and society at large. Our goal is to achieve net zero emissions in our operations.</p>	<ul style="list-style-type: none"> <li>Managing corporate responsibility</li> <li>Finavia's strategy</li> <li>Environmental manual and environmental policy</li> <li>Finavia's development programme</li> </ul>	GRI 201 Economic performance GRI 203 Indirect economic impacts



Essential operational priorities	Content	Management practices	Disclosures that are material to Finavia's operations
Ensuring a high level of job satisfaction	<p>We want to ensure a high level of job satisfaction in our work community and that Finavia is an attractive employer. A high level of job satisfaction ensures an excellent customer experience, safe travel and good cooperation with our customers and partners. None of this is possible without committed and skilled staff provided with opportunities for continuous occupational development.</p> <p>In our responsibility work, we have invested especially in supporting the coping of our personnel. One of the focus areas of our recovery strategy is the well-being and coping of our personnel.</p>	<ul style="list-style-type: none"> <li>• Managing corporate responsibility</li> <li>• HR strategy and action plan</li> <li>• Ethical principles</li> <li>• Equality plan</li> <li>• Age programme</li> <li>• Personnel satisfaction survey</li> </ul>	GRI 401 Employment GRI 402 Labour/management relations GRI 403 Occupational safety and health GRI 404 Training and education GRI 405 Diversity and equal opportunity GRI 406 Non-discrimination
Transparent cooperation in the value chain	Our key stakeholders are our owner, our personnel, the airlines and companies that operate at our airports, passengers, the public authorities and decision-makers, and the municipalities around our airports.	<ul style="list-style-type: none"> <li>• Managing corporate responsibility</li> <li>• Communications policy</li> <li>• Stakeholder engagement</li> <li>• Procurement principles</li> <li>• Crisis management/communication</li> </ul>	GRI 201 Economic performance GRI 203 Indirect economic impacts GRI 204 Procurement practices GRI 207 Taxes
Capacity for renewal	In order to successfully compete with other international airports, we must pursue continuous renewal. We develop our operating practices and apply technologies so that we can respond to our stakeholders' expectations concerning smooth travel and services. We do this in cooperation with airlines and the companies and public authorities that operate at our airports.	<ul style="list-style-type: none"> <li>• Finavia's strategy</li> </ul>	GRI 203 Indirect economic impacts
Global environmental impacts	We reduce the climate impact arising from our operations by ensuring the energy efficiency of our airports and by using renewable energy. We work closely with the industry to influence the environmental efficiency of aviation as a whole. We also play an active role in the international development work in the sector.	<ul style="list-style-type: none"> <li>• Managing corporate responsibility</li> <li>• Environmental manual and environmental policy</li> <li>• ISO 14001 environmental management system</li> </ul>	GRI 305 Emissions
Local environmental impacts	We develop solutions to reduce the environmental impacts of the anti-icing and de-icing agents used at airports as well as to manage aircraft noise. We cooperate with local residents, businesses located in areas adjacent to airports, nearby municipalities, the environmental authorities and the aviation industry. Airport operations are subject to strict environmental permits and compliance with them is supervised by regional ELY Centres (Centres for Economic Development, Transport and the Environment).	<ul style="list-style-type: none"> <li>• Managing corporate responsibility</li> <li>• Environmental manual and environmental policy</li> <li>• ISO 14001 environmental management system</li> <li>• Procurement principles</li> </ul>	GRI 301 Materials GRI 302 Energy GRI 303 Water and effluents GRI 304 Biodiversity GRI 305 Emissions GRI 307 Environmental compliance Noise



Essential operational priorities	Content	Management practices	Disclosures that are material to Finavia's operations
Compliance with standards	<p>We comply with laws and good corporate governance in all our operations. We communicate about our operations, management systems and remuneration practices in an open manner. We observe the Corporate Governance Code for Finnish listed companies to the extent that it is appropriate, given the state ownership and the nature of our operations.</p> <p>We are actively involved in international aviation industry networks and cooperate with the Finnish authorities, which has been particularly emphasised during the COVID-19 pandemic.</p>	<ul style="list-style-type: none"> <li>• Managing corporate responsibility</li> <li>• Operating manual</li> <li>• Code of Conduct</li> <li>• Procurement principles</li> </ul>	GRI 205 Anti-corruption GRI 206 Anti-competitive behaviour GRI 307 Environmental compliance GRI 419 Socioeconomic compliance
Influencing regulation	<p>We work to anticipate the impacts of national and international legislation and regulation on our business operations. We engage in an active dialogue within the aviation sector and with the authorities. Airport operations are governed by international aviation regulations and EU-level legislation and regulations.</p>	<ul style="list-style-type: none"> <li>• We are represented in national and international working groups and issue expert opinions on request.</li> </ul>	GRI 415 Public policy



# GRI content index

GRI code	Report content	Location in the report	Notes
<b>GRI 2: General Disclosures (2021)</b>			
<b>The organisation and its reporting practices</b>			
2-1	Organisational details	Finavia in brief p. 2, Good governance and finances p. 34, Corporate Governance and Remuneration Statement p. 6, Back cover p. 19	
2-2	Entities included in the organisation's sustainability reporting	Reporting principles p. 60	
2-3	Reporting period, frequency and contact point	Reporting principles pp. 60 and 62	The sustainability report is published annually. Finavia Corporation, Communications, Lentäjäntie 3, 01530 Vantaa, Finland, comms(at)finavia.fi. This report was published on 21 March 2023. The reporting period for sustainability reporting corresponds to the reporting period for financial information.
2-4	Restatements of information	GRI content index	No material restatements of previously reported information.
2-5	External assurance	GRI content index	The report has not been subject to external assurance. PwC has verified that Finavia's annual reporting on 2022 corresponds with the GRI Standards and confirms that the reporting refers to the GRI Standards.
<b>Activities and workers</b>			
2-6	Activities, value chain and other business relationships	Value creation p. 18, Business areas pp. 21–23, Corporate Governance and Remuneration Statement p. 2	
2-7	Employees	The well-being of people p. 41, Reporting principles p. 62	
2-8	Workers who are not employees	The well-being of people p. 41, Reporting principles p. 62	Reported partially.



GRI code	Report content	Location in the report	Notes
<b>Governance</b>			
2-9	Governance structure and composition	Corporate Governance and Remuneration Statement pp. 8–9, <a href="http://www.finavia.fi/en/about-finavia/management-and-governance/board-directors">www.finavia.fi/en/about-finavia/management-and-governance/board-directors</a>	Reported partially.
2-10	Nomination and selection of the highest governance body	Corporate Governance and Remuneration Statement pp. 6–7	
2-11	Chair of the highest governance body	Corporate Governance and Remuneration Statement p. 7, <a href="http://www.finavia.fi/en/about-finavia/management-and-governance/board-directors">www.finavia.fi/en/about-finavia/management-and-governance/board-directors</a>	
2-12	Role of the highest governance body in overseeing the management of impacts	Introduction to responsibility pp. 26–27, Corporate Governance and Remuneration Statement pp. 13–14	Reported partially.
2-13	Delegation of responsibility for managing impacts	Introduction to responsibility p. 26, The well-being of people pp. 41–42, 45–46, Corporate Governance and Remuneration Statement p. 10	
2-14	Role of the highest governance body in sustainability reporting	GRI content index	The Executive Group prepares, and the Board of Directors approves, the material themes and the sustainability programme. The Board of Directors approves sustainability targets annually and monitors their achievement.
2-15	Conflicts of interest	Corporate Governance and Remuneration Statement p. 14	
2-16	Communication of critical concerns	GRI content index	The notifications received reported regularly (annually) to the Audit Committee of the Board of Directors. Qualitatively critical concerns are reported when they emerge. There were no critical concerns in 2022.
2-18	Evaluation of the performance of the highest governance body	Corporate Governance and Remuneration Statement p. 7	Reported partially.
2-19	Remuneration policies	Corporate Governance and Remuneration Statement pp. 16–18	
2-20	Process to determine remuneration	Corporate Governance and Remuneration Statement p. 18	Reported partially.



GRI code	Report content	Location in the report	Notes
<b>Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	Finavia's year p. 10	
2-23	Policy commitments	Introduction to responsibility p. 27, Good governance and finances pp. 34–35, Sustainable air transport p. 49, Reporting principles p. 60, Materiality table pp. 63–65 <a href="https://www.finavia.fi/en/about-finavia/responsibility/ethical-principles">https://www.finavia.fi/en/about-finavia/responsibility/ethical-principles</a> , Corporate Governance Statement and Remuneration Report p. 14, <a href="https://www.finavia.fi/en/about-finavia/responsibility/ethical-principles">https://www.finavia.fi/en/about-finavia/responsibility/ethical-principles</a>	
2-24	Embedding policy commitments	Introduction to responsibility p. 27, Good governance and finances pp. 34–35, The well-being of people pp. 41–46, 49–50, 52, Materiality table pp. 63–65	
2-25	Processes to remediate negative impacts	The well-being of people pp. 42–43 (on accidents and their prevention), Sustainable air transport p. 50 and the link "read more" <a href="https://www.finavia.fi/en/newsroom/2023/underground-wetland-improves-condition-streams-and-bodies-water-near-helsinki-airport">https://www.finavia.fi/en/newsroom/2023/underground-wetland-improves-condition-streams-and-bodies-water-near-helsinki-airport</a> , 51–55	
2-26	Mechanisms for seeking advice and raising concerns	Introduction to responsibility p. 27, The well-being of people pp. 42 and 44, Corporate Governance and Remuneration Statement p. 13	
2-27	Compliance with laws and regulations	GRI content index	No incidents in 2022.
2-28	Membership associations	Good governance and finances pp. 31–32, 37	
<b>Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	Introduction to responsibility pp. 26–28, Good governance and finances pp. 31 and 35–38, The well-being of people pp. 45–46, Materiality table p. 64	
2-30	Collective bargaining agreements	The well-being of people, p. 41	89.2% of the employees are covered by collective agreements. The management is not covered by collective agreements.
<b>GRI 3: Material Topics (2021)</b>			
3-1	Process to determine material topics	Introduction to responsibility p. 28	
3-2	List of material topics	Introduction to responsibility p. 28	



GRI code	Report content	Location in the report	Notes
3-3	Management of material topics	Towards sustainable air travel p. 29, Good governance and finances pp. 33–34, The well-being of people pp. 40–46, Sustainable air traffic pp. 49–50 and 52–55	
<b>Economic standards</b>			
<b>GRI 201: Economic Performance (2016)</b>			
201-1	Direct economic value generated and distributed	Value creation p. 18, Good governance and finances pp. 32–34	
201-4	Financial assistance received from government	GRI content index	Finavia received EU funding of EUR 0.5 million (EUR 3.8 million in 2021) for the planning and design of the Helsinki Airport travel centre.
<b>GRI 203: Indirect Economic Impacts (2016)</b>			
203-1	Infrastructure investments and services supported	A year of recovery and preparation p.10, Megatrends and strategy p. 14, Value creation p. 17, Business areas p. 21, GRI content index	No negative impacts have been identified.
203-2	Significant indirect economic impacts	Megatrends and strategy p. 14, Value creation pp. 16–18, Materiality table p. 64	
<b>GRI 204: Procurement Practices (2016)</b>			
204-1	Proportion of spending on local suppliers	Good governance and finances p. 35	Reported partially.
<b>GRI 205: Anti-corruption (2016)</b>			
205-2	Communication and training about anti-corruption policies and procedures	Introduction to responsibility p. 26, GRI content index	Becoming familiar with the Code of Conduct is part of the induction training of Finavia employees in all business units. The Board of Directors has not received separate training on anti-corruption policies.
205-3	Confirmed incidents of corruption and actions taken	GRI content index	No incidents in 2022.
<b>GRI 206: Anti-competitive Behaviour (2016)</b>			
206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	GRI content index	No incidents in 2022.
<b>GRI 207: Tax (2019)</b>			
207-1	Approach to tax	Good governance and finances pp. 33–34	
207-2	Tax governance, control and risk management	Good governance and finances p. 34	



GRI code	Report content	Location in the report	Notes
207-3	Stakeholder engagement and management of concerns related to tax	Good governance and finances pp. 33–34	Finavia complies with the state ownership steering guidelines with regard to reporting on taxes.
207-4	Country-by-country reporting	Good governance and finances pp. 33–34	
<b>Environmental standards</b>			
<b>GRI 301: Materials (2016)</b>			
301-1	Materials used by weight or volume	Sustainable air traffic p. 53–56	
301-2	Recycled input materials used	GRI content index	The glycol recovery rates at Finavia's airports were as follows: Helsinki Airport 88% (winter 2021–2022), Tampere Airport 47%, Kuopio Airport 6%, Jyväskylä Airport 35%, Oulu Airport 34%. In 2022, the recovery of passenger traffic after the pandemic-related restrictions had begun, but air traffic volumes remained lower than normal at several airports. The glycol recovery rates at Tampere Airport, Kuopio Airport and Oulu Airport were lower than usual.
<b>GRI 302: Energy (2016)</b>			
302-1	Energy consumption within the organisation	Value creation p. 18, Sustainable air traffic pp. 52–56, Reporting principles p. 61	
<b>GRI 303: Water and Effluents (2018)</b>			
303-1	Interactions with water as a shared resource	Introduction to responsibility p. 28, Sustainable air traffic pp. 53–54	Reported partially.
303-2	Management of water discharge-related impacts	Sustainable air traffic p. 54	Reported partially.
303-3	Water withdrawal	Sustainable air traffic pp. 53 and 56, Reporting principles p. 61	Reported partially.
303-4	Water discharge	Sustainable air traffic p. 54	Reported partially.
<b>GRI 304: Biodiversity (2016)</b>			
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	GRI content index	Turku Airport, Kajaani Airport and Joensuu Airport are located in the immediate vicinity of protected areas and Natura sites. Helsinki Airport, Vaasa Airport, Oulu Airport and Mariehamn Airport are located about 200–500 metres from protected areas or Natura sites.



GRI code	Report content	Location in the report	Notes
<b>GRI 305: Emissions (2016)</b>			
305-1	Direct (Scope 1) GHG emissions	Sustainable air traffic p. 52, Reporting principles p. 61	Reported partially.
305-2	Energy indirect (Scope 2) GHG emissions	Reporting principles p. 61	Reported partially.
305-3	Other indirect (Scope 3) GHG emissions	Sustainable air traffic p. 52, Reporting principles p. 61	Reported partially.
305-4	GHG emissions intensity	Sustainable air traffic p. 53, Reporting principles p. 61	Reported partially.
305-5	Reduction of GHG emissions	Sustainable air traffic p. 52–53, Finavia's subsidiary Airpro p. 58	Reported partially.
<b>Social standards</b>			
<b>GRI 401: Employment (2016)</b>			
401-1	New employee hires and employee turnover	The well-being of people, p. 41	Reported partially.
<b>GRI 402: Labour/Management Relations (2016)</b>			
402-1	Minimum notice periods regarding operational changes	GRI content index	In cooperation negotiations, Finavia observes the time limits laid down in the law and in collective agreements.
<b>GRI 403: Occupational Health and Safety (2018)</b>			
403-1	Occupational health and safety management system	The well-being of people, p. 42	
403-2	Hazard identification, risk assessment and incident investigation	The well-being of people, pp. 41–43 and 46–47, GRI content index	Risk assessments include an assessment of hazardous job duties and situations and the identification of measures to avoid incidents. Employees receive induction training on occupational safety right at the beginning of the employment relationship, and occupational health and safety issues are reviewed regularly. New supervisors receive separate training on occupational health and safety.
403-3	Occupational health services	The well-being of people, pp. 42–43	
403-4	Worker participation, consultation and communication on occupational health and safety	The well-being of people, p. 42	
403-5	Worker training on occupational health and safety	The well-being of people, pp. 41–44 and 46	Reported partially.
403-6	Promotion of worker health	The well-being of people, pp. 40 and 43–44	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	The well-being of people, pp. 42–43 and 46–47	



GRI code	Report content	Location in the report	Notes
403-9	Work-related injuries	The well-being of people, p. 43, GRI content index	Reported partially. The figures on page 43 are for Finavia Corporation's direct employees only.
403-10	Work-related ill health	The well-being of people, p. 43, GRI content index	The figures on page 43 are for Finavia Corporation's direct employees only.
<b>GRI 404: Training and Education (2016)</b>			
404-2	Programmes for upgrading employee skills and transition assistance programmes	The well-being of people p. 43	Reported partially.
404-3	Percentage of employees receiving regular performance and career development reviews	GRI content index	Reported partially. All of Finavia's employees are within the scope of development discussions. No data is available on the percentage of development discussions carried out.
<b>GRI 405: Diversity and Equal Opportunity (2016)</b>			
405-1	Diversity of governance bodies and employees	The well-being of people, p. 41	Reported partially.
<b>GRI 406: Non-discrimination (2016)</b>			
406-1	Incidents of discrimination and corrective actions taken	GRI content index	Some incidents of suspected discrimination were reported via the whistleblowing channel in 2022. Corrective measures have been initiated in response to the reported incidents.
<b>GRI 415: Public Policy (2016)</b>			
415-1	Political contributions	Good governance and finances p. 32	
<b>GRI Sector Disclosures</b>			
<b>Airport Operators</b>			
AO1	Total number of passengers annually, broken down by passengers on international and domestic flights	A year of recovery and preparation p. 8, Business areas pp. 19–21	Reported partially.
AO2	Total annual number of aircraft movements	Business areas p. 20	Reported partially.
AO3	Total amount of cargo tonnage	Business areas p. 20	Reported partially.
AO4	Quality of storm water	Sustainable air traffic pp. 50 and 54	Reported partially.

# Statistics 2022

The number of passengers was

# 186.5%

higher than in 2021.

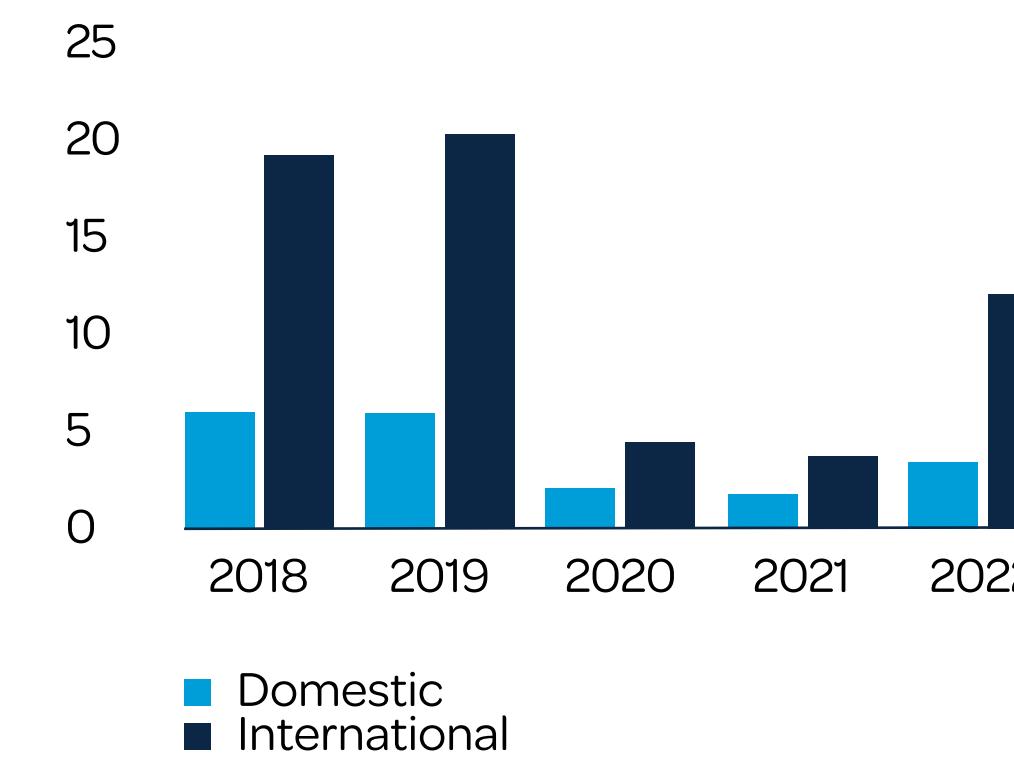
The total carriage of cargo and post was

# 173,770

tonnes, which is -3.1% lower than in 2021.

## Passenger volumes at Finavia's airports

million



## Cargo volume 2022

tonnes	Cargo	Post	Total
Domestic	2,031	15	2,046
International	169,180	2,543	171,724
<b>Total</b>		<b>173,770</b>	

Change, %

## Passengers and commercial air transport operations

Airport	Passengers		Operations	
	Total	Change, %	Total	Change, %
Helsinki-Vantaa	12,882,861	202.3	129,278	89.0
Oulu	632,130	110.4	6,186	46.3
Rovaniemi	560,734	120.0	5,134	75.2
Kittilä	337,198	84.8	3,125	52.7
Ivalo	197,987	79.1	1,875	77.1
Tampere-Pirkkala	168,328	190.6.1	2,756	745.4
Turku	133,137	160.6	2,984	131.1
Kuopio	126,083	246.3	2,496	37.6
Kuusamo	117,104	57.8	1,531	234.7
Vaasa	113,244	488.9	2,035	33.6
Maarianhamina	26,639	46.0	1,802	37.8
Kajaani	25,400	44.3	973	32.7
Kemi-Tornio	22,501	34.4	1,223	14.6
Joensuu	18,755	106.3	1,081	9.7
Kokkola-Pietarsaari	17,198	170.5	2,124	17.8
Pori	11,628	147.3	1,398	25.5
Jyväskylä	10,980	139.1	702	-1.4
Savonlinna	3,111	455.5	700	297.7
Halli	6	0	4	0
Utti	0	-100.0	2	-50.0
<b>Total</b>	<b>15,405,024</b>	<b>186.5</b>	<b>167,409</b>	<b>82.7</b>

Halli and Utti serve military and general aviation.

# FINAVIA

*FOR SMOOTH TRAVELLING*

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