

# Annual and Responsibility Report

# 2021



# Finavia in brief

Finavia is an airport company whose goal is to make travel smooth and stress-free. We enable good flight connections from Finland to the rest of the world through our nationwide network of airports. Our main airport, Helsinki Airport, is a leading European hub for long-haul and connecting flights.

We develop and maintain airports and manage large-scale operations ranging from demanding construction projects to complex logistics, passenger flows and data. We work together with our customers and partners to promote Finnish people's mobility and Finland's international competitiveness.

We bear our responsibility for the impact of our activities on people, the environment and society at large. Safety, security, sustainable development and Finland's connectivity are at the core of our responsibility. At Finavia, responsibility consists of details, and every single detail counts.

Our work at Finavia makes the world closer.



Responsibility at Finavia is a complex set of considerations in which every detail counts. Small details come together in a chain of strengths to create safe and efficient connections to the rest of the world, ambitious climate efforts, an inspiring workplace and a world-class passenger experience – a sum of good things.

## Finavia's Annual Report 2021

Finavia's annual reporting for 2021 consists of an Annual and Responsibility Report, Corporate Governance and Remuneration Statement and Financial Statements, which are published as separate PDF documents on our website.

[www.finavia.fi/en](http://www.finavia.fi/en)



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

[READ MORE](#)



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

[READ MORE](#)



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

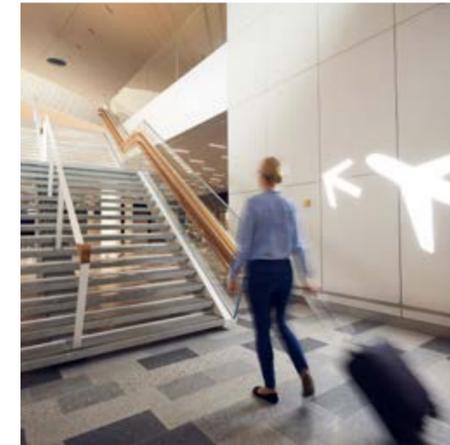
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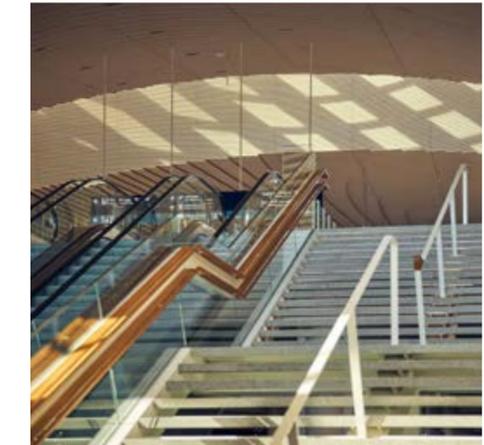
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# Finavia 2021

We prepared for increasing our service capacity and future growth as traffic recovered. Maintaining health security and continuous cooperation with the relevant public authorities became a part of the smooth day-to-day operations of our airports. Significant development investments were completed during the year, enabling the continued growth of traffic.

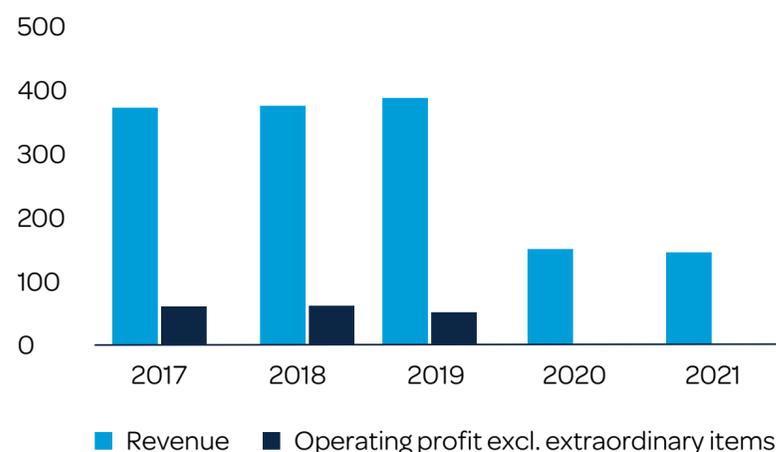
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# Key figures

Finavia Group's revenues and operating profit were slightly lower than in the previous year.

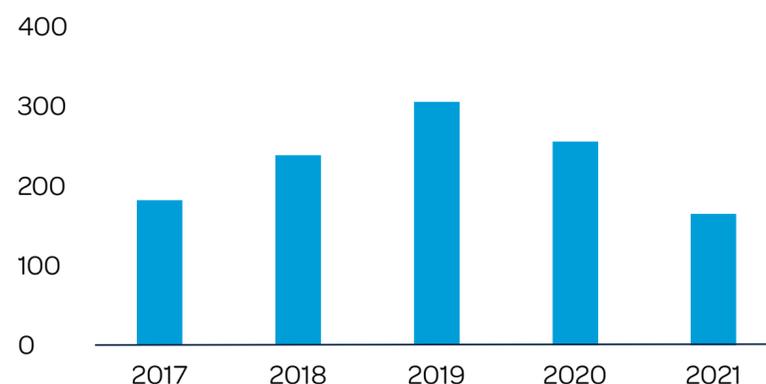
## Revenue and operating profit excl. extraordinary items 2017–2021

EUR million



## Investments 2017–2021

EUR million



## The Group's key figures

	2021	2020	2019	Change, %**
Total number of passengers, million	5.4	6.4	26.0	-16.1
Revenues, EUR million	145.4	150.6	389.2	-3.5
Operating margin, EUR million	-27.2	-27.0	134.6	-0.7
Operating margin, %	-18.7	-17.9	34.6	
Operating profit, EUR million	-130.7	-128.9	44.0	-1.4
Operating profit, %	-89.9	-85.6	11.3	
Profit for the period, EUR million	-143.8	-147.0	34.3	2.2
Return on equity, %	-23.0	-24.2	5.1	
Return on investment*, %	-9.2	-10.4	4.4	
Equity ratio, %	44.9	36.3	50.3	
Cash flow-based investments, EUR million	164.7	255.7	306.1	-35.5
Net debt	621.3	727.9	489.8	
Balance sheet total, EUR million	1,591.8	1,476.5	1,354.4	7.8
Average number of employees (person-years)	1,398	1,366	2,241	1.8
Salaries and fees, EUR million	65.7	62.3	99.4	5.5

At the end of 2021, Finavia Corporation had

1,059

EMPLOYEES

and Finavia Group as a whole had

2,250

EMPLOYEES

Revenues in 2021, EUR

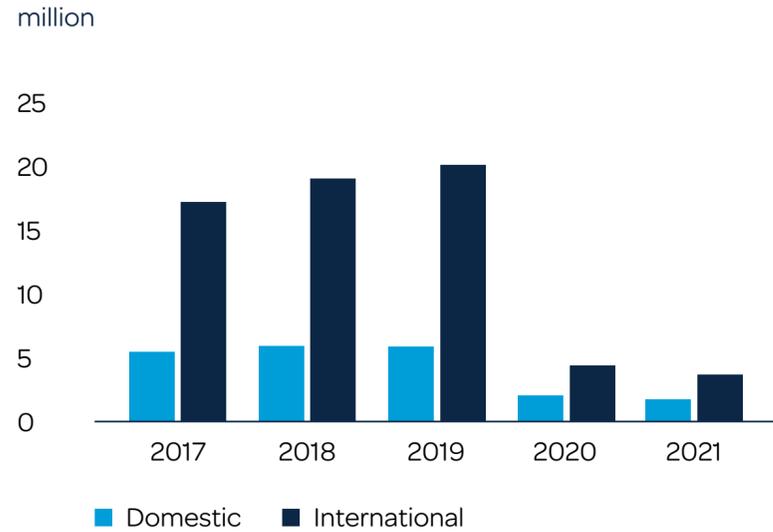
145

MILLION

\* 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 2021 and 2020.

Passenger volumes at Finavia's airports



A significant number of chartered flights at Finavia's airports in Lapland

690

Helsinki Airport's customer satisfaction in the international ASQ survey

4.12

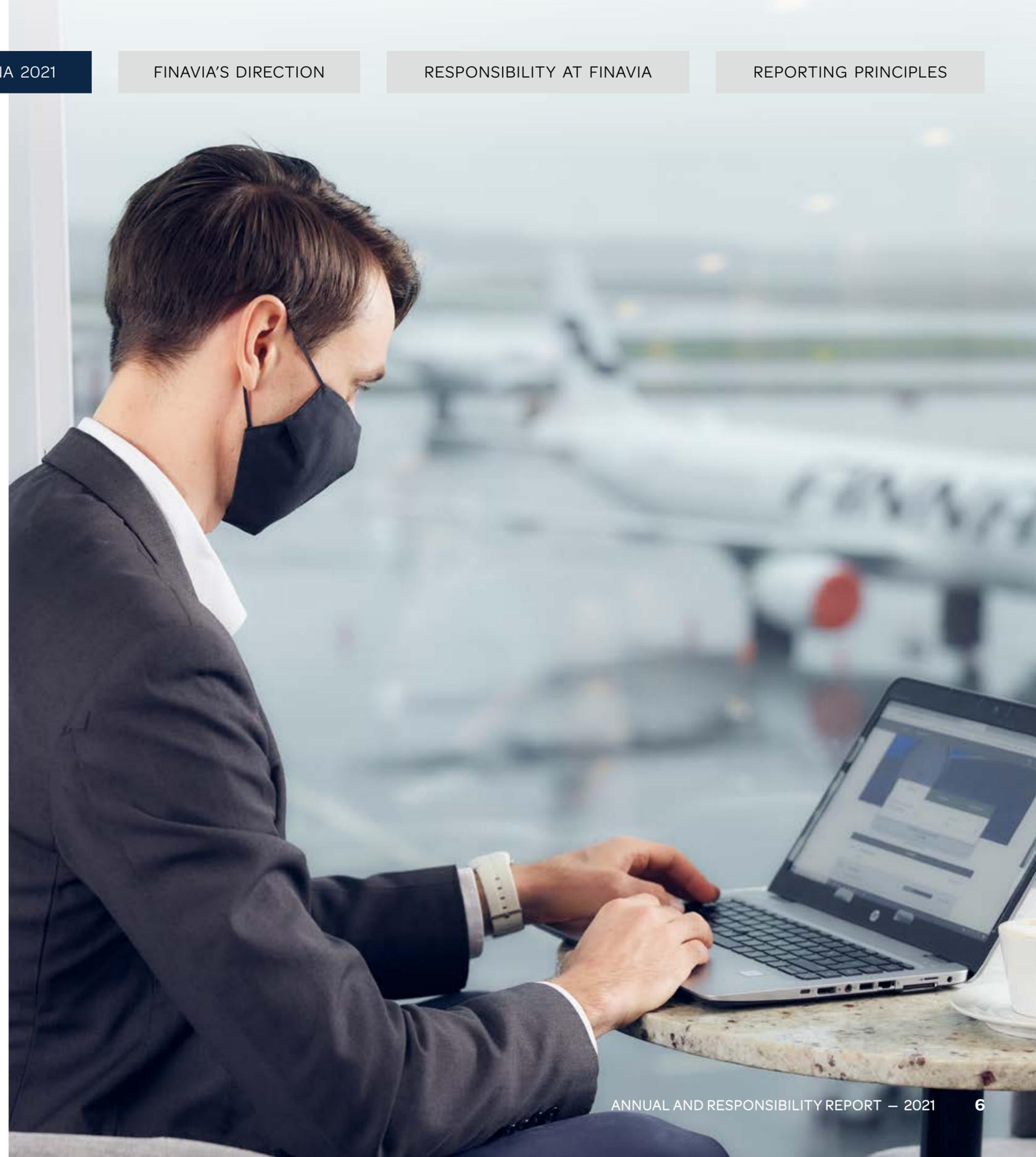
(SCALE 1-5)

Carbon dioxide emissions from Finavia's operations and passenger volumes



Share of renewable fuel of the total consumption of vehicle fuels

23%



# Significant events in 2021

In spite of the COVID-19 pandemic, Finavia's year included good news and important achievements.



## Health security at airports

We continued our close cooperation with the health authorities to make travel as safe as possible at our airports. We also implemented new technology to enhance the maintenance of cleanliness and hygiene.

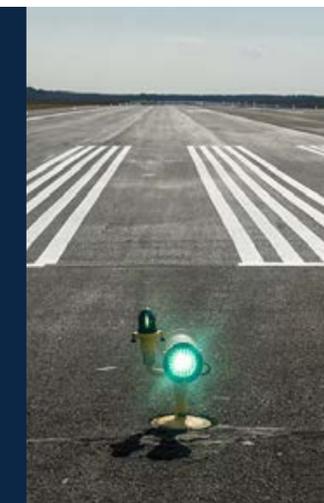
## Finland's flight connections were reopened

Air traffic recovered from the COVID-19 crisis towards the end of the year. Airlines resumed previous routes and opened new ones. Air France, for example, returned to Finland after a long break. The number of chartered flights to Lapland was higher than before COVID-19.



## Improvements to runways and air traffic areas

We renovated the runways at Mariehamn Airport and Joensuu Airport. At Helsinki Airport, we improved stormwater management, for example, in connection with renovating the air traffic areas.



# 77%

## Personnel satisfaction remained good

Personnel satisfaction remained good in spite of the challenges related to the pandemic. The response rate of our Pulse personnel surveys was record high at approximately 77%.

## Project quality awards

The Helsinki Airport development programme won several prestigious industry awards. The project as a whole received the RIL Award presented by the Finnish Association of Civil Engineers RIL.

The extension of Terminal 2 won the Project of the Year Award presented by Project Professionals Finland, the Steel Structure of the Year Award from the Finnish Constructional Steelwork Association and the Construction Site of the Year Award from Rakennuslehti magazine.



# T2

## Key milestones achieved in the development programme

The extension of the long-haul traffic area at Helsinki Airport was completed in September. The new main entrance to Terminal 2, along with the arrivals and departures halls, a new travel centre and a multi-storey car park were opened in December. New ground traffic arrangements were also implemented.



## CEO's review

# The first steps of recovery

As the COVID-19 pandemic continued, we adapted our operations to the changing circumstances and continued the cost-cutting programme that began in 2020. We prepared for the recovery of air travel: we focused on the well-being of our personnel, the recovery of our business as well as and permanent cost cuts and scaling.

The COVID-19 pandemic that began in March 2020 continued in 2021. Summer marked the beginning of a cautious recovery of air travel from the crisis that paralysed the entire industry. As vaccination coverage improved, travel restrictions were lifted: After internal Schengen border controls were lifted in July 2021, the demand and supply of air traffic began to increase.

However, restrictions in Asian and North American countries remained in place, which meant that the number of intercontinental flights and transfer passengers

at Helsinki Airport remained low. As Finavia's success is largely influenced by transfer traffic at Helsinki Airport, our business was slow to recover.

Full-year passenger volume amounted to only about a fifth of the pre-pandemic level of 2019 at 5.4 million passengers. Compared to 2020, our revenues decreased by 3.5 per cent to EUR 145.4 million. Our operating margin was EUR 27.2 million in the negative.

### The recovery of transfer travel is crucial

We expect the growth of air traffic to accelerate when travel restrictions can be lifted globally. The basic drivers of growth remain unchanged. For example, the Asian middle class is growing wealthier and seeking experiences from travel. Helsinki Airport's location is still excellent

◀ "The autumn showed that there is pent-up demand for travel."  
– Kimmo Mäki, CEO

with regard to transfer travel between East and West. The autumn showed that there is pent-up demand for travel.

Helsinki Airport's business operations and position as an international aviation hub are based on transfer traffic, which we expect to resume at least partially in 2022. Maintaining Helsinki Airport's international competitiveness is important to keep passengers from switching to alternative airports.

Travel at Finavia's regional airports has been largely based on onward travel via Helsinki Airport and chartered flights. During the pandemic, there has been sufficient demand for market-based flights at only a few airports. The long-standing trend of passenger traffic being concentrated at certain airports appears to be intensifying due to the COVID-19 crisis.

### From survival towards recovery and new growth

After the COVID-19 crisis began, we focused on protecting Finavia from the impacts of the pandemic and making it through the crisis with our operational capacity intact. We scaled down operations at our airports and secured the company's financial operating conditions through financing solutions and cost-cutting measures, all the while maintaining health security. In 2021, after the recovery of travel began, we prepared for restoring our service capacity and pursuing future growth. Maintaining health security and continuous cooperation with the relevant public authorities became a part of the smooth day-to-day operations of our airports.

We continued our cost-cutting programme, which is targeted at reducing operating costs by EUR 200 million by 2023 and achieving savings of EUR 100 million in investments. We exceeded our target for the reduction of operating costs for the year. At the same time, our service capacity and the safety, quality and reliability of our operations remained at a good level.

The goals of our recovery strategy include sufficient financing to make it through the crisis, maintaining critical functions and

our service capacity, and supporting our future competitiveness. With these goals in mind, we chose our focus areas as building the well-being and future of the company's personnel, the recovery of business, and cost savings and scaling. Other key development areas include mitigating climate change and promoting Finland's regional connectivity.

With the help of loans and EUR 350 million in capitalisation from the Finnish state, we were able to invest in priorities that will enable us to serve passengers and airlines competitively and with high quality when air traffic recovers.

Our goal for 2022 is to achieve a turnaround to profitability. However, the impacts on Finavia's finances caused by the war between Russia and Ukraine are difficult to assess at this time. If prolonged, the closure of Russian airspace may have significant impacts on transfer travel between Europe and Asia and the recovery of Finavia's business.

### Progress with the development programme and climate programme

Finavia supports Finland's connectivity and competitiveness by maintaining a highly functional airport network and airport services as well as by developing flight connections in cooperation with airlines. Good flight connections influence the success of the tourism industry in particular, but they also broadly support other sectors of the economy by making it easier to enter into and maintain business relationships.

In 2021, we continued our Helsinki Airport development programme, which supports our long-term competitiveness. We achieved important milestones in the programme during the year. An extension that increases the capacity of the long-haul area was completed in the autumn. In December, the new section of Terminal 2 was opened. At the same time, new ground traffic arrangements were implemented and a new travel centre was opened to link different modes of transport.

The development programme is part of our long-term effort to make Helsinki Airport a significant air traffic hub between Asia and Europe and a calling card for all of Finland. Helsinki Airport's success brings income and jobs to Finland, and the income it generates makes it possible to maintain Finavia's lower-traffic regional airports.

The new climate targets of the EU and Finland will inevitably have an impact on air traffic this decade. The targets make it necessary for the entire aviation industry to operate even more sustainably than before. Finavia has a long track record of being a sustainability pioneer in our industry: all of our airports have been carbon neutral since 2019.

The next target of our climate change programme is net zero carbon emissions by 2020s. This means that the emissions of our operations are small enough to be sequestered to eliminate them from the atmosphere.

We are also continuing our active sustainability efforts in other areas. The objectives of our sustainability efforts are related to sustainable growth and profitable business, improvements in good connections, promoting Finland's competitiveness and well-being at work. The goals are based on Finavia's strategic objectives. We report on our sustainability efforts in accordance with the Global Reporting Initiative (GRI) framework.

The COVID-19 crisis has required a lot from Finavia's employees, customers and partners, but together we have managed to ensure smooth travel. Seamless cooperation with all of the companies and public authorities that operate at the airport is the key to success.

**Kimmo Mäki**  
CEO

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The basic drivers of growth in air travel remain unchanged.

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# Finavia's direction

We will make it through the crisis by focusing on the well-being of our personnel, the recovery of our business and permanent cost cuts and scaling. Going forward, we aim to be even more cost-efficient and capable of adapting to changes. Our development investments ensure opportunities for traffic growth after the crisis.

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# Megatrends and strategy

Finavia's operating environment remained unstable as the COVID-19 pandemic continued. We prepared for the global lifting of travel restrictions and the recovery of air travel. We expect the megatrends that influence air traffic to grow stronger in the future.

Finavia's strategic focus areas are aligned with the megatrends identified in the operating environment and they guide the development of our operations. 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. Health security emerged as a trend that influences air traffic due to the COVID-19 pandemic.

At the outset of the COVID-19 pandemic, we suspended our strategy update effort, which had begun in autumn 2019, and focused on preparing a crisis action plan to help Finavia cope with the situation. In 2021, we prepared a recovery strategy focused on restoring our service level and resuming the development of operations towards new growth.

During the pandemic, we have focused on ensuring Finavia's financial operating conditions and service capacity as well as health security at airports. As travel recovers, we will focus on promoting our key drivers of competitiveness and developing Finavia into a more cost-efficient, resilient and adaptable company. We believe that consumers still want to travel. The need for business travel will also remain in spite of digitalisation and the growing popularity of remote work.

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When intercontinental connections resume, Helsinki Airport will have to catch up to competing European hubs.

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## A year of slow recovery

Our operating environment changed continuously in 2021 due to the uneven pandemic-related recovery of travel. The introduction of the EU COVID-19 vaccination certificate and the increasing vaccination coverage supported the recovery of travel in Europe. However, Finland was slower to reopen for travel than

other countries. Continued travel restrictions in Asian and North American countries affected Finland's intercontinental flight connections and the demand for onward connections in Europe. When intercontinental connections resume, Helsinki Airport will have to catch up with competing transfer airports.

Finavia's key airline customers were able to secure financing during the crisis and resumed flights based on demand. At the same time, low-cost airlines quickly sought growth in the market. Most of Helsinki Airport's European 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 flights and passengers at our regional airports was low. To support the resumption of flights, we refrained from making price increases to air traffic charges in 2021.

### Recovery strategy takes Finavia towards new growth

The goals of our recovery strategy are to ensure sufficient financing to make it through the crisis, maintain service capacity and maintain our ability to compete in the future.

The strategy has three focus areas. Firstly, we look after the well-being of our personnel so that we can together help Finavia get through the crisis and emerge from it even stronger. Secondly, we promote the recovery of business by actively developing flight connections in cooperation with airlines, providing a smooth customer experience and high-quality services to passengers, as well as by optimising our operating premises and land use. Thirdly, we are making our operations permanently more cost-efficient and scalable and prioritising our development measures.

Our other key development areas include mitigating climate change and promoting Finland's regional connectivity. To mitigate climate change, we will reduce the environmental impacts of our own operations and aim to achieve net zero carbon emis-

The goals of our recovery strategy are to ensure sufficient financing, maintain service capacity and maintain competitiveness.

#### The recovery phase will focus on three key priorities:

##### 1. Employee well-being and building the future

**Key goals:**

- Keeping key personnel indicators at a good level (including the leadership index, employee satisfaction and sickness-related absences)
- Low voluntary departure turnovers

**Key actions:**

- Renewal of work and management models
- Supporting the employees' well-being and ability to cope
- Employee commitment and ensuring competence

##### 2. Business recovery

**Key goals:**

- Finland being recognised as an attractive travel destination that has the highest standard of health security in Europe
- Airlines resuming their routes
- Development of revenues and the service level

**Key actions:**

- Developing flight connections
- Influencing demand through marketing
- Commercial services for passengers
- Properties and cargo: long-term optimisation of business premises and land use and developing the cargo hub

##### 3. Cost savings and scaling

**Key goals:**

- EUR 200 million in savings in operating expenditure (OPEX) by the end of 2023 (compared to 2019)
- EUR 100 million in savings in capital expenditure (CAPEX) by the end of 2023 (compared to the business plan)
- Ensuring financing, safeguarding cash flow and fulfilling the terms of the financing package

**Areas:**

- Cost-efficiency of the operative business
- Prioritising development efforts
- Separate cost-saving measures

#### Other priorities:

##### Climate change mitigation

- Our airports are carbon-neutral. We reduce the CO<sub>2</sub> emissions arising from our own operations and compensate for the remaining emissions. Our goal is net zero carbon emissions.
- We engage in climate cooperation with the entire value chain and our industry.

##### Finland's regional connectivity

- Based on customer needs and demand, we maintain and develop a comprehensive and sustainable airport network that is valued by our customers.
- We want to be involved in building smooth and competitive travel chains that combine different modes of transport.

sions by 2020s. We support regional connectivity by maintaining and developing airports that operate sustainably and are valued by our customers. By doing this, we support the Finnish tourism industry and ensure that Finns are connected to the world.

### Competitive advantages need to be ensured

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. As our investment programmes at Helsinki Airport and our airports in Lapland are key aspects of this, we decided to continue these programmes in spite of the exceptional circumstances.

The growth of traffic between Asia and Europe is expected to remain strong as the supply and demand of flights begins to recover when travel restrictions are lifted. 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. An exceptionally high-quality customer experience is a strategic competitive factor for Finavia. We invest in this to enable our airports to differentiate themselves from other international airports.

Helsinki Airport's excellent geographical location between the East and West is a significant, permanent competitive advantage that 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 customer 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 permanent competitive advantage that has supported the strong development of our northern airports. Our investments in Lapland's airports and tourism

will further enhance Lapland's competitive advantage. As global competition between airports intensifies, we will focus increasingly on developing our customer experience, service processes and operational activities.

More information on [Finland's connectivity](#) is provided starting from page 33.

### Growing expectations for sustainability

Climate change affects all sectors and, increasingly, the aviation sector as well. Aviation emissions are part of the climate debate. Finavia wants to make flying possible for Finns along with the economic and social benefits it brings now and in the future. We have a long track record of reducing our environmental impacts: we protect waterways, reduce emissions, mitigate aircraft noise and improve the energy efficiency of airports.

We achieved carbon neutrality for all of our airports in 2019: we have minimised our CO<sub>2</sub> emissions and offset the remaining emissions. Our next goal is net zero carbon emissions. More information on our [environmental efforts](#) is provided starting from page 44.

The environmental efficiency 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. Based on the 12-year national transport system plan of the Ministry of Transport and Communications, 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.

Megatrend	Impact on airport operations	Finavia's actions
<b>Global competition for passengers</b>	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>
<b>Growing middle class in Asia and growth of emerging economies in other parts of the world</b>	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>
<b>Climate change</b>	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>
<b>Hygiene and health security</b>	Deployment of new operating methods and processes	<ul style="list-style-type: none"> <li>• Health security as part of a high-quality customer experience</li> </ul>
<b>Ageing population</b>	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>
<b>Urbanisation</b>	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>



# Value creation

Our value creation is based on efficient, reliable and smoothly operating airports and ensuring Finland's connectivity. The COVID-19 pandemic made value creation difficult in the first half of the year. The lifting of travel restrictions in Europe made the situation easier.

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.

Due to the travel restrictions imposed in response to the COVID-19 pandemic and due to the low volume of air traffic, our ability to create value for our owner and other stakeholders remained low in 2021. Air travel in Finland began to recover in the summer from the slump caused by the pandemic, but the recovery was uneven. Passenger volumes at Helsinki Airport and our airports in Lapland increased and, in some instances, got close to the 2019 level.

## Efficient and reliable connections create well-being in Finland

We create value for our owner, the State of Finland, and Finnish society as a whole by enabling efficient and reliable connections with the rest of the world as well as by investing in the development of our airports.

Finavia's airports and airlines' flights make Finland a central and easily accessible destination. Well-functioning, diverse and reliable flight connections are essential for the vitality and com-

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## Connectivity is a key condition for Finland's competitiveness.

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petitiveness of the Finnish business sector and they promote investments in Finland.

Connectivity is also vital for the development and growth of tourism in Finland. Good flight connections make Finland easy for international travellers to reach while also making international recreational travel quick and easy for Finns. A smooth and comfortable airport experience helps Finland stand out from other destinations.

Our long-term efforts to increase Finland's connectivity and attractiveness have suffered from the uncertainty caused by the pandemic. More information on this is provided starting from page 33.

**CASE**

## A high degree of domestic content in the development programme

The degree of domestic content of the Helsinki Airport Development Programme is nearly 90 per cent. One of the main objectives of Finavia's investment programme has been to highlight Finnish expertise.

READ MORE

### A unique customer experience is a differentiating factor

We create value for our airline customers and passengers by providing safe, high-quality and cost-efficient services. Using the services of our airports is convenient and smooth, which is reflected in our service promise "For smooth travelling". An exceptional customer experience makes us stand out from our international competitors.

Developing the customer experience is a key component of our strategy. The development of our services and processes is guided by the four pillars of the Finavia customer experience: feeling relaxed, feeling secure, feeling refreshed and the feeling of Finnishness. These four pillars are taken into consideration in our investment decisions. The results of our efforts have been reflected in customer satisfaction surveys and industry awards for several consecutive years.

Due to the pandemic, measures to improve health security at airports became a central aspect of the customer experience in 2021. More information on this is provided starting from page 35.

### The recovery of travel was uneven

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.

Growth ensures the continuity of our operations and enables us to maintain our competitive position while making investments and developing as a company. We make decisions and investments that have minimal negative environmental impacts.

We continued the strategically important Helsinki Airport development programme with the help of EUR 350 million in capitalisation from the Finnish state and additional loans. Our invest-

ments in infrastructure will pay off for decades to come: when intercontinental flight connections reopen, the new-look Helsinki Airport will give Finavia and Finland an advantage over the competition.

Maintaining well-functioning regional airports has been possible largely due to the growth of the number of transfer passengers at Helsinki Airport. We have financed all of our investments through our revenues and by borrowing.

As the COVID-19 pandemic continued, the number of flights and passengers – and Finavia Group's revenues – remained low compared to the pre-pandemic levels. We continued the extensive cost-cutting programme we started in 2020: we prioritised and reduced investments and reduced operational costs throughout the Group. The cost cuts achieved were ahead of the target schedule. The goal is to reduce operating costs by EUR 200 million by 2023 and achieve savings of EUR 100 million in investments.

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

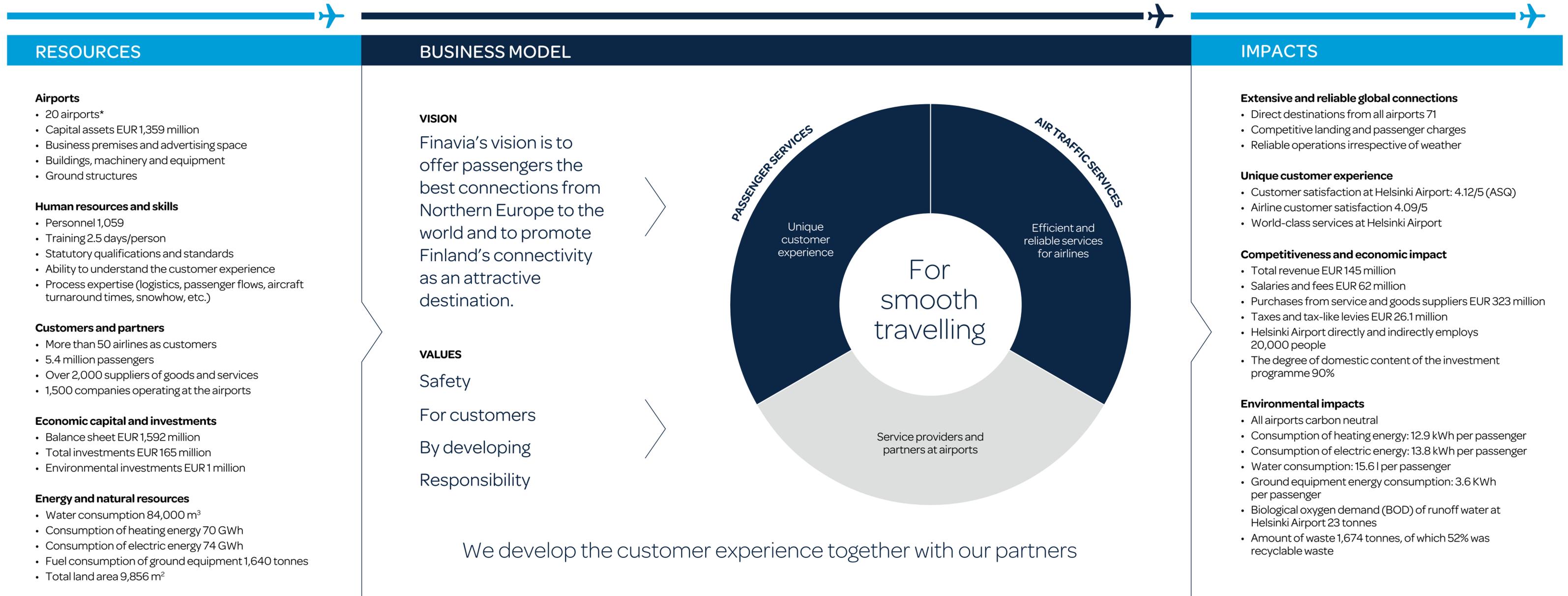
Travel began to recover in Finland in the summer as internal Schengen border controls were lifted. The recovery was uneven and, in some instances, passenger volumes grew quite rapidly. Internal border controls were reintroduced at the end of the year. Elsewhere in Europe, the resumption of flight connections began earlier than Finland, which may affect Helsinki Airport's competitive position as a transfer airport.

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Investments in infrastructure will bear fruit for decades to come.

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# How we create value for society



**OPERATING ENVIRONMENT**

Our business is influenced by the following key themes

**Megatrends**

Global competition for passengers, growing middle class in Asia and growth of emerging economies in other parts of the world, climate change, ageing population, urbanisation.

**Extensive regulation of the sector**

Finavia's operations are governed, for example, by international aviation regulations and EU-level laws and regulations.

**Finland's reputation and geographical location**

We help build Finland's country brand and take advantage of Finland's unique position as a hub between Europe and Asia.

\* Enontekiö Airport was part of the Finavia's airport network until July 2021.



# Business areas

The continued COVID-19 pandemic and travel restrictions again kept airports quiet in 2021. We continued the cost-cutting programme, while preparing for the recovery of traffic at our 20 airports. The number of flights and passengers began to increase in the second half of the year.

Finavia's business was again considerably affected by the COVID-19 pandemic in 2021. Due to the pandemic, the number of flights and passengers at Helsinki Airport and at regional airports was very low at the beginning of the year.

Air travel in Europe began to recover in the summer when vaccination coverage increased and travel restrictions were eased. Internal Schengen border controls were lifted in July, and the demand and supply of flights began to grow. The border controls were reintroduced in the last week of the year due to the deterioration of the epidemiological situation.

The slow reopening of Asian countries kept the number of transfer passengers at Helsinki Airport very low throughout the year. Finavia's success is largely influenced by intercontinental transfer traffic. In the absence of transfer passengers, Finavia's business was slow to recover.

The number of passengers at Helsinki Airport decreased by 16 per cent from the previous year and remained low compared to the pre-pandemic period. The number of transfer passengers decreased by 45 per cent from the previous year. Altogether 1.1 million passengers travelled through the regional airports in 2021, representing a year-on-year decrease of 17 per cent. At Finavia's airports in Lapland, which are important for Finnish tourism, the number of chartered flights grew and reached the pre-pandemic level.

We continued the cost-cutting programme we started in 2020 in response to the COVID-19 crisis, while preparing for the recovery of travel and the restoration of our service capacity.

## Helsinki Airport prepared for growth in the number of passengers

The number of passengers at Helsinki Airport increased from the summer onwards, but the full-year development did not meet our expectations. Our revenues and operating margin did not yet grow in line with our targets. However, we managed to adjust our operations and keep costs under control.

We have worked systematically to build a leading position for Helsinki Airport in the international competition between transfer airports. Before the COVID-19 crisis, Helsinki Airport offered the best long-haul flight connections from Northern Europe to the rest of the world.

Travel restrictions in Asian and North American countries continued until the latter part of the year, which meant that the number of intercontinental flights was very low. Most other flight connections were reopened by the end of the year. However, flights were operated using smaller aircraft and less frequently than before the pandemic. New destinations were also opened in the latter part of the year.



## CASE

### Runway renovation in Mariehamn

The runway at Mariehamn Airport was renovated. The renovation ensures the operating conditions for air traffic in Åland for a long time to come. The new LED lights of the runway lighting system consume only about 30 per cent of the energy consumed by the old lights.

READ MORE

## We managed to adapt our operations in response to the cost cuts and the uneven growth of flights and passenger volume.

Maintaining health security was important as the pandemic continued. We continued our close and smooth cooperation with the authorities in charge of health security. More information on [health security](#) at airports is provided starting from page 35.

Customer satisfaction among passengers remained at a good level in spite of the construction and renovation work required by the development programme and the pandemic. More information on our efforts to develop the [customer experience](#) is provided starting from page 35.

### Important milestones in the development programme

We continued our strategically significant billion-euro development programme at Helsinki Airport. It is a long-term investment that supports the growth of international air traffic, Finavia's regional airports and the Finnish economy, and develops Helsinki Airport's services and processes. Due to the low traffic volume, construction work progressed ahead of schedule.

We reached two important milestones during the year: the multi-year extension and renewal project of the long-haul flight area was completed and the new section of Terminal 2 was opened. The new section includes a new, architecturally impressive main entrance, arrivals and departures halls, a travel centre that links different modes of transport and the necessary transport arrangements for the travel centre. The multi-storey car park completed in 2020 was also commissioned.

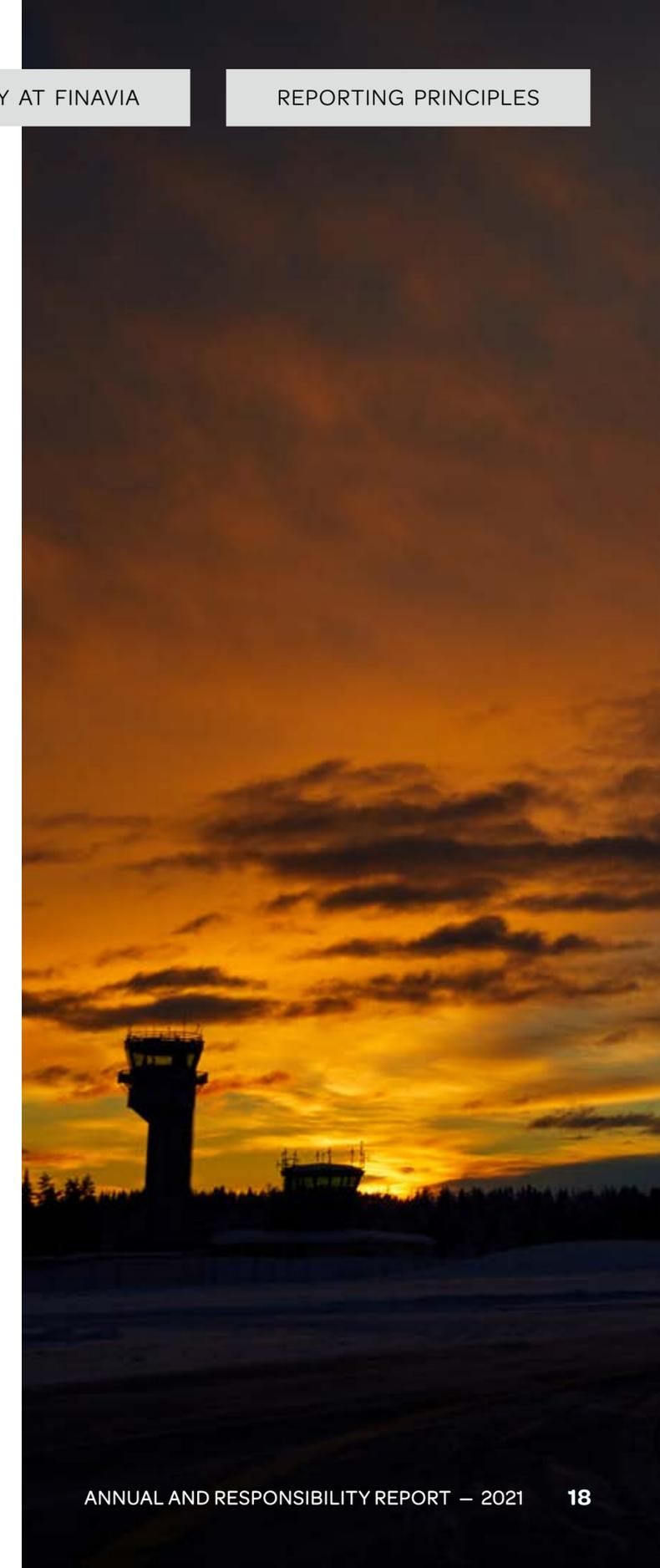
The development programme won several industry awards during the year. We won first prize in the [Project of the Year competition](#) presented by Project Professionals Finland, where the criteria included stakeholder satisfaction with the results, management and the ability to solve problems. The project as a whole also received the [RIL Award](#) presented by the Finnish Association of Civil Engineers RIL. This award is presented annually to the construction work, site or concept that best represents high-quality, innovative Finnish construction engineering skills and expertise. The construction site of the Terminal 2 extension won [Rakennuslehti magazine's Site of the Year competition](#). The jury found that the alliance formed for the extension and alteration project achieved all of the targets set for it.

The investment programme is scheduled to be fully completed by 2023.

### A quiet year at regional airports

The business operations of our regional network airports also suffered from the travel restrictions. Traffic volumes were low. We were successful in implementing our cost-cutting programme and adapting our operations to the changing circumstances.

Ownership of Enontekiö Airport was transferred to the municipality of Enontekiö in July. We relinquished the airport because its runway and terminal buildings had reached the end of their life cycle and, because of the low traffic volumes, Finavia did not have the opportunity to invest in extensive renovations.





Finavia's airport network now consists of 19 airports, 17 of which are in passenger use. Two airports serve only general aviation and military traffic. The early part of the year was quiet at our regional airports. Traffic began to recover in the autumn, when the number of scheduled flights was increased and direct chartered flights were operated to holiday destinations in Europe.

Starting from May, five airports – Kajaani, Kemi-Tornio, Kokkola-Pietarsaari, Joensuu and Jyväskylä – were only served by state-subsidised purchased traffic. Traffic resumed at Savonlinna Airport in October.

During the period 2018–2021, we invested over EUR 60 million in our airports in Kittilä, Rovaniemi and Ivalo in order to serve tourism in Lapland with a high level of quality. As expected, international tourism began to recover in Lapland after the start of the winter season 2021–2022. The busy Christmas season 2021 was evidence of Lapland's appeal.

In 2021, we invested EUR 5 million in repaving the runway at Mariehamn Airport and replacing the runway lighting system. We also carried out runway repaving and renovation work at Joensuu Airport.

### Airpro in 2021

Finavia Group's subsidiary Airpro produces services for various aviation operators. In addition to Helsinki Airport, Airpro operated at 11 regional airports across Finland in 2021. Airpro employed 1,291 people, with approximately half of this total employed at Helsinki Airport and half at regional airports.

Airpro's business remained unprofitable in 2021 due to the low volume of air traffic, but the company entered into new customer relationships and its market share grew. The number of passengers in air traffic increased especially during the summer season. The number of passengers at Finavia's airports in Lapland increased in December and almost reached the level seen in 2019. Airpro ceased operations at four airports in 2021 following the competitive tendering of purchased traffic. The cost-cutting programme initiated in 2020 due to the COVID-19 crisis continued, with Airpro's target being EUR 45 million in cost cuts by 2023.

● Finavia's airport network includes 20 airports

**5.4**  
MILLION PASSENGERS

**91,635**  
COMMERCIAL FLIGHTS

**178,684**  
TONNES OF CARGO



\* Enontekiö Airport was part of the Finavia's airport network until July 2021.

# Business areas

The Finavia Group provides air traffic services to airlines and passengers. The Group has two business areas: Helsinki Airport and Airport Network. Our subsidiary Airpro produces ground handling and passenger services.



## Helsinki Airport

Helsinki Airport is a significant European airport and the leading transfer airport between Europe and Asia. The airport has won several international awards and recognitions for its excellent services.

### Key figures

	2021	2020	2019
Revenues, EUR million	92.4	98.3	274.0
Personnel	416	375	466
Passengers	4,261,535	5,053,134	21,861,082
Commercial flights	68,404	69,287	190,210
Customer satisfaction	4.12	4.23	4.16

## Airport Network

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. Finavia's airports in Lapland have enabled the development of Finnish tourism.

### Key figures

	2021	2020	2019
Revenues, EUR million	34.8	37.5	69.0
Personnel	429	414	505
Passengers	1,115,410	1,347,449	4,162,813
Commercial flights	23,232	24,353	61,539
Customer satisfaction	*	4.44**	4.28

Enontekiö Airport was part of the Finavia network until July 2021.

\* The survey was not carried out in 2021.

\*\* Measured from January to March.

## Airpro

Finavia's subsidiary Airpro provides ground handling and passenger services for air traffic, screening and airport services, logistics services and cabin services for several aviation operators. In addition to Helsinki Airport, Airpro operated at 11 network airports throughout Finland in 2021.

### Key figures

	2021	2020	2019
Revenues, EUR million	33.1	29.4	74.7
Personnel	1,291	1,165	1,498



# Responsibility at Finavia

In 2021, the COVID-19 crisis meant that our responsibility efforts were largely focused on the health security of passengers and personnel as well as ensuring our financial operating conditions.

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# Introduction to responsibility

In 2021, the focus areas of our responsibility were health security and employee well-being.

Responsibility is the foundation of Finavia's operations. Safety and security are key to everything we do. In environmental responsibility, we set the bar high and lead the way in the aviation industry by implementing our climate programme. We promote the mobility of Finns and Finland's connectivity and 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 wellbeing at work. At Finavia, responsibility consists of many details that are all important.

We have divided the key 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 material aspects and this classification guide our reporting on responsibility. We report on our responsibility in accordance with the GRI framework.

Due to the financial impacts of the COVID-19 crisis, our priorities in 2021 were to safeguard the company's financial position and restore service capacity. In our operations, we focused on matters under item 3, namely compliance with regulations issued by the authorities and cutting costs without compromising on safety.

In spite of the continued pandemic, we were also able to take care of matters under items 1 and 2. We created value for our stakeholders by focusing on health security, maintaining a good customer experience and engaging in active cooperation with airlines to restore Finland's flight connections.

Securing the financing base enabled us to invest in employee well-being and initiate development measures aimed at improving scalability. We took another significant step in climate change mitigation and set a goal of net zero carbon emissions by 2020s.



**CASE**

**Helsinki Airport development programme was awarded a sustainability certificate**

The non-Schengen area at Helsinki Airport was awarded with a BREEAM certificate in recognition of the sustainable development of the built environment. The certification is proof of Finavia's development programme's comprehensive sustainability considerations with regard to the extension of the long-haul flight area.

READ MORE



**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. In 2021, the Group's scorecard exceptionally included only one responsibility indicator: financial profitability. Normally, responsibility is also measured with regard to customer satisfaction, safety and carbon emissions.

The practical aspects of environmental responsibility are coordinated by Finavia's environmental unit and sustainable development director in cooperation with 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 that are approved by the CEO. We have also identified the functions and services that generate the most significant environmental impact we can influence. The environmental targets are divided into long-term (5–10 years) development programmes and annual action plans. We measure our environmental impacts and monitor the effectiveness of the actions we take on a regular basis.

The CFO is responsible for implementing economic responsibility at a practical level.

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 the HR strategy

**We ensured health security and prepared for the recovery of travel.**

and the detailed action plan based on it, as well as Finavia's Code of Conduct.

The Group's aviation safety unit and security unit coordinate the management and development of safety-related matters.

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.

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

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 Finavia's operations in line with standards.

**Key factors in Finavia's responsibility**

1. Matters generating the most added value to stakeholders and the society.	
Proactively developed.	
Connectivity	Safety
Customer experience	Responsible growth
Local environmental impacts	Global environmental impacts
2. Matters improving the efficiency of operations.	
Developed, monitored and reported.	
Satisfied personnel	Good and open cooperation
Ability to reform	
3. Matters safeguarding the continuity of operations.	
Kept in good condition.	
Operating according to norms	Influencing regulation
Managing continuity	

The transparency of 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 accordance with the GRI standards. Corporate responsibility reporting is coordinated by the communication unit.

### Responsibility objectives

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

In 2021, the focus of our responsibility efforts was again on measures related to reducing the spread of COVID-19, compliance with the requirements of the authorities and making it through the financial difficulties caused by the COVID-19 crisis with minimal adverse impacts.

We reached important milestones in the Helsinki Airport development programme when the extension of the long-haul flight area and Terminal 2 was completed. The employment effect of the billion-euro programme during construction is approximately 16,600 person-years and the degree of domestic content is about 90 per cent.

We safeguard the continuity of our operations by implementing our cost-cutting programme. Our progress with the programme was ahead of schedule. We focused on preparing for the recovery of air travel and new growth.

We were unable to work on promoting all of our responsibility targets as originally planned and had to postpone or slow down their implementation. Our actions are described in more detail in the sections Connected Finland, Safety and Security, Services and the Customer Experience, Personnel, and Environment.

We continued the health security measures we initiated in 2020. We applied enhanced cleaning and hygiene procedures, introduced new technology to improve disinfection practices, instructed passengers to maintain safe distances and adapted terminal and airport processes in response to changes in travel restrictions. We continued to work closely with the authorities and actively communicated the changing restrictions to our customers and stakeholders.

We did not compromise on compliance in the areas of safety and environmental responsibility, but we were not yet able to continue all of our development measures.

We engaged in international cooperation to influence industry regulation with the aim of improving the industry's ability to recover from the crisis and preparing for new growth in a climate-sustainable manner.

In 2021, we prepared a recovery strategy focused on the controlled restoration of our service capacity and resuming the development of our operations towards new growth. As the cost-cutting programme continues, we are focusing on defined focus areas, such as employee well-being, to deliver the best customer experience and be a reliable partner. More information on the [strategy](#) is provided starting from page 11.

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 mitigate climate change for our part.

The objectives of our climate programme and the results we have achieved serve as an example of environmental responsibility in the aviation sector. Our next goal is net zero emissions.

#### Henri Hansson

Senior Vice President, Airport Infrastructure, Sustainability, Safety, Security & Compliance





# Effective and open cooperation

The significance of close cooperation with stakeholders was emphasised as the COVID-19 crisis continued. Health security and the financial situation in the industry require smooth cooperation between various parties.

Our stakeholders include our airline customers, passengers, employees, financing providers and owners as well as the companies that operate at our airports, suppliers of goods and services, the Finnish state, municipalities, the public authorities, the media and the people who live close to our airports. Close cooperation with our key stakeholders was especially important as the COVID-19 crisis continued. During the crisis, we focused on regular communication and openness to reduce pandemic-related uncertainty for our part.

The health authorities – such as the Ministry of Social Affairs and Health and the Finnish Institute for Health and Welfare – have emerged as important stakeholders during the pandemic. In 2021, we continued our close and smooth cooperation with the Ministry of Social Affairs and Health, the Finnish Institute for Health and Welfare and the City of Vantaa, which is responsible for the health security of Helsinki Airport, in order to ensure the health security of passengers and people working at the airport.

The importance of the EU Commission as a stakeholder that influences regulation was underscored as the industry faced a

financial crisis. Capitalisation from our owner, the Finnish state, safeguarded the continuity of our operations during the global crisis. We participated in the Ministry of Transport and Communications' national transport planning and communicated the significance of air traffic to Finland's connectivity and competitiveness.

## A year of negotiations concerning contracts and changes

In 2021, engaged in regular negotiations with airlines regarding the resumption of flights. We supported the finances of airlines by keeping air traffic charges at the same level as in 2020.

New retail premises built during the Helsinki Airport development programme and other changes pertaining to commercial services required contract negotiations with the companies operating at the airport. In spite of the difficult financial circumstances, the negotiations were held in a positive spirit.

Our charitable activities and sponsorships were minor due to our challenging economic situation. We continued as an official

partner of the Finnish Olympic Committee and we support the operations of the Electric Aviation Association. We did not donate funds to charity in 2021.

### Participation in industry organisations

The COVID-19 pandemic was again a key topic in the Finnish and international associations and working groups as well as the travel industry development forums Finavia participates in.

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 was elected to ACI Europe's Board of Directors for a three-year term starting from 2022. He represents not only Finavia but also Northern Europe. Mikko Viinikainen, Vice President, Sustainability & Environment is the Chair of ACI Europe's Environmental Strategy Committee.

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

### Responsible procurement

Finavia is a significant buyer of goods and services in Finland. In 2021, we purchased goods and services from over 2,000 suppliers for EUR 323 million, with much of these purchases being from Finland. The biggest acquisition of the year was the baggage handling system for the extension of Helsinki Airport.

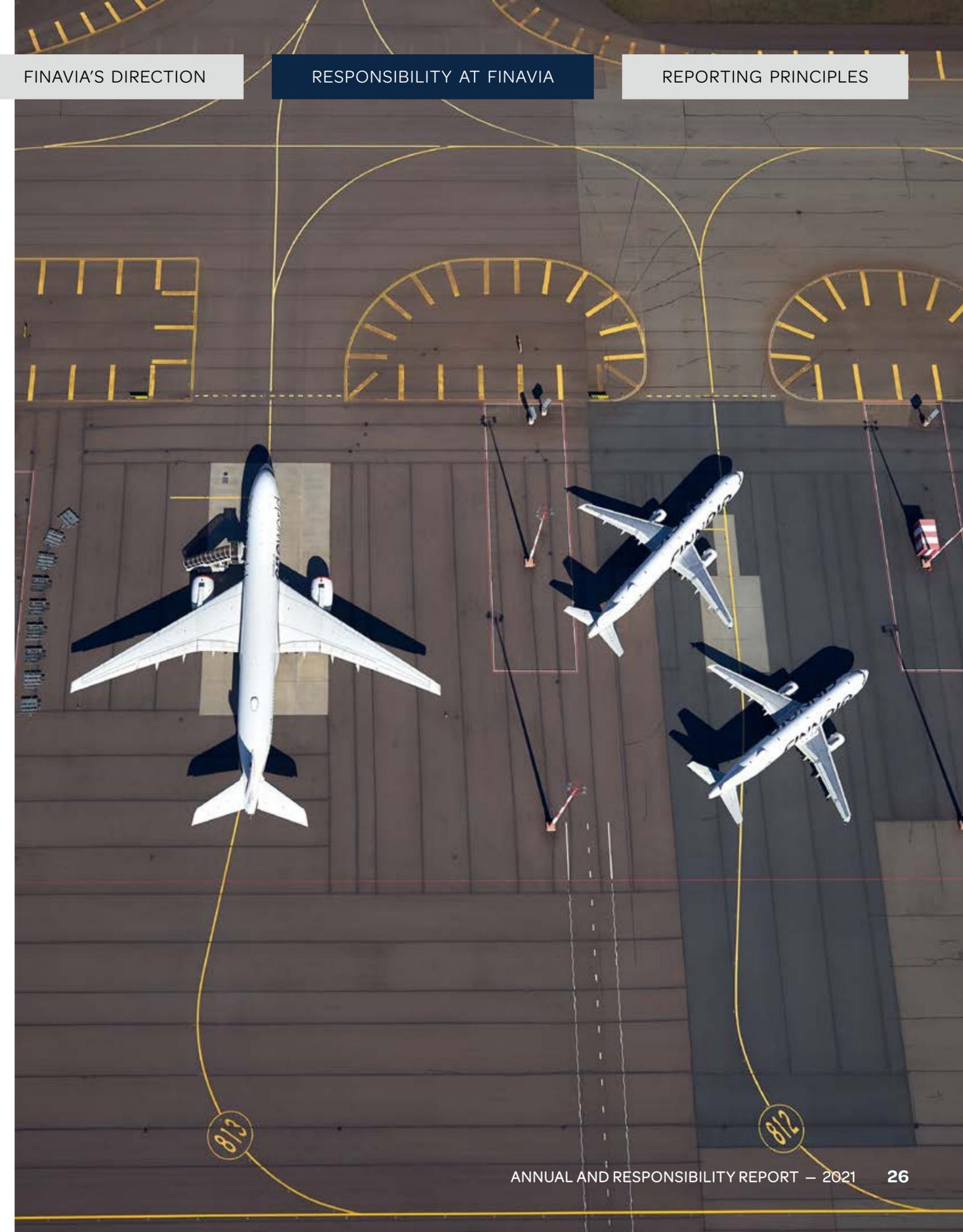
Due to the decrease in Finavia's revenues, we negotiated extensions to payment periods, postponements of price increases and discounts with our suppliers in 2021.

## The importance of the EU Commission as a regulatory body was underscored during the economic crisis.

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 (1398/2016). As a rule, we put all procurement 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, sustainability principles and responsibility. We have assessed and identified high-risk suppliers, and our long-term aim is for our purchases to be sustainably produced and for our supply chains to be transparent. The digitalisation and automation of the procurement process was again postponed due to the COVID-19 crisis.

Our Supplier Code of Conduct is incorporated into all of our new agreements. The clear operating guidelines it lays out, such as zero tolerance for corruption, communicates the message that we take responsibility seriously in all aspects of our operations.



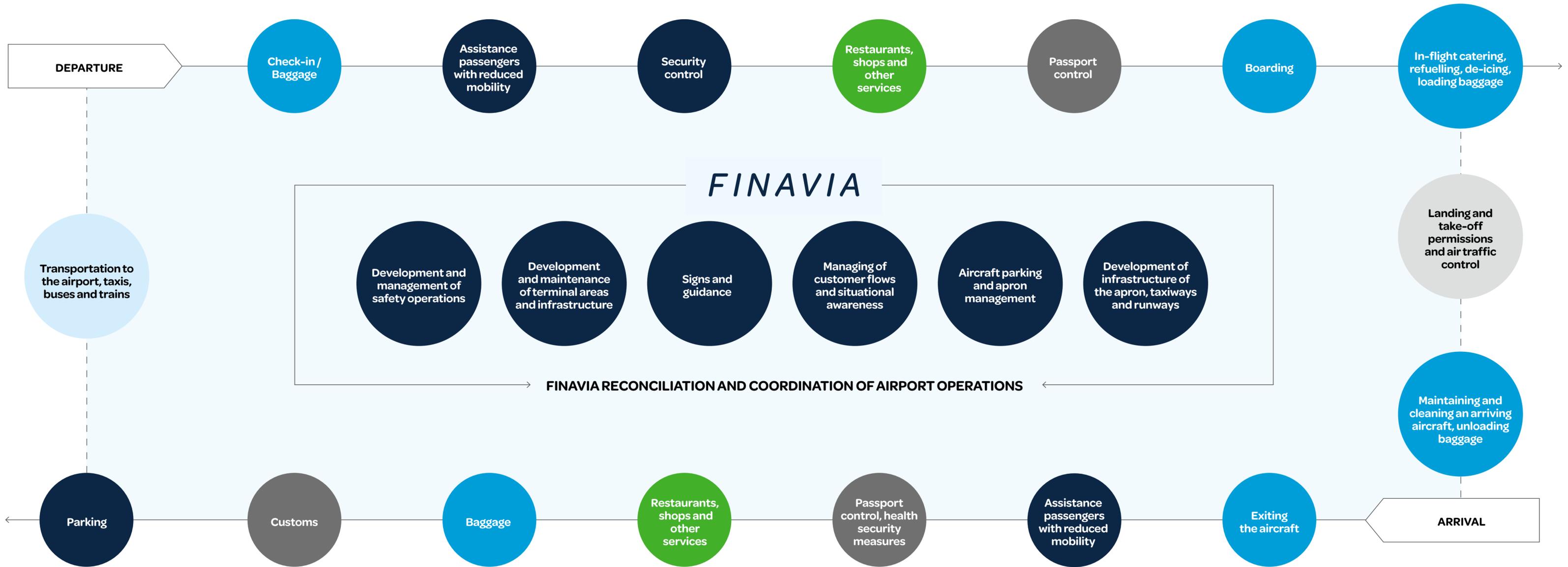
Stakeholder	Issues brought up by the stakeholder	Forms of cooperation	Examples of Finavia's actions in 2021
<b>Personnel</b>	<ul style="list-style-type: none"> <li>• A COVID-19 safe work environment</li> <li>• COVID-19-related concerns about employment</li> <li>• Increased need for regular communication regarding COVID-19-related changes in work and employment</li> <li>• The challenges of coping with work caused by the COVID-19 crisis and employee well-being</li> </ul>	<ul style="list-style-type: none"> <li>• The development of occupational health services in response to changed needs</li> <li>• Supporting and activating temporarily laid-off personnel</li> <li>• Increased communication in response to the COVID-19 situation</li> <li>• Continuous cooperation with the management, employees and trade union representatives</li> </ul>	<ul style="list-style-type: none"> <li>• Making COVID-19 safety practices a permanent part of day-to-day work, such as maintaining hygiene and safe distances in on-site work. Remote and hybrid work where possible</li> <li>• Regular communication on updated COVID-19 guidelines and the development of the employment situation</li> <li>• Engaging employees in discussions on sustainability and occupational safety</li> <li>• Expanded occupational health services, including workshops with an occupational psychologist, available to the personnel</li> </ul>
<b>The authorities (Finnish Customs, the Finnish Border Guard, the Police, the Finnish Transport and Communications Agency) The environmental authorities Health authorities</b>	<ul style="list-style-type: none"> <li>• The resources of the authorities (e.g. Customs, Police, Border Guard) to carry out their duties as traffic recovers</li> <li>• Ensuring smooth cooperation and pursuing a proactive approach at Finavia's airports</li> <li>• Health security, hygiene-related measures</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>• COVID-19 guidelines and communication</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 Terminal 2 extension at Helsinki Airport</li> </ul>
<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> <li>• Ensuring smooth cooperation with the authorities to prevent the spread of COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous and open dialogue</li> <li>• The main owner's participation in financing operations during the crisis</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>
<b>The state and local municipalities</b>	<ul style="list-style-type: none"> <li>• The connectivity of Finland and various regions</li> <li>• Providing cost-effective air traffic services</li> <li>• Concerns regarding the continuation of flights and Finavia's operations after the crisis</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 regional airports from the perspectives of connectivity, network functionality and passenger services rather than merely from the perspective of scheduled traffic or profitability</li> <li>• The state owner's involvement in financing low-traffic routes</li> <li>• Finavia's participation in the Finnish Transport and Communications Agency's national transport planning</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 (the internet, 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> <li>• Development of internal data collection and reporting</li> </ul>
<b>Companies operating at airports, partners, subcontractors and suppliers</b>	<ul style="list-style-type: none"> <li>• Commercial operators' concerns about their financial survival</li> <li>• Suppliers' concerns about coping with the COVID-19 crisis</li> <li>• Changes in retail spaces at Helsinki Airport</li> </ul>	<ul style="list-style-type: none"> <li>• Effective and open dialogue</li> <li>• Careful contract and price negotiations using justified arguments and data</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring the availability of key passenger services at airports</li> <li>• Negotiations with commercial operators on issues such as payment terms on a case-by-case basis</li> <li>• Cost discipline towards suppliers while still maintaining good relations</li> <li>• Selection of new operators at Helsinki Airport</li> </ul>

Stakeholder	Issues brought up by the stakeholder	Forms of cooperation	Examples of Finavia's actions in 2021
<b>Media</b>	<ul style="list-style-type: none"> <li>The impacts of COVID-19 on air traffic and the measures taken at airports to prevent the spread of the virus</li> <li>Impact of travel restrictions on airport operations</li> <li>Helsinki Airport Development Programme</li> </ul>	<ul style="list-style-type: none"> <li>Open communication</li> </ul>	<ul style="list-style-type: none"> <li>Regular media releases and regular communication via the Finavia newsroom</li> <li>Up-to-date communication on topics such as finances, the operating environment, traffic statistics and health security</li> <li>Coordinating media contacts through the Media Desk service</li> <li>Media briefings</li> </ul>
<b>Military and state aviation</b>	<ul style="list-style-type: none"> <li>Cooperation related to the exercises of the Finnish Defence Forces during COVID-19</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>Enabling military exercises and military flights in spite of the COVID-19 situation</li> <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>Relationships with interest groups and aviation schools</li> </ul>	<ul style="list-style-type: none"> <li>Keeping airports open to general aviation during the winter season in spite of the pandemic</li> </ul>
<b>Passengers/ Customer experience</b>	<ul style="list-style-type: none"> <li>Concern among passengers regarding potential COVID-19 infections at airports and the measures taken to prevent the spread of COVID-19</li> <li>Difficulties with planning trips due to changing country-specific restrictions and requirements</li> <li>Conditions at Helsinki Airport during the development programme (queues, congestion, noise, limited service offering)</li> </ul>	<ul style="list-style-type: none"> <li>Health security during travel</li> <li>Increasing the sense of security</li> <li>Close cooperation with the authorities and regional health professionals to prevent the spread of COVID-19</li> <li>Open and regular customer communication</li> </ul>	<ul style="list-style-type: none"> <li>Health secure practices and equipment as part of the travel process, including new initiatives such as antiviral and antibacterial coating and UV cleaning</li> <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>Travel permits and entry restrictions related to COVID-19</li> <li>Cooperation between airlines and the airport to develop COVID-19 safe air travel</li> <li>Communication on actions taken and staying up-to-date</li> </ul>	<ul style="list-style-type: none"> <li>Short-term forecasts and data produced by Finavia for use by airlines</li> <li>Close cooperation between Finavia and airlines</li> </ul>	<ul style="list-style-type: none"> <li>Adjustments to airport opening hours in early 2021</li> <li>Continuous dialogue with airlines concerning recovery</li> <li>The decision not to increase air traffic charges for airlines</li> <li>Open communication with airlines regarding travel restrictions in effect in Finland and the various measures taken at Finavia's airports to prevent the spread of COVID-19</li> </ul>

# Airport operations as a whole

There are over 1,500 companies and other organisations at Finavia's airports in charge of ensuring smooth and safe air traffic operations. Airport operations and services are produced cooperatively.

- Finavia and its subcontractors
- Airlines and their subcontractors
- Restaurants, shops and other services
- The Finnish Border Guard/Customs/Police
- Fintraffic ANS (former ANS Finland)
- Bus, train and taxi companies
- Restaurants and shops





# Economic responsibility

Finavia had a loss-making year in 2021 due to the COVID-19 crisis. Nevertheless, we ensured the continuity of our operations through financing solutions and continued the successful implementation of our EUR 300 million cost-cutting programme.

When our operations are financially sustainable, we can responsibly take care of our personnel, the environment and our assets, and invest in the development of our airports. At the same time, our airports will be attractive from the perspectives of airlines and international passengers. By seeing to our competitiveness, we also create jobs throughout Finland.

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.

Due to the COVID-19 crisis that began in 2020, the number of passengers at our airports declined by about 90 per cent compared to normal, which led to a sharp decline in revenues. The pandemic continued to have a considerable impact on air traffic and the number of passengers in the first half of 2021. A moderate recovery began in the second half of the year as the number of passengers increased.

Finavia Group's revenues decreased by 3.5 per cent to EUR 145.4 million (150.6) and the result fell to negative territory. Profit for the financial period decreased to EUR -143.8 million (-147.0). Finavia's goal is to pay dividends to the State of Finland, its own-

er, within the constraints of its financial results and distributable assets. The Board of Directors did not propose the distribution of dividends for 2021.

A significant proportion of Finavia's expenditure and the costs of its airports are fixed and determined by regulations. Personnel expenses represent a significant proportion of total costs: approximately 40 per cent on average.

To ensure the continuity of Finavia's operations, we started a EUR 300 million cost-cutting programme in 2020 that will continue until 2023 and includes the reduction of operating expenses (200meur) and investments (100meur) throughout the Group. We continued to implement the programme in 2021 and achieved some of its targets ahead of schedule. Savings have been sought in service and material purchasing, administrative expenses, personnel costs and investments.

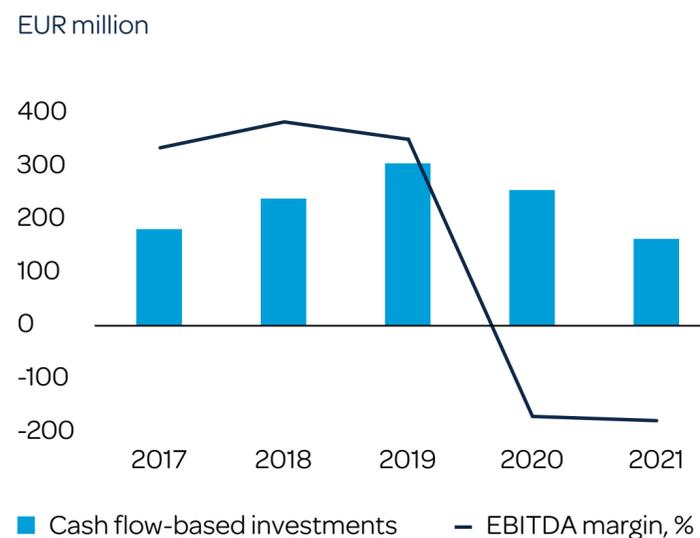
Cost items that are essential for the continuity of airport operations include security operations in compliance with the orders issued by the authorities as well as environment-related activities in accordance with environmental permits.

### Recovery began and the Helsinki Airport development programme continued

In 2021, we prepared a recovery strategy and started restoring our service capacity. After securing the financing base, we concentrated on selected focus areas so that, when travel recovers, we can deliver the best customer experience and be a reliable partner as our cost-cutting programme continues. The focus areas of our recovery strategy are employee well-being and building the future, the recovery of business, and cost savings and scaling.

In 2021, our total investments amounted to EUR 164.7 million (255.7). Of this total, EUR 121.7 million was allocated to the Helsinki Airport development programme and EUR 43.0 million to other investments. The degree of domestic content of our bil-

### Investments and EBITA margin, 2017–2021

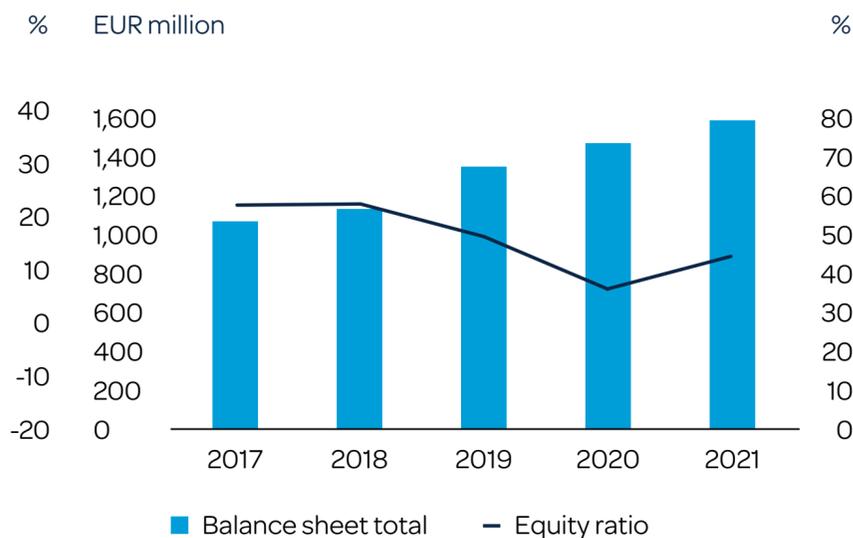


lion-euro Helsinki Airport development programme is nearly 90 per cent.

The success of Helsinki Airport is crucial for our entire airport network, as the losses of the regional airports have been covered by the income accrued from commercial services provided at Helsinki Airport. The Helsinki Airport development programme has a significant employment effect, estimated at 16,600 person-years during the period 2013–2023. Before the COVID-19 crisis, the development programme was expected to bring approximately 5,000 new permanent jobs to the airport.

The most significant investment in our regional airports in 2021 was the project to repave the runway and replace the runway lighting system at Mariehamn Airport, which cost EUR 5 million.

### Balance sheet total and equity ratio, 2017–2021



### We refrained from increasing 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.

We decided to support the recovery of air traffic from the COVID-19 crisis by refraining from price increases in 2021. Aggressive pricing was also prohibited under the terms of the EU's state subsidy decisions.

Finavia will increase the charges for airlines and other airport users from the beginning of 2022. The overall rate of increase is 3.5 per cent compared to 2021.

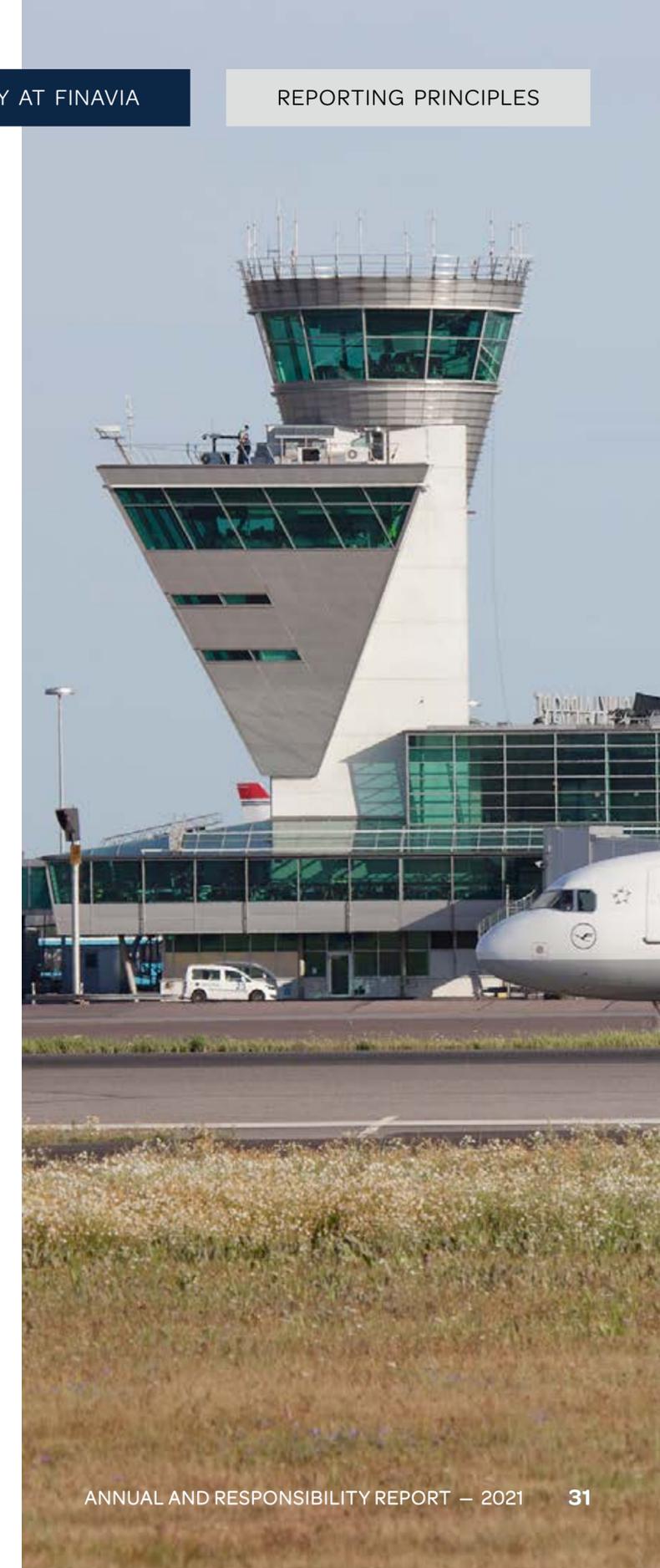
At the end of the year, Finavia's interest-bearing liabilities amounted to EUR 738.1 million (802.0). Investments are financed not only by revenue but also by liabilities. Net debt amounted to EUR 621.3 million (727.9).

Our investments are mainly financed through project financing, which suits extensive strategic 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.

Our financial position was strengthened in 2021 by EUR 317 million in capitalisation from the State of Finland and by a capital loan of EUR 33 million. In addition, we obtained an additional loan of EUR 25 million from an investment bank to finance the final phase of the Helsinki Airport development programme.

At the end of 2021, our equity ratio was 44.9 per cent (36.3), with the target being 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 323 million, reflecting the high level of investments at Finavia. Financing costs amounted to EUR 7.8 million (13.9). Salaries, wages and other personnel expenses came to EUR 79.0 (74.3) million.



We achieved some of the targets of our cost-cutting programme ahead of schedule.

### Taxes and tax-like levies

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 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 2021, 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.

In 2021, Finavia paid a total of EUR 18.1 million in taxes and tax-like levies (13.2). We do not pay or remit taxes to tax haven countries as defined by the OECD and have not received support from such countries. Corporation tax includes taxes recognised in financial results for the period and taxes recognised for the previous period (not including deferred taxes).

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.

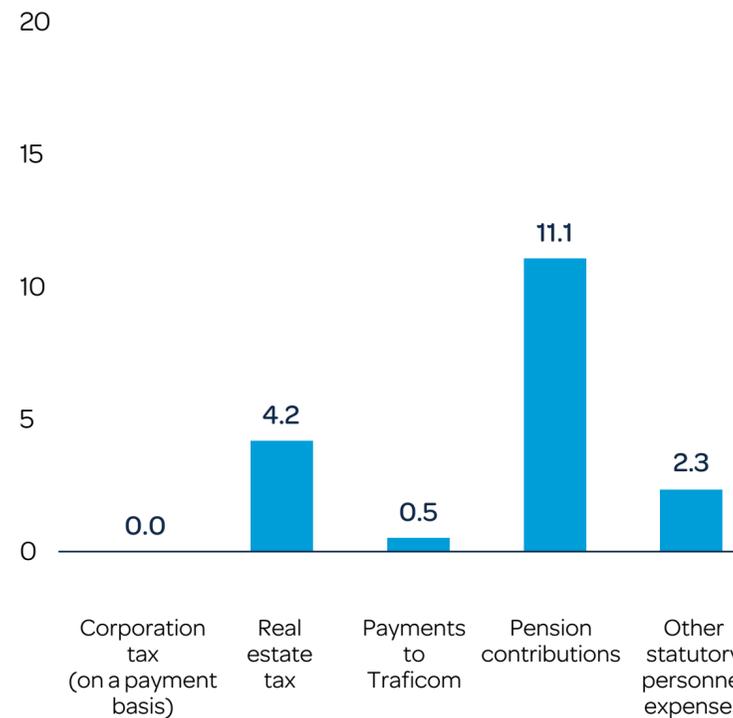
Finavia collected and remitted a total of EUR 23.4 million in taxes and tax-like levies (32.2). The taxes and tax-like levies collected do not affect Finavia's results, as we act as an intermediary for the charges.

The taxes collected and accounted for in 2021 and 2020 do not include value added tax. In 2021, Finavia reclaimed more VAT than it collected and remitted.

### Paid and remitted taxes and tax-like levies in 2021

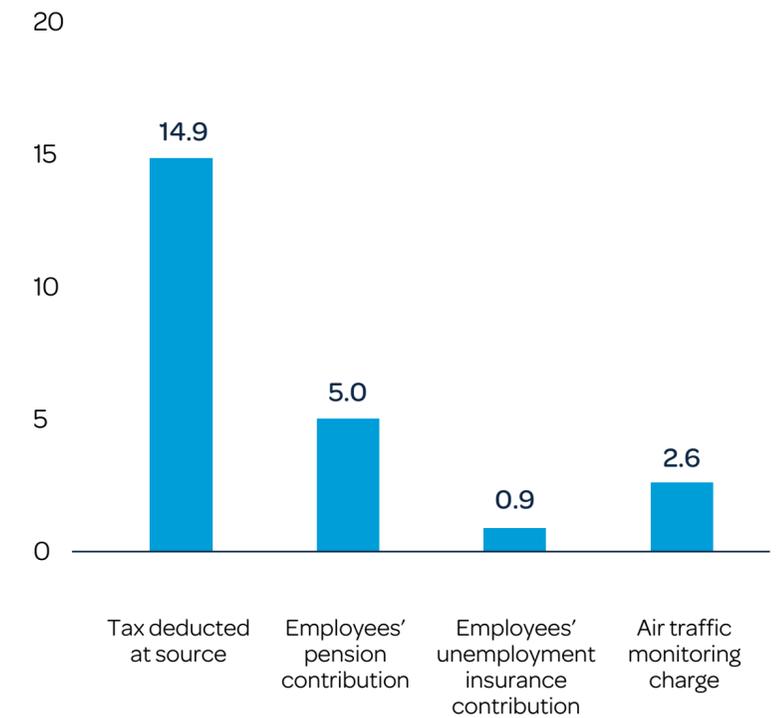
#### Taxes paid

EUR million



#### Taxes collected

EUR million





# Finland's connectivity

Finavia's airports ensure Finland's connectivity and enable good international connections for Finns. The number of flights was very low in the early part of the second year of the COVID-19 pandemic but, by the end of the year, a large proportion of flights at Helsinki Airport had resumed.

Under normal circumstances, Finavia's airports and the flights operated by airlines make Finland a central and easily accessible destination, while also providing Finns with convenient and quick connections to other parts of the world.

The COVID-19 pandemic and travel restrictions drastically reduced both international and domestic flights. The recovery of flights and the return of passengers began in summer 2021 when internal Schengen border controls were lifted, vaccination coverage in the EU increased and the EU COVID-19 vaccination certificate was introduced. By the end of the year, approximately 60 per cent of flight destinations had recovered compared to the pre-pandemic period and roughly half of the passenger volume had returned. At the end of the year, there were 71 (54) direct international destinations. The recovery of intercontinental flights was slowed down by strict travel restrictions in effect in Asian and North American countries.

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The lifting of travel restrictions improved Finland's connectivity.

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Domestic air traffic, which relies on onward connections from international flights, remained low due to the travel restrictions, although new international routes were opened at some of the regional airports. The investments made in Finavia's airports in Lapland over the past few years and the marketing of tourism



## CASE

### Helsinki Airport's new travel centre was completed

The new travel centre that links different modes of transport together makes arriving at and departing Helsinki Airport even smoother and more pleasant than before.

[READ MORE](#)



in Lapland produced good results in spite of the pandemic. The Christmas season in 2021 was excellent at Finavia's airports in Lapland, with the number of chartered flights rising to the pre-pandemic level. In spite of the low volume, most of our airports served passengers throughout the year. At Savonlinna Airport, traffic operations were not resumed until October. Ownership of Enontekiö Airport was transferred from Finavia to the municipality of Enontekiö in July.

We actively develop air traffic in cooperation with airlines to make international destinations accessible from Finland with a maximum of one layover.

#### The development of travel chains continued

Our long-term goal is to invest in the development of travel chains, with the key objective being to minimise total travel time. A key milestone was achieved when the new multimodal travel centre at Helsinki Airport was opened in December. It seamlessly links different modes of transport and makes it even more convenient for everyone to use the services of Helsinki Airport.

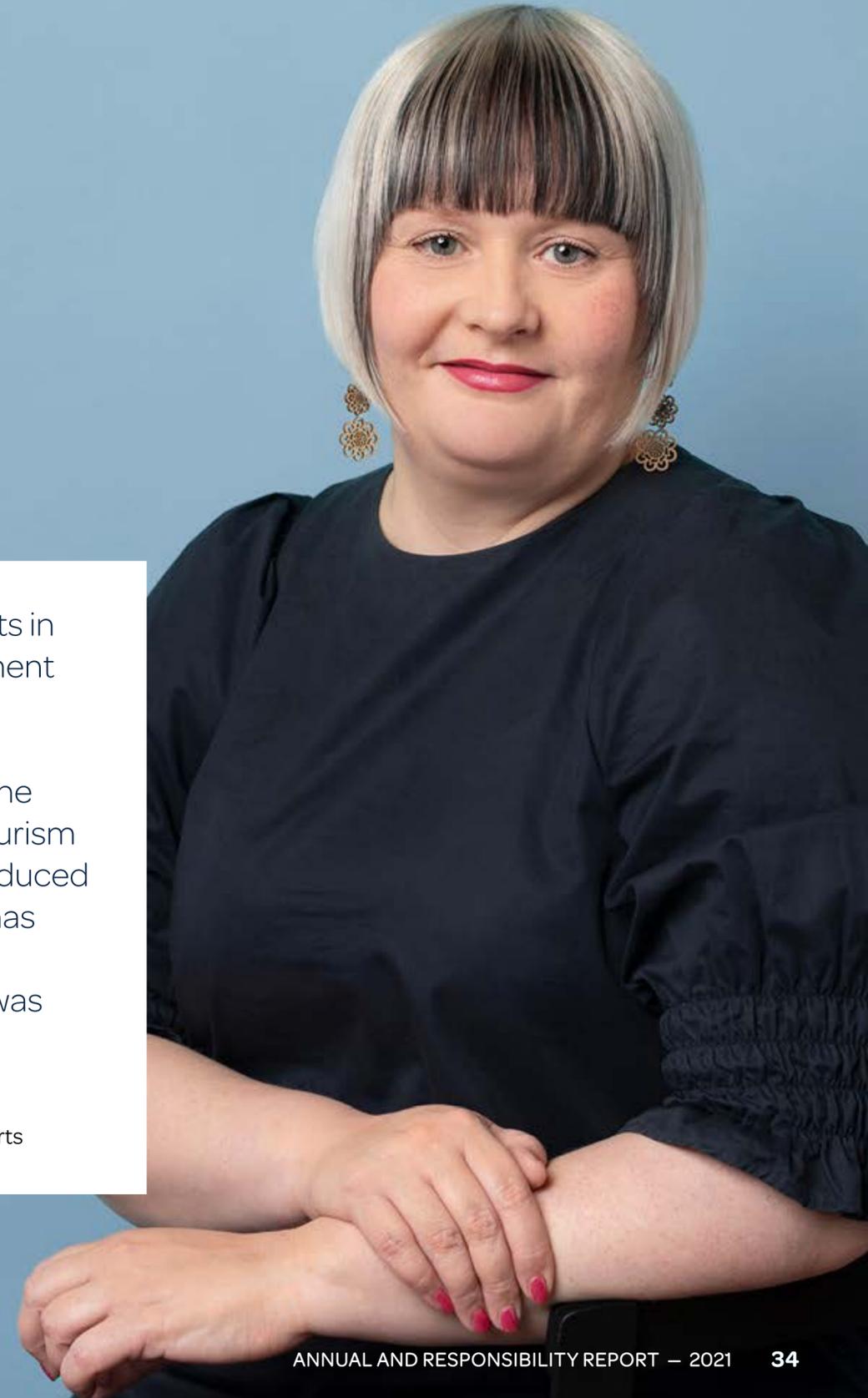
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Helsinki Airport's new travel centre seamlessly links different modes of transport.

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Finavia's investments in Lapland's development in recent years and active marketing efforts to increase the attractiveness of tourism in Lapland have produced results. The Christmas season at Finavia's airports in Lapland was excellent in 2021.

**Jonna Pietilä**  
Vice President, Lapland airports





# Services and customer experience

As the pandemic continued, health security was one of the most important focus areas related to the customer experience. Our goal was to ensure smooth travel. We prepared for the growth of passenger volumes at Helsinki Airport and opened the extension of Terminal 2.

An exceptional customer experience is a strategic competitive advantage that sets us apart from other international airports. The basic pillars of the customer experience at Finavia's airports are: feeling relaxed, feeling secure, feeling refreshed and the feeling of Finnishness. The development of our customer experience is based on a long-term approach and data-driven management. We use surveys to assess passenger wishes regarding Finavia and air travel in general, and how we should develop the customer experience. Surveys also help us monitor our customers' opinions regarding our performance.

## Health security remained the first priority

As the COVID-19 pandemic continued, health security remained one of the most important focus areas of our operations in 2021. We continued the measures we initiated in 2020 to reduce the spread of COVID-19. We ensured that passengers could get around our airports smoothly and without having to worry.

We ensured health security through close cooperation with the responsible authorities and health care experts. We also enhanced cooperation with all of the companies that operate at the airport. We actively sought new solutions and technologies

for ensuring a high standard of hygiene at our airports. At Helsinki Airport, we introduced an innovative Finnish coating solution in autumn 2021 to eliminate viruses and bacteria from high-touch surfaces and furniture. We use UVC disinfection technology at the security control and on escalator handrails. We also had air purification equipment installed in elevators. The opening of the Terminal 2 extension in December provided needed additional space for passengers.

In addition to cleaning and disinfection, we have sought to reduce the need to touch surfaces while moving around the airport and interacting with customer service. This includes, for example, doors and gates that open automatically, contactless scanners for passports and tickets, and contactless payment systems at the airport's shops and restaurants. At Helsinki Airport, it is possible to drive in and out of the car park based on automatic license plate identification.

Cleanliness and tidiness are some of Helsinki Airport's biggest strengths in terms of customer satisfaction. In international airport surveys, Helsinki Airport has been receiving good ratings from passengers on the cleanliness of the airport for more than 20 years.

### Good customer service as passenger volumes grow

Providing a good customer experience at airports required particularly close cooperation with all of the companies and authorities operating at the airport, especially as travel instructions changed on short notice. As the pandemic continued for the second year, our cooperation with the authorities and airlines in relation to COVID-19 prevention and the impacts of the pandemic became very smooth.

We responded to passengers' increased need for information by communicating actively – and interactively – in our digital channels. Our customer service team responded actively to customers' questions. The most common questions concerned changing border procedures as well as parking and transport connections at Helsinki Airport.

The Voice of the Customer project, which we launched to support the development of digital customer service, was completed in 2021. Thanks to the project, we now have a multi-channel customer service system that combines customer contacts received through our website, social media channels and face-to-face customer encounters while also providing easily accessible self-service opportunities.

We continued to make use of the chatbot introduced on our website in 2020. We also continued to enhance our communications and actively updated our website with the latest travel guidelines. We improved our website with regard to accessibility.

Parts of the service offering, which had been scaled down due to the low number of passengers, were reopened in the autumn. Throughout the pandemic, we have sought to ensure that passengers always have access to food and beverage services. At the quietest regional airports, café services had to be replaced by coffee and snack machines.

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We focused on maintaining a sense of security for passengers and the provision of information.

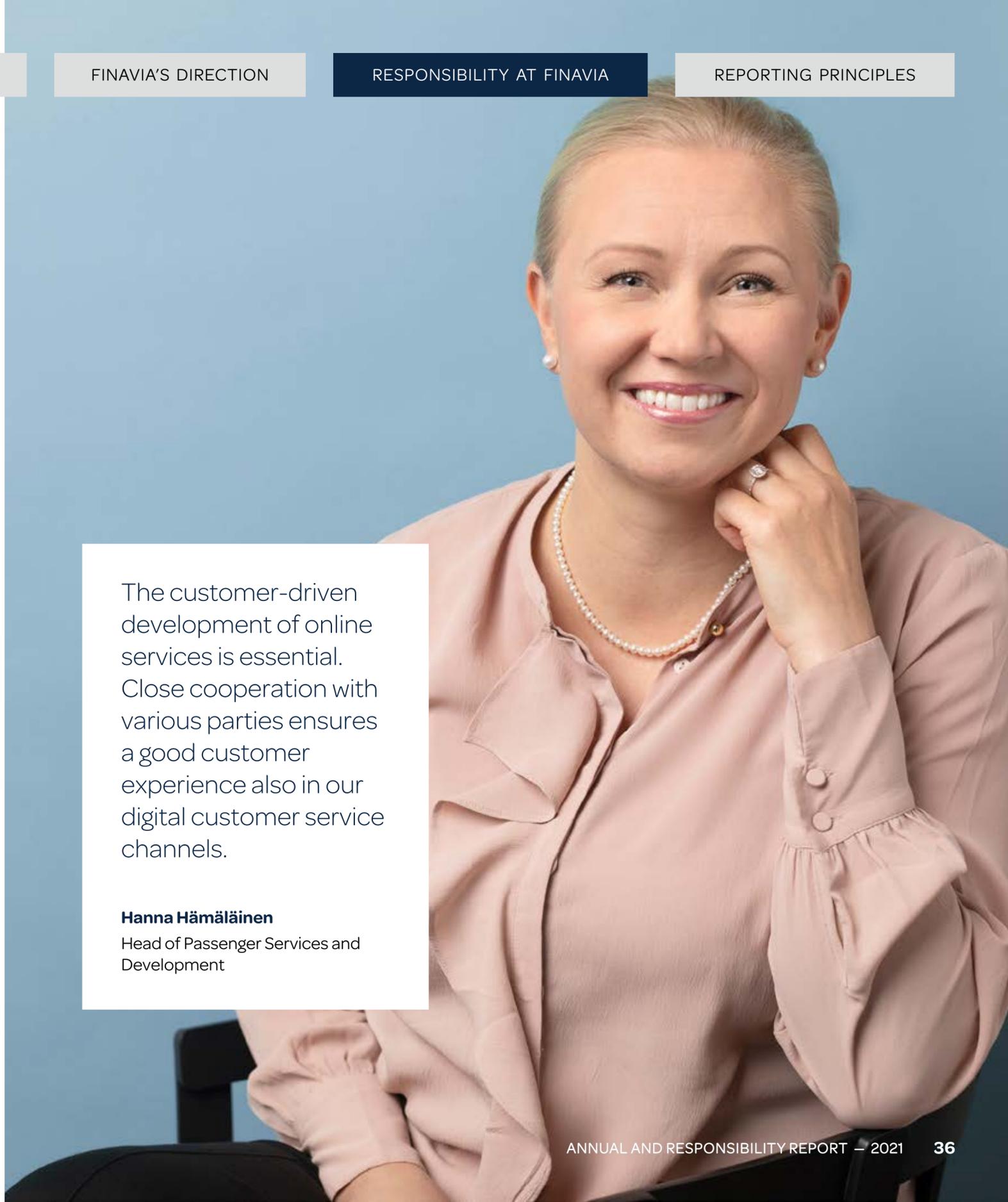
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### The renewal of Helsinki Airport is in its final stages

The investment programme we started in 2014 aims to improve Helsinki Airport's competitiveness and position as the leading airport in Northern Europe. We reached an important milestone in 2021 when we opened the extension of Terminal 2 in December. We also opened a multi-storey parking hall with space for 1,800 vehicles. The new departures and arrivals halls in Terminal 2, the travel centre that links different modes of transport, the multi-storey parking hall and new-look public transport area provide a smoother customer experience.

We conducted competitive tendering processes for the providers of commercial services in the terminal's retail spaces. The tendering processes were guided by our customers' wishes regarding the services offered at the terminal.

The aim is to create a memorable experience of Finnishness for arriving international passengers even before they leave the airport.



The customer-driven development of online services is essential. Close cooperation with various parties ensures a good customer experience also in our digital customer service channels.

#### Hanna Hämäläinen

Head of Passenger Services and Development



**CASE**

**A new multi-storey car park opened at Helsinki Airport**

The multi-storey car park takes the drivers of electric cars into consideration very well. Electric cars are charged with electricity generated by the airport's own solar power plant.

[READ MORE](#)



**Service that is valued by customers**

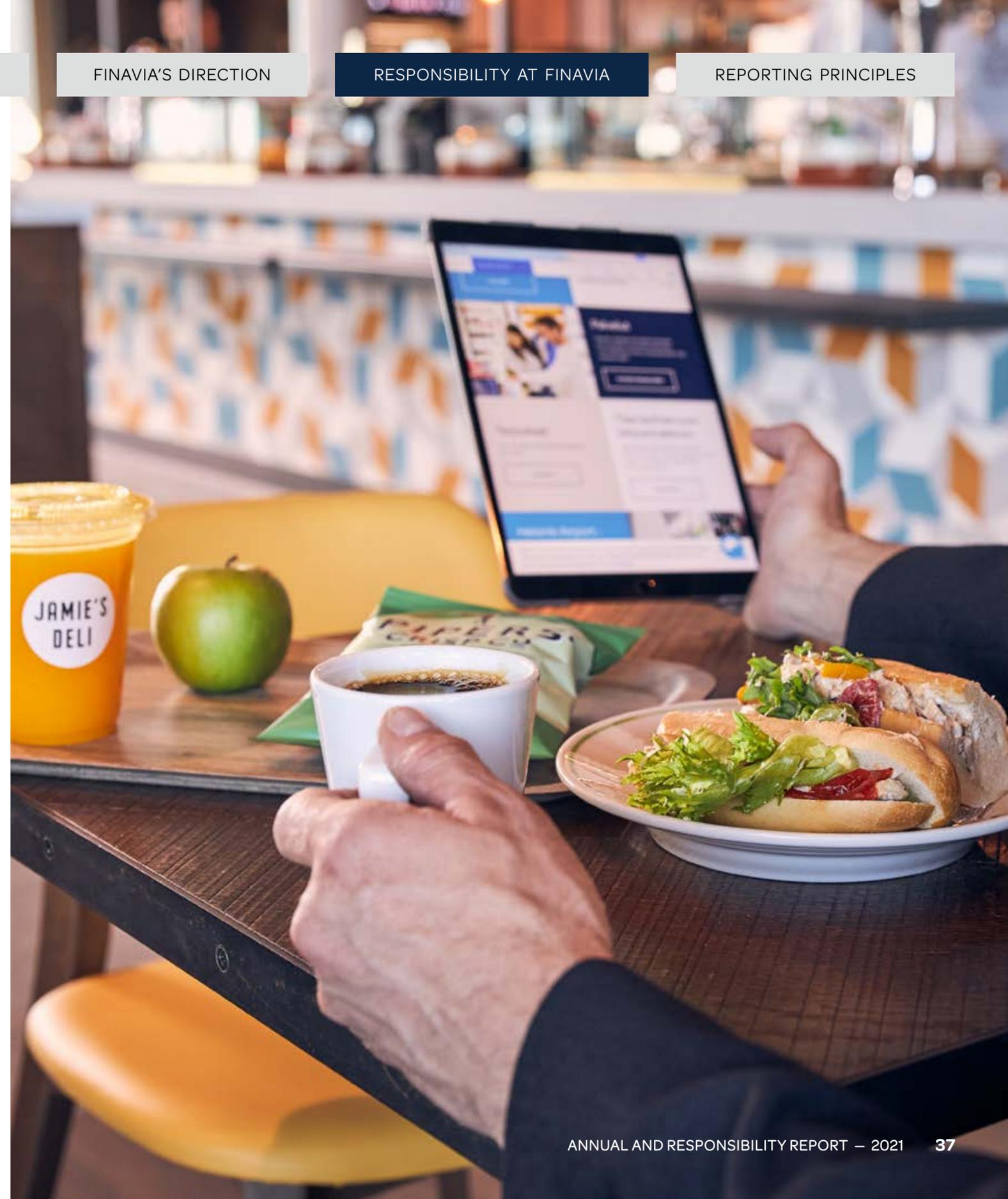
We use regular surveys to measure the satisfaction of our customers, partners and passengers. We measure customer satisfaction at our regional airports annually by means of a questionnaire. The survey was not conducted in 2021 because the results would not have been reliable due to the low number of passengers.

Customer satisfaction at Helsinki Airport is measured using the international Airport Service Quality (ASQ) survey. The ASQ score in 2021 was 4.12 on a scale of 1 (poor) to 5 (excellent). According to the survey, Helsinki Airport's strengths include the sense of security, friendly personnel and easy connections for transfer passengers. In spite of the pandemic and the construction work at the airport, we have managed to keep customer satisfaction at a good level thanks to our long-term and systematic actions.

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We managed to keep our customer satisfaction at a good level in spite of the pandemic.

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# Safety

Safety is an essential condition for Finavia's operations and it is reflected in everything we do. Although investments were reduced by cost-cutting measures in 2021, we did not compromise on our safety targets.

Finavia's business requires compliance with the requirements of the authorities and maintaining a high-quality safety culture. Accordingly, safety is the first priority in everything we do.

We are responsible for ensuring that all airport activities and infrastructure are safe and conform to regulations. We provide guidelines to other companies that operate at our airports and monitor adherence to these guidelines. The companies provide their employees with instructions and training as required.

We control and develop safety-related practices at airports and continuously analyse our operations. We participate in discussions regarding our industry and aim to influence regulations in matters that promote safety. High-quality safety-related efforts enable a smooth airport experience for passengers.

Safety guides all activities and every process at our airports. Flight safety, protection of civil aviation, cybersecurity, information security, occupational safety and environmental safety are at the core of safety activities.

The various areas of safety are guided by national and EU regulations, to which we adhere to the letter. 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 and conducts inspections at airports, for example.

Although 2021 was characterised by cost-cutting measures, we did not compromise on compliance and safety targets. During the pandemic, we have engaged in close cooperation with the authorities, health care professionals and the companies that operate at our airports to maintain health security. More information on [health security](#) is provided starting from page 35.

## Safety is achieved through cooperation and continuous development

We engage in safety activities in cooperation with airlines, sub-contractors and various authorities, such as the Finnish Police, the Finnish Customs and the Finnish Border Guard. Continuous dialogue enables each party to maintain an up-to-date overview of the situation. The importance of this is underscored in changing circumstances.

In 2021, three new foreign airlines began to operate domestic flights in Finland under a purchased traffic arrangement financed by the Finnish state. We made sure that the new airlines operate in compliance with the relevant requirements and that the safety practices of our airports became an established part of their operations.

The key principle of safety management at Finavia is the continuous improvement of operations. This is pursued through planning, implementation, measurement and development. Each

employee plays an important role in maintaining high standards of safety and a strong safety culture. We encourage employees to actively make suggestions on how to improve safety and report any observed non-conformities without hesitation.

### We have ensured airport security during the COVID-19 crisis

In spite of the cost-cutting programme, we did not compromise on compliance and security. We were successful in managing airport security during the year. As travel restrictions changed and air traffic volumes and passenger numbers increased, we ensured we had an adequate number of personnel at work and maintained our safety expertise and qualifications.

We also invested in information security and cyber security during the pandemic.

Due to cost cuts, one runway, certain apron areas and aircraft parking spaces were taken out of use at Helsinki Airport. We ensured that the closure of the infrastructure did not pose safety risks.

In 2021, we spent EUR 27.1 (29.7) million on the maintenance of safety, with most of this being allocated to measures aimed at ensuring civil aviation security. These measures included security control procedures, guard operations, access control as well as related technological development and maintenance.

### Safety management system

Our safety organisation consists of Group-, business- and function-specific units. This organisational structure ensures the effective flow of information and keeps the management adequately informed of issues that affect safety.

Finavia's safety management system is based on the seven main principles shown here.

## Main principle of Finavia's safety management system

<p><b>Compliance with official standards</b></p> <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 2021, Traficom conducted a total of 11 (6) audits at the regional airports. Of these, 9 (4) were conducted on-site and 2 (2) remotely due to the COVID-19 pandemic. Traficom also conducted separate audits of Helsinki Airport and Finavia's Group functions.</p>	<p><b>Proactive approach to safety</b></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>
<p><b>Commitment of the management</b></p> <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><b>Sufficient self-monitoring</b></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>
<p><b>Encouraging non-conformity reports</b></p> <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><b>Dissemination of useful information</b></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>
<p><b>Competent staff</b></p> <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>	





# Personnel

Our personnel-related efforts in 2021 were focused on supporting well-being at work and maintaining health security. Employee well-being and building the future are two of the focus areas of our recovery strategy.

The guiding principle of our human resource management is to look after our employees' competence, coping and well-being at work. The objectives of our human resource management include leadership development, particularly with regard to supervisory skills, as well as motivated and committed personnel and providing a work environment that has a high standard of health security and supports the employees' ability to cope with work.

In 2021, supporting the well-being of our employees and building their future was highlighted as a focus area of our recovery strategy. We implemented a wide range of measures to support our personnel during the COVID-19 crisis. Through close and open communication and cooperation with the personnel, we collectively sought solutions to help Finavia navigate through the crisis and towards new growth. All of our employees participated in defining Finavia's target culture. We drafted Finavia's culture handbook based on the results of the collaborative workshops.

Due to the business impacts of the pandemic and the cost-cutting programme we launched in 2020, our employees were temporarily laid off for an average of 13 days per employee. Most of the temporary layoffs took place in spring 2021. The temporary layoffs were concluded at the end of the year.

Finavia Corporation had 1,009 employees at the beginning of 2021. Finavia Group as a whole employed 2,233 people. At the end of the year, the corresponding figures were 1,059 for Finavia Corporation and 2,250 for the Group. Expressed as person-years, the number of employees in 2021 was 819 for Finavia

Corporation and 1,398 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 2021 was 2.7 per cent (2.4). The increase in the sick leave rate compared to 2020 is attributable to a significant reduction in the number of temporary layoffs, which substantially increased the amount of operational work. The sickness rate remained low in 2021.

We recruited 55 new employees in 2021, most of which consisted of replacement recruitment.

## Personnel by type of contract and employee turnover

In 2021, Finavia Corporation had 801 (924) permanent and 158 (187) fixed-term employees. A total of 830 (952) employees worked full time and 129 (1586) worked part-time. The Group had 1,728 (2,046) permanent employees.

A total of 855 (1,004) Finavia employees, or 89.2 per cent (90.4) of the personnel, were subject to a collective bargaining agreement.

In 2021, contracted personnel at Finavia Corporation totalled 734 (766) person-years. Cleaning, general security and security control services comprised the largest part of external employment services. External employees were also used in maintenance and IT services.

Finavia Corporation's total employee turnover in 2021 was 24 per cent (17.0). Incoming employee turnover was 5.7 per cent (3.9) and departure turnover was 18 per cent (12.9). The increase in departure turnover was due to adjustment measures taken in response to the COVID-19 crisis. 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.

### Safe at work

Finavia is committed to the continuous improvement of occupational safety. Occupational safety is part of our safety management system. We set occupational safety targets at the business level and the profit centre level and monitor them regularly. The manager responsible for well-being at work and occupa-

tional 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 non-conformity and observation system and how to conduct risk assessments. Health and Safety Representatives receive training to prepare them for their duties.

In 2021, the focus areas of occupational safety development were the development of positive occupational safety and strengthening communication related to occupational safety. In accordance with the principle of positive occupational safety, everyone at Finavia is involved in developing the safety of the workplace community, and everyone recognises their responsibility for building a safe workplace. Internal communication related to occupational safety is part of day-to-day work at Finavia, and we use internal communication to make occupational safety a visible part of daily life.

As the pandemic continued, health security remained a central aspect of occupational safety. We were in close contact with the health authorities and issued guidelines to our personnel based on the instructions and recommendations issued by the authorities. We provided our employees with face masks, gloves and hand sanitiser while also ensuring good hygiene and safe distances. We prioritised remote work for those duties in which it is a possibility. COVID-19 vaccinations were added to the scope of the occupational health service agreement in spring 2021.

We monitor occupational safety with the help of an electronic system for the observation of non-conformities (ePHI), and we have trained our personnel to report observations without hesitation. Employees use the ePHI system to report their observations of occupational safety-related non-conformities, which include not only occupational accidents but also 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.

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 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. The occupational accident insurance partner's reporting system is also used in the reporting of occupational accident reports and the analysis of incidents. Occupational accidents are reported to Finavia's Board of Directors on a quarterly basis.

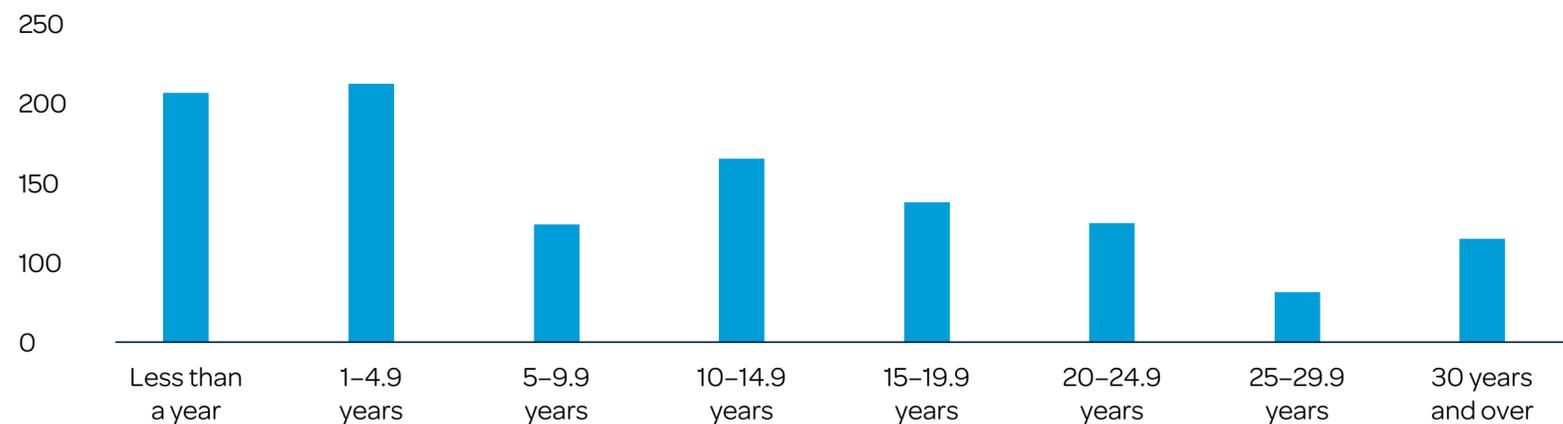
In 2021, there were 46 (40) occupational accidents at Finavia, with nine of the accidents taking place during commuting. Of the accidents, 24 were minor and did not result in sick leave, while 13 caused an absence of at least one day.

The Lost Time Injury Frequency rate (LTIF), which measures accidents leading to an absence of at least one day, was 9.6 (6.9). We analysed the accidents and put the lessons learned into practice at other locations as well.

The most common injuries associated with occupational accidents were dislocations and sprains (12) and wounds and superficial injuries (11). The number of occupational accidents increased compared to 2020, when the lower number of occupational accidents was attributable to temporary layoffs and remote work. The number of near misses related to occupational accidents reported by the employees via the ePHI system in 2021 was 115, which represents a decrease compared to 2020 (134).

### Years of service

persons



### Number of permanent staff recruited and left

persons



## The personnel as a focus area of Finavia's recovery strategy

Employee well-being and building the future is one of the three focus areas of our recovery strategy, which is aimed at a controlled recovery from the pandemic and the pursuit of new growth. The key actions supporting the recovery from the COVID-19 crisis include the renewal of working methods and management models, supporting employees' well-being and ability to cope with work, engaging the commitment of employees and ensuring competence.

We achieved all of the targets we had set for our personnel-related efforts in 2021. We supported the psychological well-being of our personnel by paying special attention to leadership and communication as well as by engaging in close cooperation with our occupational health provider and employment pension company.

We organised target culture workshops to sharpen our working methods and management models together with our personnel. Recognising the increased significance of human resource management during the crisis, we provided appropriate tools for our supervisors. We developed our remote work and remote management models and strengthened our supervisors' competencies related to the management of remote work. Employees working remotely were provided with training on self-management.

We strengthened the services that support well-being at work as well as the development and maintenance of health security. We maintained continuously updated COVID-19 guidelines and, through our occupational health service provider, offered COVID-19 testing to our operational employees who are at risk of COVID-19 exposure at work. During the year, we conducted two pulse surveys among our personnel to assess the need for the development of well-being at work and local development measures. The survey also focused on the impacts of remote work on well-being at work as well as management and communication under the exceptional circumstances.

## We look after our employees' psychological well-being and ability to cope.

We introduced a new occupational health care operating model that prioritises proactive occupational health services and medical care with an emphasis on occupational health while also expanding the range of digital services offered. We expanded our occupational health services to include psychological well-being and offered low-threshold opportunities for remote consultations. To support our employees' ability to cope with work, we organised activities such as occupational psychologist workshops for our employees and supervisors as well as morning coffee discussions on topics that the employees need support with.

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.

We also supported coping with work through various projects in cooperation with our employment pension company. In addition, we offered a company bicycle benefit for all of our personnel to promote a physically active lifestyle.

To strengthen the commitment and competence of our personnel, we increased our multichannel internal communication. We regularly organised briefings for all of our personnel to openly discuss the company's situation. We also engaged in active dialogue with our personnel on what kind of workplace community Finavia wants to be in the future and what values should serve as

We want to be a company that is characterised by renewal and development. We are open and we maintain an atmosphere of trust where everyone is valued.

### **Eeva Kokki**

Manager, Well-being at Work and Occupational Safety and Health





the foundation for our work. We engaged the participation of our personnel through collective influencing forums and workshops.

We organised online training in accordance with revised regulations and policies concerning qualifications and updated our fire and rescue training. Having had to suspend our apprenticeship training activities in 2020 due to the pandemic, we resumed them in 2021. Comprehensive supervisor training, consisting of five modules, was introduced for new supervisors.

We also launched a whistleblowing channel for employees to anonymously report misconduct or other problems at the workplace. A total of four reports were received via the whistleblowing channel in 2021, and they were handled according to a pre-defined process.

### A good place to work 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, which was most recently updated in 2019. The objectives set out in plan include increasing multiculturalism at Finavia, encouraging men to take family leave and increasing the number of women in supervisory and executive positions.

In our regular 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 their handling is the responsibility of the manager in charge of well-being at work and occupational health and safety in cooperation with HR representatives.

The average age of Finavia's personnel was 44.9 years (45.4) in 2021. Women represented 30.3 per cent (31.6) of our personnel. The gender distribution is partly attributable to the physical demands of the work and many of the jobs at Finavia being tech-

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We invest in our committed and highly competent personnel to help Finavia navigate through the crisis and towards new growth.

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nical in nature, which means that men are traditionally more likely to pursue the occupations in question.

### Cost-cutting programme continues

In 2022, we will continue to focus on supervisory work as well as supporting our employees' commitment and ability to cope in accordance with our recovery strategy. We will continue the measures we have already started to improve leadership and further develop hybrid work models. In addition to the Pulse personnel surveys, we will carry out a more extensive personnel survey and take further action based on the results.

Our goals for 2022 also include promoting diversity and equality in the workplace community and developing our occupational safety culture through the use of analytics and the renewal of operating models.

Ensuring that the company has the right competencies is essential for the recovery of business. We will define critical human resources for business recovery and ensure that we have adequate numbers of highly competent personnel through recruitment and internal training.

# Environment

The reduction in air traffic due to the COVID-19 pandemic was reflected in our environmental impact for the second consecutive year. We still had to postpone development projects for financial reasons but, at the same time, we prepared for the recovery of travel and further reducing in our carbon emissions.

## Progress with the climate programme in spite of the pandemic

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 was recertified in autumn 2021. We updated our environmental policy to emphasise the importance of reducing climate emissions. The update emphasises the role of our maintenance managers in reporting and their responsibilities related to chemical and oil tanks.

Due to the financial adjustment measures initiated in 2020, certain construction, development and research projects that are part of Finavia's environmental efforts had to be suspended, and most of them could not be continued in 2021. We continued our monitoring, evaluation and planning activities as required by environmental permits and relating to the management of waterways and noise management, for example. We had to request more time for certain assessments.

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## All of our airports are carbon neutral.

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Due to the low traffic volume, the environmental impacts of our airports were lower than usual. When air traffic recovers in the coming years, we will continue our environmental efforts as planned. 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 target is net zero carbon emissions within the next few years. We will pursue this target by continuing our ambitious climate programme.

### Environmental investments

We continued the Helsinki Airport development programme in spite of the COVID-19 crisis. The extension of Terminal 2 and the changes to the ground traffic and apron areas were implemented with consideration for environmental perspectives. For example,

at the apron level, stormwater management was improved, further reducing the environmental impact of airport operations. The construction of an underground wetland related to stormwater treatment continued in the spring and autumn on the south side of the airport. The work will continue in 2022. At Mariehamn Airport, we upgraded the fuel distribution station for land vehicles.

We enhanced our internal data collection and environmental reporting in a technical sense: we revised our noise reporting as well as the calculation and reporting of our carbon dioxide emissions. However, as the cost-cutting programme was in effect, we were not able to make new environmental investments.

### Global environmental impacts

Our operations cause CO<sub>2</sub> emissions, which we have reduced through our climate programme. The CO<sub>2</sub> emissions of airport operations mainly arise from the lighting of terminals and other consumption of electricity, heating, and the energy consumption of machines and vehicles.

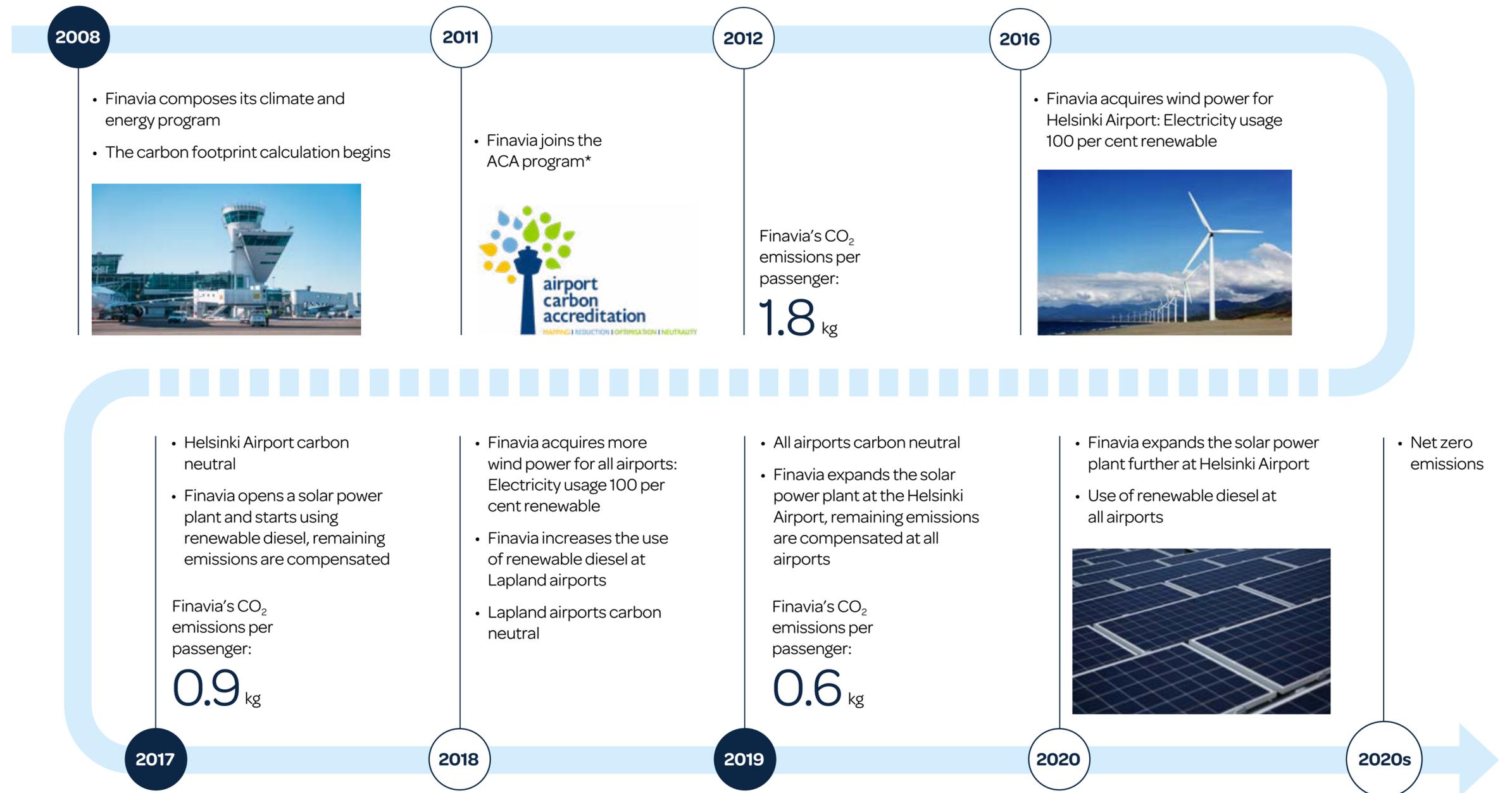
### Finavia's climate programme

We achieved carbon neutrality at all of our airports in 2019, one year ahead of schedule. Helsinki Airport and our airports in Lapland are certified under the Airport Carbon Accreditation (ACA) programme of Airports Council International (ACI) Europe.

To achieve carbon neutrality, we first minimise the CO<sub>2</sub> emissions caused by our own operations and then offset the emissions that cannot be avoided.

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, 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 CO<sub>2</sub> emissions in developing countries.



\* ACA (Airport Carbon Accreditation) is an international programme that aims to reduce airports' carbon dioxide emissions.

We have signed ACI Europe's goal, committing to net zero emissions by 2050.

Net zero carbon emissions means that the remaining minor carbon emissions of our operations can be sequestered to eliminate them from the atmosphere. The potential solutions may include, for example, transitioning to using renewable energy exclusively and participating in carbon sequestration projects that meet international standards.

Finavia also participates in projects aimed at reducing emissions from air traffic 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.

### Energy consumption and emissions

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.

In 2021, carbon emissions increased from the previous year due to the cold and snowy conditions in the early winter and the increase in the number of flights and passengers towards the end of the year. In addition, some airports that were closed the previous year were reopened for traffic. Nevertheless, we implemented new ways of reducing carbon emissions.

We used the first batch of renewable motor fuel oil at Helsinki Airport and decided to gradually increase its use. 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 80 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.

## We aim to achieve net zero carbon emissions by 2030.

### Key figures for energy, water and emissions

			Change, %
Heating energy consumption	GWh	70	29
Heating energy consumption per passenger	kWh/pax	12.9	54
Electrical energy consumption	GWh	74	4
Electrical energy consumption per passenger	kWh/pax	13.8	24
Water consumption	m <sup>3</sup>	84,000	-3
Water consumption per passenger	l/pax	15.6	15
Energy consumption of ground equipment	GWh	20	41
Energy consumption of ground equipment per passenger	kWh/pax	3.6	61
Carbon dioxide emissions per passenger	kg/pax	2.3	77
Passengers	million	5.4	-16

Finavia's carbon emissions include auxiliary power production. The calculations of values per passenger do not include Halli and Utti Airports, since they are not used for regular passenger traffic.

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. In September, we received a certificate with a rating of Excellent for our comprehensive responsibility efforts during the construction stage of the long-haul flight area.

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

The residual emissions in 2021 were compensated through Verified Carbon Standard (Verra) certified biogas project in Thailand.

### 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 well as aircraft noise. In winter operations, chemicals affect waterways and the soil. Local air quality is affected by nitrogen oxides arising from traffic. Helsinki Region Environmental Services HSY measures air quality around Helsinki Airport as part of its regional monitoring activities.

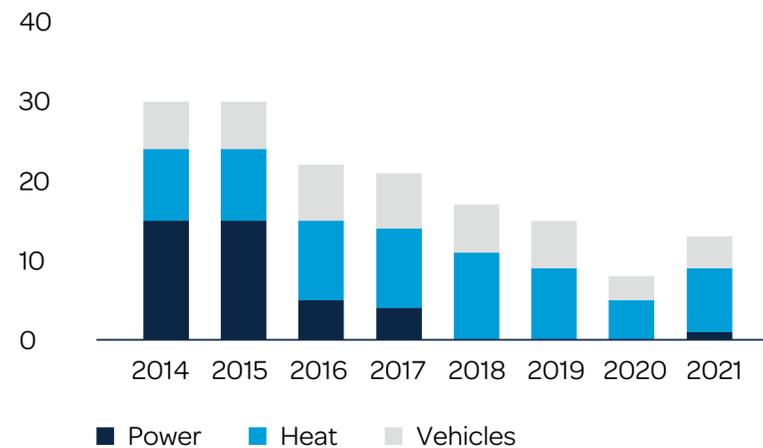
### De-icing and anti-skid operations and PFAS compounds

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 14 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

### Carbon dioxide emissions from Finavia's own operations, 2014–2021

thousand tonnes



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 oxygen 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 addition, the testing of vacuum tanker collection of glycol-containing water is continuing at Kittilä Airport.

In 2021, we continued to assess glycol collection and processing opportunities as required by our environmental permits.

In spite of the challenging circumstances, we continued our investments related to stormwater management and treatment at Helsinki Airport. We monitor groundwater quality at 14 airports and surface water quality at all 20 of our airports.

**Kirsi Pitkäranta**  
Environmental Manager





**CASE**

**Carbon-neutral district heating at Rovaniemi Airport**

Rovaniemi Airport is now heated with carbon-neutral district heating. This supports our climate programme, which is aimed at eliminating emissions caused by our operations from the atmosphere.

[READ MORE](#)

We did not make progress with the improvement of glycol collection through construction investments at our airports in Kittilä, Rovaniemi and Turku due to the pandemic. The consumption of de-icing and anti-icing substances was decreased by the low traffic volume in our network as a whole. At the same time, however, the snowy winter conditions and freezing rain meant that more anti-skid chemicals were needed than in the previous year.

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 regard to PFAS compounds continued at Helsinki Airport and Tampere Airport. Turku Airport and Kittilä Airport were added to the scope of the monitoring activities.

**Management of waterways around Helsinki Airport**

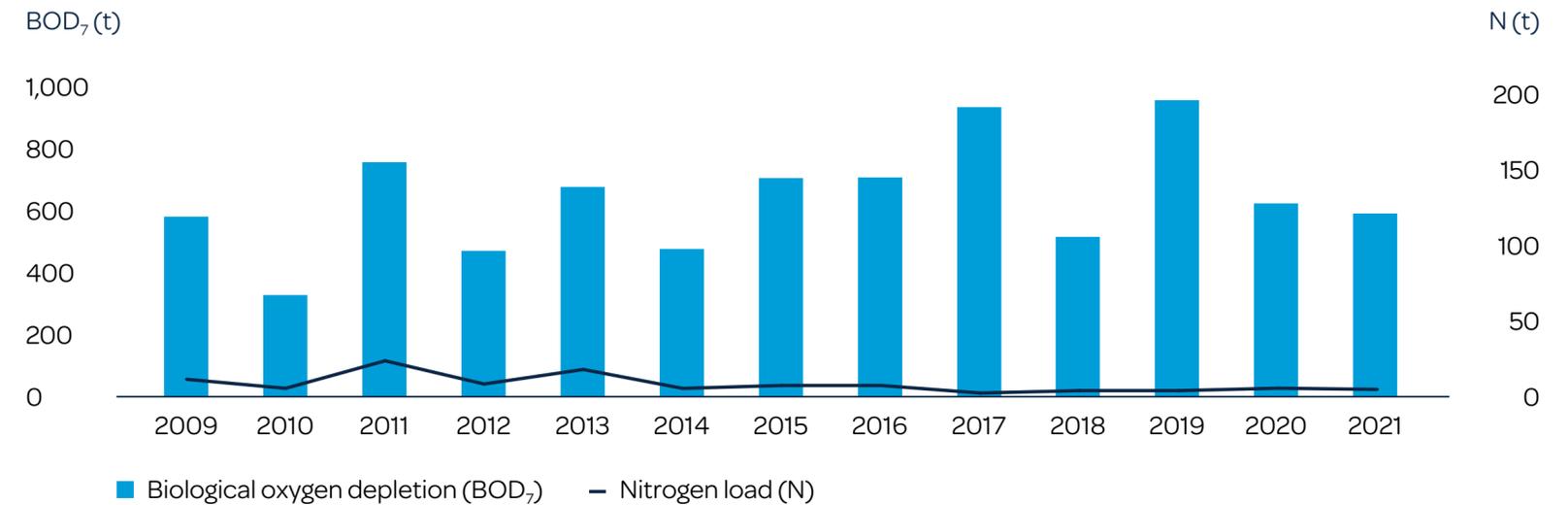
Vantaanjoki river and the brooks that connect to it are an important spawning ground for brown trout. Runoff water containing anti-skid, de-icing and anti-icing substances used at Helsinki Airport have previously had an impact on outlets. We have engaged in systematic efforts to reduce these impacts.

The monitoring of the biofiltration system completed in the spring 2019 to slow down the peak flow of runoff waters continued as planned in 2021.

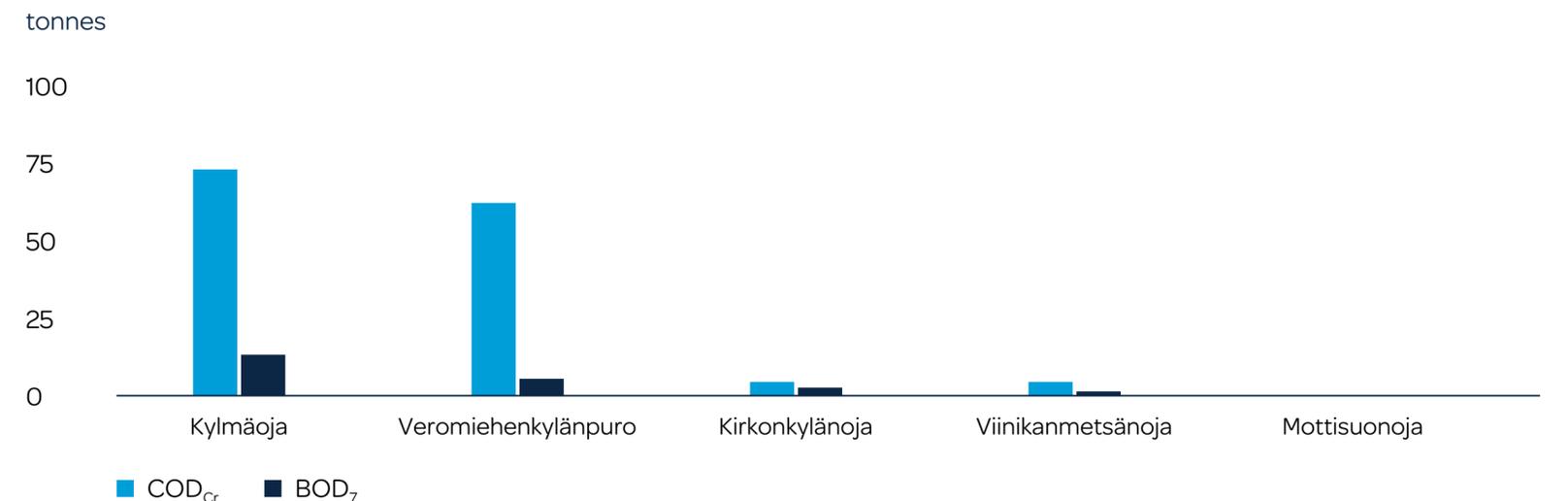
The planning of an underground wetland to manage peak flow and improve water quality in Veromiehenkylänpuro brook, which runs south from Helsinki Airport, moved forward and earthworks were continued in the spring and autumn in spite of the cost-cutting programme. Construction will continue in 2022.

Emissions from winter operations at airports and the impacts on surface water and groundwater are monitored regularly. Water monitoring at airports is conducted in accordance with monitoring programmes approved by the regional ELY Centres (Centres for Economic Development, Transport and the Environment). Water samples are analysed to monitor parameters

**Biological oxygen depletion and nitrogenous pollution caused by de-icing agents at the airports, 2009–2021**



**Chemical and biological oxygen demand load in brooks at Helsinki Airport during winter 2020–2021**



that illustrate the impacts of operations, such as oxygen concentrations, oxygen demand, potassium concentrations, electrical conductivity and contaminants, such as petroleum hydrocarbons and VOCs. The results of water monitoring are reported to the environmental authorities and annual summaries of the results are prepared for each airport. In addition to water quality monitoring in accordance with monitoring programmes, Finavia conducts 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**

The noise caused by aircraft has an impact especially 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.

We mitigate aircraft noise by, for example, controlling 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 airlines and the air navigation company Fintraffic. The Helsinki Airport aircraft noise management development programme, which was launched in 2015, was suspended in 2020 due to the pandemic and could not be resumed yet.

In response to the reduction in traffic, the infrastructure maintained at Helsinki Airport was scaled down for the winter season 2020–2021, which affected the use of runways. The runways

were renovated in the summer. The number of flights remained low compared to normal, but the differences in the use of runways also led to changes in the direction of noise impacts. Due to the low traffic volume, we received fewer contacts regarding aircraft noise than we normally receive.

In 2020, approximately 2,400 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.

**Waste**

We aim to minimise the amount of waste generated at our airports and forward recyclable waste to secondary uses. We enhanced the collection of plastic waste at Helsinki Airport and started the separate collection of plastic and PET bottles in passenger premises and personnel premises late in the year.

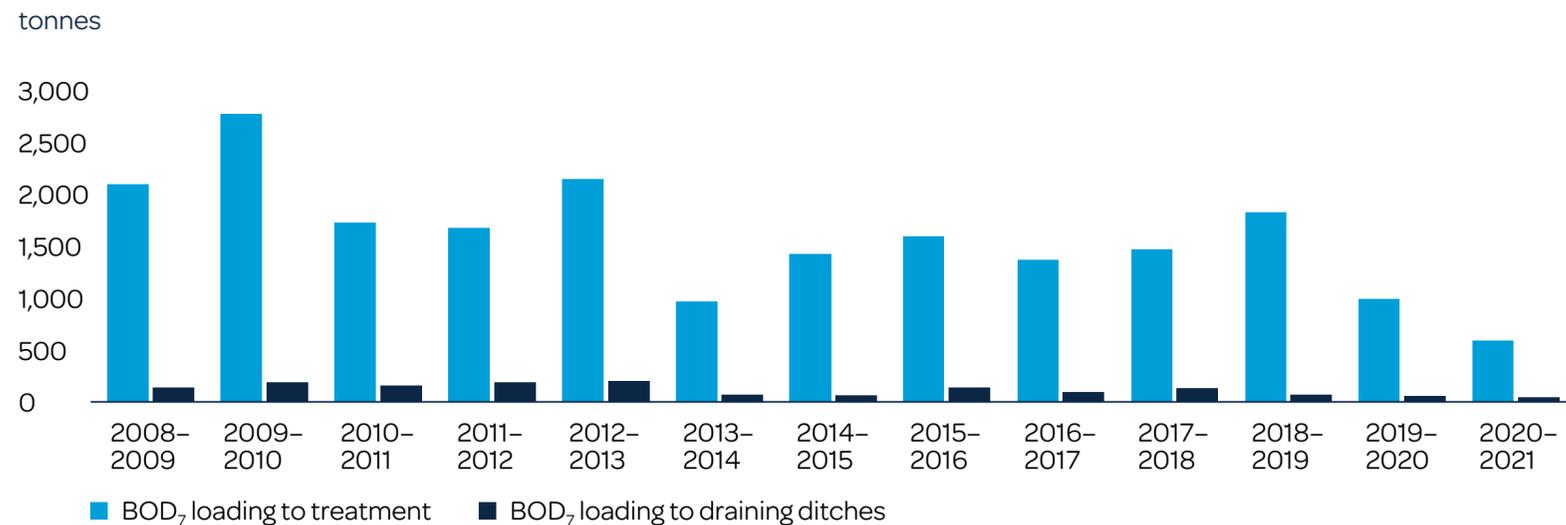
The amount of waste generated by airport operations in 2021 was 1,700 tonnes, and the recycling rate of municipal waste was 52 per cent.

**Messages concerning environmental issues**

We upgraded our system for processing messages concerning environmental issues, which enables us to respond to enquiries more smoothly and comprehensively than before. We respond to all messages concerning environmental issues and report the number of feedback messages received annually and quarterly to the environmental authorities. The reports are available on Finavia's [website](#) (in Finnish).

Most of the environmental feedback is related to aircraft noise. We received 238 (206) environment-related feedback messages concerning Helsinki Airport in 2021. The messages came from 195 persons. Some 98 per cent (96) of the feedback concerned noise. Other messages were related to airborne emissions, among other topics.

**Biological oxygen demand load in treatment and brooks at Helsinki Airport 2008–2021**



## Airport-specific environmental data

Airport	Landings*			Consumption			Aircraft emissions****			Vehicle emissions			Chemicals	
	Commercial aviation	Military aviation	Other aviation	Power MWh	Heating MWh	Water m <sup>3</sup>	LTO cycle (number)	NO <sub>x</sub> (t)	Fuel (t)	NO <sub>x</sub> (t)	CO <sub>2</sub> (t)	Fuel** (t)	Anti-icing agents (t)	Aircraft anti-icing and de-icing agents (t)
Enontekiö*****	0 (-100%)	0 (-100%)	0 (-100%)	310	100	0	0	0	0	0	0	0	0	0
Halli	0 (0%)	1,040 (-46%)	309 (-22%)	80	260	140	300	0	0	0.4	60	20	14	0
Helsinki Airport	34,235 (-1%)	550 (22%)	2,897 (21%)	53,810	39,100	49,300	36,100	239	19,500	11.8	1,740	740	871	1,023
Ivalo	703 (6%)	20 (33%)	119 (205%)	990	2,010	1,500	800	5	400	0.8	120	50	45	37
Joensuu	459 (27%)	6 (-70%)	198 (171%)	470	1,000	1,180	600	1	100	0.6	90	30	8	4
Jyväskylä	356 (24%)	10,703 (-7%)	1,327 (44%)	970	1,300	8,360	1,600	0	100	1	170	60	99	4
Kajaani	388 (37%)	75 (-58%)	33 (371%)	450	930	750	400	1	100	0.4	60	20	9	5
Kemi-Tornio	559 (142%)	2 (0%)	172 (-11%)	380	990	360	700	0	100	0.6	100	40	17	3
Kittilä	1,024 (-1%)	20 (233%)	74 (9%)	1,660	2,440	2,200	1,100	8	600	1.3	200	80	33	70
Kokkola-Pietarsaari	772 (209%)	24 (85%)	228 (74%)	420	750	750	1,000	1	100	0.4	60	20	39	7
Kuopio	540 (-27%)	5,677 (15%)	2,532 (5%)	1,430	2,410	4,460	2,900	2	200	1.1	180	70	55	3
Kuusamo	578 (18%)	3 (-70%)	24 (140%)	750	1,570	720	600	2	200	0.7	120	40	33	22
Mariehamn	654 (-29%)	0 (0%)	287 (-47%)	280	500	350	900	1	100	0.4	60	30	6	2
Oulu	2,116 (4%)	1,100 (-22%)	2,871 (9%)	3,640	5,360	3,200	4,500	9	800	1.6	260	100	110	30
Pori	611 (25%)	72 (500%)	8,204 (46%)	590	1,140	1,450	8,800	1	200	0.4	50	30	9	0
Rovaniemi	1,470 (-5%)	4,786 (3%)	2,125 (13%)	3,450	3,850	5,380	2,200	8	700	2.1	350	130	131	29
Savonlinna	88 (-20%)	19 (280%)	10 (100%)	380	0***	210	100	0	0	0.2	20	10	6	0
Tampere Airport	163 (-68%)	3,531 (20%)	11,424 (-12%)	1,320	1,880	830	10,700	1	200	1.1	170	70	92	10
Turku	845 (-45%)	142 (-14%)	6,098 (-17%)	1,680	1,160	2,030	5,700	5	500	0.8	120	50	45	18
Utti	2 (100%)	2,608 (7%)	500 (-17%)	50	160	120	500	0	0	0.2	10	20	3	0
Vaasa	303 (-57%)	5 (-78%)	138 (-66%)	950	2,020	910	400	1	100	0.5	80	30	49	4

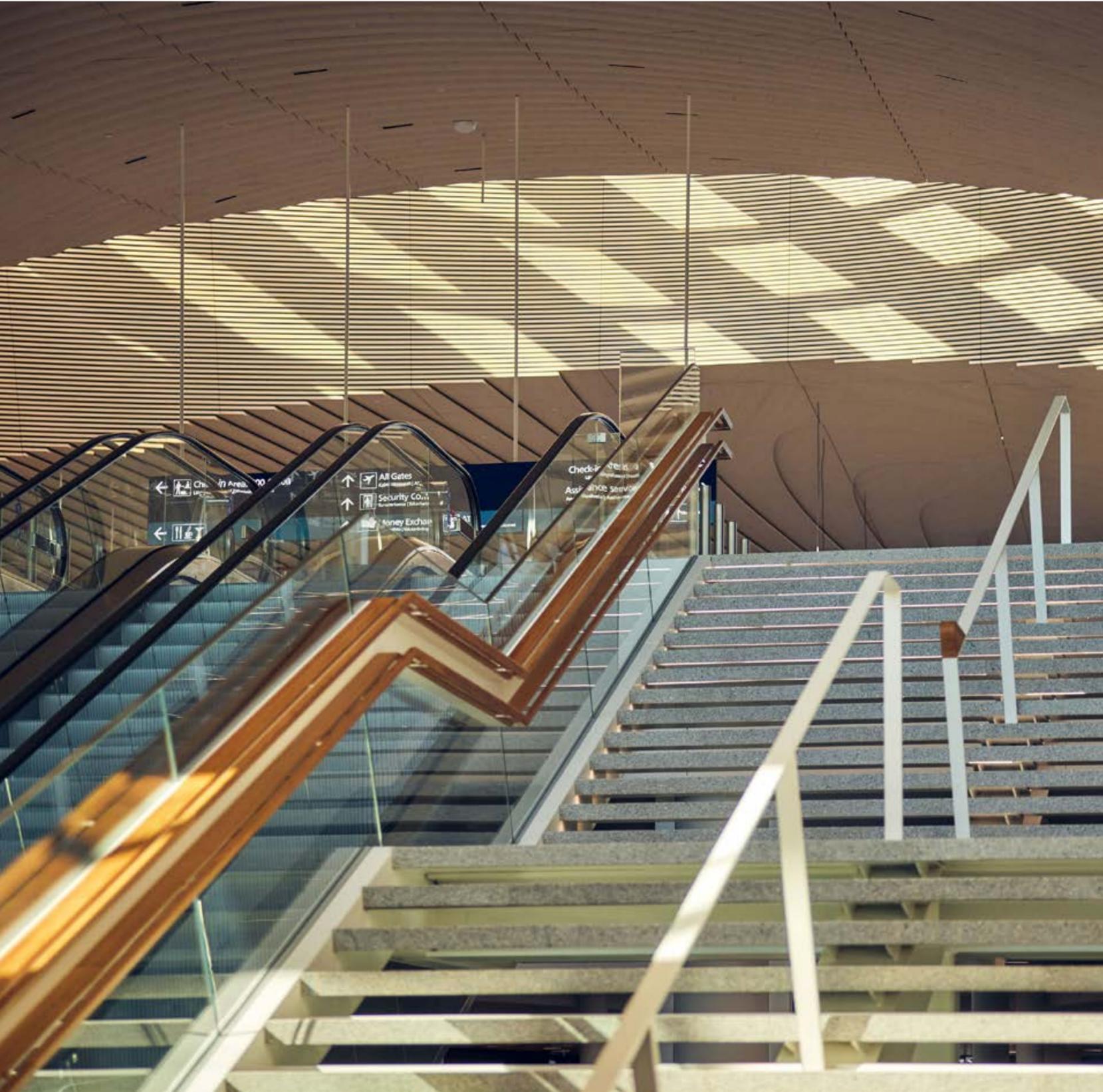
\* Percentage change indicated in brackets

\*\* Renewable fuel accounted for 23% of the total amount of fuel

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

\*\*\*\* Civil aviation below 3000 ft

\*\*\*\*\* Enontekiö Airport was part of the Finavia's airport network until July 2021.



# Reporting principles

Finavia's corporate responsibility reporting complies with the core scope of application of the Global Reporting Initiative standards. Additionally, the indicators specified in the Airport Operators Sector Supplement (AOSS) are used in reporting.

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# Reporting principles

Finavia's corporate responsibility reporting complies with the core scope of application of the Global Reporting Initiative (GRI Standard). Additionally, the indicators specified in the G4 Airport Operators Sector Disclosures supplement are used in reporting. 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 2021. Mitopro Oy, a specialist in corporate responsibility, has verified that Finavia's Annual Report 2021 corresponds with the GRI Standards and confirms that the reporting fulfils the core requirements of the guidelines.

## 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 observed in financial reporting. The financial indicators have been audited. In 2021, Finavia complied, as applicable, with the Corporate Governance Code of Finnish listed companies approved by the Finnish Securities Market Association in 2021.

## 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

### Anti-icing agents for runway

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 Finavia's Traffic Area Services Unit. The consumption of anti-icing agents is presented in the Responsibility Report as a 100% concentration, obtained by deducting the 50% 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<sub>7</sub>) 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

	BOD <sub>7</sub> , mg/g
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 Finavia's 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% propylene glycol, obtained by deducting the propor-

tion of water from the quantities used. The proportion of water is 12% or 20% in type I liquid, depending on the product, and 50% in type IV liquid.

### Aircraft emissions

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

Carbon dioxide emissions are calculated based on the consumption of different fuels. The factors for other emission components are obtained from the Lipasto system maintained by 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. Finavia's Facility Services and Energy Unit checks the correctness of this information. Finavia's 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. Consumption figures for Halli and Utti Airports are deducted before this calculation, because they do not have any actual passenger traffic.

### Finavia's total emissions (CO<sub>2</sub>)

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. Electricity is purchased as wind power with guarantees of origin and the emissions are reported as zero.

Finavia's total emissions (CO<sub>2</sub>) are calculated in accordance with the Greenhouse Gas (GHG) Protocol. The calculation also takes into account emissions for the year 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 in Finavia's Environmental Data system, and Finavia's Environmental Unit retrieves 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. The calculation does not include soil, sludge, asphalt, concrete and glycol-containing water. The recycling rate is calculated from the amount of municipal waste.

### 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.

### Feedback on 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 2021.

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 based on the number of appraisals activated during the year.

### 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. In 2021, the total number of responses was 4,085.

No passenger satisfaction surveys were conducted for Finavia's regional airports in 2021.

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	Information released for publication that is essential for Finavia's operations
<b>Finland's connectivity</b>	<p>We promote the mobility of people, goods and services by ensuring good operating prerequisites for air traffic. This supports the continued development of international flight connections to and from Finland.</p> <p>Travel restrictions related to the COVID-19 pandemic affected air traffic and Finland's flight connections in 2021.</p>	<ul style="list-style-type: none"> <li>Operational objectives</li> <li>Financial targets</li> <li>Finavia's management system</li> </ul>	<p>GRI 202 Market presence</p> <p>GRI 203 Indirect economic impact</p>
<b>Safety</b>	<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>	<p>GRI 403 Occupational safety and health</p>
<b>Customer experience</b>	<p>An excellent customer experience and service attitude make travel smoother at our airports. Carefully planned services at airports make travel easier, offer memorable experiences, and are safe and efficient. Ensuring the health security of passengers was especially important in 2021. While health security is the responsibility of municipal health departments, we take an active role to ensure a good level of hygiene at our airports and communicate information on COVID-safe travel.</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>	<p>GRI 203 Indirect economic impact</p>
<b>Responsible growth</b>	<p>Responsible operations and sustainable development of airports are at the core of Finavia's business. This means that we accept responsibility for the impact of our operations on people, the environment and society – carefully, conscientiously and with attention to detail. Our aim is to ensure that as we develop our operations, there is no increase in our environmental impact.</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>	<p>GRI 201 Economic performance</p> <p>GRI 203 Indirect economic impacts</p>
<b>Ensuring a high level of job satisfaction</b>	<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>The temporary layoffs and job cuts caused by the pandemic that began in 2020 have put our personnel to the test. Accordingly, our responsibility-related efforts have been particularly focused on supporting our employees' ability to cope with the situation. 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>	<p>GRI 401 Employment</p> <p>GRI 402 Labour/management relations</p> <p>GRI 403 Occupational safety and health</p> <p>GRI 404 Training and education</p> <p>GRI 405 Diversity and equal opportunity</p> <p>GRI 406 Non-discrimination</p>

Essential operational priorities	Content	Management practices	Information released for publication that is essential for Finavia's operations
<b>Transparent cooperation in the value chain</b>	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. During the COVID-19 pandemic, cooperation with the health authorities has been particularly emphasised. We develop our operations and the sector by engaging in an open dialogue with our stakeholders.	<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>	<p>GRI 201 Economic performance GRI 203 Indirect economic impacts GRI 204 Procurement practices GRI 207 Taxes</p>
<b>Capacity for renewal</b>	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>	<p>GRI 203 Indirect economic impacts</p>
<b>Global environmental impacts</b>	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>	<p>GRI 305 Emissions</p>
<b>Local environmental impacts</b>	<p>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).</p> <p>In their current form, the reporting requirements of the revised GRI 306 disclosure are excessive relative to the significance of waste-related data for Finavia as a whole. Consequently, it is not relevant for Finavia to report in accordance with the revised waste-related GRI disclosures.</p>	<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>	<p>GRI 301 Materials GRI 302 Energy GRI 303 Water and effluents GRI 304 Biodiversity GRI 305 Emissions GRI 307 Environmental compliance Noise</p>
<b>Compliance with standards</b>	<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>Ethical principles</li> <li>Procurement principles</li> </ul>	<p>GRI 205 Anti-corruption GRI 206 Anti-competitive behaviour GRI 307 Environmental compliance GRI 419 Socioeconomic compliance</p>
<b>Influencing regulation</b>	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.	<ul style="list-style-type: none"> <li>We are represented in national and international working groups and issue expert opinions on request.</li> </ul>	<p>GRI 415 Public policy</p>

# GRI content index

GRI standard	Number	Report content	Location in the report	Notes
<b>Organisation</b>				
GRI 101: Foundation				
General disclosures				
GRI 102: General Disclosures	<b>Organisational profile</b>			
	102-1	Name of the organisation	Front cover	Finavia Corporation
	102-2	Activities, brands, products and services	Value creation, Business areas, Board of Directors' report/Business development	
	102-3	Location of headquarters		Vantaa, Finland
	102-4	Location of operations		Finavia only operates in Finland.
	102-5	Ownership and legal form	Board of Directors' report/ Shares and share capital, Corporate Governance and Remuneration Statement	
	102-6	Markets served	Business areas Board of Directors' report/Operating environment, Traffic development, Statistics 2021	
	102-7	Scale of the organisation	Key figures, Board of Directors' report/The Group's key figures table	
	102-8	Information on employees and other workers	Personnel, Personnel by type of contract and employee turnover	
	102-9	Supply chain	Value creation, Responsible procurement, Effective and open cooperation, Materiality table	
	102-10	Significant changes to the organisation and its supply chain	Board of Directors' report/Business development	
	102-11	Precautionary Principle or approach		Finavia observes the precautionary principle in all its operations. In all its operations, Finavia takes measures to avoid or reduce environmental risks and adverse impacts.
	102-12	External initiatives	Effective and open cooperation	
	102-13	Memberships of associations	Participation in industry organisations	
<b>Strategy</b>				
	102-14	Statement from senior decision-maker	CEO's review	
	102-15	Key impacts, risks and opportunities	CEO's review, Megatrends and strategy, Value creation, Introduction to responsibility, Board of Directors' report/Operating environment	
<b>Ethics and integrity</b>				
	102-16	Values, principles, standards and norms of behaviour	Megatrends and strategy, Value creation	

GRI standard	Number	Report content	Location in the report	Notes
<b>Governance</b>				
	102-18	Governance structure	"Introduction to responsibility, Corporate Governance and Remuneration Statement/ Administrative and operative bodies	
	102-19	Delegating authority	Introduction to responsibility, Corporate Governance and Remuneration Statement/ Administrative and operative bodies	
	102-20	Executive-level responsibility for economic, environmental and social topics		
	102-22	Composition of the highest governance body and its committees	Board of Directors (Finavia.fi) Corporate Governance and Remuneration Statement/ Board of Directors	
	102-23	Chair of the highest governance body	Board of Directors (Finavia.fi) Corporate Governance and Remuneration Statement/Board of Directors	
	102-25	Conflicts of interest	Corporate Governance and Remuneration Statement/Related party transactions"	
	102-26	Role of the highest governance body in setting the purpose, values and strategy	Board of Directors (Finavia.fi) Corporate Governance and Remuneration Statement/Board of Directors	
	102-29	Identifying and managing economic, environmental and social impacts	Introduction to responsibility, Corporate Governance and Remuneration Statement/Internal control, risk management and internal audit	
	102-30	Effectiveness of risk management processes	Corporate Governance Statement/Internal control, risk management and internal audit	
	102-31	Review of economic, environmental and social topics	Introduction to responsibility, Corporate Governance and Remuneration Statement/Internal control, risk management and internal audit	
	102-35	Remuneration policies	Remuneration report	
	102-36	Process for determining remuneration	Remuneration report	
<b>Stakeholder engagement</b>				
	102-40	List of stakeholder groups	Effective and open cooperation	
	102-41	Collective bargaining agreements	Personnel	
	102-42	Identifying and selecting stakeholders	Effective and open cooperation	
	102-43	Approach to stakeholder engagement	Effective and open cooperation	
	102-44	Key topics and concerns raised	Effective and open cooperation, Services and customer experience, Board of Directors' report/Business development	
<b>Reporting principles</b>				
	102-45	Entities included in the consolidated financial statements		All Group companies are included in the consolidated financial statements. The associated company Taxi Point Oy was disregarded due to its negligible impact on group equity. The information in the responsibility section of the Annual Report covers the entire Group. However, some information only applies to Finavia Corporation. These cases are separately indicated.
	102-46	Defining report content and topic boundaries		Finavia has determined the content of the corporate responsibility report in compliance with GRI 101, Reporting principles.
	102-47	List of material topics	Introduction to responsibility, Reporting principles, Materiality table	

GRI standard	Number	Report content	Location in the report	Notes
	102-48	Restatements of information		There are no material restatements of information provided in previous reports.
	102-49	Changes in reporting		There are no material restatements of information provided in previous reports.
	102-50	Reporting period	Reporting principles	
	102-51	Date of most recent report		24.3.2021
	102-52	Reporting cycle		Annually
	102-53	Contact point for questions regarding the report		Finavia Corporation, Communications, Lentäjätie 3, 01531 Vantaa, Finland comms(at)finavia.fi
	102-54	Claims of reporting in accordance with the GRI Standards		This report complies with the Core application level of GRI standards.
	102-55	GRI content index	GRI content index	
	102-56	External assurance		The report has not been externally assured. Mitopro Oy, an independent corporate sustainability agency, has checked Finavia's Annual Report 2021 for compliance with GRI standards and confirms that the reporting meets the requirements for the core application level.
<b>GRI 103: Management approach</b>				
	103-1	Explanation of the material topic and its boundary	Introduction to responsibility, Reporting principles, Materiality table	
	103-2	The management approach and its components	Introduction to responsibility, Reporting principles, Materiality table, Economic responsibility, Safety, Personnel, Environment	
	103-3	Evaluation of the management approach	Introduction to responsibility, Economic responsibility, Safety, Personnel, Environment	
<b>Material topics</b>				
<b>GRI 200 Economy standard series</b>				
<b>Economic performance</b>				
GRI 201: Economic performance	201-1	Direct economic value generated and distributed	How we create value for society	
	201-4	Financial assistance received from government		Finavia received EU support of EUR 3.8 million (EUR 2.9 million in 2020) for the planning and design of the Helsinki Airport Travel Center. The Finnish government organization for innovation funding, Business Finland granted an energy subsidy of EUR 56,043 for the costs of the solar power system for the Helsinki Airport P2 car park. Finavia's subsidiary Airpro Oy received EUR 1.3 million in government subsidy.
<b>Market presence</b>				
GRI 202: Market presence	AO1	Total number of passengers annually, broken down by passengers on international and domestic flights	Key figures, Statistics 2021	
	AO2	Total annual number of aircraft movements	Statistics 2021	
	AO3	Total amount of cargo tonnage	Statistics 2021	
<b>Indirect economic impacts</b>				
GRI 203: Indirect economic impacts	203-1	Infrastructure investments and services supported	Value creation, Business areas	
	203-2	Significant indirect economic impact	Economic responsibility, Materiality table	

GRI standard	Number	Report content	Location in the report	Notes
<b>Procurement practices</b>				
GRI 204: Procurement practices	204-1	Proportion of spending on local suppliers	Responsible procurement	The percentage has not been reported.
<b>Anti-corruption</b>				
GRI 205: Anti-corruption	205-2	Communication and training about anti-corruption policies and procedures	Introduction to responsibility	Reviewing the Code of Conduct is part of Finavia employees' induction in all business units.
	205-3	Confirmed incidents of corruption and actions taken		No cases during 2021.
<b>Anti-competitive behaviour</b>				
GRI 206: Anti-competitive behaviour	206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices		No cases during 2021.
<b>Tax</b>				
GRI 207: Tax 2019	207-1	Approach to tax	Taxes and tax-like levies	
	207-2	Tax governance, control and risk management	Taxes and tax-like levies	
	207-3	Stakeholder engagement and management of concerns related to tax	Taxes and tax-like levies	Finavia complies with the state ownership steering guidelines on reporting on tax.
	207-4	Country-by-country reporting	Taxes and tax-like levies	Finavia pays all its taxes in Finland.
<b>GRI 300 Environmental topics</b>				
<b>Materials</b>				
GRI 301: Materials	301-1	Materials used by weight or volume	De-icing and anti-skid operations and PFAS compounds	The recovery of glycol was distributed as follows: Helsinki Airport 88% (winter season 2020-2021), Tampere-Pirkkala 33%, Kuopio 0%, Jyväskylä 0%, Oulu 46%. Passenger traffic at airports was low due to restrictions related to the corona pandemic and slowing of demand. As a result, the use of de-icing and anti-icing in aircraft and the amount of glycol-containing water collected remained low. In 2021, in Kuopio and Jyväskylä, no glycol-containing water was delivered for treatment at all.
	301-2	Percentage of materials used that are recycled input materials		
<b>Energy</b>				
GRI 302: Energy	302-1	Energy consumption within the organisation	Energy consumption and emissions	
<b>Water and effluents</b>				
GRI 303: Water and effluents	303-1	Interactions with water as a shared resource	Global environmental impacts	
	303-2	Management of water discharge- related impacts	Management of waterways around Helsinki Airport	
	303-3	Water withdrawal	Energy consumption and emissions	
	303-4	Water discharge	Local environmental impacts	
	AO4	Quality of storm water	Local environmental impacts	
	AO6	Aircraft and pavement de-icing/anti-icing fluid used and treated	Local environmental impacts, Airport-specific environmental data	
<b>Biodiversity</b>				
GRI 304: Biodiversity	304-1	Operational sites owned, leased and managed in or adjacent to protected areas and areas of high biodiversity value outside protected areas		Turku, Kajaani and Joensuu Airports are located adjacent to protected areas and Natura sites. Helsinki, Vaasa, Oulu and Mariehamn Airports are located about 200–500 metres from protected areas or Natura sites.



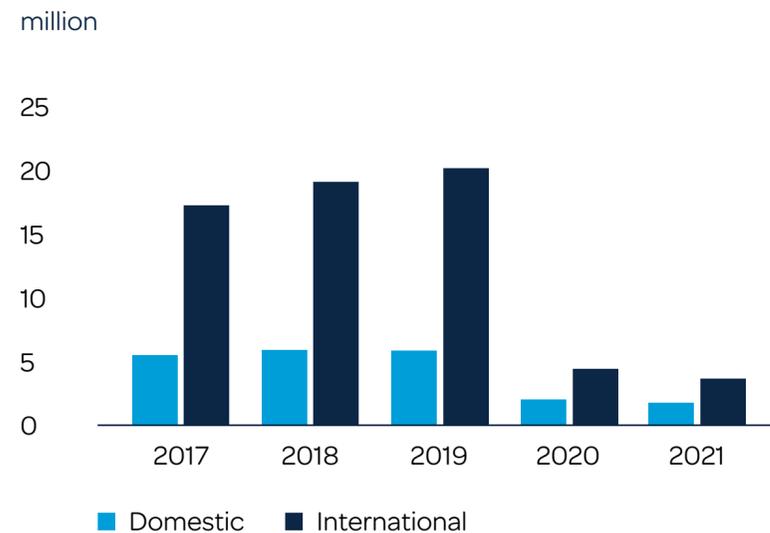
GRI standard	Number	Report content	Location in the report	Notes
<b>Emissions</b>				
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Global environmental impacts	
	305-2	Energy indirect (Scope 2) GHG emissions	Global environmental impacts, Airport environmental information	Greenhouse gas emissions (location-based calculation): 24,200 t CO <sub>2</sub> (electricity: 158 kg CO <sub>2</sub> / MWh). Greenhouse gas emissions (market-based calculation method) 12,500 t CO <sub>2</sub> .
	305-3	Other indirect (Scope 3) GHG emissions	Global environmental impacts, Airport environmental information	
	305-4	GHG emissions intensity	Global environmental impacts, Airport environmental information	
	305-5	Reduction of GHG emissions	Global environmental impacts, Airport environmental information, Finavia's climate programme	
<b>Compliance with environmental requirements</b>				
GRI 307: Compliance with environmental requirements	307-1	Non-compliance with environmental laws and regulations		No cases during 2021. Our procurement principles include requirements for the implementation of environmental responsibility.
Noise	A07	Number of residents living in the aircraft noise area	Local environmental impacts, Aircraft noise control	
<b>GRI 400 Social Disclosures</b>				
<b>Employment</b>				
GRI 401: Employment	401-1	New employee hires and employee turnover	Personnel, Personnel by type of contract and employee turnover	
<b>Labour/Management Relations</b>				
GRI 402: Labour/Management Relations	402-1	Minimum notice periods regarding operational changes		In co-determination negotiations, Finavia observes the time limits laid down in the law and in collective bargaining agreements.
<b>Occupational health and safety</b>				
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Safety management system	
	403-2	Hazard identification, risk assessment and incident investigation	Safe at work	
	403-3	Occupational health services	The personnel as a focus area of Finavia's recovery strategy	
	403-4	Worker participation, consultation and communication on occupational health and safety	The personnel as a focus area of Finavia's recovery strategy	
	403-5	Worker training on occupational health and safety	The personnel as a focus area of Finavia's recovery strategy	
	403-6	Promotion of worker health	Stakeholder table, The personnel as a focus area of Finavia's recovery strategy	
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Safe at work	
	403-9	Work-related injuries	Safe at work	The information pertains to accidents involving Finavia's in-house personnel.
<b>Training and education</b>				
GRI 404: Training and education	404-2	Programmes for upgrading employee skills and transition assistance programmes	The personnel as a focus area of Finavia's recovery strategy	
	404-3	Percentage of employees receiving regular performance and career development reviews	Reporting principles	All employees are included in the development reviews.



GRI standard	Number	Report content	Location in the report	Notes
<b>Diversity and equal opportunity</b>				
GRI 405: Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	Remuneration report	
<b>Non-discrimination</b>				
GRI 406: Non-discrimination	406-1	Incidents of discrimination and corrective actions taken.		No cases during 2021.
<b>Public Policy</b>				
GRI 415: Public policy	415-1	Political contributions		In accordance with Finavia's charity and sponsorship policy, we do not donate money to political parties, politicians or political institutions.
<b>Socioeconomic Compliance</b>				
GRI 419: Socioeconomic compliance	419-1	Non-compliance with laws and regulations in the social and economic area		No cases during 2021.

# Statistics 2021

## Passenger volumes at Finavia's airports



THE NUMBER OF PASSENGERS WAS

**-16%**

lower than  
in 2020.

## Passengers and commercial air transport landings

Airport	Passengers		Landings	
	Total	Change, %	Total	Change, %
Helsinki	4,261,535	-16	34,230	-1
Oulu	300,390	-4	2,116	4
Rovaniemi	254,979	-5	1,470	-5
Kittilä	182,302	-12	1,024	-1
Ivalo	110,520	-4	702	7
Kuusamo	74,209	5	577	19
Turku	51,086	-55	844	-45
Kuopio	36,407	-37	539	-27
Vaasa	19,231	-68	303	-57
Mariehamn	18,247	-24	654	-29
Kajaani	17,600	1	387	40
Kemi-Tornio	16,738	23	558	143
Joensuu	9,090	-59	458	27
Tampere-Pirkkala	8,391	-77	162	-68
Kokkola-Pietarsaari	6,357	-31	772	209
Pori	4,702	-12	611	25
Jyväskylä	4,592	-57	356	24
Savonlinna	560	-53	88	-20
Utti	9	0	2	0
Enontekiö*	0	0	0	0
Halli-Kuorevesi	0	0	0	0
<b>TOTAL</b>	<b>5,376,940</b>	<b>-16.0</b>	<b>91,636</b>	<b>-2.1</b>

Utti and Halli-Kuorevesi serve military and general aviation.

\* Enontekiö Airport was part of the Finavia's airport network until July 2021.

## Cargo volume 2021

tonnes	Cargo	Post	Total
Domestic	2,035	20	2,055
International	173,585	3,719	177,305
<b>Total</b>			<b>179,360</b>
Change, %			21.8

THE TOTAL CARRIAGE OF  
CARGO AND POST WAS

**179,360**

TONNES,  
which is 22% higher  
than in 2020.

# *FINAVIA*

*for smooth travelling*

Finavia Corporation  
Lentäjätie 3, FI-01530 Vantaa, Finland  
[www.finavia.fi/en](http://www.finavia.fi/en)