



Sustainable Development

As Russia's largest carrier and a leader in the global airline industry, Aeroflot Group is fully aware of its responsibility to society and is committed to sustainable development, striving to conduct its business with due respect for the interests of all stakeholder groups, including passengers, employees, shareholders and investors.

Approach to Sustainable Development

Aeroflot Group is committed to addressing key sustainability issues, such as customer safety, compliance with statutory requirements and ethical standards, personnel development, ensuring occupational safety and minimising our environmental impact.

PJSC Aeroflot is additionally committed to supporting the SkyTeam Corporate Social Responsibility Statement by achieving sustainable economic prosperity, protecting the natural environment and promoting social responsibility towards employees both within the Company and throughout its supply chain.

PJSC Aeroflot's Public Council held two meetings in 2019. The Council is a consultative and advisory body enabling the Company to formulate its policy on key sustainability issues with due regard for the interests of society. At the meetings, the Council discussed the Company's development plans, including those related to the implementation of its Strategy. The Public Council comprises prominent figures of the Russian business community, mass media, civil society organisations and industry associations, as well as artists and athletes; the Council members serve on a pro-bono basis.

Key sustainability topics of Aeroflot Group

- E Environmental protection:**
emissions, waste, energy and efficiency
- S Social responsibility:**
safety, service, training, labour and contribution to society
- G Governance:**
corporate governance, anti-corruption and cybersecurity

Sustainable Development continued

PJSC Aeroflot's contribution to some of the UN Sustainable Development Goals

Goal	Description	Aeroflot Group's action
 5 GENDER EQUALITY	Achieve gender equality and empower all women	Preventing discrimination for employees, including gender-based discrimination. Encouraging the professional growth of women in the civil aviation sector, including piloting.
 8 DECENT WORK AND ECONOMIC GROWTH	Promote inclusive and sustainable economic growth, employment and decent work for all	Creating jobs, offering decent salaries, ensuring a safe working environment, providing growth and development opportunities and a wide range of employee benefits.
 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	Build resilient infrastructure, promote sustainable industrialisation and foster innovation	Improving transport accessibility across Russia's regions: → through our flat fares programme → through the programme of government-sponsored flights → by increasing the number of inter-regional flights → by expanding low-cost services. Digitalisation of the Company. Providing cargo services.
 11 SUSTAINABLE CITIES AND COMMUNITIES	Make cities inclusive, safe, resilient and sustainable	Supporting vulnerable groups Promoting culture and sports.
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Ensure sustainable consumption and production patterns	Introducing resource-saving processes and technology. Engaging in waste management and recycling.
 13 CLIMATE ACTION	Take urgent action to combat climate change and its impacts	Implementing the Energy Saving and Environmental Performance Programme aiming at a 43.6% reduction in specific fuel consumption by 2020 vs the 2007 levels. Fully monitoring and recording GHG emissions throughout the route network. Optimising the route network and rolling out new piloting techniques to reduce noise and air pollution. Operating new aircraft types offering enhanced fuel efficiency.
 17 PARTNERSHIPS FOR THE GOALS	Revitalise the global partnership for sustainable development	The activities of PJSC Aeroflot's Public Council. Social partnership with trade unions. Following SkyTeam's CSR principles and commitments.

Corporate values



CUSTOMER TRUST

Each airline within our Group guarantees its customers faultless safety and a high quality service at all stages of air travel.

We strive to exceed the expectations of our customers and do everything possible to ensure that our customers come back to us again and again.

We work hard every day to ensure the highest safety level.



RESULTS FOR SHAREHOLDERS



Our goals are to achieve sustainable and dynamic growth, increase the Company's value and provide a stable income to our shareholders.

We are committed to high standards of corporate governance and business ethics.

We are a company with transparent reporting and are always open to our partners and shareholders.



SOCIAL RESPONSIBILITY

We care about the environment and are continuously improving our energy and environmental efficiency, using a modern and young aircraft fleet and the most advanced technology while ensuring compliance with Russian environmental laws.

We are fully aware of our responsibility to society and actively participate in significant social initiatives and charitable projects in fruitful collaboration with local and national non-profit organisations.

We actively participate in developing the Russian air transport network and creating new jobs in Russian regions.



TEAMWORK

We are a close-knit team of professionals who cannot imagine life without wings.

We are always open to innovation, initiatives and new knowledge in order to develop and move forward.

We comply with labour laws and create a safe working environment for our employees while requiring our suppliers and contractors to do the same.

We respect our colleagues and are always ready to engage in a constructive dialogue in order to achieve results.

We provide a stable working environment with equal opportunities for learning and personal growth.

