

A group of five business professionals, three men and two women, are walking through a modern airport terminal. They are dressed in business attire and wearing lanyards with ID badges. The terminal has large glass windows that offer a view of an airport tarmac with an aircraft and other ground service equipment. The floor is highly reflective, showing the people and the windows. The overall atmosphere is professional and bright.

A/RPRO

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)

RESPONSIBILITY REPORT 2025



“AT AIRPRO, WE
BRING ESG TO
LIFE THROUGH
OUR OWN
FOCUS AREAS:
CLIMATE, CARE &
COMMITMENT”

ABOUT THE REPORT

This is Airpro’s fourth responsibility report, continuing our commitment to transparent and systematic ESG reporting first introduced in 2023.

The responsibility report is divided into three main themes aligned with ESG principles: Environmental, Social, and Governance. At Airpro, we bring ESG to life through our own focus areas: Climate, Care, and Commitment.

THE REPORT HIGHLIGHTS OUR RESPONSIBLE ACTIONS

The report provides valuable insights for our employees, airlines, other customers, and partners. We support our customers in reducing environmental impacts by offering low-emission services. We are committed to taking responsibility for our part in the travel chain.

While we ensure that all data and statements presented in this report are accurate and based on reliable sources at the time of publication, they may include estimates or assumptions that are subject to change.



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OUR RESPONSIBILITY REPORT 2025



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INSIGHTS FROM OUR AIRPORT PROFESSIONALS

OUR JOURNEY TOWARDS THE FUTURE

Responsible actions are integrated in our everyday operations and decision-making. As a frontrunner in low-emission aviation services, we systematically develop our practices to reduce environmental impact and strengthen social responsibility.

We cheer by fostering a supportive, inclusive and safe work community that promotes employee wellbeing, engagement and collaboration.

During the reporting year, we reduced direct emissions by increasing the share of our electric fleet and by transitioning fully to renewable fuel oil in our operations. We strengthened competence development by providing all employees with access to environmental management training, supporting awareness, accountability and responsible conduct.

By improving data quality and reporting accuracy, we deliver measurable progress, enable informed decision-making and ensure reliable monitoring of our environmental performance.

Continuous learning, innovation and collaboration are encouraged across the organization to support long-term resilience. As the aviation industry undergoes transformation, we strengthen our capabilities, adapt our operations and contribute to a more sustainable future for aviation. Our ability to innovate and collaborate will define our path forward. We dare to grow.

EMMA PELTONIEMI
COMMUNICATIONS & SUSTAINABILITY MANAGER



“OUR ABILITY TO INNOVATE AND COLLABORATE WILL DEFINE OUR PATH FORWARD”

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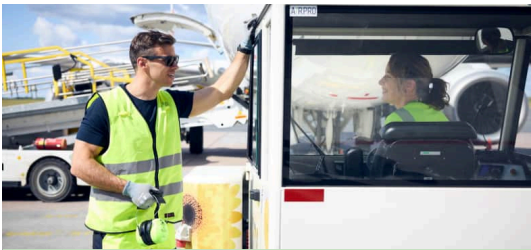
KEY ACHIEVEMENTS OF 2025

The year 2025 marked significant progress across our organisation. As our operating environment continued to evolve, we focused on strengthening wellbeing, advancing inclusion, improving environmental performance, and enhancing the foundations of responsible business conduct. From celebrating diversity to reducing direct emissions, completing ISO 14001 surveillance audits, and investing in carbon removal credits, the year showcased meaningful steps toward a resilient future.



REDUCING EMISSIONS

Airpro achieves significant reductions in its direct emissions through continuous improvement in operational efficiency.



FOSSIL-FREE FUEL OIL

Airpro transitions from fossil fuel oil to 100% renewable motor fuel oil at all airports.

INCLUSION & PRIDE

Airpro promotes an inclusive workplace culture by actively participating in the Pride campaign.



Photo credit: Asorpar

NATURE-BASED CARBON REMOVAL

Airpro neutralises its direct emissions by purchasing nature-based carbon removal credits.



ISO 14001 EXCELLENCE

Airpro strengthens its environmental management by successfully completing ISO 14001 surveillance audits.



STRONG ETHICS

Airpro establishes its first internal Code of Conduct to strengthen ethical governance.

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OUR COMMITMENT TO A MORE RESPONSIBLE AVIATION

Our goal is to take responsibility for our part in the travel chain. We support our partners in reducing environmental impact by providing low-emission services. Each employee is responsible for acting in accordance with environmental regulations and objectives. By empowering our employees and integrating sustainability into all levels of our operations, we lead the way in low-emission ground handling and aviation services.

Airpro's responsibility report is built around our focus areas of Climate, Care and Commitment:



CLIMATE

We deliver low-emission ground handling services across Finland and continuously reduce our environmental footprint. Our operations are carried out almost entirely with electric ground support equipment and renewable fuels.



CARE

With over 1 500 employees, we are one of Finland's leading entry-level employers in aviation. We invest in wellbeing, equal opportunities, and inclusive career paths.



COMMITMENT

Responsibility and quality guide our everyday decisions and actions. We promote transparency through open reporting and foster a culture of accountability.



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YOUR JOURNEY IS OUR DESTINATION

We lead the way in delivering low-emission operations across Finland. Our commitment to employee wellbeing, equality, and inclusion is reflected in everything we do, creating a culture of openness and transparency. As part of the Finavia Group, we provide high-quality ground handling and passenger services at 11 airports nationwide. Guided by our values, **We Cheer, We Deliver, We Grow**, we ensure a consistent and supportive experience for our colleagues and customers.

OUR MISSION

Enabling your journey by providing aviation services.

OUR VISION

Best service provider in the Nordics.

AIRPRO IN NUMBERS

90M€

Annual turnover

1 500

Number of employees

54 800

Annual turnarounds

11

Airports in Finland

73%

Electrically operated fleet at Helsinki Airport



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BUILDING A RESPONSIBLE VALUE CHAIN TOGETHER

Our value chain covers a wide network of partners, processes, and people. From the sourcing of raw materials and equipment to the everyday work of our own employees, we recognise our responsibility. By understanding our upstream, operational, and downstream impacts, we can better identify opportunities to reduce emissions, enhance employee wellbeing, strengthen collaboration, and create long-term value for our customers and stakeholders.

OUR VALUE CHAIN



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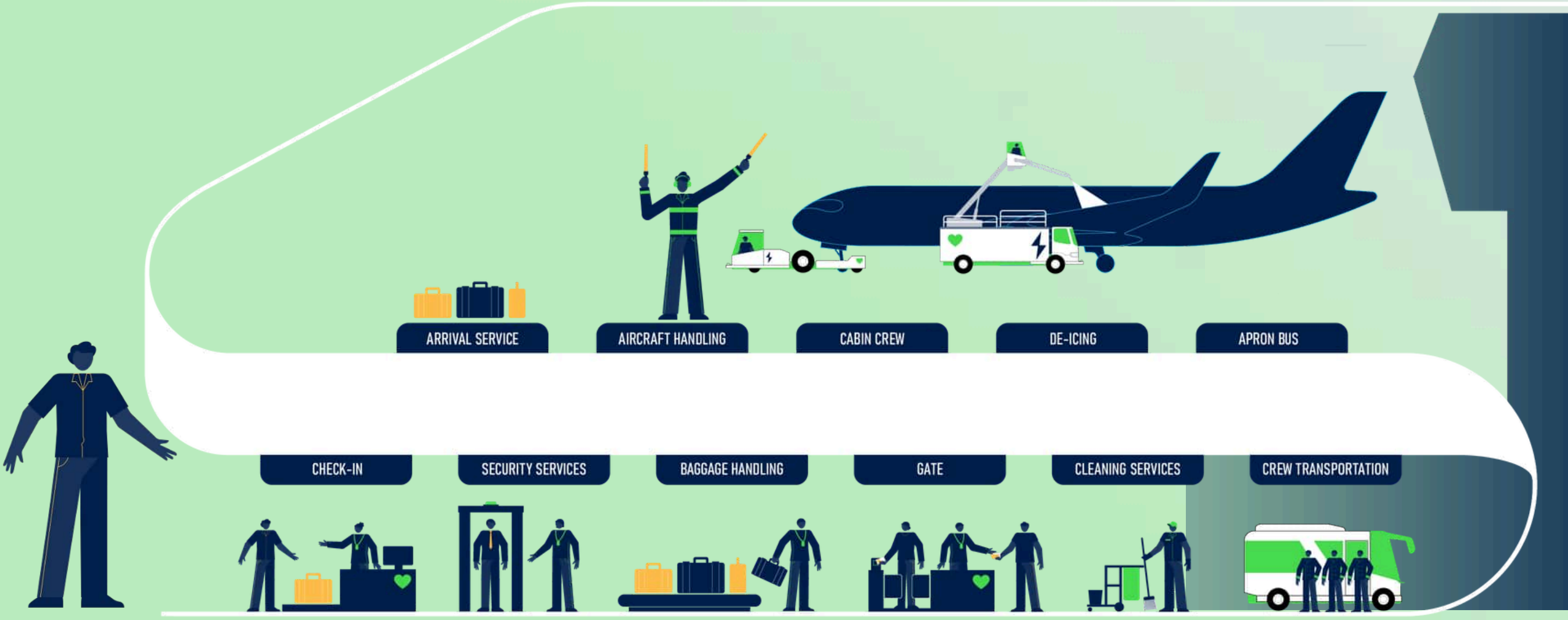
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CUSTOMER SOLUTIONS DELIVERED THROUGH FOUR BUSINESS AREAS

Our service offering in four business areas is uniquely extensive even by international standards. We offer services throughout the entire air traffic service chain and are the only operator with a nationwide service network in Finland. We specialise in air traffic service solutions in four business areas:

- Ground Handling
- Airport Services
- Airport Logistics
- Cabin Crew



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SUPPORTING UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

- Our operations are guided by a strong commitment to workplace wellbeing, safety, inclusive leadership, and the principles of equality and non-discrimination.
- We support inclusive and lasting economic growth by promoting decent work and fair employment for everyone.
- We ensure fair working conditions, transparent compensation, and equal opportunities for all, supporting inclusive work environment.



- Our energy sources are all from renewable sources with origin guarantees.
- We are actively collaborating with stakeholders to accelerate the transition toward low-emission aviation.
- Our workwear is recycled, supporting responsible consumption and promoting a circular economy.
- We continue to reduce emissions in our processes, supporting our broader goals and contributing to a more sustainable aviation industry.



- We respect universal human rights and are firmly committed to eliminating discrimination in all its forms, fostering an inclusive and fair working environment.
- We continuously improve our services to respond to our customers needs, ensuring accessibility, inclusivity, and high-quality service.
- We are dedicated to maintaining transparent and accountable governance practices, and we actively promote responsible sourcing throughout our operations and supply chains.



ENVIRONMENTAL

CLIMATE



STORIES
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Electrifying our
service fleet



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OUR ENVIRONMENTAL FOCUS AREAS 2025

As a frontrunner in low-emission ground operations, we are committed to reducing our environmental impact. Our ambition is to set industry standards by driving continuous improvement. We minimize our fuel emissions with renewable fuels and use electric equipment in our ground handling operations.

CARBON OFFSETTING

We reduced the direct emissions from our own operations and offset the remaining residual emissions.

LOW-EMISSION OPERATIONS

We fully switched to renewable fuel oil at all stations and prioritized electric ground handling equipment.

INDIRECT EMISSION REDUCTIONS

We started to track emissions from business travel and expanded the collection of supplier emissions data.



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REDUCING OUR FOOTPRINT

We consistently monitor how our environmental actions result in concrete reductions across our operations. Over the past year, we strengthened our efforts to cut direct emissions, reduced the environmental load of our ground handling activities, and tracked business travel emissions to gain a clearer understanding of our overall environmental impact.

HOW DID WE DO?

- ✓ **EMISSION REDUCTIONS**
Direct emissions caused by our own operations were reduced by over 86% and the residual emissions were offset.
- ✓ **REDUCING ENVIRONMENTAL LOAD**
Glycol consumption was reduced by using double-mixing vehicles and by monitoring usage at Helsinki and Rovaniemi Airports.
- ✓ **TRACKING BUSINESS TRAVEL EMISSIONS**
Business travel emissions were tracked for 2024 and 2025.



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ENVIRONMENTAL HIGHLIGHTS

Significant emission reductions have been achieved, as emissions from Airpro's own operations have decreased by more than 86%, with the remaining emissions fully offset. Our GSE fleet operates entirely on electricity or renewable fuels, and we use electricity from renewable sources.

We achieved an over 86% reduction in emissions from our own operations since 2022. One of the biggest drivers behind the reductions has been our transition away from fossil-based fuel oil to exclusively using renewable fuel oil at every station. The shift has significantly decreased the direct emissions from our daily ground operations.

Airpro has established a clear baseline year of 2022 and documented its baseline emissions. Additionally, compared to 2024, we almost halved our direct emissions in 2025, reflecting consistent work across all our operations. Although we did not reach our 2025 net zero target, we continue the actions needed to reach this goal by 2026.



REPORTING METHODOLOGY

Airpro has made significant progress in developing a Greenhouse Gas (GHG) inventory as part of its climate responsibility efforts. The inventory includes Scope 1, Scope 2, and Scope 3 emissions, providing a wide picture of the climate impact.

We continuously enhance our data collection and measurement practices. As part of this process, previously reported figures may occasionally be revised. For fuel emission calculations, the classification provided by Statistics Finland for the relevant year or the emission factor given by the manufacturer, is used. Also, global emission factors, such as UK BEIS, were applied. For Scope 3 emissions calculations, indirect emissions were calculated using the supplier-specific data method.



STORIES FROM THE FIELD

Photo credit: Asorpar

CARBON REMOVAL CREDITS

Airpro purchased verified carbon removal credits that support long-term ecosystem restoration. Reforestation project in the Cáceres and Cravo Norte regions of Colombia is registered under Verra and adhering to the Verified Carbon Standard (VCS), and delivers high-quality, independently verified carbon removals. The project has been validated according to the Climate, Community, and Biodiversity Standard (CCB), which is one of the strictest standards for forestation projects.

So far, more than twenty local tree species have been planted, which also provides a new habitat for endangered animals. In addition to restoring degraded tropical forest areas, the initiative promotes sustainable land use and provides employment opportunities for local communities.

South Pole, 2026

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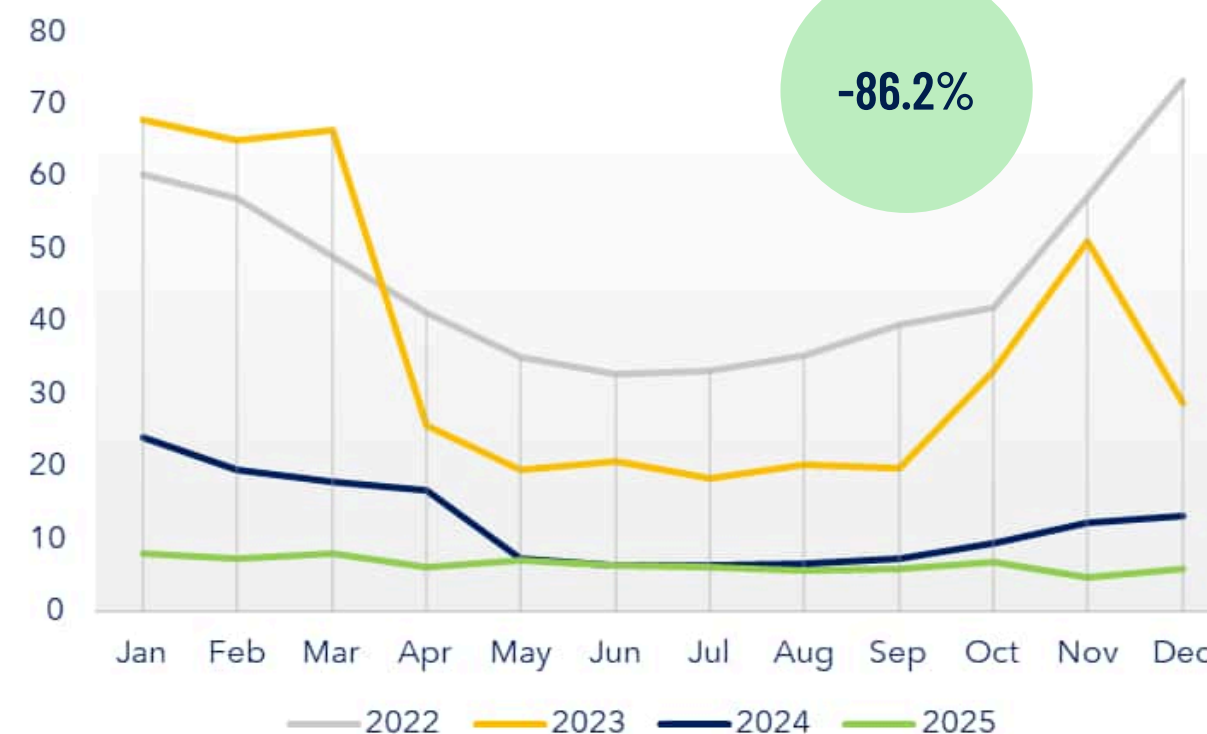
DIRECT GROUND HANDLING EMISSIONS

We continued to reduce our direct emissions (Scope 1) through the use of renewable fuels, which are now in use at all 11 airports where we operate. We also continue to invest in electrification across our fleet and to test electric solutions together with our stakeholders.

We achieved an over 86% reduction in emissions from our own operations since 2022. Our direct emissions were total of 77 tCO₂e, corresponding to an average of 1.4 kg CO₂e per aircraft turnaround. Thanks to our extensive electric ground handling fleet, we are also able to perform completely emission-free turnarounds, further strengthening our commitment to low-emission operations.

73% of our ground support equipment and vehicles are operated electrically, combining both electric and hybrid units. Currently, 67% of the fleet at Helsinki Airport runs on electricity, and the share of hybrid vehicles has also increased to 6%. The figures reflect our focus on low-emission ground handling, as fuel-powered vehicles now represent only 27% of the Helsinki Airport fleet. Across our network, the fleet consists of 53% electric vehicles, 2% hybrid vehicles, and 45% fuel-powered vehicles.

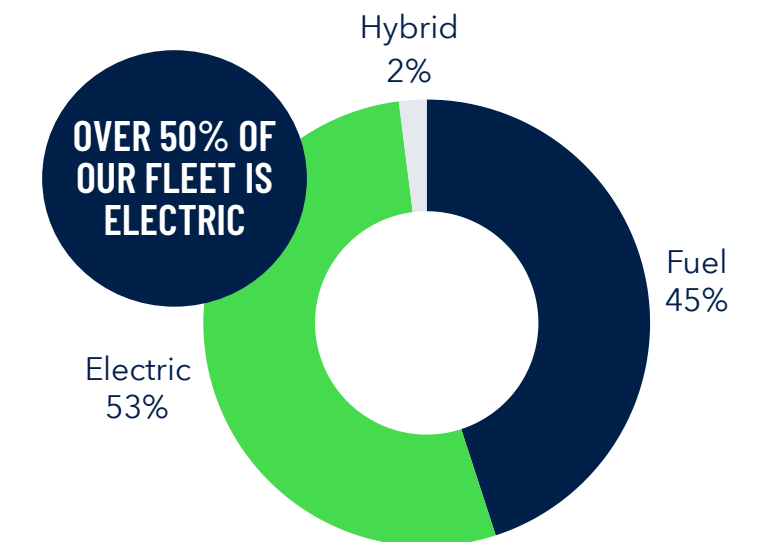
VEHICLE FUEL EMISSIONS / tCO₂e



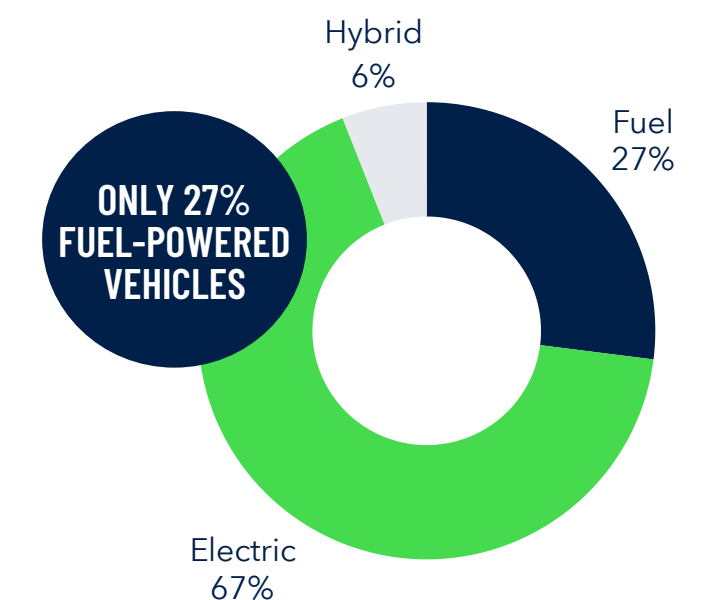
-86.2%

1.4 KG CO₂e
per turnaround

ALL AIRPORTS FLEET



HEL AIRPORT FLEET



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INDIRECT EMISSIONS

We enhance the tracking of our indirect emissions (Scope 2 and Scope 3) by strengthening collaboration across our value chain and improving the efficiency of the services we provide. We are working closely with partners, suppliers and customers to identify opportunities to cut energy use, optimize logistics, and promote lower-emission choices.

Our long-term goal is reducing climate impacts beyond our own operations and driving positive change throughout the aviation ecosystem. As a subsidiary of Finavia, the majority of Airpro's purchased energy is included within Finavia's overall energy figures. Airpro sources all its electricity from renewable energy with origin guarantees. Our Scope 2 emissions for the reporting year totalled 9.9 tCO₂e (location-based), while market-based emissions were 0.0 tCO₂e. Total electricity consumption was 300.4 MWh.

Airpro's Scope 3 emissions totalled 3 236 tCO₂e. The largest contributors were purchased goods and services (48.35%) and glycol-related waste generated in operations (48.15%). Business travel accounted for 3.33% of emissions, while upstream transportation and distribution represented 0.17%. Reducing Scope 3 emissions will be reduced in collaboration with stakeholders, with a commitment to reaching net zero in indirect emissions by 2050.

SCOPE 2

300.4 MWh
9.9 tCO₂e

Electricity consumption/
location-based

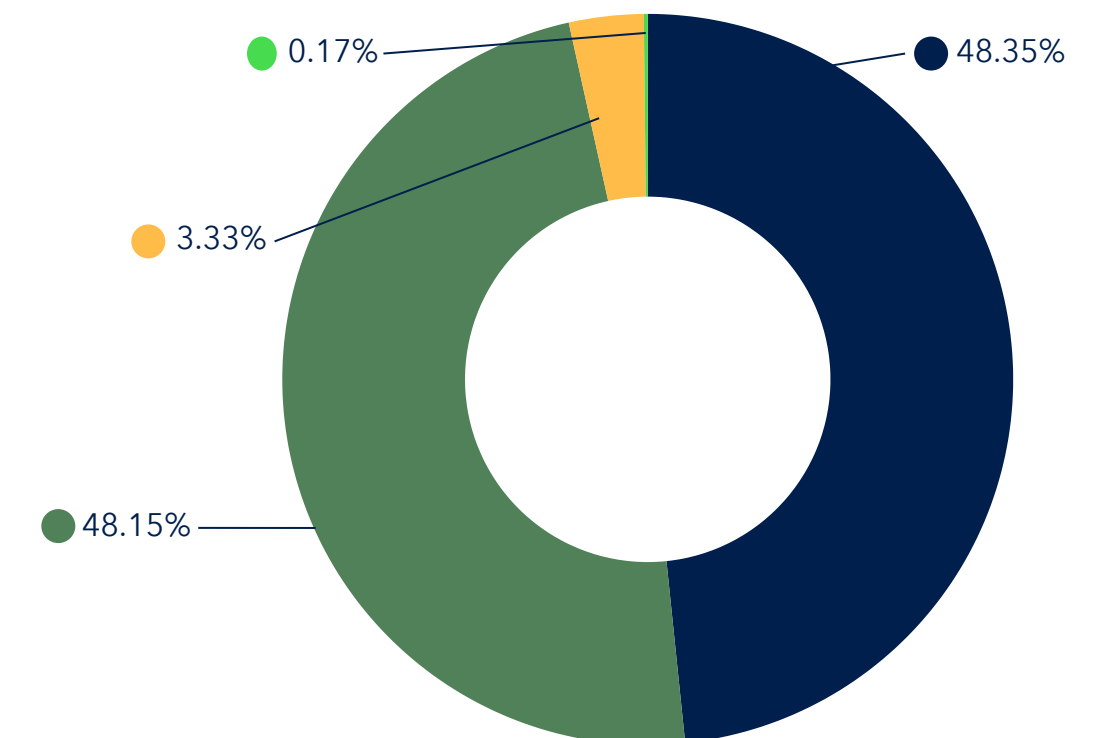
0.0 tCO₂e

Electricity consumption/
market-based
100% renewable with
original guarantees

WITH
ORIGINAL
GUARANTEES

SCOPE 3 TOTAL 3 236 tCO₂e

- Purchased goods & services
- Waste generated in operations (glycol)
- Business travel
- Upstream transportation & distribution



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BUSINESS TRAVEL - UNDERSTANDING OUR IMPACT

Business travel is an essential part of our operations, enabling collaboration, customer engagement, and professional development. However, it also contributes to our overall carbon footprint, particularly through air travel and road transport.

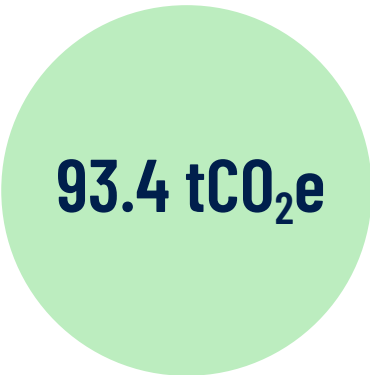
Airpro’s domestic and international business travel emissions were calculated using standardized CO₂e emission factors for different modes of transport. Using consistent, internationally recognised methodologies supports our commitment to transparency and to continuously improving the accuracy of our Scope 3 reporting.

To better understand our impact and reduce emissions from business travel, Airpro relies on transparent data and comparable methodologies.

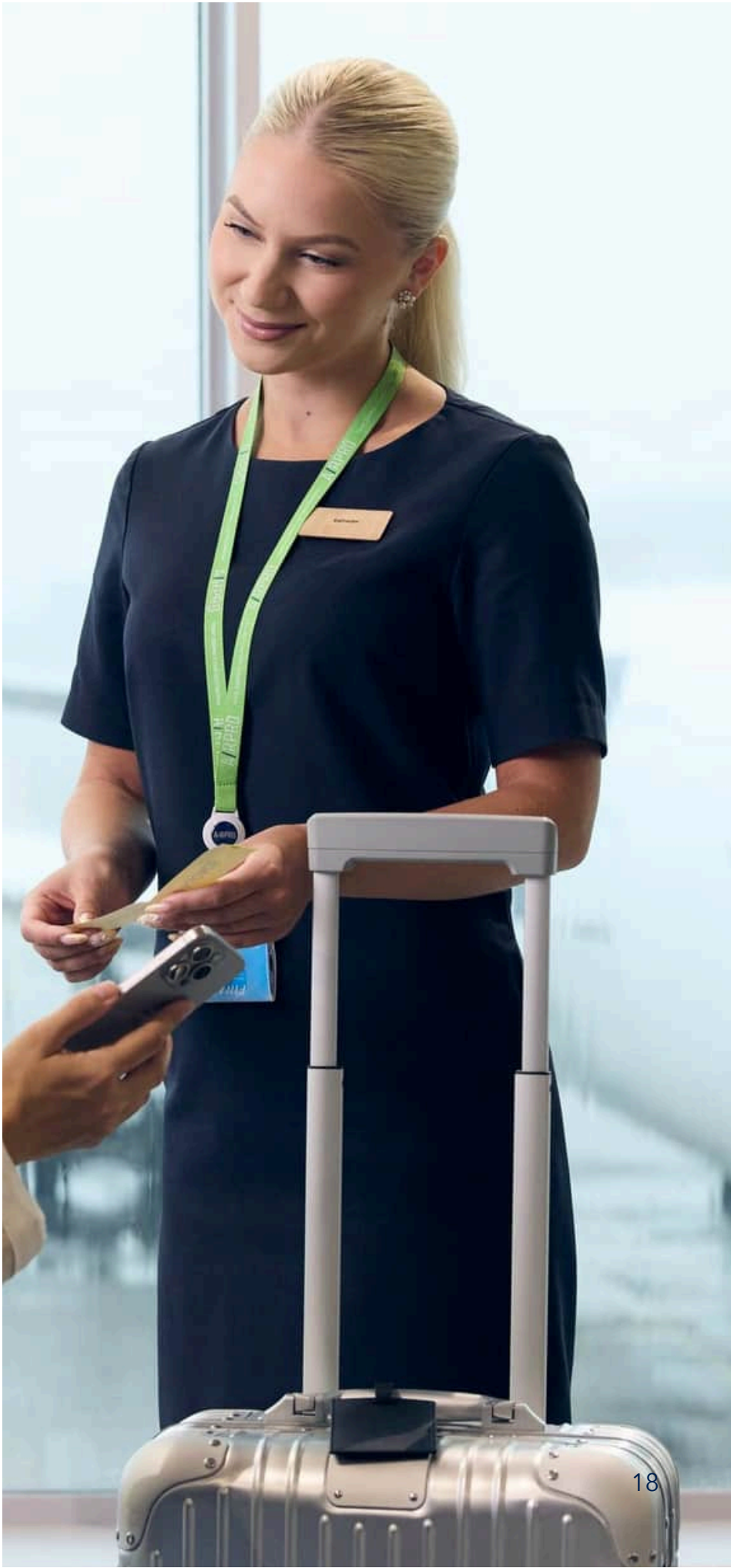
The latest UK BEIS emission factors were applied to the 2024 and 2025 calculations. Emissions are calculated in kilograms per passenger kilometre and converted into tonnes of CO₂ equivalent. This ensures comparability across reporting years and alignment with widely used sustainability reporting practices.

The total emissions from business travel in 2024 was 100.2 tCO₂e. In 2025, business travel emissions decreased to 93.4 tCO₂e, which is nearly 7% decrease. The decrease demonstrates progress in reducing Scope 3 travel-related emissions, although travel demand continues to vary by operational needs.

BUSINESS TRAVEL EMISSIONS 2025:



BUSINESS TRAVEL EMISSIONS 2024:



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ELECTRIFYING OUR GROUND SUPPORT EQUIPMENT

We prioritize electric vehicles for their lower environmental impact and reduced operating and maintenance costs. Electric fleets also offer the added benefit of energy source flexibility, allowing us to choose cleaner electricity options to further reduce our environmental impact.

We focused on acquiring critical equipment and optimizing the overall fleet size. This meant taking a closer look at the suitability of our equipment and, when necessary, relocating units between stations. Our goal was to ensure we had optimal number of reliable and task-appropriate devices to support efficient operations.

Electric vehicles offer several additional benefits beyond emissions reduction. They produce no tailpipe emissions, significantly lowering greenhouse gas output and reducing local air pollutants. This contributes to a healthier working environment for our ground personnel. Maintenance needs are also considerably lower and electric vehicles provide more precise control in congested operational areas. When integrated with smart infrastructure, they enable greater energy efficiency. Their quieter operation also improves on-site communication and reduces noise pollution.



STORIES FROM THE FIELD

NEW ADDITIONS TO ELECTRIC SERVICE FLEET

As part of our 2024 investment plan, we decided to acquire new electric service vehicles for Helsinki Airport to support our growing operations. The new vehicles, consisting of both lavatory and water service equipment, arrived in March 2025.

The vehicles maintain aircraft readiness between flights: lavatory service vehicles are responsible for emptying, cleaning, and refilling aircraft waste tanks safely and hygienically, while water service vehicles supply fresh potable water to aircraft systems. They ensure that aircraft turnaround processes run smoothly and in accordance with strict safety and hygiene requirements.

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TECHNOLOGY LEAP IN DE-ICING

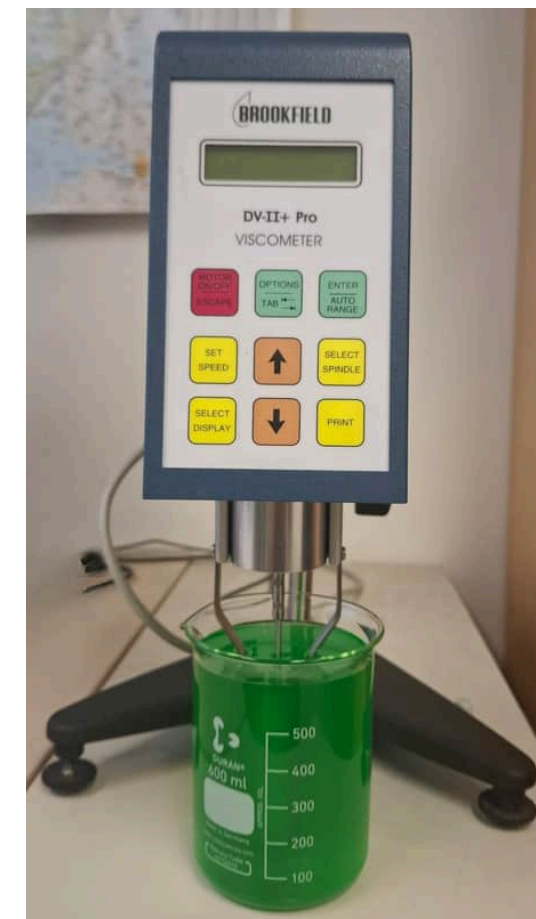
Glycol plays a crucial role in ensuring safe winter operations in aviation. Used primarily for aircraft de-icing, glycol-based fluids help remove and prevent the accumulation of ice and snow on aircraft surfaces, ensuring safe takeoff and flight.

Glycol consumption is strongly influenced by weather conditions. Its purpose is to ensure flight safety by preventing ice and frost accumulation on aircraft surfaces. The amount of glycol used varies significantly depending on temperature, humidity, precipitation, and wind. Therefore, fluctuations in glycol usage reflect the prevailing meteorological conditions.

QUALITY CONTROL FOR FLUIDS

Quality control of de-icing fluids is carried out centrally in Tampere. The quality control processes for de-icing fluids have been further developed. Last summer, we introduced an official laboratory manual for de-icing fluids, which compiles and systematically updates all relevant information in one place. This ensures consistent practices and operations that meet required standards. Harmonizing instructions is part of our ongoing efforts to improve quality and respond to increasingly stringent requirements.

We are also continuing to develop our methods and renew our equipment. The fluids are analysed by measuring glycol concentration through refractive index, as well as assessing acidity and viscosity. The correct viscosity of anti-icing fluids ensures that the fluid remains on the aircraft wing and provides the required holdover protection. In addition to measurements, visual inspection of the fluids is an essential part of the analysis.



STORIES FROM THE FIELD



COPTIMIZING GLYCOL USE

The de-icing fluid Type I was changed for the winter season of 2025-2026. The new product tolerates lower temperatures and can be mixed with more water, which reduces the use of Type I fluid. More glycol can be stored in the tanks in a more concentrated form, leading to a 10% decrease in overall consumption. This also reduce the need for fluid transportation. The glycol fluid collected from our airports is delivered to nearby water treatment facilities, where it serves as a carbon source in the nitrogen removal process.

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CLIMATE

OUR ENVIRONMENTAL COMMITMENTS FOR 2026

We keep reducing climate impacts by focusing on concrete, data-driven actions. Our key commitments highlight eliminating direct emissions to reducing travel-related emissions, and tracking our employee commuting data.

2026

NET ZERO IN DIRECT EMISSIONS

Reduce Scope 1 emissions by 90% and offset the remaining emissions.

2026

REDUCE BUSINESS TRAVEL EMISSIONS

Achieve a 10% reduction in business travel emissions between 2025 and 2026.

2026

TRACK OUR EMPLOYEE COMMUTING EMISSIONS

Calculate the baseline for daily employee commuting emissions.

SOCIAL

CARE



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Celebrating Pride
and inclusion



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CARE

OUR SOCIAL FOCUS AREAS 2025

We value our people and invest in their growth. By offering meaningful career paths and fair working conditions, we create opportunities for young professionals and ensure a supportive, responsible work environment.

EMPLOYEE WELLBEING

We promote a safe and supportive work environment by focusing on health, safety, and work-life balance.

EMPOWERING TALENT

We invest in training and career development to help our people grow and succeed in their roles.

CUSTOMER SATISFACTION

We ensure high-quality service by listening to customer feedback and continuously improving our operations.

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EMPLOYEE WELLBEING

We consistently monitor how our social commitments translated into everyday wellbeing. Last year, we strengthened employee engagement and safety practices, advanced initiatives that reduced accident frequency, and reinforced ethical conduct through our renewed Code of Conduct.

HOW DID WE DO?

- ✓ **EMPLOYEE WELLBEING & SAFETY**
We improved our eNPS score by 16%, reflecting stronger employee engagement and our commitment to wellbeing and safety initiatives.
- ✓ **REDUCING ACCIDENT FREQUENCY**
We reduced accident frequency by 25%, reflecting the impact of our continued safety efforts.
- ✓ **HUMAN RIGHTS**
We created our own Code of Conduct to support ethical practices across all our operations.

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THRIVING WORK COMMUNITY

The high-quality and safe work lies in Airpro’s professional and committed personnel. The wellbeing, motivation, and competence of our employees are key resources that support our competitiveness. We develop a positive employee experience through an active leadership culture and measures that promote work ability.

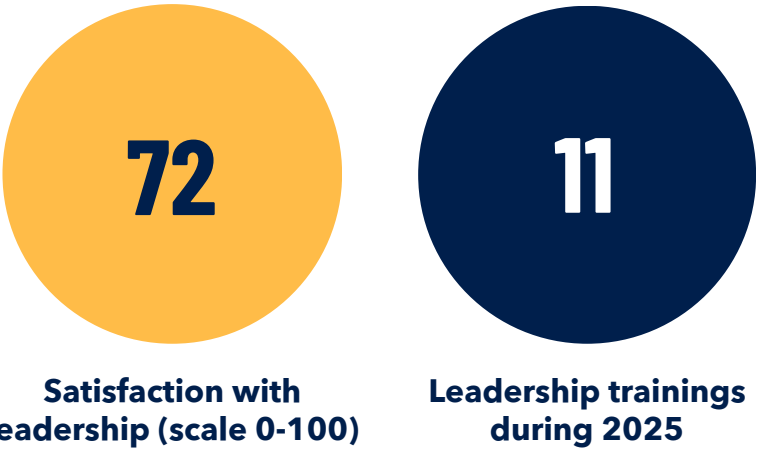
Maintaining and developing professional competence is ensured as the professional skills of our personnel are maintained through basic and supplementary training provided in accordance with legislation, regulatory authorities, and customer airline requirements. In addition to mandatory training and onboarding, we offer additional training when individual or team-specific needs arise. Our quality systems and training manuals also help define task-specific training and development needs.

INVESTING IN WELLBEING

During the year, we also launched a dedicated wellbeing platform for our employees. The platform provides easily accessible information and guidance on physical activity, recovery, and nutrition, as well as meditation exercises and gentle movement video practices that support everyday wellbeing. This internal online resource strengthens our commitment to promoting long-term work ability and provides employees with practical tools to look after their overall wellbeing.

SUPPORTING PERSONAL GROWTH

A key part of professional development is strengthening the leadership and supervisory skills of our management team and managers. Our Leadership Training program is currently underway, and the renewed program was launched in 2025. Next step is to coach our supervisor level. We are also committed to ensuring that every level and team within the organisation receives appropriate professional development training whenever needed. In the long term, our goal is to provide role-specific training that supports competence development across all levels of the organisation.



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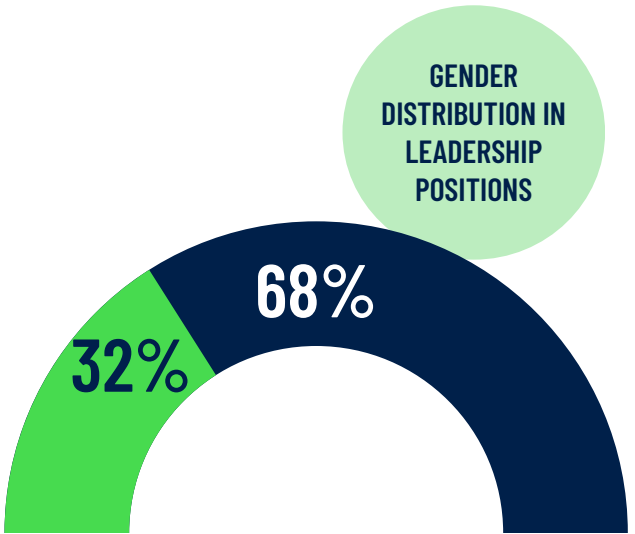
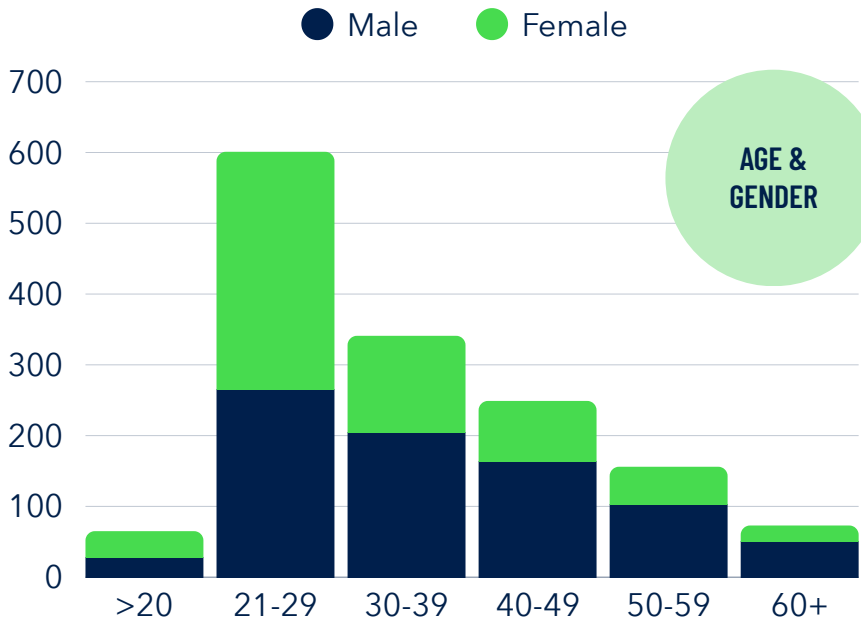
APPEALING AND FAIR
WORKPLACE

We promote a positive work environment by fostering social responsibility, equality, and non-discrimination. We believe that diversity is our strength and inclusion is our commitment. We want to make sure that everyone feels seen, heard, and valued.

We are committed to equality and we are proud of our diverse team. At our workplace, everyone is welcome to show up as their true, authentic selves. We continue to monitor and evaluate our social impact, ensuring that our actions align with our values and contribute to a more responsible and resilient organisation.

Our Employee Net Promoter Score (eNPS) increased by 16% between 2023-2025, indicating stronger engagement and a more positive workplace experience. At the same time, our Customer Net Promoter Score (NPS) improved to 74, a very strong result that demonstrates our ability to deliver high-quality service across all operations.

Our accident frequency rate decreased by 25% between 2023-2025. We conduct regular audits and observations to identify potential risks and areas for improvement. These audits help maintain high safety standards and ensure compliance with regulations. Monthly safety data is reviewed to identify trends, and corrective actions are taken accordingly.



+16 %

Employee Net Promoter Score (eNPS)

-25%

Accident frequency

74

Customer Net Promoter Score (NPS)

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CELEBRATING DIVERSITY

During the Pride Month, last June, we celebrated diversity, equality, and everyone's right to be themselves. Diversity, equality, and the acceptance of everyone are our core values. We commit to building a workplace where everyone could feel safe and valued, regardless of their background, identity, or life situation.

In celebration of Pride, we highlighted inclusivity and diversity across our operations. At Helsinki Airport, we installed rainbow-themed stair decorations to show our support and to promote an open and welcoming environment for all travellers. In addition, we introduced a digital rainbow flag on our internal channels to make our support visible throughout the month. Everyone had the chance to choose a meaningful colour and leave their mark on our digital flag and share what diversity meant to them. We continue to build a workplace where everyone could proudly be themselves.

Marju Vihelä, our Head of HR and Communications, shares: "It's a privilege to have a workplace where everyone is encouraged to be themselves. Creating a culture where everyone feels safe, respected, and empowered is at the heart of our people strategy."

Feedback from our employees during Pride Month highlighted the importance of accepting colleagues as they are and learning from different perspectives. Diversity was described as the freedom to be one's true self, contributing to a stronger future and a workplace where everyone feels safe and heard.



STORIES FROM THE FIELD



DIGITAL FLAG OF INCLUSION



Everyone had the chance to choose a meaningful colour and leave their mark on our digital flag and share what diversity meant to them. Our employees expressed that diversity is seen as a source of community, and when everyone is respected and given the right to be themselves, people can thrive and the positive effects become visible in daily work. Respecting values, ensuring that every voice matters, and fostering an inclusive environment were consistently recognised as essential parts of the Airpro culture.

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OCCUPATIONAL HEALTH



We actively work to promote occupational wellbeing. We anticipate and eliminate risk factors from the work environment and actively address any issues that arise. The purpose of our proactive efforts is to support our employees' ability to work and function, reduce the number of sick leaves, and prevent workplace accidents.

Occupational health collaboration has been developed systematically throughout the previous years. The key development areas in 2025 included enhancing and ensuring the timely execution of the occupational health negotiation process by supervisors and occupational health resources, supervisor training related to work ability management, creation of regional action plans based on the specific work ability challenges of each station, and increasing the resources of the occupational health staff, particularly for seasonal stations in Lapland.

Improved work ability management has led to an approximately 4% reduction in sickness absences over the course of the strategy period. In addition, studies indicate that better work ability management has a positive impact on employee satisfaction, productivity, and reduced turnover. As work ability management has improved and preventive support has been strengthened, the need for treatment-focused occupational health services has decreased.

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INSIGHTS FROM OUR AIRPORT PROFESSIONALS

SMART TOOLS FOR BETTER WORK

Ground operations are anything but simple. Manual work, paper-based processes, and endless spreadsheets have long been a challenge. Listening to our team’s feedback, it became clear that the best use of digital tools is to support people, streamline daily routines, and give time back to the core work that our employees value the most.

We advanced our commitment to supporting employees through smarter digital tools and streamlined processes. The rollout of the FirstRamp system, the introduction of Operations (OPS) daily management tools, the creation of an electronic On-the-Job Training form, and the improvement of ad-hoc invoicing practices in Northern operations have all contributed to making daily work smoother, faster, and more intuitive.

These solutions reduce manual effort, enhance data quality, and enable our teams to focus more on operational excellence and customer service. Looking ahead, our key ambition is to further enhance employees’ daily work through intelligent automation by launching our first AI-powered application.

HARRI VALKAMA
DIGITAL TRANSFORMATION LEAD



“THE BEST DIGITAL TOOLS ARE THE ONES THAT GIVE TIME BACK TO OUR PEOPLE”

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TURNAROUND MANAGEMENT & INVOICE AUTOMATION

The rollout of the FirstRamp system has marked a major step toward a more modern and efficient way of working across our network stations in Finland. By digitizing turnaround management and automating key invoicing processes, we have significantly reduced the workload previously created by time-consuming manual input.

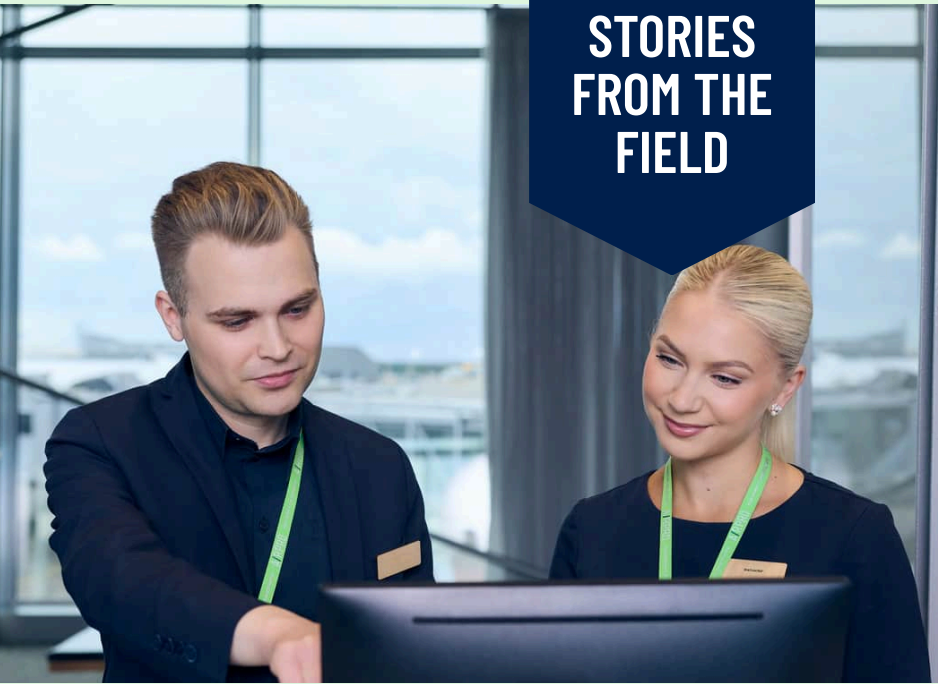
Tasks that once required extensive paperwork are now faster, more accurate, and far less prone to error. This frees up valuable time for our teams to focus on safety, customer care, and working together, making daily operations more manageable and enjoyable for everyone.

We have invested significant effort into developing FirstRamp, and the work continues. Our goal from the beginning has been to replace paper-based workflows with a more accurate, efficient, and unified digital process. With FirstRamp, we now have better real-time information about each flight and its events, enabling smoother communication with airlines, more reliable reporting, and more precise invoicing. The system strengthens both our operational efficiency and the quality of the data we handle, bringing us one step closer to a smarter, modernised way of working across all our stations.

This development also directly supports our updated strategy, which emphasises the use of data, automation, and AI to make better decisions and continuously improve how we operate. FirstRamp is a concrete example of this strategic direction, turning digital capabilities into practical, everyday benefits for our teams and customers.



STORIES FROM THE FIELD



FROM PILOT TO PRACTICE

FirstRamp system was first tested at Tampere Airport and soon after extensively tested across all regional stations during the summer of 2025. FirstRamp system officially went live on November 1st.

The experiences at the network stations have been positive, and the transition of customer invoicing to FirstRamp went smoothly. This was largely thanks to the thorough testing period and the strong involvement of our employees at every stage. The active participation of users in the trainings and in defining customization needs has been essential for the success of the rollout.

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NEW WAYS OF THINKING

Airpro’s first Lean training was successfully completed in June 2025. During the training, participants worked on development projects focused on improving Airpro’s operations. The training equipped participants with practical tools to identify inefficient activities, solve problems systematically and develop processes with a customer-oriented approach.

Continuous improvement is a core element of Airpro’s strategy and guides how we develop our operations, ways of working and organizational culture. The Lean training marked an important step in strengthening a shared mindset of responsibility, efficiency and quality across the organization. By supporting structured problem-solving, data-driven decision-making and cross-functional collaboration, Lean contributes to more resilient and customer-focused operations.

The Lean training combined theoretical learning with hands-on project work, enabling the direct application of Lean principles in everyday operations. The training also supported employee engagement and competence development by empowering participants to influence their own work and identify improvement opportunities proactively.

In the beginning of the training, participants were introduced to the core principles of Lean thinking and the DMAIC model, which guides the improvement process step by step.

These learnings are increasingly reflected in daily operations and form a foundation for future development initiatives. The trainings were carried out in collaboration with Lean Habit.



LEAN THINKING IN ACTION

Participants shared positive experiences of seeing their own ideas and vision realised in practice and reported a strong sense of pride in the results achieved. Many also noted a clear shift in mindset, moving from addressing symptoms to understanding the root causes behind challenges.

The early phases of the DMAIC model played a key role in this, helping participants gain a deeper understanding of underlying issues before developing solutions. They highlighted that Lean offers simple, fact-based methods for improvement when the true root cause is identified.

One participant described a personal insight gained during the project: “I realised that this mindset should be present in everyone’s life, not just at work. Respecting others and striving for continuous improvement concerns us all.”

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OUR SOCIAL COMMITMENTS FOR 2026

Our social priorities focus on enhancing employee wellbeing, reducing operational risks, and investing in future leaders. With open communication, improving safety-related practices, and supporting career development, we build an environment where our people feel empowered and thrive.

2026

MAINTAIN POSITIVE eNPS

Improve the employee experience to ensure the eNPS score remains consistently positive.

2026

REDUCE OUR ACCIDENT FREQUENCY BY 10%

Strengthen safety-related communication to reduce workplace accidents.

2026

IMPLEMENT AIRPRO LEADERSHIP TRAINEE PROGRAM

Implement Airpro Leadership Trainee program to support personal career development.



GOVERNANCE

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STORIES
FROM THE
FIELD

Continuing ISO
14001 success



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OUR GOVERNANCE FOCUS AREAS 2025

We build trust through transparent governance and ethical practices. Every decision we make reflects our dedication to integrity and accountability. Responsibility is the foundation of how we operate.

ETHICAL COMMITMENT

We support responsible operations through our actions, by following given instructions and regularly reporting deviations.

CONTINUOUS IMPROVEMENT

We enhance our processes and services by regularly reviewing performance and identifying opportunities.

ENVIRONMENTAL MANAGEMENT SYSTEM (EMS) TRAINING

We strengthen awareness, compliance, and proactive actions toward our environmental goals.

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TRANSPARENCY AND RESPONSIBILITY

We consistently monitor how our actions reflect in day-to-day performance across our operations. Last year, we focused on improving environmental management, ensuring strong assurance through external audits, and improving the high quality of our services.

HOW DID WE DO?

- ✓ **ENVIRONMENTAL TRAINING**
Environmental Management System training was published for all employees.
- ✓ **SURVAILLANCE AUDITS**
Successful ISO 14001 surveillance audits at Helsinki, Oulu and Rovaniemi Airports.
- ✓ **ON-TIME-PERFORMANCE**
We succeeded in improving our On-Time-Performance.

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INSIGHTS FROM OUR AIRPORT PROFESSIONALS

COMMITMENT TO ETHICS

Airpro’s own Code of Conduct was launched for the first time in 2025. The Code of Conduct is a cornerstone of responsible and ethical operations and provides a shared framework for decision-making, guiding employees and leaders in everyday situations. It’s not just a set of rules, it’s a collection of concrete actions that brings our values to life.

The Code of Conduct helps us act responsibly, ethically, and safely. It lays the foundation for trust, wellbeing, and high-quality work, and supports us in making positive contributions to our workplace through our individual choices.

The Code of Conduct also reflects our ambition to strengthen a culture where ethical behaviour is part of everyday practice and where questions and concerns can be raised openly. By applying these principles consistently, we protect our operations and maintain trust in our work. Our commitment to ethical conduct enables everyone to contribute positively to Airpro’s objectives.

KRISTA KALLIOKUNNAS

HR BUSINESS PARTNER



“IT’S NOT JUST A SET OF RULES, IT’S A COLLECTION OF CONCRETE ACTIONS THAT BRING OUR VALUES TO LIFE”

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RESPONSIBLE CULTURE

Airpro is committed to responsible business conduct and the highest standards of ethics and integrity. Our Code of Conduct, introduced last year, guides how we work, make decisions, and interact with customers, partners, and each other.

As a subsidiary of Finavia, Airpro has long operated under a shared Code of Conduct that has guided ethical behaviour and responsible business practices. As our operations have expanded and our service environment has evolved, we identified the need for a version that more directly reflects Airpro’s own working culture, operational context and stakeholder expectations. Our updated Code of Conduct strengthens this alignment by providing clearer, more practical guidance for ground handling, customer service, and our diverse operational environments.

Our Code of Conduct supports consistent decision-making by outlining the standards we expect from all employees in areas such as anti-corruption, fair and respectful treatment, safety, and environmental responsibility. Having our own version enables us to address risks that are specific to Airpro, clarify responsibilities in day-to-day situations, and reinforce a culture built on integrity and accountability.

BUILDING AWARENESS

To ensure that the updated Code of Conduct is fully embedded in our organisation, we introduced a training for all employees. The training helps to recognise and respond to ethical issues in daily work. By the end of the year, 97% of our personnel had completed the training, demonstrating strong engagement across the company.

OUR ETHICAL PRINCIPLES APPLY TO ALL OF US:

- We comply with laws
- We do not tolerate bribery or corruption
- We operate safely
- We respect each other and our partners
- We are environmentally responsible
- We procure responsibly
- We listen to concerns and report violations



NEW PARTNERSHIPS

We have also Supplier Code of Conduct as a subsidiary of Finavia. The purpose of this Supplier Code of Conduct is to define the minimum corporate responsibility requirements.

Our new partnership with VeliMark is built on shared values. VeliMark supplies Airpro with cleaning agents and equipment. Our Procurement Specialist **Krista Kuoppamäki** shares: "It’s been a pleasure to kick off this collaboration with VeliMark. They are committed to both environmental responsibility and quality management, holding the same international ISO certifications as we do: ISO 9001 and ISO 14001. In addition, VeliMark invests in employee wellbeing, actively collaborates with educational institutions, and participates in employment initiatives."

Collaboration with VeliMark supports Airpro’s goal of developing our operations responsibly and with a long-term perspective with reliable partners.

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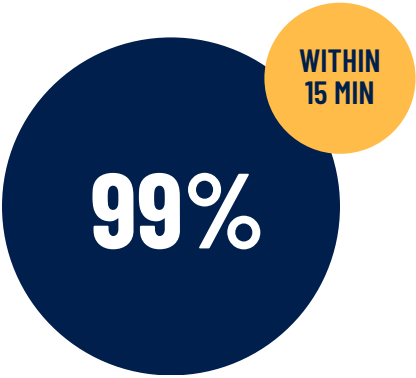
PERFORMANCE OUR CUSTOMERS CAN TRUST

Delivering reliable operations is at the core of our service promise. On-time performance (OTP) is one of the most important indicators of the value we create for our airline partners. By focusing on efficient processes, proactive coordination and skilled teams across all our stations, we help ensure that flights depart safely and on schedule.



Continuous training, shared situational awareness and efficient use of our electric GSE fleet support safe and punctual performance in all conditions. We track performance data across stations and use insights to refine processes and improve reliability. Last year, 99% of our services were delivered within a 15-minute timeframe in all operating conditions.

Performance data is reviewed monthly to identify bottlenecks and optimise turnaround processes, supporting more consistent OTP results. Strengthened risk management practices and proactive safety observations have contributed to stable operations and fewer service disruptions.

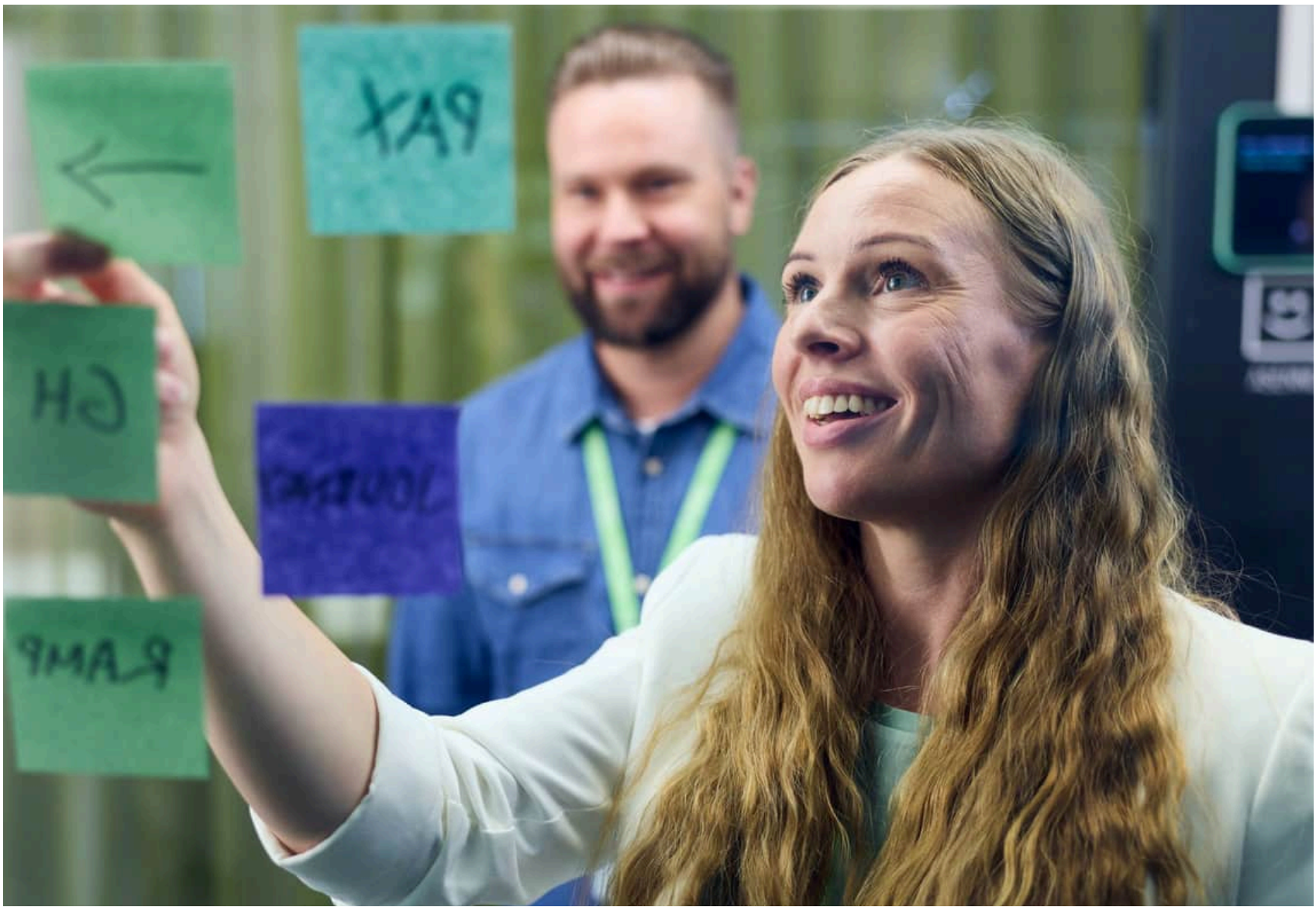


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EMS ONLINE TRAINING TO BOOST ENVIRONMENTAL AWARENESS

During 2025, we developed Environmental Management System (EMS) online training for our personnel, strongly supporting our goal of increasing environmental awareness throughout the organisation.



The training helps personnel recognise environmental risks, act responsibly in varying operational situations, and contribute proactively to our environmental management objectives. The EMS training supports the identification risks, prevention of incidents, and the improvement of performance, while reinforcing our commitment to responsible operations. The completion rate of the training is monitored quarterly, and additional trainings to strengthen sustainability awareness are planned to further strengthen our competencies.

THE EMS TRAINING INCLUDES

- General information about the Environmental Management System
- A description of Airpro’s operating environment
- Environmental responsibilities and objectives
- Identification of environmental risks and the risk management plan
- Information related to performance measurement, monitoring, and management

PERSONNEL CONTRIBUTE TO ADVANCING ENVIRONMENTAL WORK THROUGH:

- Training
- Risk management and risk assessment
- Active reporting of hazardous situations
- Reliable communication
- Open Just Culture reporting environment
- Audits
- Continuous self-monitoring
- Continuous improvement procedures

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SUCCESSFUL ISO 14001 SURVEILLANCE AUDITS

We reached an important milestone as our ISO 14001 surveillance audits were completed across ground handling operations at Helsinki, Oulu, and Rovaniemi Airports, as well as at our headquarters. This strengthens our competitiveness and supports our commitment to operational excellence.

The audits ensure that our processes meet international standards, demonstrating that safety, quality, and environmental compliance are systematically managed. They also show that we regularly review and improve our operations, and that ground handling services are supported by reliable practices.

As our Quality & Safety Manager **Timo Venäläinen** shares: "The standards lay the foundation for our daily operations, but none of it would be possible without the work from our dedicated employees. A big thank you to everyone involved in preparing and participating in the audit process!"

ISO 14001 certification follows a three-year cycle with annual surveillance audits during the first two years of the cycle, ensuring that the environmental management remains compliant with international requirements.

Originally certified in 2024, the standards reflect our ongoing dedication to maintaining the highest levels of quality while ensuring that our operations are aligned with principles of environmental responsibility. In 2024, we successfully completed audits at Turku, Tampere, Vaasa, Kuopio, and Helsinki Airport, achieving nationwide certification for our ground handling operations.



STORIES FROM THE FIELD



ENVIRONMENTAL COMPLIANCE IN ACTION

Last autumn we had our ISO 14001 surveillance audits, covering our ground handling operations at Helsinki, Oulu, and Rovaniemi Airports, and at our HQ. The surveillance audits confirmed that our systems continue to meet the requirements of the standards and that we are consistently working towards improvement. Continuous improvement is at the core of our approach, enhancing quality, safety, and responsibility while increasing customer satisfaction.

Next year, the surveillance audits will continue across Northern Finland in Kuusamo, Kittilä and Ivalo Airports.

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RESPONSIBLE DATA MANAGEMENT

Managing data responsibly is essential as our operations become increasingly digital and data-driven. We ensure that information is used transparently, securely, and in ways that create value for our employees, customers, and partners. By strengthening our data governance, investing in modern tools, and promoting responsible use of AI, we build a solid foundation for safe and efficient operations.

We utilize and process data responsibly. At Airpro, responsible data management means transparency, safeguarding employee data privacy, and fostering shared and sustainable values. Digitalization journey, especially Data and AI solutions, play a significant role in our strategy. Through high-quality data and efficient AI processes, we enable competitiveness.

We enhance our data responsibility and strengthen our data-driven leadership capabilities by clearly defining data ownership and implementing robust governance policies. We utilize data and technology in both operations management and customer relations to help us to make better decisions day-to-day. We proactively manage potential risks using our risk management methods and ensure protection of individuals' data.

With innovative AI solutions, we improve the efficiency of our processes, support our employees in accessing relevant information quickly and accurately, and strengthen our data-driven decision-making. As AI is a new and evolving tool, we are committed to equipping our personnel with the knowledge and skills needed to use it responsibly and effectively. To ensure that AI is used fairly, transparently, and sustainably across Airpro, we have established a company-wide policy to guide its responsible use.



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COMMITMENT

OUR GOVERNANCE COMMITMENTS FOR 2026

We focus on clear standards, consistent performance, and active leadership engagement. Our commitments enhances operational reliability, ensure compliance across our network, and deepen collaboration between management and frontline teams.

2026

ISO 14001 AUDITS AT 3 NEW AIRPORTS

Conduct ISO 14001 surveillance audits at Kuusamo, Kittilä, and Ivalo Airports.

2026

MAINTAIN OUR ON-TIME-PERFORMANCE

Maintain a 99% On-Time Performance within 15 minutes.

2026

INCREASE MANAGEMENT ON-SITE VISITS

Increase management on-site visits to strengthen process insight and team engagement.

OUR TOP COMMITMENTS FOR 2026

ENVIRONMENTAL

2026

WE KEEP REDUCING CLIMATE IMPACTS

NET ZERO IN DIRECT EMISSIONS

Emissions caused by own activities (Scope 1).

REDUCE BUSINESS TRAVEL EMISSIONS

Achieve a 10% reduction between 2025-2026 data.

TRACK OUR EMPLOYEE COMMUTING EMISSIONS

Calculate the baseline data for the daily commuting emissions.

SOCIAL

2026

WE CARE AND HELP OUR PEOPLE THRIVE

MAINTAIN POSITIVE eNPS

Ensure the eNPS score remains consistently positive.

REDUCE ACCIDENT FREQUENCY BY 10%

Enhance safety related communication.

IMPLEMENT AIRPRO LEADERSHIP TRAINEE PROGRAM

Support personal career development.

GOVERNANCE

2026

COMMITMENT TO STRONG GOVERNANCE

ISO 14001 AUDITS AT 3 AIRPORTS

Surveillance audits at Kuusamo, Kittilä, and Ivalo Airports.

MAINTAIN OUR ON-TIME-PERFORMANCE

Maintain OTP at 99% within 15 minutes.

INCREASE MANAGEMENT ON-SITE VISIT IN PROCESSES

Gain insight into processes and engage with teams.



A/RPRO

**THANK YOU FOR READING OUR
RESPONSIBILITY REPORT**

Airpro Oy, P.O. Box 30, FI-01531 Vantaa, Finland, www.airpro.fi