

CORPORATE KULEANA

2022 ANNUAL SUSTAINABILITY REPORT

HAWAIIAN
AIRLINES.







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Recovering and Positioning for Growth



When we issued our last Corporate Kuleana (Responsibility) Report in July 2021, an uptick in bookings gave us optimism that the COVID-19 pandemic was finally in retreat after a bruising year and a half. By summer's end, we had operated the busiest transpacific domestic schedule in Hawaiian Airlines' history, setting us on a firm, albeit uneven, path to recovery.

In spite of disruptions posed by virus surges and variants, widespread vaccinations, relaxation of travel restrictions and the appeal of a Hawai'i vacation have stimulated demand for flights to and from the islands.

Today, while still rebuilding our network and remaining vigilant against the ongoing pandemic, we are excited to share our progress on an array of Environmental, Social and Governance (ESG) initiatives. In our effort to enhance transparency, our third annual Kuleana report for the first time includes disclosures aligned with the Task Force on Climate-Related Financial Disclosures (TCFD), in addition to Sustainability Accounting Standards Board (SASB) metrics.

On climate, we are taking important steps to reduce our environmental impact while developing a roadmap to achieve net-zero carbon emissions by 2050. In 2021, primarily due to our investments in the fuel-efficient Airbus A321neo aircraft, we saw lower carbon intensity per seat flown than in 2019, even as we ramped up operations by entering new markets in Orlando, Austin and Ontario, California, starting nonstop Long Beach-Kahului, Maui service, and returning to American Samoa, Australia and Tahiti. Next year, we hope to begin operating the Boeing 787, which will be some 20% more fuel-efficient than aircraft of the prior generation.

Sustainable aviation fuel is a key element of our emissions reduction strategy, and we are pursuing offtake agreements to incorporate it into our operations. Carbon offsets are another component of our approach and are helpful in giving guests control over their own carbon footprint. Through our new partnership with Conservation International, we are offsetting all emissions from our employee business travel on Hawaiian and allowing guests to calculate and offset their share of emissions when flying with us.

We remain engaged with grassroots, industry and political leaders on how we can shape a greener, more beneficial and equitable tourism economy. Last year, we produced a Travel Pono (Responsibly) in-flight video that explains how our guests can enjoy the islands while respecting our communities, culture and environment. Additionally, we offered significant funding to travel2change, a Hawai'i nonprofit helping to train and scale organizations hosting regenerative tourism experiences. To that end, we are making further concrete commitments to mitigate our environmental impact. We intend to eliminate single-use plastics – a significant threat to our marine life – from our cabins by 2029 and cut our use by 50% by 2025. We are also nurturing economic resiliency in our home state by committing to increase local food sourcing for our Hawai'i catering operations from 29% currently to 40% by 2025.

2021 was not without challenges, and our team once again answered the call to help people in need – at home and abroad – with nearly 1,000 Team Kōkua employee volunteers donating 3,100 hours to community causes. We supported over 40 nonprofits with approximately 14 million HawaiianMiles, of which nearly half were generously contributed by our loyalty members. We were especially honored to have welcomed onboard and shared our aloha with over 3,000 Afghan refugees escaping the Taliban regime on charter flights we operated between U.S. military bases as part of Civil Reserve Air Fleet operations.

The heart of Hawaiian will always be our people. We continue to strengthen our diversity, inclusion and belonging initiatives.

We are working to ensure that recruitment, retention and promotions are free of bias, and we are listening to our employees and acting on their feedback. While we have much work to do, I am encouraged by our progress in fostering a more inclusive and diverse company.

Summer 2022 is shaping up to be another busy season for us, and with key international visitor markets in Asia and Oceania reopening for travel, Hawaiian Airlines is well-positioned to succeed and remain the carrier of choice for travel to, from and within our beautiful islands. As we welcome more people onboard with our warm Hawaiian hospitality, I couldn't be prouder of our entire Hawaiian Airlines 'ohana (family) in persevering through another difficult year and making us a better airline for our people, our guests and communities, and the planet.

Mahalo,



**PETER INGRAM,
PRESIDENT AND CEO**



Kuleana describes a reciprocal relationship rather than merely a duty or obligation.

The word kuleana is usually translated as “responsibility,” but it stands for a Hawaiian value that encompasses a broader meaning.

When we say we have a kuleana to Hawai‘i, we affirm our commitment to care for and respect the land and culture, and also acknowledge the value that Hawai‘i brings to us. For centuries, the concept of kuleana has helped maintain balance within society and within the natural environment.





Protecting Our Environment

Greenhouse Gas Emissions

Scope 1: Direct Emissions

(TR-AL-110A.1)

* Due to the nature of Hawaiian Airlines' operations, the vast majority of our Scope 1 emissions are attributable to jet fuel consumption.

While ground vehicle fuel consumption represents an extremely small and immaterial percentage of our direct emissions, we nonetheless continue working to measure, reduce and report these emissions as well.

As we progressively restored operations in 2021, particularly in our domestic markets, we increased Available Seat Miles (ASMs) by 92%, Revenue Passenger Miles (RPMs) by 120% and CO2 greenhouse gas (GHG) emissions by 69% compared to 2020.

However, our 2021 operations were still significantly smaller than pre-pandemic levels in 2019, as the recovery of our international business remained limited by travel restrictions. In 2021, as compared to 2019, we had 29% lower ASMs, 44% lower RPMs and 34% lower GHG emissions.

As we evaluate our emissions intensity trends, we consider comparison to 2019 to be a more accurate representation of progress than the year-over-year comparison because of the COVID-19 pandemic's unprecedented impact on air travel. We also believe that it is important to show our emissions trends both with and without our cargo-only flights. Our significant increases in transpacific cargo-only flying in 2020 and 2021 due to the pandemic altered our trends as these flights increase fuel consumption and emissions but do not generate ASMs or RPMs because they do not carry passengers.

In 2021, including passenger and cargo-only flights, we reduced CO2 emissions intensity per ASM by approximately 6% from 2019 levels (Table A). This improvement was primarily driven by the increase in fuel-efficient Airbus A321neo aircraft flying as a percentage of total passenger operations, as well as lower fuel consumption rates due to shorter stage lengths and lower load factors. If we exclude emissions from cargo-only flights operated in 2021, we reduced CO2 emissions intensity by approximately 7% compared to 2019 (Table B).

Scope 2: Indirect Emissions From Purchased Electricity

Our Scope 2 emissions include purchased electricity for our managed properties and are measured and reported in line with the GHG Protocol using the location-based method.

In 2021, our location-based Scope 2 emissions dropped by 1% compared to 2020 and 8% compared to 2019. These decreases can be attributed to reduced operations as a result of the pandemic, as well as efficiencies implemented at our corporate offices and Airport Center building.

▼ Table A, Includes Passenger and Cargo-Only Flights

	2019	2020	2021	% CHANGE 2021 VS 2020	% CHANGE 2021 VS 2019
ASMS ('000S)	20,596,711	7,560,486	14,535,425	92.3%	-29.4%
RPMS ('000S)	17,826,887	4,576,623	10,054,062	119.7%	-43.6%
GALLONS OF JET FUEL CONSUMED ('000S)	270,001	106,225	179,494	69.0%	-33.5%
EMISSIONS TCO2E	2,598,397	1,022,273	1,727,389	69.0%	-33.5%
TCO2E PER MILLION RPM	146	223	172	-23.1%	17.9%
TCO2E PER MILLION ASM	126	135	119	-12.1%	-5.8%

▼ Table B, Excludes Cargo-Only Flights

	2019	2020	2021	% CHANGE 2021 VS 2020	% CHANGE 2021 VS 2019
ASMS ('000S)	20,596,711	7,560,486	14,535,425	92.3%	-29.4%
RPMS ('000S)	17,826,887	4,576,623	10,054,062	119.7%	-43.6%
GALLONS OF JET FUEL CONSUMED ('000S)	269,787	96,950	176,253	81.8%	-34.7%
EMISSIONS TCO2E	2,596,333	933,009	1,696,199	81.8%	-34.7%
TCO2E PER MILLION RPM	146	204	169	-17.2%	15.8%
TCO2E PER MILLION ASM	126	123	117	-5.4%	-7.4%

▼ Table C

ACTIVITY METRIC	2019	2020	2021	% CHANGE 2021 VS 2020	% CHANGE 2021 VS 2019
LOCATION-BASED SCOPE 2 EMISSIONS TCO2E	7,503	6,962	6,905	-1%	-8%

Table A and B emissions calculated based on a factor of approximately 9.624 kg CO₂ per gallon of jet fuel.

Table C emissions calculated using GHG Protocol location-based method. TCO₂E stands for metric tons of CO₂ equivalent.



Emissions Reduction Commitments

Our chief environmental priority is to achieve net-zero carbon emissions by 2050.

This goal adds to our existing pledge to cap international emissions at 2019 levels, in accordance with the International Civil Aviation Organization's Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA). We endeavor to reach these goals through a variety of efforts, including sustainable aviation fuel (SAF), ongoing fleet modernization, increased fuel efficiency, and carbon offsets. We have a long way to go on our journey, and we intend to enhance our climate-related disclosures in future reports by elaborating on our strategies, outlining intermediate targets and measuring our progress.

We remain engaged with the [Sustainability Business Forum](#), a group of Hawai'i businesses collaborating to help shape a sustainable future for Hawai'i, and [Hawai'i Green Growth Local2030 Hub](#), a public-private partnership committed to advancing economic, social and environmental goals, in developing additional Hawai'i-specific ESG metrics aligned with the United Nations Sustainable Development Goals. We have begun reporting our company's ESG metrics on the [Aloha+ Dashboard](#), a public online platform created to track progress, provide accountability and ensure transparency on Hawai'i's sustainability objectives.

In early 2022 we also formalized our environmental commitments in a new [Environmental Policy Statement](#).



Environmental Sustainability Strategy

(TR-AL-110A.2)

Our long-term sustainability strategy focuses on decarbonization. Key levers to reduce our emissions are set out below:

SUSTAINABLE AVIATION FUEL (SAF)

Using jet fuel derived from more sustainable sources has the potential to be the most effective way for us to decarbonize our operations. We are actively exploring sustainable aviation fuel (SAF) offtake agreements with providers in the continental U.S. markets we serve, and exploring opportunities to develop SAF supply in the Hawai'i market. We recognize the challenges in scaling up SAF and support government programs to accelerate its production, availability and distribution at commercially viable prices.

FLEET MODERNIZATION

Ongoing fleet investment is critical to reducing our emissions. While a firm delivery date for our first two Boeing 787-9 aircraft has not been determined, we hope to begin operating the aircraft next year, with additional deliveries through 2026. The 787-9 features innovative aerodynamics, modern engines and a composite airframe contributing to an approximately 20% fuel-efficiency improvement over prior-generation, similarly sized aircraft.

Our long-haul fleet of Airbus A330s and A321neos is the youngest in the U.S. industry at an average age of 6.2 years. We continue to use Airbus A330-200 aircraft – which are about 5% more fuel efficient than the Boeing 767-200, our previous widebody fleet – on our transpacific long-haul, U.S. east coast, and busiest western U.S. routes, and the A321 neo – the most fuel efficient and quietest aircraft of its type – on mid-sized U.S. west coast markets.

Additionally, we engage with airframe and aircraft engine manufacturers to evaluate new low-carbon technologies that may become available over our planning horizon.

FUEL EFFICIENCY CAMPAIGN

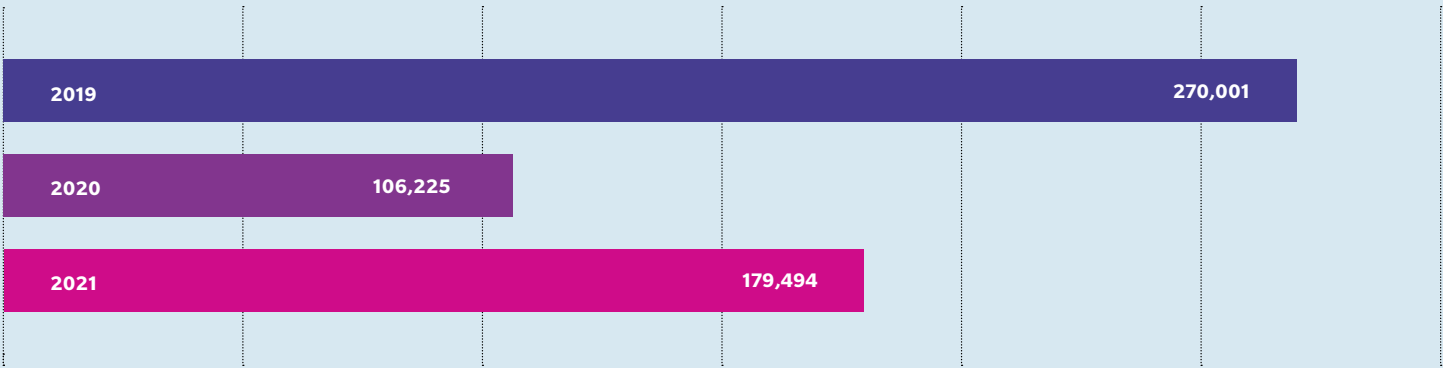
As we began rebuilding our route network in 2021, including operating our largest domestic summer schedule ever between Hawai'i and the continental United States, we also re-energized our efforts to identify and implement fuel efficiency initiatives. Our Fuel Efficiency Campaign includes dozens of initiatives to conserve fuel, including regularly scheduled engine washes, single-engine taxi-in and out, using cleaner electric power at gates instead of the APU (auxiliary power unit), and minimizing over-fueling to reduce consumption and emissions. We are exploring additional technologies including software tools to continuously optimize our flying.

We strive to reduce our fuel burn and emissions at every phase of the flight. For example, where possible we take the following steps:



FUEL USE BREAKDOWN
(TR-AL-110A.3)

▼ Gallons of Jet Fuel Consumed (‘000s)



WHAT ARE
CARBON CREDITS?

A carbon offset – or carbon credit – is a reduction in greenhouse gas emissions to compensate for emissions made somewhere else. Credits are traceable, tradable and finite: when they are purchased by airline passengers, they are retired forever. This revenue funds activities that protect or restore forests, often supporting local communities with alternative livelihood opportunities that keep trees standing, and it helps fund programs to do so in perpetuity.

[CLICK HERE TO
LEARN MORE](#) →

CARBON OFFSETS

In April 2022 we partnered with [Conservation International](#), a nonprofit environmental organization, to offer our guests the option to [measure and offset emissions](#) generated by their Hawaiian Airlines flights, and we also committed to offset all of our employees’ business travel on Hawaiian. Resulting donations will directly contribute to projects that generate high-quality, independently verified carbon credits that protect forests and support local communities. Offsets will advance the work of dozens of projects like the [Chyulu Hills REDD+ project](#) in southeast Kenya, validated by the requirements of Verified Carbon Standard (VCS) and Climate Community and Biodiversity Standards (CCB).

In Hawai‘i, we and other Sustainability Business Forum members invested in a project that sought to develop the first private forest carbon inventory for the carbon offset market in the islands. In 2021, The Nature Conservancy, which manages the project in the [Kona Hema](#) forest on the island of Hawai‘i, performed the first forest carbon inventory in the state of Hawai‘i specifically designed to meet the exacting standards of the carbon market. Forest carbon inventory is the foundation of accounting for and reporting carbon credits, which require precise field measurements, like those conducted at Kona Hema. The project also developed a site-specific yield curve for koa plantations at Kona Hema. Knowledge of forest growth and yield is essential to developing accurate baselines. Because of the lack of applicable published growth and yield models, this work is contributing to the knowledge base of carbon project potential and implementation in our home state.

PROTECTING OUR ENVIRONMENT







ENERGY EFFICIENT FACILITIES

While emissions from flight operations account for the vast majority of our carbon footprint, we are also focused on improving the emissions profile of our business beyond flight operations. In our last Corporate Kuleana Report we outlined our initiatives to reduce energy consumption in our offices. We are pleased to report that our workplaces are getting greener.

As of January 2022 we have lowered energy use in our facilities by 8% (compared to a 2019 baseline) and we remain on track to cut electricity use by 20% by 2030 – a goal that we committed to achieving as the first airline participating in the U.S. Department of Energy’s Better Buildings Challenge.

With modern buildings at our primary locations, we have turned our focus toward encouraging employee actions to drive further energy savings. As employees returned to our offices in 2022, our Sustainability Employee Resource Group has promoted contests, held presentations, and helped produce a video on how our teammates can conserve energy in the workplace.

We also partner with building owners and airports that prioritize sustainability in their operations. In 2021, we helped coordinate the installation of a new photovoltaic solar array fronting the ground level of our corporate office. The project cut energy costs by an estimated \$40,000 and reduced CO2 emissions in 2021 by 666,800 pounds – the equivalent of powering approximately 60 homes for one year.



— SUSTAINABLE TOURISM

In fall 2020 Hawaiian Airlines introduced a Travel Pono program to encourage sustainable and responsible tourism as Hawai‘i began to welcome back visitors after its stringent quarantine restrictions. The program aims to equip our guests prior to their arrival to the Hawaiian islands with information on how to experience Hawai‘i safely and respectfully, shared via our pre-trip emails, website, Mana‘o blog, social media channels, and on-board videos.

In addition to the Travel Pono video, our guests have access to informative content produced by local partners and ranging from ocean safety to cultural education. In April 2019, Hawaiian partnered with the State of Hawai‘i Department of Land and Natural Resources on public service announcements focused on caring for the Hawaiian islands’ natural resources, and in 2021 we added videos created by the Hawai‘i Tourism Authority for its popular Mālama Hawai‘i campaign focused on connecting visitors with our culture, encouraging them to give back to the destination and preserve it for the future, while following health and safety practices. We continue to engage with the community and policymakers in Hawai‘i to ensure that we build a more sustainable and equitable tourism economy that benefits our people and places and enhances our quality of life.

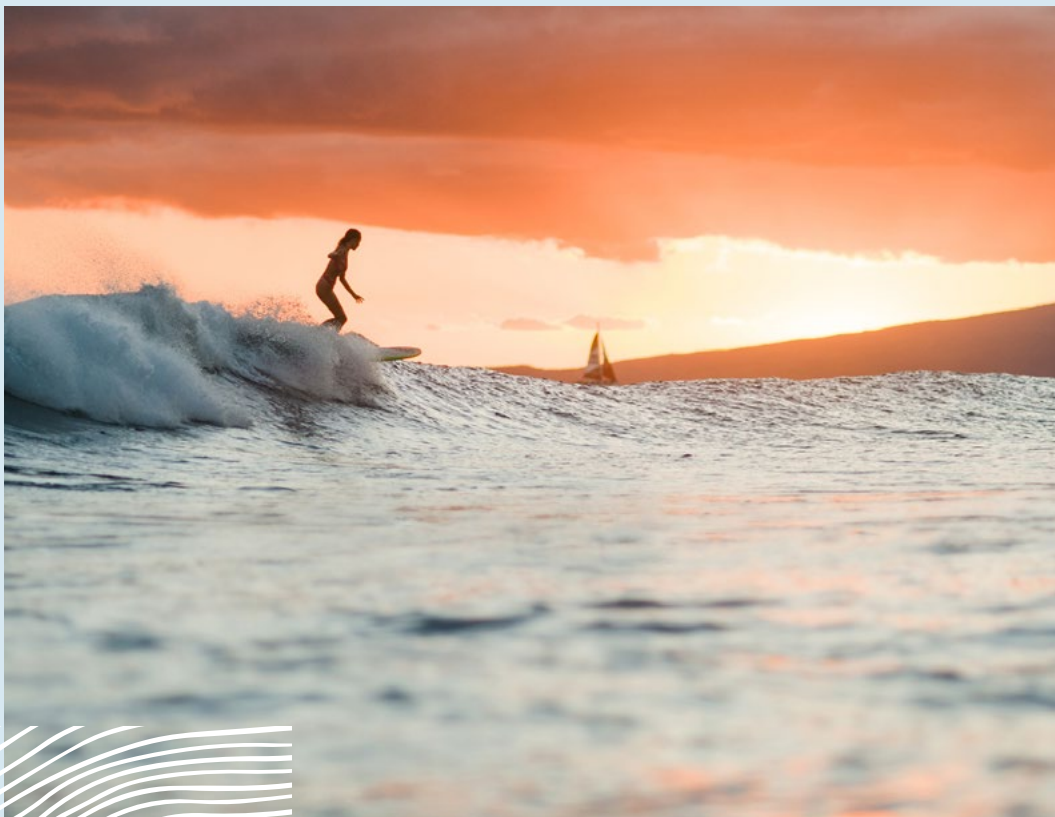


**REDUCE, REUSE
AND BE PONO**

We partner with the nonprofit [Sustainable Coastlines Hawai'i \(SCH\)](#) to help inspire communities to care for our beaches by removing microplastics and other waste.

Our new "Travel Pono" blog series encourages guests to travel responsibly.

[CLICK HERE TO
LEARN MORE](#) →



TCFD-aligned Climate Change Qualitative Risk Assessment

In 2022, we performed our first impact review of the TCFD-recommended climate change risk categories. We gathered input from our senior leaders and a cross-functional team from various departments including Accounting and Finance, Corporate Audit, Investor Relations, Law, Marketing, Operations, Safety, and Sustainability, as well as leveraged guidance from aviation industry experts. The output was a qualitative assessment of the top climate-related risks facing, and opportunities for, Hawaiian Airlines over the short, medium and long term, as well as risk management actions we are taking through mitigation and adaptation activities. (See Top Identified Climate-Related Risks and Opportunities on the next page).

To arrive at the overall impact-rating of each climate-related risk and opportunity, we assessed the likelihood of an event occurring against the potential business impacts of the event. We identified risks through industry analysis and discussion with business leaders.

Risk impact time horizons were categorized as follows:

- ▶ **SHORT-TERM: 0-5 YEARS**
- ▶ **MEDIUM-TERM: 5-10 YEARS**
- ▶ **LONG-TERM: 10-30 YEARS**



Top Identified Climate-Related Risks and Opportunities

The tables below summarize the top identified climate-related risks and opportunities, including the impact, time horizon, and risk management and opportunity realization strategy associated with each. The Risk Management and Opportunity Realization Strategy columns are keyed to the numbered legend on page 23.

▼ Key Transition Risks

RISK TYPE	RISK	IMPACT DESCRIPTION	IMPACT	TIME HORIZON	RISK MANAGEMENT
POLICY AND LEGAL	Policy/regulation related to carbon pricing	Carbon tax has the potential to impact operating cost and/or affect demand through higher ticket prices; however, this could be offset through sustainable aviation fuel (SAF) incentives.	High	Short Term	1, 2, 3
	Enhanced emissions reporting obligations	Regulators and lawmakers are placing increased emphasis on climate transparency and accountability.	Medium	Short Term	1, 2, 3, 7
	Mandates on, and regulation of, existing products and services	Domestic emission reduction targets for airlines have the potential to limit our ability to grow. Domestic policies could favor and/or incentivize smaller, electric aircraft, and SAF mandates could increase our fuel costs.	High	Medium Term	1, 2, 3, 7
TECHNOLOGY	Substitution of existing products/services with low emissions options	Upgrading aircraft with revolutionary technologies (e.g., electric, hydrogen) may require large-scale changes to infrastructure and operations.	High	Long Term	4, 5, 10
	Unsuccessful investment in new technology	There is a possibility of unsuccessful investment in emerging aircraft and engine technologies, acceleration of SAF, and long-term partnerships, which could impact our ability to meet our sustainability goals and result in financial loss.	Medium	Medium to Long Term	4, 5, 7
	Transition cost to low emissions technology	The base case cost of abatement for SAF or direct air capture is high.	Medium	Short Term	4, 5, 11
MARKET	Increased cost of raw materials	Jet fuel may become more expensive, as SAF may be difficult to obtain.	High	Long Term	4
REPUTATION	Shifts in consumer preferences	Larger airlines may have greater funds for sustainability and marketing efforts. There is a risk that consumers and businesses may opt to fly on an airline perceived as more sustainable to reduce their carbon footprint.	Medium	Long Term	4, 5, 6, 7, 12

▼ Key Physical Risks

RISK TYPE	IMPACT DESCRIPTION	IMPACT	TIME HORIZON	RISK MANAGEMENT
ACUTE	Increased severity of extreme weather events may impact flight operations and increase the potential for supply chain disruptions in Hawai'i, resulting in decreased revenue and increased costs.	High	Short to Medium Term	8, 9
	Climate change has the potential to have a major impact on our business as changes in long-term weather patterns result in sea level rise, more frequent and extreme weather, and rising mean temperatures.			
CHRONIC	Sea level rise may impact locations close to the shore, including airport runways and visitor destinations, which could disrupt our flight operations, affect demand, and lower our revenue.	High	Long Term	8, 9
	Hurricanes, typhoons, and other extreme weather events are likely to become more frequent and intense and may impact our flight operations and the resiliency of our infrastructure.			
	Higher average temperatures may result in payload restrictions, as well as increased fuel consumption and cooling costs, which could impact our revenue, flight operations and operating costs.			
	Aircraft engine performance also deteriorates in polluted air, and may result in increased maintenance operating cost over time.			

▼ Key Opportunities

OPPORTUNITY TYPE	OPPORTUNITY DESCRIPTION	IMPACT DESCRIPTION	IMPACT	TIME HORIZON	OPPORTUNITY REALIZATION STRATEGY
RESOURCE EFFICIENCY	Use of more efficient modes of transportation	Opportunity to decrease operating costs through the use of more fuel-efficient aircraft.	High	Long Term	10, 11
ENERGY SOURCE	Use of lower-emission sources of energy	Use of SAF will reduce carbon emissions and enhance resiliency through diversification of energy sources. Potential local SAF production may reduce logistics costs and complexity.	Medium	Medium Term	4
PRODUCTS AND SERVICES	Shift in consumer preferences	Opportunity to increase revenue by bettering competitive position to reflect shifting consumer preferences toward sustainable services.	Medium	Medium Term	2, 12

▼ Risk Management and Opportunity Realization Strategy Legend

1	We are proactively lobbying for incentives and tax credits to accelerate SAF uptake, and we continue to evaluate how offsets and other investments will factor into our emissions reduction strategy.
2	We have reported on SASB metrics since 2020, and we incorporated TCFD-aligned reporting in 2022.
3	We monitor regulatory developments, including those related to ESG, and manage integration into our processes and plans.
4	We are currently exploring SAF offtake agreements with providers in continental U.S. markets and working toward developing SAF supply in the Hawai'i market.
5	We are engaging with SAF producers and airframe and aircraft engine manufacturers to evaluate new low-carbon technologies.
6	We continue to enhance our Travel Pono program introduced in 2020 to encourage responsible tourism.
7	We are committed to reducing our carbon emissions in line with industry goals and continue to be transparent about our impact and progress.
8	We perform preparedness sessions and planning exercises with operational leaders to mitigate the impacts of physical risks. Additionally, we can reposition our fleet to mitigate impacts of extreme weather and consider options for relocating or re-routing flights.
9	We coordinate closely with the State of Hawai'i Department of Transportation-Airports Division on our respective sustainability initiatives to ensure a collaborative approach to addressing potential impacts of climate change on airport infrastructure and possible mitigation measures.
10	Ongoing fleet investment is a critical component of our carbon reduction goal, and we hope to begin operating our fuel-efficient Boeing 787-9 fleet starting next year.
11	We pursue fuel efficiency initiatives through our fuel efficiency campaign.
12	We provide guests with the ability to offset their emissions when flying with us, and we continue to make our products more sustainable, including via our commitment to replace 50% of single-use plastics from in-flight service items with sustainable alternatives by 2025, and eliminate single-use plastics by 2029.



OUR COMMITMENT TO A MORE
SUSTAINABLE IN-FLIGHT PRODUCT:

- ▶ Eliminate Single Use
Plastics on Board by 2029
- ▶ Use Cage Free Eggs
- ▶ Support Local Products

Plastic pollution is a significant threat to our environment, especially our marine life and its significance to the health of the ecosystem of the Hawaiian Islands. We are committing to replacing 50% of single-use plastics from in-flight service items with sustainable alternatives by 2025 and eliminating single-use plastics by 2029.



Preventing Waste and Sourcing Local

Our ongoing company-wide waste reduction efforts include recycling of cans, bottles and menus, and initiatives to source compostable products for our in-flight service items, such as stir sticks and cutlery, as well as amenity kits featuring eco-friendly paper packaging.

In 2022, we partnered with [Mananalu](#) to start phasing out plastic water bottles from our cabins and replace them with infinitely recyclable aluminum bottles.

In 2020, we also entered into a collaboration with Barclays and CPI Card Group to produce [Second Wave™](#) credit cards made with recovered ocean-bound plastic for our Hawaiian Airlines World Elite Mastercard members. As of February 2022 we have issued more than 890,000 cards.



WHY WATER IN AN ALUMINUM BOTTLE?

We expect to remove an estimated 142,000 plastic bottles from our flights annually through the first phase of our Mananalu partnership. Additionally, because Mananalu partners with [rePurpose Global](#) to remove plastic from ocean-bound waste, we will help to rescue and repurpose another estimated 142,000 plastic bottles.

[CLICK HERE TO LEARN MORE](#) →



MEET THE MAKERS

Hawaiian Airlines® Bank of Hawai'i World Elite Mastercard® and business accelerator Mana Up have launched a *Meet the Makers* virtual event series to celebrate nine up-and-coming Hawai'i entrepreneurs and offer viewers special products and promotions.

Meet the Makers presented an exclusive, behind-the-scenes look at unique, locally made products, starting with Big Island Coffee Roasters. Brandon von Damitz and Kelleigh Stewart, owners of the award-winning coffee farm and roastery in Puna on Hawai'i Island, took viewers on a tour of their operations while providing insight into the best ways to enjoy Hawai'i coffee.

[CLICK HERE TO
LEARN MORE](#) →



Food sustainability is another important issue for us and our home state, and we actively support local food production. Local sourcing of food both supports Hawai'i's economy and reduces greenhouse gas emissions associated with the shipping of products. As a result of our focus on local sourcing, over the past few years, we purchased 29% of in-flight food and beverage products at our Hawai'i hubs from local sources. By 2025, we are committed to increasing this metric to 40%. We include Hawai'i-made products from companies such as Kona Chips, Honolulu Cookie Company and LaTour Bakehouse, among others, in our in-flight menu and, in 2021, we expanded our partnership with local business accelerator Mana Up to support and promote up-and-coming entrepreneurs from across the state, including chocolate makers, coffee growers and honey producers.

Lastly, we are pleased to advance our commitment to responsible sourcing. By 2025, we will source 100 percent cage-free eggs (shell, liquid, and egg products) for our onboard catering on all flights departing from Hawai'i. By 2027, we will source cage-free eggs for all domestic flights. We will report annually on our progress toward achieving these targets.





Caring for Our People and Community

Rebuilding Our Team

Following significant reductions to our workforce in late 2020 due to the COVID-19 pandemic, we were fortunate that federal payroll support program funding and the strong return of domestic travel demand in 2021 enabled us to recall nearly all employees accounted for in our workforce reductions in late 2020 and to resume hiring for many positions. The progressive easing of travel restrictions offers encouragement that in 2022 we will be able to recall all remaining employees to support the growth of our airline.

We ended 2021 with all of our active employees vaccinated against COVID-19 or having received an approved accommodation after we announced a vaccine requirement and provided incentives for employees to get vaccinated. While a difficult decision, our vaccine requirement was an important step in keeping our employees, guests and community safe from the ongoing threat of COVID-19. In early 2022, Hawaiian's employees represented by the International Association of Machinists and Aerospace Workers, as well as employees represented by the Transport Workers Union of America, reached separate 5-year contracts that provide for wage increases and other benefits for each workgroup.

The competitive market for labor required us to innovate around how we attract and retain employees.

As we retool our recruitment and retention practices, we are doing so with a renewed focus on strengthening our diversity, inclusion and belonging initiatives.





**BREAKING BARRIERS
IN AVIATION:
CELEBRATING TONGAN
FEMALE PILOT KAMELIA
ZARKA**

When Anaseini “Kamelia” (Lino) Zarka earned her Hawaiian Airlines pilot wings in 1999, she didn’t plan to make history. A Boeing 717 captain, and former Boeing 767 first officer and McDonnell Douglas DC-10 flight engineer, Zarka carries the honor of being the first Tongan woman to captain a commercial airline.

[**CLICK HERE TO→
LEARN MORE**](#)

Zarka, pictured with her daughter Kaimana, (who’s also a pilot and aspiring to join Hawaiian), during a hosted event for Embry–Riddle Aeronautical University students at Honolulu’s Daniel K. Inouye International Airport.



Diversity, Inclusion and Belonging



Our commitment to diversity, inclusion and belonging is a key driver of our success. We retain our employees through competitive compensation and benefits packages, and by investing in training, mentoring and career development.

DIVERSE HIRING

We recognize the importance of having a diverse workforce representative of our home state and the communities we serve, and we continue to identify ways in which we can improve our diversity at all levels of the organization. We use evidence-based processes to minimize bias in hiring and promotion practices, and our efforts have contributed to advancements toward a diverse workforce and management team – leaders at the director and above levels. Our Board of Director (“Board”) nominees are also diverse in many ways, representing broad geographic, experience, gender and ethnic backgrounds.

▼ WORKFORCE



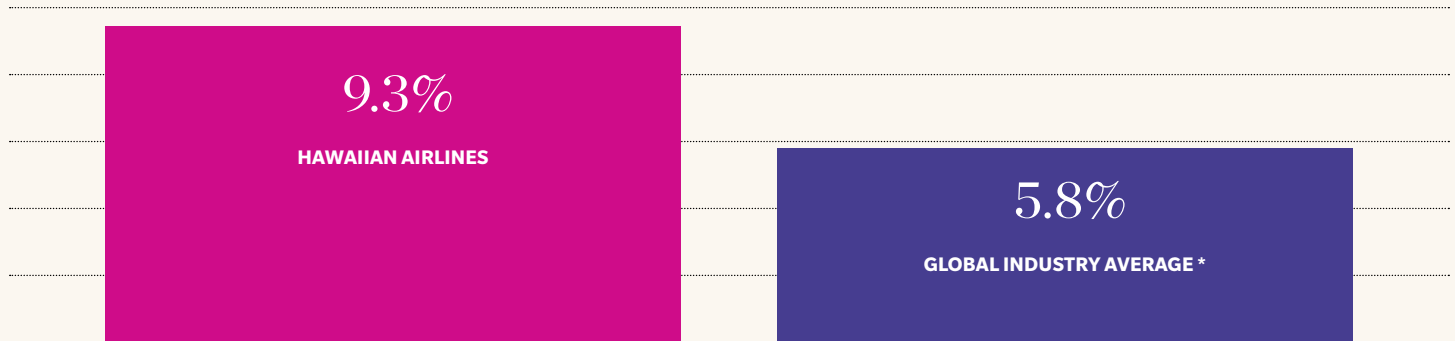
▼ DIRECTOR AND ABOVE



We recognize the disparity in diversity between our overall workforce and management teams and are committed to addressing this gap.

We participate in career events and conferences for veterans, people with disabilities, women and underrepresented groups. We were proud to continue to lead the U.S. airline industry with the highest percentage of women pilots as of the end of 2021 at more than 9%, well above the 5.8% global average.

▼ Highest Percentage of Women Pilots in the Industry



* Source: <https://isa21.org/media>

HIRING LOCALLY

We participate in local career fairs and also partner with Honolulu Community College and the International Association of Machinists and Aerospace Workers union on an apprenticeship program to train and recruit local candidates interested in pursuing a career as aviation mechanics.

EMPLOYEE RESOURCE GROUPS

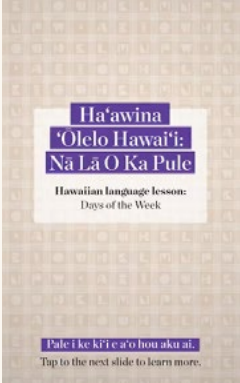
We embrace our work ‘ohana’s diversity and interests through the following employee resource groups: ASCEND (A Support Community for Employees Nurturing Diverse Abilities); Ha’aheo (LGBTQA+); Network for Black Employees and Allies; Sustainability; Hawaiian Airlines Veterans Employee Network (HAVEN); and Wāhine (Women) in Aviation. We have established and supported these resource groups – which have a combined membership of over 500 employees – to give them a voice in formalizing our company’s vision and mission statement on diversity and to inform the development of our strategic plan roadmap and goals.

We strive to implement workplace policies and practices proposed by our employee resource groups. For example, we understand the challenges that nursing mothers face while on business travel and, following a suggestion from our Wāhine in Aviation group, we began subsidizing the cost of shipping milk to the homes of nursing mothers while they are traveling for work.

INCLUSIVITY

We are committed to creating an inclusive environment where our applicants and employees feel comfortable self-identifying their gender, race, sexual orientation, veteran and disability status.

Our inclusion policies extend to sexual orientation and gender expression, and we provide inclusive benefits for same- and different-sex spouses. Over 99% of our non-union employees completed our discrimination and harassment prevention training in 2021.



KE KUMU: HOW OUR EMPLOYEES ARE CARVING SPACES FOR HAWAIIAN LANGUAGE TO THRIVE

Within our employee 'ohana, 'ōlelo Hawai'i speakers continue to help shape the way we normalize the language throughout our workgroups, from how we share company stories to ensuring its incorporation in our company messaging and owned channels.

[CLICK HERE TO
LEARN MORE →](#)

In February 2022, during Hawaiian language month, we invited our guests to experience 'ōlelo Hawai'i via our social media channels, which featured a new collection of Instagram Giphys, an 'ōlelo Hawai'i Wordle puzzle and mini language lessons.

HUMAN RIGHTS

In early 2022 our Board adopted our [Human Rights Policy Statement](#) to formalize our commitment to human rights and heighten awareness of these issues among our employees. Human trafficking remains a significant issue for our industry globally and we provide our guest-facing employees initial and recurrent training on awareness and response strategies.

WORK LIFE BALANCE

We have implemented more flexible work hours and work-from-home options for our office-based employees. We offered counseling services and special loan and 401(k) programs to help our employees manage personal and financial challenges related to the pandemic.

EMBRACING HAWAII'S CULTURE

Our employees are proud to share Hawai'i's culture with our guests and each other. We offer employee-led hula and 'ōlelo Hawai'i (Hawaiian language) classes, recognize those who speak the language and encourage them to use it with our guests and colleagues, and each year, during 'Ōlelo Hawai'i Month in February, we celebrate and help perpetuate the language through various company and community activities and events.

We have a dedicated team focused on Community and Culture, fostering connection between employees – wherever they are located – and our home state.

EMPLOYEE ENGAGEMENT AND APPRECIATION

Our CEO and senior leaders hold companywide webcasts every other month to provide an outlook on the business and solicit input, while our Chief Operating Officer hosts monthly webcasts to offer operational updates and answer questions. Senior leaders routinely visit our airport stations to meet our employees and hold listening sessions.

In summer 2021, we launched The Summer Appreciation Pop-Ups to mahalo, or thank, each of our workgroups – from cargo to guest service agents, mechanics, crewmembers and corporate teams, among others – who have worked tirelessly throughout the pandemic.

Our Maintenance & Engineering team, with the help of our longtime arts partner Pow! Wow! Hawai'i, spent over 180 hours transforming an unused company shuttle into a colorful vehicle that delivered food and treats to employees.

We demonstrate the importance of internal and external feedback by weighting equally employee and guest feedback on our company scorecard, which is used to measure the company's performance and helps determine variable compensation.

▼
The Mahalo Van makes a stop at the crew center at HNL.



Stakeholder Feedback



We believe that receiving and acting upon feedback from our stakeholders make us a better airline. We have many formal and informal mechanisms through which we gather input.

EMPLOYEES

We value the diverse views of our employees and regularly connect with our teammates through various channels and initiatives, including our Nā Leo (Our Voice) employee survey program, which includes an annual survey as well as spot surveys that help measure employee engagement. We review survey feedback with management, our Board and employees. Survey results inform decisions and drive improvements within the company.

COMMUNITY

More than 90% of our employees are Hawai'i-based, live in nearly all of the state's zip codes and are undeniably a part of the fabric of the community. Our employees serve on school committees, neighborhood associations and nonprofit boards. Others volunteer at community and cultural events, coach youth sports and are active members of their religious or spiritual congregations. We value the diverse perspectives of employees both inside and outside of our home state.

Company leaders regularly engage with stakeholders, community and business groups, and nonprofit organizations to share news about the airline and participate in discussions on important issues affecting the state.

Each year, our CEO and executives participate in "Talk Story" events with chambers of commerce in Hawai'i and on the continental United States to share news about the airline and hear from stakeholders. Leaders also serve as guest speakers at business and industry events and have joined panel discussions on responsible tourism, market trends and sustainability.



We periodically commission polling and research of Hawai'i residents' sentiment around key policy issues, including most recently sustainable tourism. We also host political forums in our offices during election season to facilitate and encourage conversations between candidates for public office and our employees about issues in our communities.

GUESTS

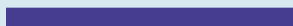
Our Voice of the Customer program surveys approximately 85,000 guests throughout each year, and results are analyzed and shared weekly with operational managers. Quarterly reviews are held with our CEO and senior leaders to review guest satisfaction and identify areas for improvement and investment. Our Consumer Affairs team corresponds with guests about issues during their travel, and regularly shares summaries of their feedback with our management team so that we can improve our service.

SHAREHOLDERS

We engage with our shareholders formally on a quarterly basis to provide business updates. We also proactively reach out to them through a variety of platforms including conferences, roadshows, news announcements and individual meetings.



Our employees have a deep aloha (love) for our communities, and in 2021 we were once again proud to join them in supporting social, environmental and cultural causes in Hawai‘i and abroad.



Supporting Our Community

AMONG OUR 2021 CONTRIBUTIONS:

- We provided \$302,000 in cash and in-kind donations.
- Nearly 1,000 Hawaiian Airlines volunteers donated approximately 3,100 hours toward cultural initiatives, environmental conservation and caring for our most vulnerable community members.
- Our employees and guests, along with our company-match commitment, donated approximately 13.9 million HawaiianMiles to over 40 nonprofit organizations, including 7.9 million miles generously contributed by our HawaiianMiles members.
- We continued to sponsor a wide range of community organizations encompassing 102 organizations throughout our route network, and 76 groups in Hawai'i, including: American Heart Association, Bishop Museum, Council for Native Hawaiian Advancement, Eddie Aikau Foundation, Hawai'i Agricultural Foundation, Hawai'i Agricultural and Culinary Alliance, Hawai'i Children's Discovery Center, Hawai'i Food Industry Association, Hawai'i High School Athletics Association, Hawai'i International Film Festival, Hawai'i LGBT Legacy Foundation, Honolulu Museum of Art, Kāhuli Leo Le'a, Ke Kula 'o Samuel M. Kamakau (Kai Loa Inc.), Mana Up, Maui Chamber of Commerce, POW!WOW! Hawai'i, Shidler School of Business at the University of Hawai'i at Mānoa, Special Olympics Hawai'i, the Maui Farm, and the University of Hawai'i Athletics.
- Hawaiian Airlines employees, friends and family participated in the [Holoholo Walk/Run Challenge](#) fundraiser, which collected over \$50,000 for The Maui Farm and Special Olympics Hawai'i.

▼ Making a Difference

\$302,000
13.9 million HawaiianMiles
DONATED TO NONPROFITS

3,100 Hours
DONATED BY NEARLY 1,000
HAWAIIAN AIRLINES VOLUNTEERS



Hawaiian Airlines teamed up with Local Motion Hawai'i, a HawaiianMiles marketplace partner, in October 2021 to support Nā Kama Kai. Every purchase made with a Hawaiian Airlines® World Elite Mastercard® at the surf gear retailer throughout the month was matched, resulting in a total donation of \$10,000.

We announced a partnership with the Native Hawaiian Hospitality Association (NaHHA) and travel2change (T2C) to sponsor their first statewide cohort in the Kaiāulu Ho'okipa Impact Studio program. The new initiative will help nonprofit organizations and community groups build capacity to host experiences for both kama'āina (residents) and visitors in a manner that advances the community's vision and aspirations for regenerative tourism.

We believe that the future of the visitor industry in our home state lies in building a more sustainable and equitable tourism economy that drives economic diversification and resilience.

Our Hawaiian Airlines Foundation provides cash grants to fund specific projects in the areas of Education, Arts and Culture, and the Environment in Hawai'i. In 2022, our Foundation awarded a grant to Kāko'o 'Ōiwi, a nonprofit organization in He'eia in Kāne'ohe on the island of O'ahu, for the construction of a wash pack station to process raw products grown in the region such as kalo, ulu, sweet potato, and warabi.



**A LABOR OF LOVE:
INSTILLING PRIDE AND
KULEANA DURING
NATIONAL VOLUNTEER
WEEK**

At Hawaiian Airlines, we view giving back as a shared kuleana (responsibility). In celebration of National Volunteer Week and Earth Day in 2021, over 70 Team Kōkua volunteers donated over 270 hours of labor to a selection of beloved environmental, cultural and human services organizations. Maximizing the opportunity, we teamed up with the nonprofit Kanu Hawai'i, which empowers people to build more environmentally sustainable, compassionate and resilient communities rooted in personal commitments to change.

[CLICK HERE TO
LEARN MORE](#) →



CARING FOR OUR PEOPLE AND COMMUNITY







Leadership and Governance



The Hawaiian values of Mālama (care), Ho‘okipa (hospitality), Lōkahi (collaboration) and Po‘okela (excellence) guide how we lead and govern at all levels of our company.

Our Board of Directors and our management team are deeply engaged in Environmental, Social and Governance (ESG) and climate-related issues.

Board of Directors Role

IN OVERSIGHT OF ESG RISKS AND OPPORTUNITIES



BOARD OF DIRECTORS

Our Board is directly involved in evaluating strategies, programs, policies and communications related to ESG. The Board consists of current and retired senior business leaders who have a wide range of knowledge and experience in governance matters, including those concerning climate and sustainability. Additionally, all Board members are typically present for each Board committee meeting, increasing Board awareness of climate and other ESG-related topics.

The Board holds regularly scheduled meetings five times per year. ESG and climate-related issues, such as key priorities, strategies, updates and other related matters, are discussed with the Board on a regular cadence. Additionally, the Board is kept apprised of material regulatory developments, including those related to ESG.



BOARD COMMITTEES

While the Board oversees ESG risks, strategy and performance, the Governance and Nominating Committee of the Board has responsibility for reviewing and reporting findings and recommendations to the Board regarding the company’s ESG strategy and periodically reviewing our policies and public disclosures related to ESG, as stated in its charter. Our other Board Committees also regularly address ESG issues relevant to their respective oversight areas. For example, the Board Safety Committee has oversight of Safety Risk Management processes and governance, including short-term physical risks.

Management's Role

IN ASSESSING AND MANAGING ESG RISKS AND OPPORTUNITIES

DESIGNATED EXECUTIVES

Executive sponsors – the Chief Legal Officer and Chief Marketing and Communications Officer – liaise between management and the Board, oversee climate-related efforts throughout the organization, and present ESG efforts at each regularly scheduled Board meeting.

ESG WORKING GROUP

In 2019, we formed an ESG Working Group with representatives from various departments, including Accounting and Finance, Brand, Community Relations, Facilities, Flight Operations, Government Affairs, Human Resources, Investor Relations, Law, Marketing, Safety, and Supply Chain Management, as well as external legal counsel. The ESG Working Group meets regularly to gather information related to the company's various ESG efforts and reports to and receives feedback from our executive sponsors, who report to and receive input from the Board. In 2021, we created a Managing Director-level Sustainability role with responsibility for sustainability initiatives including completion of a yearly climate risk assessment in alignment with the TCFD framework and education and escalation of climate-related risks and opportunities. We are planning annual presentations to the Governance and Nominating Committee about top climate-related risks and opportunities identified through the TCFD assessment.

Risk Management Integration

CORPORATE AUDIT AND ENTERPRISE RISK MANAGEMENT (ERM)

Our Audit and Finance Committee tasks our Corporate Audit team with conducting an annual enterprise risk assessment, which includes identification and assessment of relevant risks and opportunities across the business.

SAFETY RISK MANAGEMENT (SRM)

We regularly monitor and assess near-term extreme weather risks, including climate change-driven events, using our Safety Risk Management (SRM) process. More information on our SRM process can be found [here](#).

Our Emergency Response and Business Continuity teams perform annual drills to practice responding to material physical risks such as extreme weather events. We use a standard risk matrix to assess the likelihood and severity of risks. We also conduct separate business continuity tabletop exercises periodically through the SRM process so that every company department practices and refines its plans.

This diagram shows the ways in which various functions within our organization work to support the company’s ESG efforts.

* We frequently evaluate our corporate governance policies, procedures and committee charters to identify areas for potential improvement with respect to ESG matters. To access our corporate governance documents and for information on the members of our Board and management team, please visit our [website](#).

Board of Directors

Our Board oversees ESG risks, strategy, and performance. Sustainability is covered at each regularly scheduled board meeting, including top climate risks and opportunities.

Board Committees

The Governance and Nominating Committee reviews ESG strategy and disclosures, and reports findings and recommendations to the Board, as stated in its board charter. Other Board Committees regularly address ESG issues relevant to their respective oversight areas, including climate-related issues.

↑ PRESENT AT EACH SCHEDULED BOARD MEETING (5 TIMES/YEAR) ↑

Designated Executives

CHIEF LEGAL OFFICER , CHIEF MARKETING AND COMMUNICATIONS OFFICER

The executive sponsors liaise between management and the Board, oversee climate related efforts throughout the organization, and present ESG efforts at each regularly scheduled Board meeting.

↑ REGULAR REPORTS ↑

Management Committees

ESG WORKING GROUP

The ESG working group gathers information on ESG efforts and includes representatives from throughout the company, including a recently named, full-time Managing Director of Sustainability Initiatives.

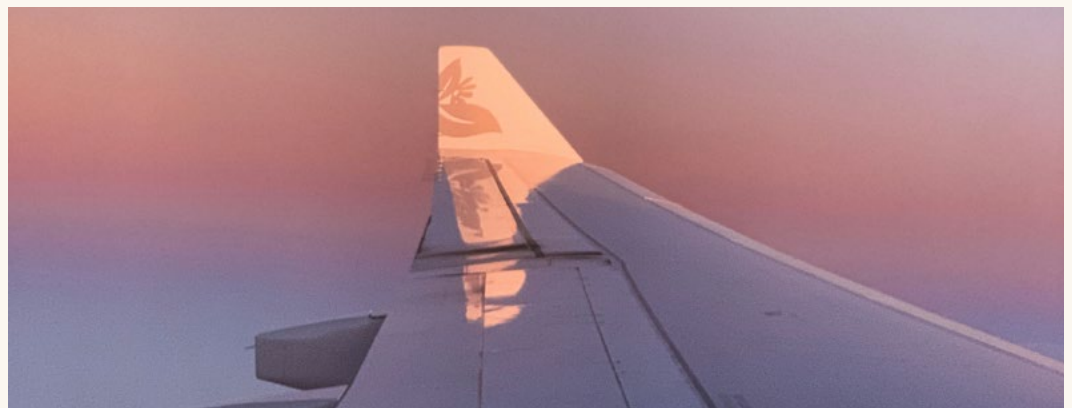


Public Policy and Political Advocacy

Hawaiian Airlines is subject to extensive regulation at the federal, state and local levels, and changes in legislation and governmental policy can significantly affect our business. We seek to inform lawmakers, the public, and various stakeholders about issues that are important to our business and that impact our operations, workforce, and the communities we serve. We support public policies that: enhance the safety and security of our guests, employees, equipment, and facilities; provide federal and state incentives to support reducing environmental impacts; promote efficient ground and air operations and limit burdensome and unnecessary legislative and regulatory measures that threaten Hawaiian's ability to grow and effectively compete.

We participate in the political process in many ways, including by engaging with government officials and policymakers, making political contributions through the Hawaiian Airlines, Inc. Political Action Committee ("HAPAC"), and participating in trade associations.

We conduct our political activity in an ethical manner and report our political activities as required by applicable law. Our Chief Legal Officer oversees our Government Affairs group and political activity, and our management team periodically reviews Hawaiian's public policy priorities and political activity with our Board. Our Code of Ethics sets forth our policy on political contributions and related activities. The Audit and Finance Committee of our Board reviews and oversees the administration of our Code of Ethics. Our stated policies provide that no corporate funds, merchandise or service may be paid or furnished, directly or indirectly, to a political party, committee, organization, political candidate or incumbent, government official or government employee, except if legally permissible and approved in advance in writing by the Chief Legal Officer. We do not use corporate funds to contribute to candidates, political parties, political action committees, or independent political expenditures. In 2021, no political donations were made using corporate funds.



We established the HAPAC to provide eligible team members an opportunity to participate in the political process. Contributions to the HAPAC by members of our Board and by company employees are completely voluntary and have no bearing on employment. HAPAC makes contributions on a bipartisan basis to support our public policy goals, and without regard to individual employees' or directors' political preferences. Factors considered in making contributions include leadership positions, committee assignments, and representation of destinations served on our route network. HAPAC's contributions are not an endorsement of a candidate's overall political views. Our Government Affairs team reports directly to Hawaiian's Executive Vice President, Chief Legal Officer and Corporate Secretary who oversees HAPAC's activities. We report HAPAC donations to the Federal Election Commission (the "FEC"), and current and historic reports may be viewed at the [FEC website](#).

In addition, contributions to state and local candidates are reported as required by law. Contributions to Hawai'i state and local candidates are reported to the Hawai'i Campaign Spending Commission (the "HCSC") and may be viewed at the [HCSC website](#).

Our lobbying activities are conducted in compliance with applicable law. We submit reports on our federal lobbying activities on the U.S. House and Senate websites, which may be viewed at <https://disclosurespreview.house.gov> by searching for 'Hawaiian Airlines, Inc.' under Registrant Name. We also file lobbying activity reports with state and local agencies, as required by law. We submit reports on our Hawai'i state lobbying activities on the [Hawai'i State Ethics Commission website](#).

Our lobbying activities and HAPAC's contributions are regularly reviewed by outside counsel for compliance with applicable laws.

We belong to trade and industry associations and chambers of commerce. While our views may at times differ from their positions, participating in these organizations helps us gain insight into issues affecting the airline, travel and hospitality industries, share operational knowledge and technical expertise, and advocate on a collective basis. Senior leaders approve and oversee our participation in trade associations.

Our primary trade association memberships in 2021, together with the amount of our 2021 dues attributed to lobbying activities by each organization, are listed below:

- ▶ **AIRLINES FOR AMERICA: \$235,174**
- ▶ **INTERNATIONAL AIR TRANSPORT ASSOCIATION: \$2,176**
- ▶ **CHAMBER OF COMMERCE HAWAII: \$500**

We contribute dues to our trade associations with the understanding that they will not be used for independent campaign expenditures or contributions to federal, state or local candidates or political party committees.

A Culture of Safety

(TR-AL-540A.1)



MANAGING SAFETY

We have an unwavering commitment to safety, which starts at the top of our company. Our president and CEO is the executive directly accountable for safety.

The Safety Committee of the Board oversees our commitment to maintain and promote a culture of safety, adopt best practices to produce industry leading safety performance, and to ensure our highest priority is the safety and security of our guests and our employees. Our Safety department coordinates safety programs across our operations and monitors safety performance and compliance.

Employees at every level – from pilots, flight attendants, dispatchers and maintenance technicians to ground support employees at airports and offices – are responsible for identifying hazards, promoting safety awareness, complying with regulations and adhering to published procedures. We hold a systemwide briefing each morning to review any operational safety matters, and employees across the organization are encouraged to report potential concerns through a confidential system without fear of reprisal.

HAWAIIAN AIRLINES SAFETY MANAGEMENT SYSTEM (SMS)

SMS is a Federal Aviation Administration (FAA)-mandated, formal, top-down, organization-wide approach to effectively managing safety risk and controls. It gives airlines a set of business processes and management tools to examine data gathered from operations, isolate trends that may be precursors to incidents or accidents and take steps to mitigate risk. Key elements of our SMS are set out below.

▼ POLICY

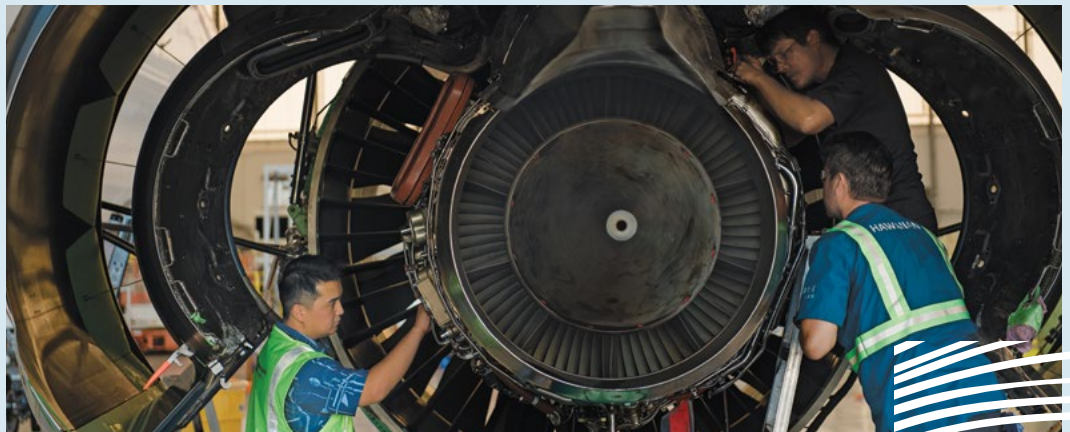
Our Safety Policy is the foundation of our SMS. It is broadly communicated across the company to promote employee awareness of our safety culture and objectives and the methods and organizational structures that make it possible to maintain and sustain an effective SMS.

▼ STRUCTURE

We maintain an internal governance structure for ongoing oversight of safety through an Integrated Safety Review Board (ISRB) and department-specific Safety Review Boards (SRB). The ISRB, composed of our senior leaders and members of our management team, is responsible for company-wide safety decisions. The six operational departments – Flight Operations, Airport Operations, Dispatch, Maintenance & Engineering, In-Flight and Cargo – have each established an SRB to provide safety oversight and regularly review risk acceptance, mitigation and prevention.

▼ TRAINING

We provide crewmembers and leaders with the training and tools to maintain the SMS within their area of responsibility. This includes training in change management, safety risk management, risk analysis and acceptance procedures, and specialized SMS leadership training for members of each SRB.



Safety Risk Management (SRM)



SRM is our formal process for assessing risks, including the actions required to mitigate risks. We use specialized risk analysis tools to evaluate the probability and severity of adverse safety outcomes and determine the resources needed to prevent or mitigate them.

Each SRM risk assessment identifies a crew leader or committee to either accept or direct actions to mitigate the risk. Our SRM process also includes procedures for communicating changes throughout the company, notifying key stakeholders and technical subject-matter experts, and identifying hazards related to those changes. Identified hazards are addressed through the Quality Assurance program described below.

Safety Programs:



FLIGHT OPERATIONAL QUALITY ASSURANCE (FOQA)

FOQA is a flight data analysis program that monitors flight and aircraft trends, and screens for significant events requiring further analysis.



SAFETY HOTLINE

Our Safety department maintains a hotline staffed 24 hours per day, seven days a week. It is available to all employees for reporting safety or operational issues and to receive assistance.



QUALITY ASSURANCE

Our internal evaluation program provides continuous oversight of safety regulations and best practices and reviews hazards identified through our SMS. Quality Assurance reports are made to our Safety leadership and to executives via the ISRB as appropriate.



INTERNAL AUDITS BY OPERATIONAL DEPARTMENTS, INCLUDING FLIGHT OPERATIONS, AIRPORT OPERATIONS, DISPATCH, MAINTENANCE & ENGINEERING, IN-FLIGHT, AND CARGO

We maintain several internal audit programs providing oversight of internal procedural compliance. These include the Internal Evaluation Program (IEP), Continual Airworthiness and Surveillance System (CASS) for Technical Operations and a Line Check program for Flight Operations.

EXTERNAL AUDITS

Our SMS, and the airline, are audited externally every two years by the International Air Transportation Association (IATA) Operational Safety Audit (IOSA) program as well as by the U.S. Department of Defense. Additionally, we participate in annual Codeshare Partner Airline Audits, and are regularly audited through the FAA's Certificate Management Office.

AVIATION SAFETY ACTION PROGRAM (ASAP)

ASAP encourages voluntary reporting of safety issues and events by pilots, aircraft technicians and dispatchers. Employees who submit reports accepted into ASAP are protected from FAA Enforcement Action.

▼ Occupational Health and Safety

We closely monitor our safety performance through a variety of metrics including the Occupational Safety and Health Administration (OSHA) Recordable Injury Incidence Rate. Direct engagement with our 24/7 Clinical Nurse Consultation group, our insurance provider, and weekly departmental oversight enables us to quickly learn the root causes of injury and remediate future incidents.

ACTIVITY METRIC	2019	2020	2021
OSHA RECORDABLE INJURY RATE*	9.12	5.41	6.31
*Injuries per 200,000 hours worked			

▼ Hazardous and Non-Hazardous Waste

We are considered a small-quantity* generator of hazardous waste according to the U.S. Environmental Protection Agency (EPA) and we adhere to all county, state and federal regulations concerning our hazardous waste disposal program.

ACTIVITY METRIC	2019	2020	2021
TOTAL HAZARDOUS WASTE** GENERATION (LBS)	6,040	9,405	6,625
TOTAL NON-HAZARDOUS WASTE*** GENERATION (LBS)	133,558	90,568	80,532

*categories include very-small, small and large; **hazardous waste is defined as one that appears on one of the four RCRA (Resource Conservation and Recovery Act) hazardous waste lists (the F-list, K-list, P-list, or U-list) or that shows one of the four hazardous waste characteristics: ignitability, corrosivity, reactivity, or toxicity;

***non-hazardous waste is defined as any waste that does not exhibit any of the characteristics of ignitability, corrosivity, reactivity or toxicity and is excluded from classification as a solid waste.







Moving Forward

Our ESG commitment runs deep and is core to our values, and we are eager to:

-  Drive progress on our emissions reduction initiatives and solidify intermediate targets and milestones toward our long-range net-zero emissions goal
-  Build on our inaugural Task Force on Climate-related Financial disclosures
-  Deepen our engagement with stakeholders to accelerate the development of policy and infrastructure critical to our net-zero emissions goal
-  Advance our diversity, inclusion and belonging initiatives

Appendix

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) – AIRLINES

▼ Table 1, Sustainability Disclosure Topics and Accounting Metrics

TOPIC	ACCOUNTING METRIC	CATEGORY	UNIT OF MEASURE	CODE
GREENHOUSE GAS EMISSIONS	Gross global Scope 1 emissions	Quantitative	Metric tons (t) CO2-e	TR-AL-110a.1
	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and Analysis	N/A	TR-AL-110a.2
	(1) Total fuel consumed, (2) percentage alternative, (3) percentage sustainable	Quantitative	Gigajoules (Gj), Percentage (%)	TR-AL-110a.3
LABOR PRACTICES	Percentage of active workforce covered under collective bargaining agreements	Quantitative	Percentage (%)	TR-AL-310a.1
	(1) Number of work stoppages and (2) total days idle	Quantitative	Number, Days Idle	TR-AL-310a.2
COMPETITIVE BEHAVIOR	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behavior regulations	Quantitative	Reporting Currency	TR-AL-520a.1
ACCIDENT & SAFETY MANAGEMENT	Descriptions of implementation and outcomes of a Safety Management System	Discussion and Analysis	N/A	TR-AL-540a.1
	Number of aviation accidents	Quantitative	Number	TR-AL-540a.2
	Number of governmental enforcement actions of aviation safety regulations	Quantitative	Number	TR-AL-540a.3

▼ Table 2, Activity Metrics

ACTIVITY METRIC	2021	CODE
AVAILABLE SEAT MILES (ASMS) (IN '000S)	14,535,425	TR-AL-000.A
PASSENGER LOAD FACTOR	69.2%	TR-AL-000.B
REVENUE PASSENGER MILES (RPM) (IN '000S)	10,054,062	TR-AL-000.C
REVENUE TON MILES (RTM) (IN '000S)	1,210,039	TR-AL-000.D
NUMBER OF DEPARTURES	61,706	TR-AL-000.E
AVERAGE AGE OF FLEET	10.4 years	TR-AL-000.F

▼ Labor Practices

(TR-AL-310A.1)

The percentage of Hawaiian Airlines employees under collective bargaining agreements for the past two years is as follows:

YEAR	# OF ACTIVE EMPLOYEES	PERCENTAGE OF EMPLOYEES UNDER COLLECTIVE BARGAINING AGREEMENTS
2021	6,674	82%
2020	5,278	79%
2019	7,437	83%

NUMBER OF WORK STOPPAGES AND TOTAL DAYS IDLE

(TR-AL-310A.2)

Hawaiian Airlines has not had any work stoppages, strikes or idle days in its 93-year history.

▼ Competitive Behavior

(TR-AL-520A.1)

Hawaiian Airlines has had no anticompetitive behavior claims or lawsuits in the reporting period (2019-2021).

▼ Accident & Safety Management

NUMBER OF ACCIDENTS

(TR-AL-540A.2)

In 2021 Hawaiian Airlines had one incident (Airbus A321 tail strike on landing) resulting in substantial damage as defined according to Annex 13 of the International Civil Aviation Organization (ICAO) Convention on International Civil Aviation.

GOVERNMENTAL ENFORCEMENT ACTIONS OF AVIATION SAFETY REGULATIONS

(TR-AL-540A.3)

Hawaiian Airlines had no material government enforcement actions in 2021 from the Federal Aviation Administration (FAA) or the European Union Aviation Safety Agency (EASA), or equivalent national authority relating to aviation safety events, which cover categories that include but are not limited to aircraft maintenance, transportation of hazardous materials, drug testing, records and reports, training, and noise.

TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) INDEX

SECTION	TCFD RECOMMENDED DISCLOSURE	DISCLOSURE LOCATION
GOVERNANCE	Describe the board's oversight of climate-related risks and opportunities.	<u>Board of Directors Role in Oversight of ESG Risks and Opportunities</u>
	Describe management's role in assessing and managing climate-related risks and opportunities.	<u>Management's Role in Assessing and Managing ESG Risks and Opportunities</u>
STRATEGY	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<u>Top Identified Climate-Related Risks and Opportunities</u>
	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	<u>Environmental Sustainability Strategy; Top Identified Climate-Related Risks and Opportunities</u>
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	
RISK MANAGEMENT	Describe the organization's processes for identifying and assessing climate-related risks.	<u>Qualitative Climate Change Risk Assessment</u>
	Describe the organization's processes for managing climate-related risks.	<u>Risk Mitigation</u>
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<u>Risk Management Integration</u>
METRICS AND TARGETS	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<u>Emissions Reduction Commitments</u>
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<u>Scope 1: Direct Emissions;</u> <u>Scope 2: Indirect Emissions from Purchased Electricity</u>
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	<u>Emission Reduction Commitments</u>





CORPORATE KULEANA / 2022 ANNUAL SUSTAINABILITY REPORT