2016
A responsible approach for a sustainable airline
As part of its corporate social responsibility (CSR) framework, Air Tahiti Nui is publishing its first sustainable development report in a conscious approach to transparency and accountability towards its stakeholders.

This CSR performance report which is a complement to the annual activity report published by Air Tahiti Nui, (focused on commercial and financial results and mainly intended for shareholders and financial market players) fulfills several objectives which are:

- To outline the CSR approach and commitments that Air Tahiti Nui has established for the future
- To draw up an initial assessment of the operational activities carried out in 2016 and monitor their progress over time
- To share non-financial data on its ESG (Environment, Social and Governance) performance and provide explanations to enable a better assessment of the company’s ongoing improvement process regarding company responsibility.

This report is thus addressed to both internal players (to involve employees more) and external players to promote dialogue with all company stakeholders in Polynesia and in the stations where it operates.

SCOPE AND METHODOLOGY
This report applies solely to the Air Tahiti Nui sites based in Tahiti (excluding Los Angeles, Paris, Auckland and Narita bases). The information provided here mainly covers the 2016 financial year unless otherwise stated.

In addition, the report was prepared in accordance with the general principles set out in the G4 guidelines of the Global Reporting Initiative (GRI), which is an internationally recognized standard for reporting on a company’s economic, environmental and social issues (Correspondence table available on page 17).
Our approach is a long term commitment

“ One of the major issues of sustainable development concerns the role of air transport for the economic development of countries and the impact of its activity on global warming. In October 2016, the aviation sector made a historic commitment to be carbon-neutral by 2020, meaning a stabilization of CO2 emissions at the level they will reach in 2020. ”

Despite the fact that in Polynesia corporate social responsibility is still a relatively new concept, Air Tahiti Nui has already been applying good CSR practice without being aware of it. In fact, making our cabins lighter, efforts to optimize fuel consumption and the safety of our flights on a daily basis, reconditioning headphones and carrying out customer satisfaction surveys, etc. are all good practices that indeed help to either reduce our impact on the environment or strengthen our contribution to society. In addition, since 2015 we decided to voluntarily commit ourselves to applying the virtuous dynamic of sustainable development within the company, with a CSR to anticipate the many global challenges that Air Tahiti Nui and French Polynesia will face tomorrow (climate issues, financial viability, new regulations and customer expectations, etc.)

Michel MONVOISIN
Air Tahiti Nui CEO

OUR MISSION
To ensure sustainable air service that accompanies the development of the tourism industry of French Polynesia, while maintaining profitability and the high safety standards of our operations.

OUR VALUES
• To Tatou Manureva : a referent company, vector for tourism in French Polynesia
• Client-centered culture
• Safety is everyone’s business
• A collective adventure
• Results based culture (shared undertaking and continual improvement)
• Exemplarity

“ CSR is an ambitious challenge! The hardest task for Air Tahiti Nui will be to balance our company’s sustainability goals with the numerous environmental, social and societal issues of tomorrow. ”

Our main initiative has thus been to devote a CSR team within our organization to take charge of formalizing a global and transversal policy, which is currently structured around 10 progress commitments, intended to boost the departments and employees of Air Tahiti Nui. On the eve of its 20th year of operation, Air Tahiti Nui has shown a return to profitability, and must rise to new challenges for its activity (the arrival of the new fleet and compliance with industry undertakings such as CORSIA*, etc.)

*New program for carbon offsetting and reduction measures for international aviation voted by ICAO.

I am therefore delighted to unveil this first CSR 2016 report, which is designed to explain our challenges and outline our CSR approach. It is also an opportunity for us, in all transparency, to take stock of the numerous efforts we are making on the three environmental, social and societal fundamental pillars. Much remains to be done, but our commitment is long-term and part of a process of continual improvement.

I hope you enjoy reading with To Tatou Manureva.
18 years in operation

KEY FIGURES

FOUNDED IN
1996

4.6 billion
OPERATING INCOME
1st POLYNESIAN BUSINESS
IN SALES REVENUE
*(35.5 BILLION XPF)

480 085
PASSENGERS

LEADING AIRLINE DEPARTING
FROM AND TO TAHITI
480 085 PASSENGERS AND 9005 TONNES
OF FREIGHT TRANSPORTED.
(136 270 TOURISTS GENERATED OVER
37 BILLION XPF IN TOURIST REVENUE FOR
THE FENUA ACCORDING TO THE IEOM 2016)

784
EMPLOYEES
2ND LARGEST POLYNESIAN BUSINESS
FOR WORKFORCE SIZE

18 896
FLIGHT HOURS
OR 1623 FLIGHTS

5 DESTINATIONS (TAHITI, LOS ANGELES, PARIS,
AUCKLAND AND TOKYO)
SERVING OVER 51 CITIES THANKS TO
PARTNERSHIP AGREEMENTS (7 CODE-SHARE
AND 43 INTERLINE AGREEMENTS)

* DIXIT RANKING 2016-2017, CREAPRINT EDITIONS
Our achievements and progress objectives

**Focus 1**
MAINTAINING RESPONSIBLE OPERATIONS FOR OUR FLIGHTS

- Maintaining high standards of the bi-annual IOSA audit on operational safety
- Completion of the 1st carbon assessment (2015) and implementation of 3-year reduction policy.
- Active participation in the European Week for Waste Reduction (EWWR)
- Launch of the office waste sorting process (Papeete head office)

**Key achievements since 2014-2016**

- Increase the amount of feedback related to flight safety (+12%)
- Maintain customer satisfaction

**Focus 2**
REDUCING THE ENVIRONMENTAL IMPACT OF OUR ACTIVITY

- Development of the training plan for flight crews and ground agents.
- Communication for the Manager’s Charter
- Adherence to the “Company actively engaged in employee health” charter

**Progress objectives for 2020**

- Continuation of the GHG emissions reduction policy in conjunction with Air Tahiti Nui’s major fleet renewal projects and relocation to the future head office (2018)
- Preparation for the implementation of CORSIA regulations.
- Strengthening client-focused training programs.
- Launch of an employee support program to promote a healthier lifestyle.
- Reduction in the number of workplace accidents (fall or travel related).

**Focus 3**
BEING A RESPONSIBLE EMPLOYER

- Support for charitable projects and/or associations in favor of vulnerable individuals located in Polynesia and the stations.
- Working in partnership with business networks and economic actors to develop CSR in Polynesia.
- Development of social and solidarity-oriented projects.

**Focus 4**
ACCOMPANYING THE DEVELOPMENT OF THE COUNTRY

- Increase the amount of feedback related to flight safety (+12%)
- Maintain customer satisfaction
Our proactive approach to social responsibility

After a diagnostic phase in 2015, our company defined its CSR policy based on the ISO 26 000 standard, the international reference for businesses in terms of corporate social responsibility.

Our CSR strategy

On the basis of this preliminary analysis, Air Tahiti Nui has thus set itself a 3-year CSR policy based on 4 focus areas: operations, environment, our employees and the community.

Air Tahiti Nui has defined 10 commitments, presented to the board of Directors, to the employee representatives and to all employees.

Our sustainable development issues

The process of identifying our key CSR issues is inspired by the method of prioritizing our fields of action outlined in the ISO 26 000 standard. This step-by-step analysis gives us the opportunity to question our practices and commitments with regard to our values and to improve our performance while ensuring our impact on society and the environment. The next step will be to reassess these areas with our stakeholders’ expectations in mind (objective 2018-19).

Creation of CSR unit
End 2014

Situational analysis
2015

Definition of our CSR policy
2015-2016

Implementation of CSR measures
2016-2017

Dialogue with our stakeholders
2018-2019

Focus 1
Responsible operations
Ensure the responsible operation of our flights for the benefit of our passengers and freight to/from Polynesia.

Focus 2
Environmental footprint
To be a respectful actor in our environment by reducing the impact of our activity.

Focus 3
Committed employer
Promote quality of life at work for employees.

Focus 4
Vector for development
Support the development of French Polynesia.

Promote quality of life at work for employees.
THE MATERIALITY MATRIX

To assess the positive and negative impacts of its activity, Air Tahiti Nui thus compared its professional practices with the 7 central questions of the ISO 26000 standard in an effort to formalize priority areas for improvement.

This materiality matrix thus represents the relative position of Air Tahiti Nui’s priorities for sustainable development in relation to its performance. We have prioritized those most relevant to our activity, focusing on 4 major issues:

1 / The safety of our operations (particularly the health of our passengers and staff) is a key factor in the sustainability of our activity and an essential guarantee of trust for our customers.

2 / Air Tahiti Nui is doubly concerned with the environmental aspect, due to the impact of its activity as an airline and also its location in Polynesia, which is so vulnerable to the effects of global warming. Formalizing a global and transversal CSR policy makes perfect sense for the purposes of monitoring and reducing the impact of its operations and to actively support biodiversity preservation in the islands of Tahiti, since this is the guarantee of the natural beauty and treasures of Tahiti as a destination.

3 / Social dialogue, health and safety at work and the development of human resources are essential issues for the growth of Air Tahiti Nui’s activity. Furthermore, these aspects contribute to the recognition of quality of service both internationally and by regular clientele.

4 / In order to become a responsible business and preserve the financial viability of its activity, Air Tahiti Nui must maintain profitability. Moreover, the development of its activity as the leading carrier in Polynesia has a positive impact on the economic and social development in Polynesia in terms of employment, revenue generated and contributions.

The ISO 26000 standard defines 7 central questions:

- Governance of the CSR approach
- Human rights
- Working relations and conditions
- The environment
- Fairness of practices
- Customer and consumer issues
- The community and local development
CSR is still a new initiative in Polynesia. Our role as a leading company will be to promote this approach in favor of sustainable development being applied to local business and in Polynesia as a whole.

Heifara MORIENNE
Administration and Organization Manager
(In charge of CSR unit)
Raising Internal awareness of CSR

- A network of CSR relay actors was set up composed of 8 volunteer employees aware of the importance of sustainable development and representative of the company’s various businesses and sites. The group periodically organizes awareness activities and accompanies the implementation of the approach for Air Tahiti Nui employees.

- Since adhering to the “Company actively engaged in employee health” charter, a health committee has been created, running a variety of events promoting sport and balanced diet. It is composed of the CSR manager, the elected members of the Works Council and in particular, the commission for Lifestyle and coaching.

- In order to regularly raise employee awareness concerning new sustainable development issues, the CSR team publishes a monthly newsletter and contributes to a section devoted to CSR activities on the intranet portal and in the company’s internal magazine.
Maintaining responsible operations of our flights from/to Polynesia in favor of trustworthy relationships with our passengers, freight clients and crews.

As an international airline, the safety and security of our flights is a priority for Air Tahiti Nui: an essential condition for the sustainability of its operations and a pledge of trust for its clientele and crews.

**FOCUS 1**

**COMMITMENT N°1**

GUARANTEE the health and safety of our clients and goods transported

- 96% CLIENT SATISFACTION
  - 3 PTS MORE COMPARED TO 2015
- IOSA CERTIFIED SINCE 2005
- 100% OPERATIONS PERSONNEL TRAINED IN SAFETY
  - (545 EMPLOYEES)

**COMMITMENT N°2**

MAINTAIN a sustainable relationship with our stakeholders

**Air Tahiti Nui is IOSA certified since 2005**

IATA Operational Safety Audit is an audit program linked to airline operational safety, and an international airline industry reference.

**On-board catering health watch**

Since 2014, Air Tahiti Nui has joined the Medina Quality control program in charge of regularly auditing its catering service providers in order to guarantee the food quality of its meal trays.

2020 Objectives

- Renewal of IOSA certification (IATA operational safety bi-annual audit)
- Increase amount of feedback related to safety (+12%)
- Formalize an IT charter and action plan to comply with European regulations regarding personal data
- Maintain client satisfaction
The number of experience reports is an indicator of the confidence our employees and partners have in the company’s safety system. It demonstrates an awareness of potential safety risks and by contributing to feedback information, allows us to correct any procedural anomalies in a pro-active manner.”

Gilles BERNEDE, Director of Air Tahiti Nui Management Systems (in charge of compliance, safety, and airline security)

CLIENT SATISFACTION POLICY
In addition to safety guarantees, Air Tahiti Nui pays special attention to client satisfaction in order to maintain lasting relations with its stakeholders.

Since 2012, for the purposes of its continuing improvement plan, Air Tahiti Nui has been conducting a permanent survey program measuring customer satisfaction onboard all flights. In 2016, 7772 clients were surveyed to assess their appraisals (with a 96% rate of satisfaction) and thus better respond to their expectations through a corrective action plan.

Air Tahiti Nui’s customer loyalty program counted 119 920 members in 2016. It allows customers to accumulate miles and exchange them for the purchase of tickets, upgrades, excess baggage, and events sponsored by Air Tahiti Nui.
Reducing the environmental impact of our activity

The CSR team’s priority as of 2015 was to measure the impact of Air Tahiti Nui’s activity, by carrying out the first greenhouse gas emission assessment (BEGES), thanks to the support of ADEME Polynesia and with the assistance of CARBONE4. Since then, Air Tahiti Nui has implemented reduction measures from its policy based on 4 focus areas to involve not only employees but also clients and other stakeholders concerned by this environmental component.

COMMİTMENT N°3
REDUCE our GHG emissions and participate in the fight against global warming

COMMİTMENT N°4
MITIGATE the environmental impact of our activity

COMMİTMENT N°5
CONTRIBUTE to the preservation of the destination Tahiti and its biodiversity

ICAO 2020 objectives :

-20% GHG emissions (Greenhouse gases)

- Annual average of 1.5% fuel efficiency
- 15% reduction in energy consumption
- Prepare the implementation of CORSIA regulations
OUR CARBON EMISSIONS REDUCTION POLICY

95% of CO2 emissions are linked to the combustion of fuel on Air Tahiti Nui flights, and mainly the operation of long haul flights. The first carbon assessment evaluated 440 000 tonnes of CO2 eq. over the year 2014.

Since fuel is the highest expense item for an airline, considerable effort is made on a daily basis to reduce consumption and thus the GHG emissions it incurs.

2016-2018 reduction policy is structured around 4 focus areas:

1. Optimize carbon efficiency of flights
2. Internal environmental initiative
3. Raise passenger awareness
4. Carbon offsetting

OUR INTERNAL FUEL OPTIMIZATION PROCEDURES

The carbon assessment made it possible to evaluate the numerous efforts Air Tahiti Nui already has under way:

1.2 tonnes per aircraft

(i.e. 8500t CO2 saved)

Reduction of the weight of its aircraft, representing a saving of 1.2 tonnes per aircraft following work to lighten and reconfigure cabins (carried out in 2013 to replace with lighter, new seats) and investments in ultra-light freight pallets and service trolleys etc.

20% improvement in carbon efficiency of flights

The modernization of the fleet on the horizon in 2018 with the replacement of 5 Airbus A340-300 by 4 Boeing Dreamliner 787 with aerodynamic performance, efficient and less energy consuming application systems, will make a major contribution to an almost 20% increase in carbon efficiency of flights.

100kg fuel economy

In regards to maintenance, the acquisition of an ACU (Air Conditioning Unit) to air condition the cabin has also made it possible to save over 100kg of fuel. Regular engine washes also help improve engine performance and thus save fuel.

In conjunction with daily work by operations managers to optimize flight plans and adjust the amount of fuel carried, Air Tahiti Nui acquired the software SkyBreathe Fuel Efficiency in 2016 to improve the overall and individual monitoring of its flights. This particularly monitors the application of good practice through eco-piloting (reduced thrust take off, continuous descent approach, etc.), which tends to reduce CO2 emissions while preserving flight safety.
 OUR GOOD PRACTICE FOR WASTE REDUCTION

4. **EWWR initiatives approved in 2016**

In order to support the pro-active commitment of the company, Air Tahiti Nui also raises awareness about environmental issues among its employees by promoting eco-behaviors (for example selective sorting in offices, energy saving in buildings etc.).

57 356 **reconditioned headsets**

Air Tahiti Nui has been involved in the reconditioning of Poerava Business Class audio headsets with Nuutania Penitentiary Center since 2014. This historic circular economy partnership makes it possible to provide a financial contribution to prisoners and their families for the duration of their sentence.

Promoting eco-responsibility with an Eco-responsible comfort kit

As from 2016, Air Tahiti Nui has provided an eco-friendly comfort kit in business class, created with recycled materials (reed straw case, organic cotton mask, bamboo fiber socks and toothbrush made of corn starch).
Greenhouse gas reduction policy 2016-2018

4 FOCUS AREAS

1 Carbon efficiency of flights

REDUCTION OF AIRCRAFT EMPTY WEIGHT
(Lighter cabins and equipment on board)

• Reconfiguration of cabins in 2013
• Ultra-light serving trolleys
• Lighter seats
• Ultra-light freight pallets
• Electronic cockpit tablets (EFB)

OPTIMIZATION OF OPERATIONAL PROCEDURES

• Route studies
• Adjustment of fuel load carried
• Integration of eco-piloting procedures
  (optimized and regulated flight control without risk to flight safety. Example: cruise flight level optimization)
• Integration of Skybreath software
  (Overall and individual monitoring of flight energy efficiency)

MODERNIZATION OF THE FLEET
2018-2020
(Replacement of 5 Airbus 340-300 by 4 Boeing Dreamliner B 787-9)

+20 %
CARBON ENERGY EFFICIENCY

MAINTENANCE

• Regular engine cleaning  (Improved performance and energy efficiency)
• Acquisition of ACU
  (100kg fuel saved)

2 Internal environmental policy

• Optimization of travel
• Energy reduction in buildings
• Informing employees and raising awareness (internal magazine, intranet, newsletter) about in-office eco-behaviors (waste sorting, active participation in waste reduction week, energy saving in buildings).

3 Raising passenger awareness

• Publication of the carbon assessment (website, in-flight magazine)
• Poerava Business comfort kit made with recyclable materials
• A more respectful in-flight service

4 Carbon offsetting

Beyond the support the company provides for numerous environmental initiatives by local associations to protect Polynesian biodiversity (Te mana o te moana, Criobe), Air Tahiti Nui is considering proposing a medium-term carbon-offsetting program for passengers.
FOCUS 3

Being a responsible Employer

As social performance is the keystone of a service company, Air Tahiti Nui invests over 70 million XPF each year for training personnel in both regulatory training and skills development. Over the long term these efforts contribute to improving customer relations and the quality of service on board.

Following a number of social movements that periodically paralyzed Polynesia in 2016 (strikes at Air Tahiti and Aéroport de Tahiti), the reinforcement of a common corporate culture was a strength force for the company. Social dialogue, health and safety at work and human resources development are therefore the major social policy issues being implemented by Air Tahiti Nui’s Human Resources Department.

COMMITMENT N°6
SHARE a common vision and maintain the foundations of a trust-based relationship

COMMITMENT N°7
ENSURE health and safety at work

COMMITMENT N°8
DEVELOP skills and support employee individual development

2020 Objectives

- Increase customer service related professionalization programs for staff
- Launch internal awareness initiatives for better employee health
- Reduce the number of work related accidents (fall-related or travelling)
HUMAN CAPITAL DEVELOPMENT

76.8 million XPF devoted to training
+8.3% compared to 2015

Every year funding is devoted to training Air Tahiti Nui staff, not only for maintaining regulatory aeronautically related skills, but also for the professionalization of in-flight service in keeping with the high standards of a Polynesian welcome. Since 2015, emphasis has been placed on training linked to psychosocial risk prevention and manager leadership. In addition there have been professionalization programs for ground staff, especially those in direct contact with customers.

SOCIAL DIALOGUE

In order to encourage social dialogue, the CEO meets with Air Tahiti Nui employees for morning coffee on a monthly basis. This convivial meeting provides the opportunity to discuss the company’s current events and helps bring teams together, particularly during times of change. At the same time, the human resources department is continuing its monthly meetings with union representatives in order to review the 5 company agreements.

100%
of Air Tahiti Nui executives signed the Manager’s Charter.

In 2015, company managerial staff met for the first seminar during which they drew up the Manager’s Charter. Co-signed by all in 2016, it encompasses the values and behavior expected of Air Tahiti Nui directors and team leaders.

402 446 XPF average incentive

2016 was a historic year for the company who paid employees an exceptional incentive bonus for the first time, to enhance the total remuneration of employees in addition to promotion and seniority schemes.

Integration of new technological tools

Over a period of several months, teams rallied to successfully migrate the reservation system over to Amadeus in record time. In addition, the company is now integrating an EDMS* tool called Marama into its quality organization project promoting collaborative document management and data security, while reducing paper printing.

*Electronic Document Management System
HEALTH AND SAFETY AT WORK

205 participations in the survey “Eating habits and lifestyle”

Following the signature of the “Company actively engaged in employee health” charter, Air Tahiti Nui launched an internal survey to determine the eating and lifestyle habits of its employees. At the same time, a policy to improve the quality of crew meal trays was coordinated with the catering suppliers in Los Angeles and Papeete, and this will soon be introduced over the entire network.

28 work related accidents (compared to 23 in 2015)

The airline called on the skills of a specialized consulting firm to redesign its single administrative document and acquire a monitoring tool to improve working conditions for employees. The causes of half of all work accidents are fall-related (7) or commuting accidents (5).
Air Tahiti Nui workforce distribution

As the second largest employer in the country, Air Tahiti Nui employs 784 staff (including 398 flight personnel) with an average length of service of 11 years, of whom 719 are based in Tahiti. Air Tahiti Nui also displays a balanced distribution of its workforce with a ratio of 51.7% gender parity.

The challenge in terms of recruitment for the company and more broadly for Polynesia due to its remoteness, is to find certain highly qualified profiles of equal competence whilst encouraging local employment.
Accompanying the development of Polynesia

Due to its geographical remoteness, French Polynesia is dependent on air transport and tourism (2nd pillar of development in Polynesia). Air Tahiti Nui plays an essential role in maintaining sustainable mobility for the local population, bringing people closer together and facilitating travel for tourists wishing to visit our islands. In addition, financial viability is one of the essential issues of Air Tahiti Nui's sustainable development by safeguarding durable flight operations and bridging the airways between our islands and other countries, which is a guarantee for lasting service to the destination.

In return, Air Tahiti Nui has been fully involved in the economic and social development of Polynesia since its creation (commercial partnerships with local suppliers and companies) and supports as many community initiatives as possible, including cultural and sports sponsorship and extensive charitable events.

136 270
TOURISTS TRANSPORTED
IN 2016

“Best airline of the South Pacific”
BY READERS OF
GLOBAL TRAVELER MAGAZINE

35.5 billion
SALES REVENUE

COMMITMENT N°9
INTEGRATE Sustainable development into our activity and our business culture

COMMITMENT N°10
SUPPORT and encourage economic and social development projects in the country

2020 Objectives

- Continue to accompany and support solidarity initiatives in favor of vulnerable individuals.
- Promote good CSR practices internally and externally.

AN INVOLVED LOCAL PARTNER

Air Tahiti Nui actively supports and participates in a wide range of organizations aimed at promoting sustainable development and societal responsibility. It has thus contributed to the creation of new professional networks dedicated to long-term development such as the Polynesian Eco-responsible Business Club (2015) and the Polynesia Face Club (2016).

FOSTERING CSR CULTURE

A monthly newsletter promotes responsible initiatives and behaviors for staff members. Many events are organized by a team of in-house volunteers in order to raise employee awareness about the company’s CSR commitments in an entertaining way.
ACTIVELY CONTRIBUTING TO DEVELOPING THE REGIONAL AND INTERNATIONAL INFLUENCE OF THE COUNTRY AND POLYNESIA.

As the largest carrier to and from Polynesia with a 71% market share, Air Tahiti Nui carried over 136,270 tourists and 9,005 tonnes of freight in 2016, thus making it possible to generate more than 37 billion XPF in tourist revenue for Polynesia.

Furthermore, Air Tahiti Nui allocates over 1 billion XPF every year for overseas promotion of the destination (in the form of advertising campaigns, press trips, sponsorships etc.) and in particular counts +2.6 million visitors from 235 different countries on our website.

1.4 billion

XPF invested in the future company head office (excluding interior fittings inside the premises).

The project to build the new Air Tahiti Nui head office, in partnership with the Post and Telecommunications Office, began in 2015, and will bring together and unite 250 Air Tahiti Nui employees over 4,136 m². The venture will promote team synergy and provide a better welcome for stakeholders (directors, shareholders, clients, partners etc.) in a new and functional eco-friendly style building.
Table of key indicators and GRI correspondence

The guidelines and recommendations of the Global Reporting Initiative have been taken into account in the drafting of this report.

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<th></th>
<th>2015</th>
<th>2016</th>
<th>2016 / 2015 Gap</th>
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<tbody>
<tr>
<td>Number of employees</td>
<td>745</td>
<td>784</td>
<td>39 Units</td>
</tr>
<tr>
<td>Recruitment</td>
<td>47</td>
<td>41</td>
<td>-6 Units</td>
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<tr>
<td>Departures</td>
<td>27</td>
<td>39</td>
<td>12 Units</td>
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<td>Amount of payroll</td>
<td>6.92</td>
<td>7.63</td>
<td>0.71 Billion XPF</td>
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<td>Amount allocated to professional training</td>
<td>70.9</td>
<td>76.8</td>
<td>5.9 Millions XPF</td>
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<tr>
<td>Number of work-related accidents</td>
<td>23</td>
<td>28</td>
<td>5 Units</td>
</tr>
<tr>
<td>Number of days of medical leave</td>
<td>11 018</td>
<td>10 265</td>
<td>-753 Units</td>
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<tr>
<td>Percentage of gender parity (all occupations)</td>
<td>51.5</td>
<td>51.7</td>
<td>0.2 Percentage</td>
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<td>Number of employees with disabilities</td>
<td>2</td>
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<tr>
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<tr>
<td>Number of flights operated</td>
<td>1 616</td>
<td>7 Units</td>
</tr>
<tr>
<td>Number of flight hours</td>
<td>18 689</td>
<td>207 Units</td>
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<tr>
<td>Carbon footprint (flights)</td>
<td>386 000</td>
<td>-12 000 Tonnes equivalent CO2</td>
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<tr>
<td>Energy consumption (Premises in PPT)</td>
<td>773 062</td>
<td>6119 Kilowatt kW</td>
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<tr>
<td>Sales revenue</td>
<td>35 880</td>
<td>-347 Units</td>
</tr>
<tr>
<td>Number of passengers transported</td>
<td>473 186</td>
<td>6899 Units</td>
</tr>
<tr>
<td>Number of tourists transported</td>
<td>129 941</td>
<td>6329 Units</td>
</tr>
<tr>
<td>Market share of tourist traffic</td>
<td>71%</td>
<td>70.80% Percentage</td>
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<td>Amount of tourist revenue generated for the Country</td>
<td>35.5</td>
<td>37</td>
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<tr>
<td>Tonnage of goods transported</td>
<td>10 168</td>
<td>-1163 Tonnes</td>
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<td>Amount allocated to support social and environmental initiatives</td>
<td>19</td>
<td>26.7</td>
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<tr>
<td>Active members of Club Tiare</td>
<td>109 597</td>
<td>10 323 Units</td>
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<tr>
<td>Rate of customer satisfaction</td>
<td>96%</td>
<td>3 Percentage</td>
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<tr>
<td>Number of customers surveyed</td>
<td>7 784</td>
<td>7 772 Units</td>
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General information
Global Reporting Initiative (GRI)

- Perimeter: Air Tahiti Nui (Papeete base) excluding stations abroad
- Year 2016 (unless otherwise indicated)

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<td>Strategy and analysis</td>
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<td>Air Tahiti Nui figures (G4-9)</td>
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<td>Stakeholder involvement</td>
<td>Stakeholder mapping</td>
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<tr>
<td>Report profile</td>
<td>Not applicable</td>
<td>na</td>
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<tr>
<td>Governance</td>
<td>Steering the CSR process</td>
<td>8</td>
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<tr>
<td>Ethics and integrity</td>
<td>Values, ethics committee, data protection, manager’s charter</td>
<td>3, 8, 11, 17</td>
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List of abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Definition</th>
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<tbody>
<tr>
<td>ACU</td>
<td>Air Conditioning Unit</td>
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<tr>
<td>BEGES</td>
<td>Bilan d’Emission de Gaz à Effet de Serre / Greenhouse Gas Emissions Assessment</td>
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<tr>
<td>CO2</td>
<td>Carbon dioxide</td>
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<tr>
<td>CORSIA</td>
<td>Carbon Offsetting and Reduction Scheme for international Aviation</td>
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<tr>
<td>CNIL</td>
<td>Commission Nationale de l’informatique et des Libertés / National Commission for I.T and Liberties</td>
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<tr>
<td>EASA</td>
<td>European Aviation Safety Agency</td>
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<td>EDMS</td>
<td>Electronic Document Management System</td>
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<td>GRI</td>
<td>Global Reporting Initiative</td>
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<tr>
<td>IATA</td>
<td>Association Internationale du Transport Aérien</td>
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<td>IOSA</td>
<td>IATA Operational Safety Audit</td>
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<tr>
<td>OACI</td>
<td>Organisation de l’Aviation Civile Internationale</td>
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<tr>
<td>RSE</td>
<td>Responsabilité Sociétale d’Entreprise</td>
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<tr>
<td>SERD</td>
<td>Semaine Européenne de Réduction des déchets</td>
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As part of Air Tahiti Nui’s CSR initiative, the publication of this first sustainable development report provides the opportunity to discuss our challenges and practices regarding sustainable development with all our stakeholders.

Send us your comments

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rse@airtahitinui.pf

You can also visit our website
https://www.airtahitinui.com/pf-fr/rse-environnement