2018
SUSTAINABLE DEVELOPMENT REPORT

20 years by your side
Together for a sustainable future
FOREWORD

Following the edition of its first sustainable development report in 2018, Air Tahiti Nui is continuing its conscious approach to transparency and accountability towards its stakeholders by publishing this second CSR* report covering 2017 and 2018.

It objectively presents Air Tahiti Nui’s performance in terms of social, societal and environmental responsibility in relation to the objectives it set itself in 2016.

This document is addressed to all company stakeholders (who influence or have an interest in its activity as an airline) in order for them to assess the progress made and the company’s contribution to society and the environment.

Table of contents

MESSAGE FROM THE CEO .................................................. 03
KEY FIGURES 2018 ................................................................. 04
CSR COMMITMENTS AND PERFORMANCE 2018 .................. 05
MOVING OUR CSR APPROACH FORWARD ............................ 06
FOCUS 1: MAINTAINING RESPONSIBLE OPERATIONS ............. 08
FOCUS 2: REDUCING THE ENVIRONMENTAL IMPACT ............... 12
FOCUS 3: BEING A RESPONSIBLE EMPLOYER ..................... 16
FOCUS 4: ACCOMPANYING THE DEVELOPMENT OF POLYNESIA 20

APPENDIX:
• Table of key GRI indicators
• About this report
Since the publication of our first sustainable development report 2016, we have continued our efforts to modernize ourselves (new visual identity, preparation for the complete renewal of our fleet, optimization of our cabins and onboard service) and to structure the company (the move into the new head office, digital transformation of our customer services and internal operations).

During this time, in 2017 Air Tahiti Nui was awarded two distinctions in relation to our CSR approach: a TravelPlus Airline Amenity Bag Award for our Poerava Business comfort kit, and a silver CUBE 2020 in the overseas category for the energy performance of our premises, which has given us the encouragement to go further.

2018, an intense year filled with emotions and challenges...

2018 was the year of all challenges. There were numerous occasions such as anniversary parties, the head office inauguration and discovery flights, etc. to celebrate the completion of our projects, and thus to welcome our stakeholders (employees, clients, administrators and shareholders, partners and the general public) for us to thank them for their support and loyalty.

By acquiring a new fleet of more energy efficient aircraft generating less greenhouse gases, Air Tahiti Nui equipped itself to deal with the numerous challenges ahead: the arrival of two competitors in Polynesian skies, oil price fluctuations, new regulations in the airline industry and changes in customer expectations. The short-term priority was to demonstrate our competitiveness through our experience of travel and quality of service, in order to safeguard the viability of our activity. The airline will therefore continue to ensure a durable air service from Tahiti and strengthen its positive, sustainable contribution to the economic and social development of Polynesia.

With the publication of this new report reviewing our practices in 2017 and 2018, we wish to continue this approach of transparency and dialogue with all our stakeholders and more broadly, to contribute to promoting CSR and its good practices in Polynesia. Please feel free to send us your comments about this report or any of our initiatives to rse@airtahitinui.pf.

I hope you enjoy reading with To Tatou Manureva.

Michel MONVOISIN
Chief Executive Officer
Key figures

Created in 1996, Air Tahiti Nui is a local mixed economy company (LMEC) Polynesia has held 84.8% of shares since 2011. Capital amounts to 1,622,956,875 XPF.

5 Destinations
+54 cities served thanks to its interline network
Sydney-Auckland code share

5 sites
Head office in PPT and represented in Los Angeles, Paris, Tokyo, Auckland & Brazil

471,452 passengers in 2018

9,697 tons of freight transported in 2018

34.1 billion XPF
sales revenue in 2018
(Approx. 286 million euros)

288 million XPF
net income in 2018
(Approx. 2.4 million euros)

780 employees
(of which 92% based in Tahiti)

23%
of expenditure involving local businesses

+61%
leader in traffic to Tahiti

31.3 million XPF
devoted to support initiatives or environmental & charitable associations

Air Tahiti Nui actively supports local and international initiatives

Signatory of the Buckingham Palace Declaration (against wildlife trafficking) in 2018

Signatory of the “Eco-mobility in Polynesia” Charta in 2017

Founding member of the FACE Polynesia Club (Act against Exclusion Foundation)

Founding member of Polynesian Eco-responsible Business Club

Signatory of the “Company actively engaged in employee health” charter

Signatory of the Humane Society Association campaign against the transport of hunting trophies

MISSION

Ensure sustainable air service that accompanies the development of the tourism industry in French Polynesia, while maintaining profitability and the high safety standards of our operations.

VALEURS

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)

Exemplary practices
# CSR commitments and performance 2018-2020

Tahiti Nui’s CSR approach is based on the ISO 26000 standard and is structured around **4 focus areas and 10 progress objectives**.

## Responsible operations

### Vector for development

<table>
<thead>
<tr>
<th>INTEGRATE CSR INTO OUR BUSINESS CULTURE</th>
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</thead>
<tbody>
<tr>
<td>6 collective and/or local initiatives</td>
</tr>
<tr>
<td>2020 TARGET</td>
</tr>
<tr>
<td>&gt;10</td>
</tr>
<tr>
<td>Solidarity meal, waste collection,</td>
</tr>
<tr>
<td>Tahiti Women’s Forum, etc.</td>
</tr>
</tbody>
</table>

### Support development projects for Polynesia

- **20 years** of territorial anchorage (direct and indirect impacts on economy and employment in Polynesia)
- **18M XPF** devoted to local charity events

## Environmental footprint

### Reduction of CO2 emissions

- **20%** of new aircraft introduced in 2018 (2020 TARGET: 100%)
- **-4%** CO2 emissions (flight-related) (2020 TARGET: -20%)

### Mitigate impact of activity on ground

- **2** awards in 2017: TravelPlus Award (Pouerava business kit) & silver CUBE2020 (eco-friendly building)
- **+9%** electricity (+2 new buildings in 2018) (2020 TARGET: -12%)
- **70%** renewal of vehicle fleet

### Contribute to the preservation of Tahiti & its biodiversity

- **12.6 M** support for local associations
- **Signatory of the Buckingham Palace Declaration against wildlife trafficking**

## Committed employer

### Share a common vision and maintain trust-based relations

- **1** agreement signed in 2018
- Launch of ethics charter project
- **+460** employees present for ATN’s 20th anniversary

### Ensure health and safety at work

- **4.6 M XPF** allocated to health program (sport & nutrition)
- **16** work-related accidents (with sick leave) (2020 TARGET: <15)

### Développer les compétences des collaborateurs

- **65 M XPF** allocated to training
- **98%** of workforce benefitted from at least one training session during the year (2020 TARGET: 100%)
Making progress with our CSR initiative

After a diagnostic phase in 2015, our company defined its CSR policy based on the ISO 26000 standard, an international reference for societal responsibility for businesses worldwide.

**ORGANIZATION AND GOVERNANCE**

Since 2015, Air Tahiti Nui has adopted a proactive social responsibility policy. It is managed by the CSR unit, which is affiliated to the administration and organization department. This in turn is linked directly to general management, which is the guarantor and sponsor of the initiative.

Every year the CSR manager reports the initiatives and progress of the approach to the executive committee and works council. She bases her work on a transversal organization through:

- Two internal decision-making committees (Carbon and Ethics)
- Two networks of dedicated employees on a daily basis (CSR collective and health committee)

Since 2018 the CSR manager has also contributed to the Flight Product Committee in order to incorporate CSR measures into the new inflight service following the integration of the new Boeing Tahitian Dreamliner.
ENGAGING IN A DIALOGUE WITH OUR STAKEHOLDERS

The ISO 26 000 standard determines “stakeholders” by: “the actors or groups of actors who impact or are impacted by the company’s activity.” In order to enable a progression in its CSR objectives, the company undertook a consultation of its stakeholders on the theme of sustainable development, classified into 5 categories:

<table>
<thead>
<tr>
<th>Information/communication tools</th>
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<tbody>
<tr>
<td>- Works council / Staff representatives / Health Safety and Working Conditions meetings</td>
</tr>
<tr>
<td>- Working groups (collective/union agreements)</td>
</tr>
<tr>
<td>- In-house newsletter, intranet portal, PNTV, morning coffee with CEO, guide for new employees</td>
</tr>
<tr>
<td>- CSR Newsletter, Sustainable development report</td>
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</table>

<table>
<thead>
<tr>
<th>Employees (Staff representatives, union representatives, interns)</th>
</tr>
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<tbody>
<tr>
<td>- Board of directors’ meetings and strategy committees</td>
</tr>
<tr>
<td>- General Assemblies</td>
</tr>
<tr>
<td>- Bi-annual letters to shareholders, permanent records</td>
</tr>
<tr>
<td>- Annual activity reports and sustainable development reports</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clients (Local passengers and tourists, freight clients, Club Tiare members, website visitors and social network subscribers)</th>
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<tbody>
<tr>
<td>- Onboard satisfaction surveys</td>
</tr>
<tr>
<td>- Reva magazine</td>
</tr>
<tr>
<td>- Website, newsletter + social media (Facebook, Pinterest, YouTube, LinkedIn)</td>
</tr>
<tr>
<td>- New Mahana platform monitoring customer complaints</td>
</tr>
<tr>
<td>- Sustainable development report via the inflight entertainment system of the new Boeing fleet.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Partners (Aviation authority, operational and commercial service providers, tourism industry)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Close relations with aviation authorities (DGAC, SEAC, etc.)</td>
</tr>
<tr>
<td>- Professional networks (IATA, ASPA, ATAG, etc.)</td>
</tr>
<tr>
<td>- Tourism industry seminars/conferences (familiarization trips, press trips, representation at exhibitions, etc.) coordinated with GIE Tahiti Tourisme, hoteliers, tour operators and travel agencies</td>
</tr>
<tr>
<td>- Contracts, agreements with suppliers, subcontractors, etc.</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Society (Public actors, State, local authority, associations/ NGOs, media)</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Website, press release</td>
</tr>
<tr>
<td>- Participation in local business networks (CEPER, FACE, CLUSIR, etc.)</td>
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</tbody>
</table>

Raising employee awareness

A specific section on in-house information and resource sites (intranet, newsletter and DMS tool) provides a range of news concerning the implementation of the CSR approach. It enables employees to learn about the importance of sustainable development and the actions Air Tahiti Nui has undertaken.

94% of employees support the CSR approach

(Reference to the number of readers in the 2016 sustainable development report survey)

Readership survey of sustainable development report 2018

In 2018, the company launched an online survey following the publication of its first sustainable development report 2016 in order to assess opinion about the quality of its report and more generally about the main points covered in its CSR approach.

Survey conclusions

The survey recorded 47 participants (including 3 from abroad). Overall, the report responds to a need for information about CSR. The first part of the report aroused a shared interest from both internal (employees) and external stakeholders. This consultation process also shows that social responsibility is still relatively undeveloped in Polynesia (ATN being one of the two companies in Polynesia to publish its sustainable development report.)

Broadly speaking, Air Tahiti Nui and its stakeholders agree on their perception of the relevance of social dialogue, developing human capital (employees) and energy/emissions, environmental protection and promotion of CSR in its value chain (for external stakeholders).
Maintaining responsible operations
of our flights from/to Polynesia in favor of trustworthy relationships with our stakeholders

As an air carrier transporting passengers and cargo, the safety and security of flights remains a priority in Air Tahiti Nui’s company culture. It is also a prerequisite for maintaining this relationship of trust with our passengers, freight customers and aircrews.

COMMITMENT #1
To guarantee the safety of our passengers, our crews and the goods we transport

COMPLIANCE WITH REGULATIONS...

The transport of passengers and cargo and the maintenance of aircraft are governed by a framework of regulations issued by the European Air Safety Agency (EASA).

The management system is a structured organization of safety management covering aspects of flight, ground, maintenance, flight safety, security, and Approved Training Organization (ATO) operations.

Under the authority of the company’s responsible officer, Air Tahiti Nui’s management system directorate includes four divisions;

- Security (establishing security programs in all countries where the airline is present in accordance with applicable regulations and instructions; training all staff in security procedures).
- Emergency Response Plan (ERP- the aim of which is to determine an emergency plan in the event of a company air disaster and to ensure a centralized, controlled and coordinated response in emergency situations).
- Safety (identifying and analyzing risks related to all areas of operations and implementing suitable corrective and preventative measures)
- Compliance monitoring (guaranteeing conformity with the applicable regulatory requirements and any additional requirements).

The compliance monitoring division is responsible for ensuring that ATN is compliant with applicable regulatory requirements. The performance indicator of ATN’s management system is characterized by two measurement indicators representing the level of compliance resulting from the authority’s monitoring of the operator over the past 12 and 24 months:

- the rate of compliance
- the capacity to comply

The results of the numerous audits carried out by the authorities (General Directorate of Civil Aviation- DGAC, Civil Aviation State Services - SEAC) and the subsequent rating given in 2017 resulted in ATN gaining first place in the national classification of airlines with an air carrier operating license for rate of compliance (9th place out of 24 for the capacity to obtain compliance).

... AND BEYOND

In June 2017, the Airline carried out its 6th IOSA certification renewal. IOSA certification, (IATA Operational Safety Audit) is the audit program developed by IATA (International Air Transport Association), based on regulatory standards determined by organizations such as ICAO (International Civil Aviation Organization) FAA (Federal Aviation Association) and EASA (European Aviation Safety Agency), etc.

In 2017 Air Tahiti Nui successfully passed its 6th renewal of IOSA certification (IATA Operational Safety Audit certified since 2005), bi-annual audit program linked to airline operational safety.

0.44% of non-conformity to IOSA Audit
The IOSA certification is obligatory for all IATA member airlines and is valid for two years from the start date of the audit.

The IOSA evaluation system includes the eight most important aspects regarding the safety of airline operations:
- Organization and Management Systems (ORG);
- Flight operations (FLT);
- Operational Control / Flight Dispatch (DSP);
- Engineering and maintenance (MNT);
- Cabin Operations (CAB);
- Ground Handling (GRH);
- Cargo Operations / Dangerous Goods (CGO);
- Operational Security (SEC).

The audit program has evolved with the introduction of ENHANCED-IOSA or E-IOSA, based on the integration of IOSA pre-audits in the internal audits of airlines, the standardization of auditor training and the drawing up of a Conformance report sent before each renewal to the agency due to conduct the audit. The aim of this principle is to focus more closely on the implementation and application of procedures during the renewal rather than documentary compliance, thus improving safety.

In order to reinforce its safety policy, the airline chose to map its operational risks, for each department concerned using the Bowtie model (air and ground operations, maintenance, crew training).

This map is continually updated and items identified such as events and experiences are systematically assessed.

The Safety Management Department (SMD) is therefore based on self-reporting and on the concept of learning from errors and even minor events on a daily basis in order to prevent more serious incidents and avoid any major accidents. The incident report allows the SMD to centralize information through feedback recorded in the Q-Pulse Web reporting tool (integrated in 2016) to more efficiently identify patterns and improve safety measures.

This rise in feedback reflects a progression in safety culture, which has been reinforced by an increase in safety training and the integration of the Q-Pulse reporting and follow-up tool. Thanks to the cross-referencing of incidents- the second essential level of analysis- risk factors that may go undetected through the analysis of individual events can be identified.

It also makes it possible to highlight patterns and target preventative measures. Through a process of synthesis, this cross-referencing provides an overview of the company’s safety issues as a whole and identifies issues that require particular attention.
STRENGTHENING THE LINK BETWEEN OUR CLIENTS AND PARTNERS

2018 was a special year for Air Tahiti Nui, which was celebrating not only 20 years of operations but also a number of achievements such as the arrival of its first Boeing and the inauguration of the new head office. All of these occasions were the perfect opportunity to strengthen the links between clients and partners by thanking them for their support and trust.

- **6,170 stakeholders invited**
  - (staff members, clients, Club Tiare members, shareholders and administrators, partners, media, etc.)

- **6 major events** organized in 2018 (Boeing ceremony in Los Angeles, inauguration of the new lounge in Tahiti-Faa’a, 20 year anniversary party)

- **16 discovery flights**
  - unveiling the Tahitian Dreamliner and its new cabins.

MAINTAINING CUSTOMER SATISFACTION

Among the strengths identified by our clients (annual average 2018)

<table>
<thead>
<tr>
<th>96%</th>
<th>Overall satisfaction since 2016</th>
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<tbody>
<tr>
<td>98%</td>
<td>Overall appreciation of crews</td>
</tr>
<tr>
<td>93%</td>
<td>Overall appreciation of cabin</td>
</tr>
<tr>
<td>91%</td>
<td>Overall appreciation of check-in</td>
</tr>
<tr>
<td>88%</td>
<td>Overall appreciation of food and beverages</td>
</tr>
<tr>
<td>78%</td>
<td>Overall appreciation of in-flight entertainment system</td>
</tr>
</tbody>
</table>

Air Tahiti Nui is particularly attentive to customer satisfaction and has been conducting a permanent onboard survey program since 2012 to measure the needs and expectations of its customers. Since 2016 it has noted a stable 96% rate of satisfaction, despite a decrease in the number of clients surveyed.

Number of clients surveyed

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of clients surveyed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>7,772</td>
</tr>
<tr>
<td>2017</td>
<td>6,604</td>
</tr>
<tr>
<td>2018</td>
<td>4,326</td>
</tr>
</tbody>
</table>

In 2018-2019, the administration of the customer surveys will be gradually digitized through the inflight entertainment system (IFES) of the new fleet of Tahitian Dreamliners.
IMPROVING INFLIGHT SERVICE

In order to take passengers’ feedback into account, an additional budget was specifically allocated in 2016-2017 for the purpose of improving the quality of inflight meals, the range of movies and entertainment available onboard, and various products related to passenger comfort.

In 2018, Air Tahiti Nui also chose to reorganize its product committee to optimize products and services throughout the customer journey with three focal points:

1/ Flight: optimization of the inflight service product
2/ Layover: optimization of passenger services during layovers
3/ Sales/connect: optimization of products and services at every contact point with the customer

PROMOTE THE LOYALTY OF OUR CUSTOMERS

To reward them for their loyalty, Air Tahiti Nui offers customers the opportunity to earn miles for every journey on the airline’s routes via the Club Tiare program. Members can then exchange them for a range of benefits for their next trip (free tickets, upgrades, additional bags, personalized service, etc.) and in recent years, use them with our local partners (hotels) and/or event and show organizers in Tahiti.

In 2018 the airline opened new online services to allow its client-members to carry out their transactions independently (book an award ticket, transfer or purchase extra miles.)

LISTENING TO OUR CLIENTS’ GRIEVANCES

Beyond compliance with the applicable regulations outlined in the general conditions of carriage and sale within European legislation, Air Tahiti Nui strives to maintain its trust-based relations with passengers by optimizing the processing of their complaints. Since 2017, the company has centralized the handling of all client grievances via its new software named Mahana, offering clients the opportunity to follow the processing of their request.

Classification of complaints

1/ Operational issues
2/ Comfort in cabin
3/ Damaged luggage

With an annual average of 3000 feedback reports recorded, it has set itself the target of a reasonable response time of 30 days maximum (each request requiring an investigation) and thus achieved an annual closing rate of 80% in 2018, thanks in particular to the integration of new software. In a commitment to continuous improvement of the product and onboard service to passengers, analyses are regularly reported to the product committee in order for them to be taken into account.

PROTECTION OF PERSONAL DATA

In accordance with the introduction of the General Date Protection Regulations (GDPR) Air Tahiti Nui has updated the security and confidentiality policy of its websites. The company also appointed a data protection officer in October 2018 in order to assess its practices and establish an action plan to ensure overall compliance by 2019-2020. Contact: dpo@airtahitinui.pf

NB: In line with the company’s environmental commitments, much is also being done to reduce printing on paper in favor of integrated tools and paperless correspondence with customers (subscriber newsletter, online complaint forms, virtual Club Tiare cards, satisfaction survey on the new inflight entertainment system.)
Reducing the environmental impact of our activity

The major challenge Air Tahiti Nui still faces as an air carrier to Polynesia is climate change, since the islands are particularly exposed to its effects. The company aims to reduce its greenhouse gas emissions by 20% thanks to the implementation of the reduction policy resulting from the carbon assessment conducted in 2015.

In 2017-2018, the company continued to deploy its greenhouse gas emissions reduction policy, structured around 4 focus areas:

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>1 Carbon efficiency of flights</td>
<td>Continuation of the renewal of the entire fleet (transition Air A340-300 &gt; Boeing 787-9)</td>
</tr>
<tr>
<td>2 Internal environmental policy</td>
<td>Awareness campaign about eco-friendly behaviors/energy performance of buildings Company move undertaken as part of the head office relocation to a new sustainable building</td>
</tr>
<tr>
<td>3 Raising passenger awareness</td>
<td>TravelPlus Award Poerava Business comfort kit in «ethically responsible» category New eco-responsible products onboard the Tahitian Dreamliners Information in Reva Magazine, company website and IFES (sustainable development report)</td>
</tr>
<tr>
<td>4 Carbon offsetting</td>
<td>Compliance with the new climate regulations named CORSIA (Carbon Offsetting and Reduction Scheme for International Aviation)</td>
</tr>
</tbody>
</table>
The Tahitian Dreamliner
a comfortable, eco-friendly aircraft and international flagship for Polynesia

AN IMMERSIVE PASSENGER EXPERIENCE

- Improvement of cabin air quality
- Disturbance mitigation (aerodynamics of the aircraft)
- Harmonious cabin (more spacious)
- Tri-class Configuration with the introduction of new Premium Economy with 32 seats
- New high-definition touch screen and integrated entertainment system
- New (WIFI) internet service onboard
- Accessibility for disabled passengers (with convertible restrooms)

A MORE ECO-FRIENDLY ONBOARD SERVICE

- Effort to reduce plastic (suppression of coffee stirrers and unnecessary packaging) and replacement with eco-friendly materials (recycled plastic cups, wheat straw cutlery, cornstarch toothbrushes, etc.)
- New heat resistant cup (made with recycled plastic)
- Introduction of new eco-responsible products:
  - Poerava Comfort-kit including accessories made from recyclable materials and local cosmetics by the brand Heiva
  - Planned for the future: a new Children’s Kit including 1 activity book about biodiversity in Polynesia created in collaboration with the association Te Mana o te moana

Air Tahiti Nui was awarded a Travel Plus Award 2017 in the “ethically sustainable” category and the Gold Award Travel Plus 2018 (Asia/Australia zone) for its Poerava Business comfort kit.

REDUCTION OF ENVIRONMENTAL FOOTPRINT

- Integration of a 100% modern fleet of 4 new generation Boeing 787-9 aircraft (by the end of 2019)
- Up to 20% fuel economy and reduction of greenhouse gases
- Quieter aircraft (with noise reduced to under 85 decibels during takeoff and landing phases compared to similar sized aircraft)
- Reduction of the aircraft’s end of service waste (the B787-9 is made of 50% composite materials)

Composition of the fleet

<table>
<thead>
<tr>
<th>Year</th>
<th>Airbus A340-300</th>
<th>Boeing 787-9</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016-17</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>2018</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>2019</td>
<td>4</td>
<td>0</td>
</tr>
</tbody>
</table>

Direct greenhouse gas emissions (tons of CO2)

<table>
<thead>
<tr>
<th>Year</th>
<th>Emissions</th>
</tr>
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<tbody>
<tr>
<td>2016</td>
<td>383,871</td>
</tr>
<tr>
<td>2017</td>
<td>382,928</td>
</tr>
<tr>
<td>2018</td>
<td>368,392</td>
</tr>
</tbody>
</table>

A considerable reduction in emissions was observed in 2018, partly linked to the reductions policy and the reduced flight schedules.
Since the completion of the first greenhouse gas emission assessment in 2015, Air Tahiti Nui has continued to deploy its reduction policy over a three-year period via a dedicated carbon committee whose job it is to ensure the plan is implemented and monitored.

A MODERN FLEET OF AIRCRAFT CONSUMING LESS FUEL

Air Tahiti Nui chose to renew its entire fleet in 2015 by replacing its 5 Airbus A340-300 by 4 Boeing Dreamliner 787-9; new generation twin-engine aircraft that will enable the company to optimize fuel consumption and as a result, reduce its carbon footprint.

20% of new aircraft in 2018

In 2017-2018, Air Tahiti Nui teams began to prepare for this transition from Airbus to Boeing. In November 2018, the airline took delivery of the first of its four Boeing 787-9 Dreamliners. The existing Airbus will progressively leave the fleet during the course of 2019 in parallel to the arrival of the Boeings.

Air Tahiti Nui also updated the configuration of cabins with a tri-class configuration integrating a new Premium class, and the fitting of new seats and an audio-video entertainment system.

A brand new livery, awarded the best livery of 2018, and an optimized inflight service including new eco-friendly products for the comfort of passengers also accompany the arrival of this new fleet of aircraft.

INTEGRATED FUEL OPTIMIZATION PROCEDURES

Since fuel is one of the most significant expenditures for an airline, a considerable effort is made on the ground and during flights to optimize fuel consumption whilst adhering to flight safety regulations: adjusting route plans, fuel load, etc.

<table>
<thead>
<tr>
<th>Liters of fuel/passenger/100 km:</th>
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<tbody>
<tr>
<td>2016</td>
</tr>
<tr>
<td>3.94 L</td>
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Following the integration of EFB tablets (Electronic Flight Bag) into cockpits, technical and commercial crews (chief pursers) are now equipped with tablets allowing them to share information/company data and amongst other benefits, reduce paper documents.

A COMMITTED SECTOR THROUGH CORSIA REGULATIONS

Air Tahiti Nui is fully concerned by the new CORSIA regulations (program for compensation and carbon reduction for international aviation) voted in 2016 by the ICAO (International Civil Aviation Organization).

In 2017-2018, the company set out an emissions control plan defining the procedures and means in place to monitor its greenhouse gas emissions prior to the yearly declarations it must conduct beginning in 2019 and 2020.

0 reports of non-conformity to legislation and regulations related to the environment

There were no major fines or non-pecuniary sanctions for non-compliance with environmental laws or regulations in 2017 and 2018.
COMMITMENT #4
To mitigate the environmental impact of its activity

In addition to actions to reduce its greenhouse gas emissions, Air Tahiti Nui also pledged to optimize energy consumption of its activity on the ground and its buildings with the active help of employees.

ENERGY PERFORMANCE OF BUILDINGS

Many initiatives on the ground took also place to mitigate the impact of Air Tahiti Nui’s activity through an in-house staff awareness approach (Focus 2 of the emissions reduction policy).

<table>
<thead>
<tr>
<th>Energy consumption (buildings in PPT exclusively)</th>
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<tbody>
<tr>
<td>2016</td>
</tr>
<tr>
<td>779 181 kW</td>
</tr>
</tbody>
</table>

In 2017, Air Tahiti Nui actively participated in the national competition CUBE2020 (Concours Usages Bâtiment Efficace) organized by the French institute for building performance, winning the 2nd prize in the overseas category. This participation has led to a significant reduction in electricity expenditures thanks to the energy savings generated by employees’ eco-behaviors. This reduction was erased in 2018 -(0.7% compared to 2016) with the integration of two new sites now located near its activity: its new theoretical and practical training center and head office at the end of the year.

Air Tahiti Nui’s new head office now groups together 250 employees over 4 floors in a sustainable building that optimizes its energy consumption thanks to special facilities including: the installation of photovoltaic panels, a sun-break system, lighting enhanced by a central light well, rainwater collection system, presence detectors, etc. All these specific features will contribute to pursuing the energy efficient approach undertaken in 2017.

COMMITMENT #5
To contribute to the preservation of the destination Tahiti and its biodiversity

In addition to actions to reduce its greenhouse gas emissions, Air Tahiti Nui also pledged to optimize energy consumption of its activity on the ground and its buildings with the active help of employees.

PROMOTING ECO-MOBILITY

<table>
<thead>
<tr>
<th>Electric vehicles</th>
<th>Hybrid vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>2</td>
</tr>
</tbody>
</table>

As it is located in close proximity to activity on the Tahiti Faa’a platform, ATN now intends to reduce CO2 emissions related to employee transport. In 2017, the company renewed its fleet of service vehicles with 5 100% electric utility vans and in 2018 it began to implement a transport plan as part of the relocation of the head office to include a bike park, parking policy, promotion of carpooling and walking.

The home to work journey time has thus been reduced for 109 employees living in the town of Faa’a and for 54% of staff residing on the west coast of Tahiti.

STONGER SUPPORT FOR THE PROTECTION OF THE ENVIRONMENT

Air Tahiti Nui also supported a range of local initiatives to the sum of 12.6 million XPF in 2018, in favor of associations committed to environmental preservation (Institute of Pacific Coral Reefs) wildlife (Mata Tohora, Tetiaroa Society) and awareness-raising (brigade verte, nana sac plastique, etc.). In 2018 Air Tahiti Nui joined the collective initiative by IATA (International Air Transport Association) in the fight against illegal trafficking of protected species by signing the Buckingham Palace Declaration.
Being a responsible employer

In terms of social issues, Air Tahiti Nui is committed to supporting employees rise to the many challenges ahead (for example the Boeing transition and new competitive environment). In 2017 and 2018, the company continued its regulatory training program for operational personnel (crews in particular) and administrative and technical training for ground staff in an aim to improve cohesion and collective performance.

WORKFORCE MAP 2018
(by site, gender, position, categories)

780
EMPLOYEES
of which 92% reside in Polynesia

91
SALES STAFF
Develop offers and services for clients
34 10 — Employees/Workers
4 28 — Technicians/Supervisors
9 6 — Managers

76
ADMINISTRATIVE STAFF
Support departments in the accomplishment of their tasks
17 7 — Employees/Workers
14 13 — Technicians/Supervisors
12 13 — Managers

51
SALES/ADMINISTRATIVE STAFF
(excluding airport stopover)
Organize and coordinate sales activities within our markets and/or on our flight schedules
37 14

51
PILOTS
Fly the aircraft safely
5 36 — Airline pilot officers
1 35 — Aircraft captains

95
OPERATIONAL STAFF
Organize and coordinate flight schedules
21 3 — Employees/Workers
31 17 — Technicians/Supervisors
7 16 — Managers

316
CABIN CREW
Ensure the comfort and safety of passengers in the cabin
8 5 — Pursers (instructors)
29 12 — Chief pursers
18 25 — Pursers
124 95 — Flight attendants

13
GROUND HANDLING AGENTS
Coordinate flight departures and arrivals at the airport with the team of subcontractors
9 4

16
EMPLOYEES INFORMED AND ACCOMPANIED

2018 was a year that was particularly intense in terms of emotions and celebrations, in which the employees took part, thus helping to strengthen the bond of attachment to their company:

- 460 staff members present at the 20th anniversary party (and a special tribute to the 39 “pioneering” employees who are still working for the company)

Regular social dialog
The human resources directorate has continued exchanges with union representatives in order to renegotiate company agreements since 2016:

- 175 hrs devoted to union negotiation meetings regarding collective agreements
- 108 hrs devoted to meetings with staff representatives (employee and works council representatives)
- 1 cabin crew agreement signed in 2018
- 735 employees covered by a collective agreement
- 64 Employees in Paris, Tokyo and Brasil

The second edition of the executive seminar: two days to inform and motivate managers about the many challenges the company faces.

- 85 managers present (including stations)
- 94.5% satisfaction rate

The deployment of numerous information tools for the benefit of employees:
- internal newspaper (quarterly);
- intranet portal;
- PNTV (interactive information destined for crews);
- podcasts (since 2018);
- weekly newsletter, “Morning coffee” meetings with the Chief Executive Officer (quarterly)

COMMITMENT #6
To share a common vision and maintain the foundations of a trust-based relationship

PROMOTING DIVERSITY

Parity is respected within the company with 51.6% female employee ratio in the workforce, 42% of them in executive positions. In spite of this, just as in many airlines and in addition to its remote location in the Pacific, Air Tahiti Nui has difficulty recruiting women in certain skilled and technical professions such as pilots, mechanics, operations and suchlike, and men in other positions considered to be more feminine for example ticketing agents. The current recruitment policy promotes the employment of local candidates of equal competence.

- 50.5% women in the workforce
- 41% of women are managers
  (of which 3/15 women are Management Committee members)

The integration of workers with disabilities is another important issue for ATN, as for many businesses in Polynesia; the twofold difficulty being to find qualified profiles for aviation professions and to have suitable premises to accommodate them. In return, it partially fulfills its obligation to employ disabled workers (OETH) by paying an annual contribution to the Fund for the Integration of Disabled Workers (FIPTH). In 2017, a financial and social study for the inclusion of disabled workers was conducted and made it possible to hire a disabled intern in 2018.

Amount of annual contribution to FIPTH

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>2.7 million</td>
</tr>
<tr>
<td>2017</td>
<td>3.6 million</td>
</tr>
<tr>
<td>2018</td>
<td>3.6 million</td>
</tr>
</tbody>
</table>

Air Tahiti Nui also employs 65 staff (office and handling agents) to represent the company in markets and in stations operating in Los Angeles, Auckland/Sydney, Paris, Tokyo et Brazil. It complies with the standards and regulations of those countries. Different internal events (annual meeting with marketing managers and station managers, company anniversary and end of year parties) contribute to maintaining the links between teams despite the distance and cultural differences that may separate them.

12.3 ans
average years of service for ATN employees
The health and safety of our workers, and on a broader level, the quality of life at work, are issues that are closely linked to operational performance and customer satisfaction (the quality of service onboard and customer relations).

WORKING BETTER TOGETHER

Many endeavors have been made in this regard:

**A significant reduction in falls**
in 2017 following a poster campaign (risks of falling) and prevention workshops (movements and postures; road risks and eco-friendly driving) in 2018.

**Evolution of workplace accidents**
(with sick leave)

<table>
<thead>
<tr>
<th>Year</th>
<th>Handling</th>
<th>Fall-related</th>
<th>Impact against an object</th>
<th>Commuting accident</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>28</td>
<td>7</td>
<td>5</td>
<td>3</td>
<td>6</td>
</tr>
<tr>
<td>2017</td>
<td>12</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2018</td>
<td>16</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

**The continuation of the health program focusing on sport and nutrition**

As excessive weight and obesity are an important public health issue in Polynesia, Air Tahiti Nui joined the “Company actively engaged in employee health” charter in 2015 and since then has been actively promoting nutrition and sporting activities within its workforce. The company has thus organized:

- a number of federating events (such as sports day, interdepartmental fun challenges, annual subsidies to sports teams and to employees for gym membership)
- awareness-raising workshops (salt-free week, vegetarian challenge)

**A modern and adapted layout for the new head office**

The move into the new head office in a modern and sustainable building during the second semester of 2018 was the opportunity to bring together 250 ground staff and foster cross-divisional teams. New and adapted work stations (with ergonomic seating, integrated and secure storage cabinets, acoustic partitioning etc.) and specific layouts according to various company uses and professions (silent/brainstorming rooms, collaborative spaces and relaxation areas) were also included to create an optimized working environment promoting team cohesion and worker well-being. To accompany them throughout these changes Air Tahiti Nui set up a range of measures (project information page, information meetings for manager representatives, welcome guide, parking spaces). A company restaurant offering balanced and varied meals will be made available during the course of 2019.

**Prevention of psychosocial risks**

Air Tahiti Nui implemented a special psychosocial risk prevention mechanism (training courses for team leaders and managers and alert procedures). In 2018 two interpersonal/moral harassment incidents were reported to the human resources manager, which led to the need for an evolution in procedure and support measures (for example individual coaching and group sessions with a psychologist). Furthermore, innovative training courses such as coping with stress at work, ’letting-go’ through theatre, non-violent communication, and emotion management were included in the catalogue of training programs that employees were able to benefit from.
ENGAGING TALENTS

It is particularly crucial for Air Tahiti Nui to mobilize teams in order to address the company’s challenges (Boeing transition and new competitive environment etc.). For employees, training allows them to acquire new skills and develop their employability*. For the company, training makes it possible to constantly adapt employees’ skills to company issues and their development. 2017 and 2018 were the opportunity to:

- install a new theoretical and practical training center, with 9 training rooms on two levels, two fire/smoke rooms and an integrated mock-up aircraft, in order to organize safety and evacuation-rescue simulation exercises.
- organize another seminar for in-company trainers, including specialized courses and individual support (a project is underway to integrate a distance training platform by 2019).

One of the major challenges of the Airbus-Boeing transition was training the crews, since it led to new technical qualifications for flight and maintenance personnel. Specific training courses began in 2016 to obtain these new qualifications in order to accompany the gradual integration of the new aircraft (5 to 6 months for our pilots to obtain QT 787 rating).

In terms of administrative issues, Air Tahiti Nui has continued with its policy for sales and administrative staff professionalization that aims to develop essential skills such as quality customer relations, professional efficiency and support for managerial roles. Since 2016, the “experience my job” program has allowed employees to explore and promote the professions within the company.

In 2017, the company integrated a human resources management information system (HRIS) to centralize and secure personnel data, a necessary step before the implementation of a GPEC (workforce and career planning management tool).

(*) According to the International Labor Organization (ILO), employability is “the aptitude for individuals to find and maintain employment, to progress in the workplace and to adapt to change throughout their working lives.

Air Tahiti Nui devotes a considerable budget to training its staff, for not only maintaining regulatory competence related to aviation, but also the professionalization of inflight service and customer relations. The Airbus-Boeing transition was a major challenge for Air Tahiti Nui crews in 2017-2018.

In collaboration with the CCISM, Air Tahiti Nui supports its volunteer employees to improve their writing skills and to pass the Voltaire certification with 56 and 32 participants respectively in 2017 and 2018.
**FOCUS 4**

**Accompanying the development of Polynesian**

Air Tahiti Nui has played a major and historical role in the economic and social development of the country through its capacity as both leading air carrier of tourists to our islands and employer. In order to maintain this positive impact, it is essential that the airline succeeds in maintaining the sustainability of its activity by strengthening its competitiveness in the face of intense foreign competition.

### ECONOMIC CONTRIBUTION IN 2018

**34.8 BILLION XPF**

- **Sales revenue**: 34.8 BILLION XPF
- **9,967 TONNES OF FREIGHT**
- **471,452 PASSENGERS**

<table>
<thead>
<tr>
<th>Investments</th>
<th>Expenditure</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>145 M XPF</strong> Repayment of debt</td>
<td><strong>273 M XPF</strong> Air traffic control</td>
</tr>
<tr>
<td><strong>7,003 M XPF</strong> Amount allocated to investments</td>
<td><strong>3,862 M XPF</strong> Airports (fees)</td>
</tr>
</tbody>
</table>

### TAXES

- **1,912 M XPF** Taxes on air tickets: Airports, States and local authorities (excluded from revenue)

### Operations

- **273 M XPF** Air traffic control
- **3,862 M XPF** Airports (fees)
- **9,665 M XPF** Contractors (excluding fuel)
- **9,345 M XPF** Providers (fuel costs)

### Dues and taxes

- **1,324 M XPF** (Country and authorities)

### Contribution

- **31.3 M XPF** Associations (sponsorship, ticket donation)
- **1 BILLION XPF** Promotion Tahiti (travel press, campaigns, etc.)

### Employment

- **5,422 M XPF** Salaries
- **2,341 M XPF** Social security contributions (Health & Social care)

#### COMMITMENT #9

To integrate sustainable development into our activity and our business culture

**PROMOTE CSR AND ITS GOOD PRACTICES**

Many fun challenges and community initiatives have made it possible to raise awareness and rally employees around CSR themes. Among the most noteworthy projects of 2017-2018 were:

- A Job Academy for young job-seekers from the Hotuarea neighborhood association in Faa’a, including a visit to the training center and aircraft on the ground at Tahiti-Faa’a airport.
- A joint initiative for waste collection during the European Week for Waste Reduction,
- A solidarity meal for the benefit of homeless people in Papeete, etc.

These initiatives were organized in collaboration with active local associations (FACE Club Polynesia, Club EPER, Order of Malta Polynesia) for the good of the environment and society in general. They contribute to federating teams and materialize the values fostered by the company and its employees.

ATN also actively supports local initiatives such as Earth Hour 2017, Tahiti Women’s Forum 2018 and European mobility and waste reduction weeks.
Other financial and property investments in the local economy:
En 2017, Air Tahiti Nui also invested in the creation of its first subsidiary, the company SAS Tahiti Nui Helicopters (with a capital of 246 million XPF), with 50% ATN and 50% HBG France ownership, offering a new alternative for the transport of tourists wishing to overfly our islands. In 2018, the company also invested over 1.8 billion XPF in the construction and interior design of its new head office located at the airport in Tahiti Faa’a.

LEADER IN TOURIST TRAFFIC
Air Tahiti Nui transported 132 456 tourists in 2018, and remains the leader in inbound tourist traffic to Tahiti. It actively participated in promoting the destination abroad across its various markets and invested over a billion XPF in 2018 in the form of press trips and familiarization trips for travel agents, advertising campaigns, etc.

LEADING AIRLINE IN THE IMPORT AND EXPORT OF GOODS
Air Tahiti Nui also contributes to developing the exportation of Polynesian products. In 2017 and 2018 the company actively sponsored a number of innovative local initiatives, in partnership with the Tahitian Chamber of Commerce (CCISM), for example the ‘Exporter of the Year Contest’ promoting the exportation of new local products. In addition, it also contributed to a solidarity-based delivery of a ton of disaster relief clothing and supplies from France to help Polynesian families affected by flooding in 2017.

SUPPORTING LOCAL ECONOMY
Air Tahiti Nui also contributes to the development of the local economy, with 28% of expenditure in 2018 involving local suppliers and service providers. This local implication is also reflected in its significant contribution to the country’s dividends and taxes.

As the 2nd largest Polynesian company in terms of workforce
Air Tahiti Nui supports the development of local employment with 92% of its staff based in Polynesia. It welcomed over 75 interns in 2018 (compared to 69 in 2017), supporting training for local young people in addition to the capital reinvested in the economy in terms of wages and social security contributions to the country’s social welfare system.

75% local executives
716 employees based in Polynesia in 2018

Other financial and property investments in the local economy:
Air Tahiti Nui additionally supports initiatives of a social and solidarity based nature, devoting over 18.7 million XPF to local associations in 2018 (SOS Suicide, les Tamarii du ciel, Te Niu o te Huma). It also treated over 1300 young Polynesians from deprived neighborhoods in Tahiti to a first flight during the discovery flights of the Tahitian Dreamliner in 2018. Furthermore, it has also supported the utilbus since 2017, offering a means of transport to vulnerable individuals from underprivileged neighborhoods in the towns of Punaauia and Faa’a.

Amount of support attributed to local projects (addressing social, cultural and environmental issues)
Air Tahiti Nui transported 132 456 tourists in 2018, and remains the leader in inbound tourist traffic to Tahiti. It actively participated in promoting the destination abroad across its various markets and invested over a billion XPF in 2018 in the form of press trips and familiarization trips for travel agents, advertising campaigns, etc.

20 years of territorial anchorage - Air Tahiti Nui has endeavored to develop its direct and indirect contribution to the economic and social development of Polynesia since 1998.

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<table>
<thead>
<tr>
<th>Year</th>
<th>Amount (million XPF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>26.7</td>
</tr>
<tr>
<td>2017</td>
<td>32.1</td>
</tr>
<tr>
<td>2018</td>
<td>31.3</td>
</tr>
</tbody>
</table>
The guidelines and recommendations of the Global Reporting Initiative have been taken into account in the drafting of this report.

<table>
<thead>
<tr>
<th>Key Indicator</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>Difference 2018 / 2017</th>
<th>Ref GRI</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Number of employees</strong></td>
<td>Units</td>
<td>784</td>
<td>790</td>
<td>780</td>
<td></td>
</tr>
<tr>
<td><strong>Recruitment</strong></td>
<td>Units</td>
<td>41</td>
<td>54</td>
<td>48</td>
<td>-11%</td>
</tr>
<tr>
<td><strong>Departures</strong></td>
<td>Units</td>
<td>39</td>
<td>53</td>
<td>50</td>
<td>-6%</td>
</tr>
<tr>
<td><strong>Amount of payroll</strong></td>
<td>Billion XPF</td>
<td>7.63</td>
<td>7.44</td>
<td>7.25</td>
<td>-3%</td>
</tr>
<tr>
<td><strong>Amount allocated to professional training</strong></td>
<td>Millions XPF</td>
<td>76.8</td>
<td>78</td>
<td>65</td>
<td>-17%</td>
</tr>
<tr>
<td><strong>Number of work-related accidents</strong></td>
<td>Percentage</td>
<td>1.19</td>
<td>0.99</td>
<td>0.97</td>
<td>-2pts</td>
</tr>
<tr>
<td><strong>Number of days of medical leave</strong></td>
<td>Units</td>
<td>28</td>
<td>12</td>
<td>16</td>
<td>33%</td>
</tr>
<tr>
<td><strong>Percentage of gender parity (all occupations)</strong></td>
<td>Percentage</td>
<td>51.7</td>
<td>51.6</td>
<td>50.5</td>
<td>-2pts</td>
</tr>
<tr>
<td><strong>Number of employees with disabilities</strong></td>
<td>Units</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td><strong>Number of flights operated</strong></td>
<td>Units</td>
<td>1 623</td>
<td>1 631</td>
<td>1 666</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Number of flight hours</strong></td>
<td>Units</td>
<td>18 896</td>
<td>18 417</td>
<td>18 228</td>
<td>-1%</td>
</tr>
<tr>
<td><strong>Carbon footprint (flights)</strong></td>
<td>Tonnes equivalent CO2</td>
<td>383.871</td>
<td>382.928</td>
<td>368.392</td>
<td>-4%</td>
</tr>
<tr>
<td><strong>Energy consumption (Premises in PPT)</strong></td>
<td>Kilowatt kW</td>
<td>779.181</td>
<td>706.810</td>
<td>773.739</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Sales revenue</strong></td>
<td>Billion XPF</td>
<td>35.5</td>
<td>35.4</td>
<td>34.1</td>
<td>-5%</td>
</tr>
<tr>
<td><strong>Number of passengers transported</strong></td>
<td>Units</td>
<td>480 085</td>
<td>484 722</td>
<td>471 452</td>
<td>-3%</td>
</tr>
<tr>
<td><strong>Number of tourists transported</strong></td>
<td>Units</td>
<td>136 270</td>
<td>137 772</td>
<td>132 456</td>
<td>-4%</td>
</tr>
<tr>
<td><strong>Market share of tourist traffic</strong></td>
<td>Percentage</td>
<td>70.8%</td>
<td>69.2%</td>
<td>61.2%</td>
<td>-7pts</td>
</tr>
<tr>
<td><strong>Amount of tourist revenue generated for the Country</strong></td>
<td>Billion XPF</td>
<td>37</td>
<td>35</td>
<td>na</td>
<td>-</td>
</tr>
<tr>
<td><strong>Tonnage of goods transported</strong></td>
<td>Tonnes</td>
<td>9 005</td>
<td>9 512</td>
<td>9 697</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Amount allocated to support social and environmental initiatives</strong></td>
<td>Millions XPF</td>
<td>26.7</td>
<td>32.1</td>
<td>31.3</td>
<td>-2%</td>
</tr>
</tbody>
</table>

**Active members of Club Tiare**                         | Units  | 119 920 | 129 786 | 143 291 | 10% |
| **Rate of customer satisfaction**                      | Percentage | 96%   | 96%    | 96%     | 0pt |
| **Number of customers surveyed**                       | Units  | 7 772   | 6 604   | 4 326    | -34% |

*Note: Ref GRI indicates the corresponding guidelines and recommendations from the Global Reporting Initiative.*
About this report

SCOPE AND METHODOLOGY

Following the publication of its first sustainable development report in 2016 (June 2018), Air Tahiti Nui is publishing this second report in order to keep internal and external stakeholders informed about the results and initiatives undertaken regarding sustainable development. It is principally addressed to clients, employees, suppliers and partners of Air Tahiti Nui as well as the general public. The report covers the areas of priority that Air Tahiti Nui set itself when creating its material matrix in 2016. The scope concerns Air Tahiti Nui’s activity and sites based in Tahiti (excluding stations abroad) and covers the financial years of 2017-2018. This report was prepared in accordance with the general principles set out by the G4 guidelines of the Global Reporting Initiative (GRI) which is an internationally recognized standard for reporting on the economic, environmental and social issues of a company.

As it is published every two years, the next edition of the report is planned in 2020.

NB: Article 225 of the Grenelle II law of 12 July 2010 and its implementation decree of 24 April 2012 obliges French companies with over 500 employees and whose net turnover exceeds 100 million euros to publish information about “the social and environmental consequences of their activity and on their societal commitments in favor of sustainable development” in their information management report. While this decree is not applicable in Polynesia, Air Tahiti Nui has voluntarily undertaken a reporting initiative in order to contribute to the development of CSR policy in Polynesia and to strengthen the dialogue about this subject with its stakeholders.

Do not hesitate to send us your feedback, contact:
Mareva BURNS
CSR
rse@airtahitinui.pf

This sustainable development report 2018(PDF) is also available in English on the website: Air Tahiti Nui. com>environnement/RSE and/or onboard our flights in the magazine section of our inflight entertainment.

GENERAL INFORMATION ABOUT THE GLOBAL REPORTING INITIATIVE (GRI)

<table>
<thead>
<tr>
<th>GRI</th>
<th>Air Tahiti Nui Report</th>
<th>Report Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategy and analysis G4-1</td>
<td>Message from the CEO</td>
<td>3</td>
</tr>
<tr>
<td>Profile of the organization G4-3/4/5/6/7/8/9/15</td>
<td>Key figures 2018</td>
<td>4</td>
</tr>
<tr>
<td>Aspects and relevant areas identified G4-18</td>
<td>CSR Commitments and performance</td>
<td>5</td>
</tr>
<tr>
<td>Implication of stakeholders G4-24/26/27</td>
<td>Dialogue with our stakeholders</td>
<td>7, 10, 11</td>
</tr>
<tr>
<td>Report profile G28/29/30/31</td>
<td>Scope and methodology</td>
<td>See above</td>
</tr>
<tr>
<td>Governance G4-34</td>
<td>Organization</td>
<td>6</td>
</tr>
<tr>
<td>Ethics and integrity G4-56</td>
<td>Values, conformity, data protection</td>
<td>4, 8, 9, 11</td>
</tr>
</tbody>
</table>
20 year's by your side
Together for a sustainable future

DOCUMENT PUBLISHED BY AIR TAHITI NUI
CSR Administration Organization Department

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https://www.airtahitinui.com/pf-fr/rse-environnement