

## SKYTEAM CORPORATE SOCIAL RESPONSIBILITY STATEMENT

The SkyTeam Alliance consists of a group of airlines, each with its own identity and brand, working together to meet the growing demand for worldwide mobility. Our activities support economic development and connect people and cultures in the communities we serve. As much as we believe in the value of the service we provide, we recognize the potential environmental and social consequences of our activities. With that awareness, each partner airline seeks to ensure that profitable growth goes hand in hand with environmental quality and social progress.

The SkyTeam Alliance strives to set the industry standard for protecting the environment, promoting social responsibility and realizing equitable, economic prosperity. In this vein, SkyTeam adopts the following commitments.

SkyTeam is committed to realizing sustainable economic prosperity.

- We are accountable for our financial results and guarantee transparency in the information we provide.
- We partner with local, national and international organizations to help build and strengthen the communities we serve through employment and economic growth.
- We act with integrity and strive to earn the trust of all of our stakeholders.
- We embrace safety, security and quality as the foundation for a superior level of performance in our operations.

SkyTeam is committed to promoting social responsibility.

- We offer safe, motivating working conditions in accordance with applicable employment and labor law.
- We strive to promote diversity and to ensure equal opportunities among all staff.
- We foster employee opportunities for advancement and mobility through career enhancement initiatives.
- We undertake to abide all labor laws in anywhere we operate, and request our suppliers and subcontractors to comply with these principles.

SkyTeam is committed to the protection of the natural environment.

- We endeavor to implement best available technologies in fleet renewal and the most efficient procedures and operations to reduce noise and air emissions including greenhouse gases.
- We analyze our facilities and processes to identify opportunities for improving our environmental performance.
- We implement measures to reduce the environmental impact of our activities and ask our suppliers and contractors to do the same.
- We ensure all facilities and operations comply with environmental protection regulations.
- We communicate with our employees to ensure awareness of environmental goals and objectives and support employee-driven environmentally protective initiatives.