



FINNAIR

PRESENTATION

DATE
NAME

FINNAIR



FINNAIR 2020 RECOVERY PLAN

NETWORK CHANGES :

Our intention is to operate approximately **30% of our normal amount of flights in July**, and we will also start long-haul flights to our key Asian destinations. We will then add routes and frequencies month by month as demand recovers aiming **to operate 70% of our normal network by en 2020**.

From July, Finnair will:

- Gradually add frequencies and routes back to its network.
- Review schedule on a monthly basis and update it as travel restrictions are removed and demand starts to recover.

HEALTH AND SAFETY :

To make flying as safe as possible, Finnair is preparing for gradually growing passenger numbers with several new measures on board and at the airport to protect the health of its customers.

- ✓ Social distancing at the airport and onboard.
- ✓ Boarding and disembarkation processes have been adapted.
- ✓ Finnair cabin crew and all customers are required to wear a mask from boarding to leaving the aircraft.
- ✓ Aircraft cleaning has further been intensified and sanitising wipes are available for customers onboard.
- ✓ An adjusted in-flight service concept will help to decrease contact between customers and cabin crew.
- ✓ ...





ADDITIONAL FREQUENCIES AND LONG-HAUL ROUTES TO RESTART FROM JULY 20

NEW TRAFFIC PROGRAMME:

- July/August: 40 destinations including 9 on Long-Haul destinations.

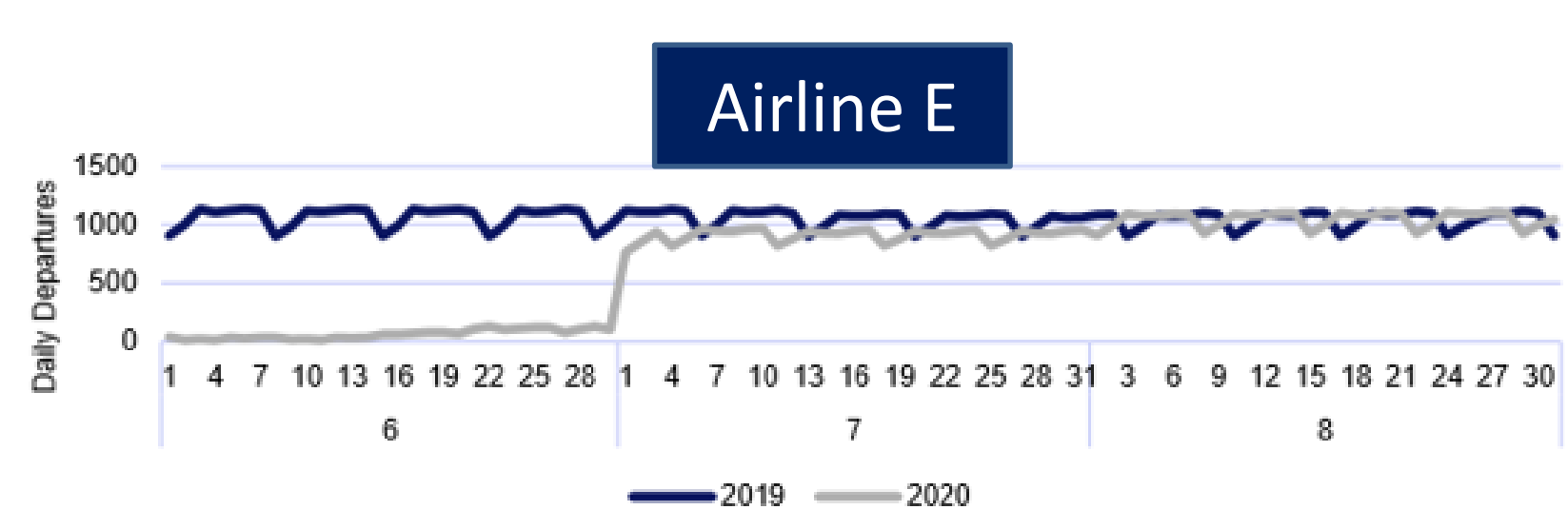
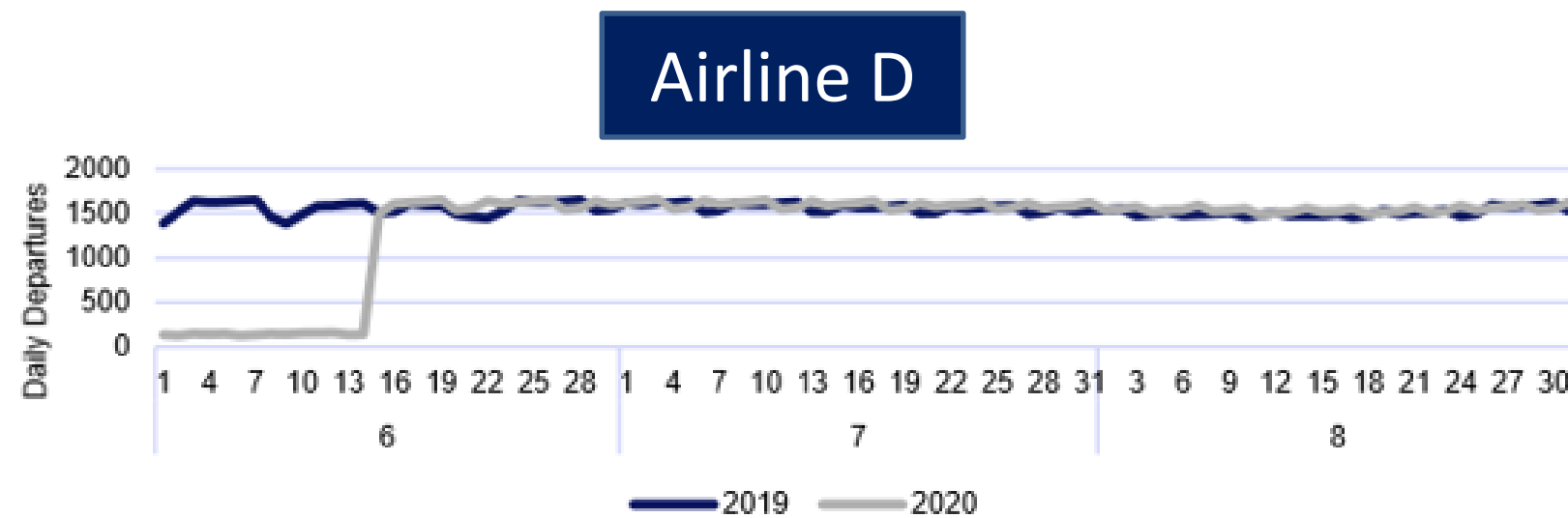
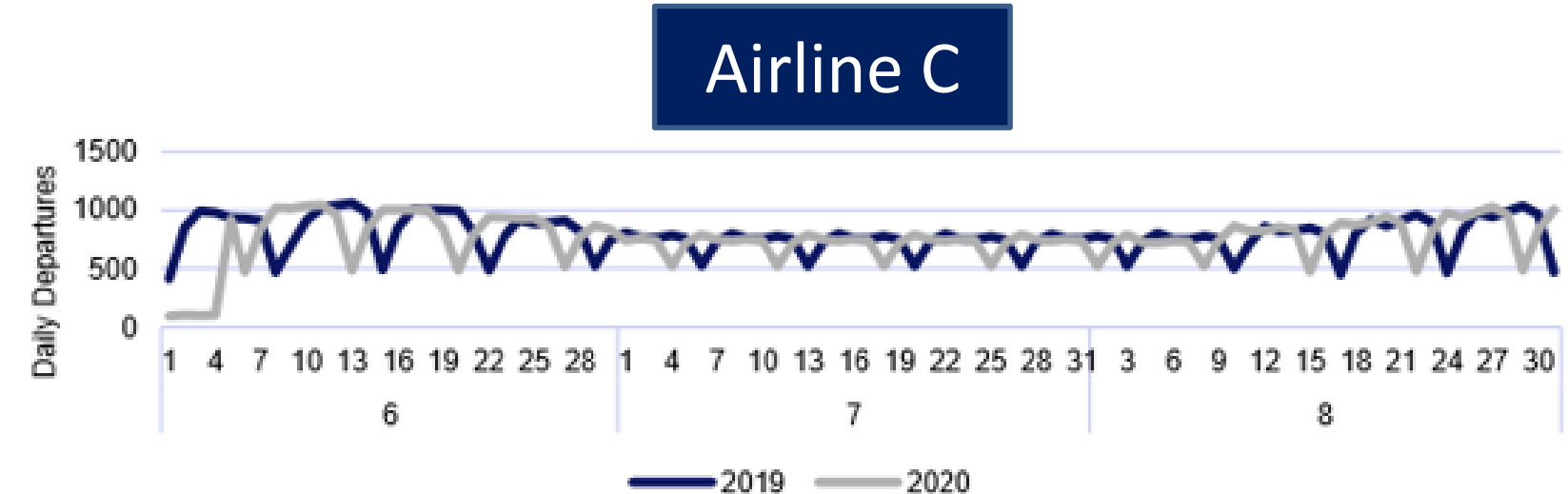
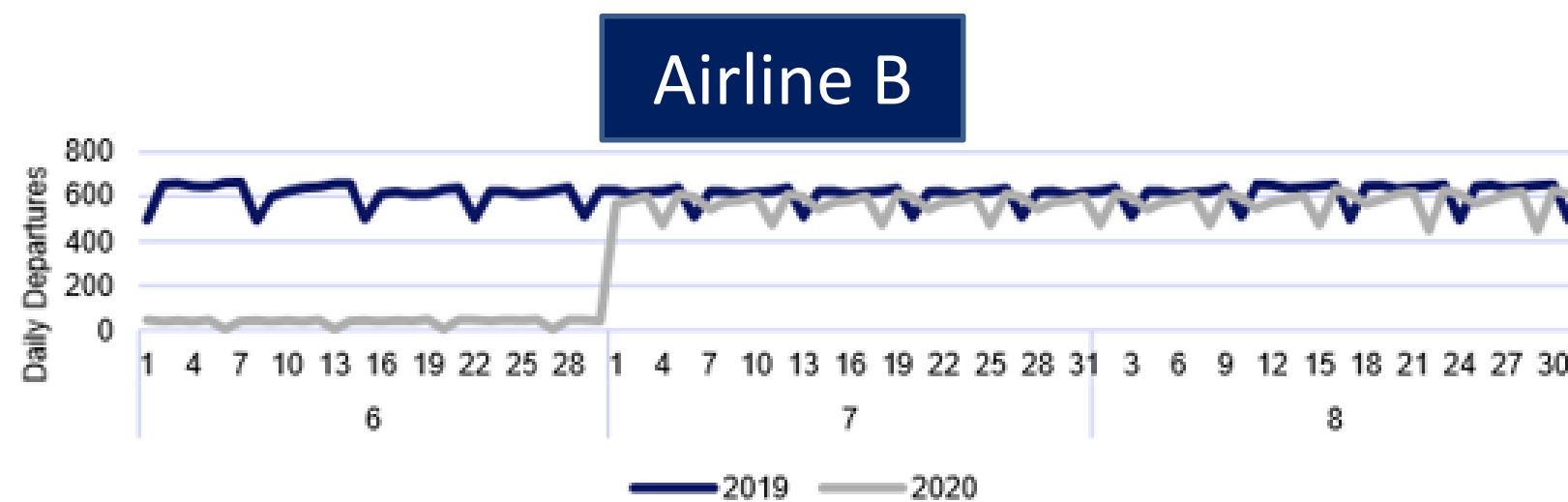
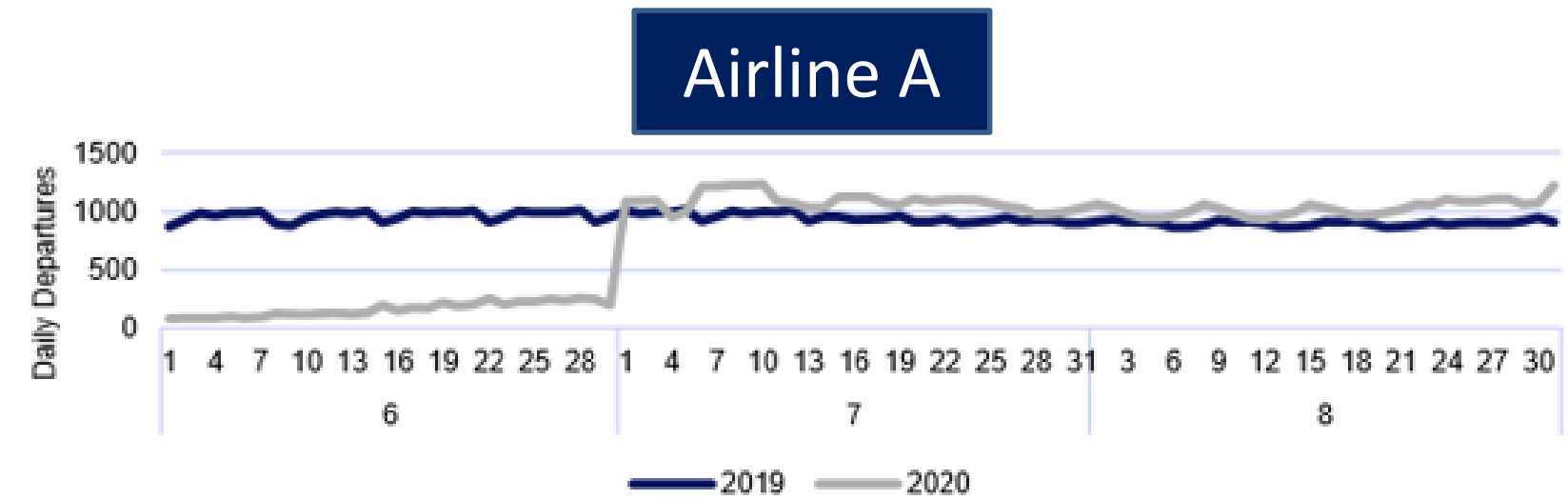
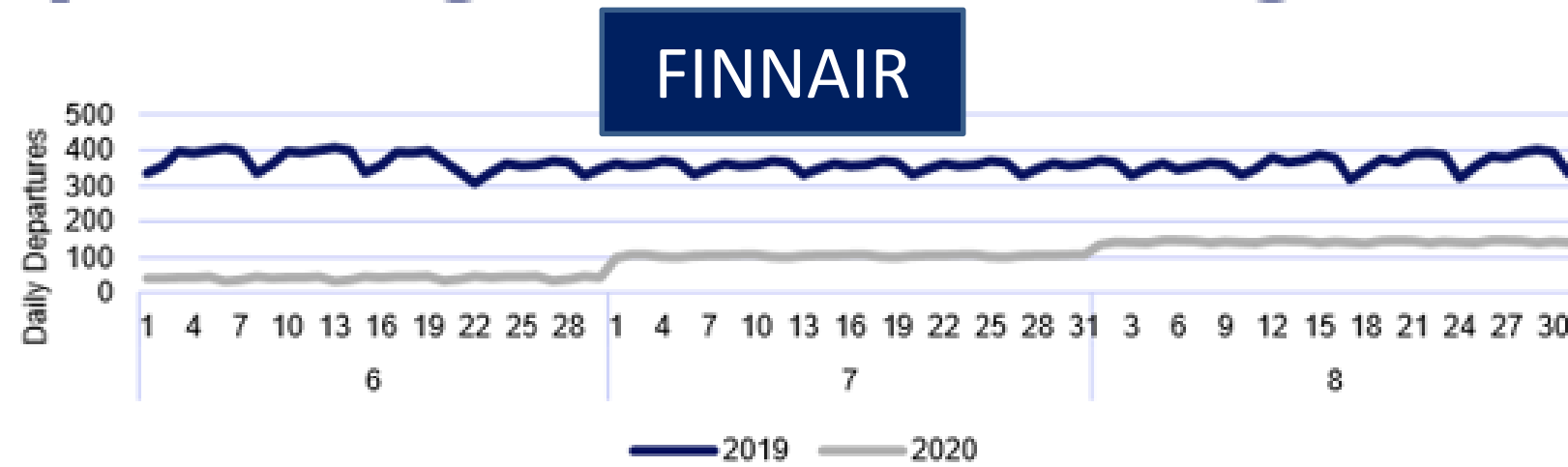
30% of our normal network

- Aim by end 2020: 60 short-haul and 15 long-haul destinations depending on how demand recovers

70% of our normal network



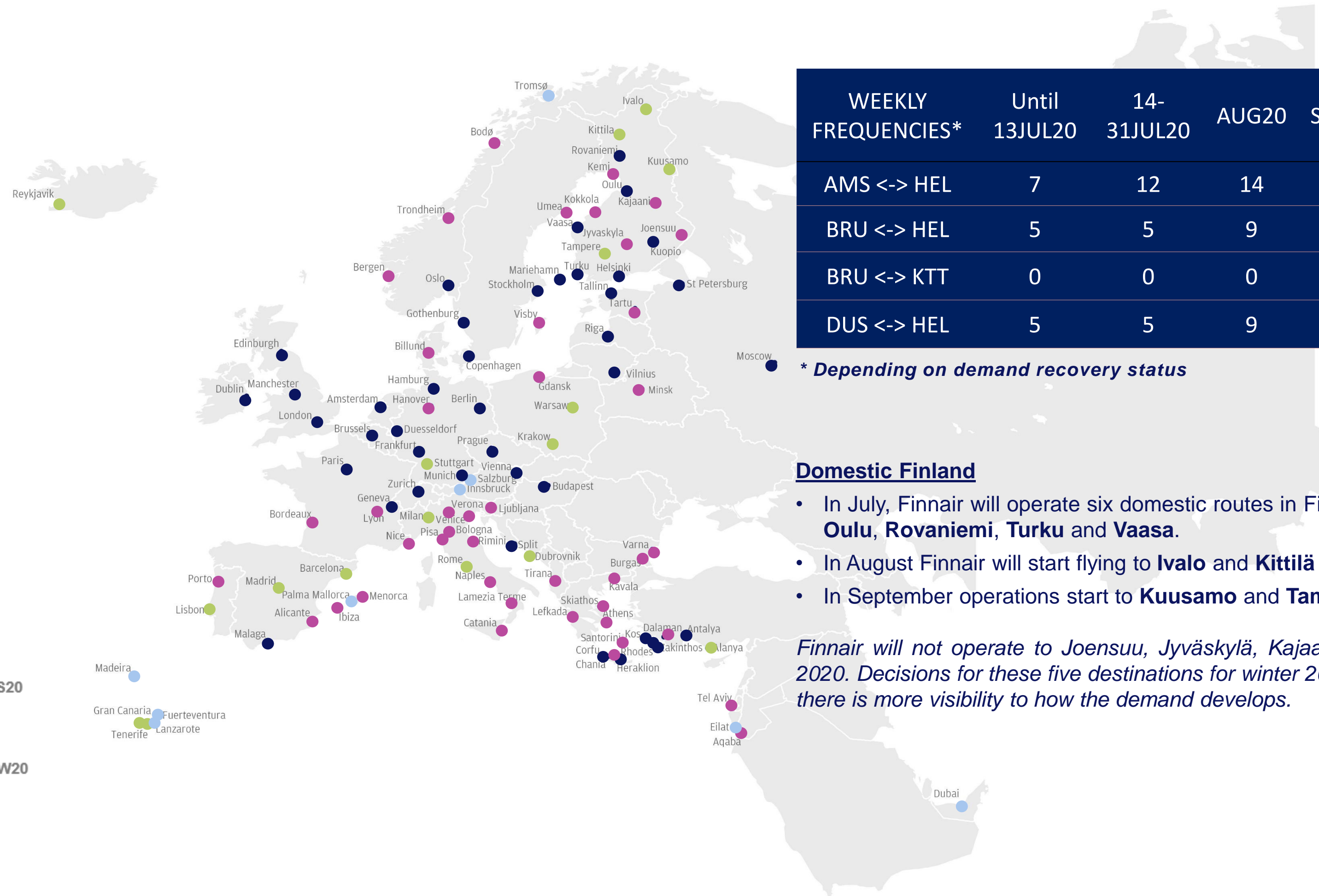
Competitor Ramp Up Comparison – airlines avoids updating their offering



TRUST, RELIABILITY, THIS IS WHAT FINNAIR INTENDS TO FLY – AS A CUSTOMER CAN PLAN FLIGHTS



EUROPEAN NETWORK



WEEKLY FREQUENCIES*	Until 13JUL20	14-31JUL20	AUG20	SEP20	OCT20	NOV20	DEC20 - MAR21
AMS <-> HEL	7	12	14	14	14	14	14
BRU <-> HEL	5	5	9	14	14	19	19
BRU <-> KTT	0	0	0	0	0	0	1
DUS <-> HEL	5	5	9	14	14	14	14

* Depending on demand recovery status

Domestic Finland

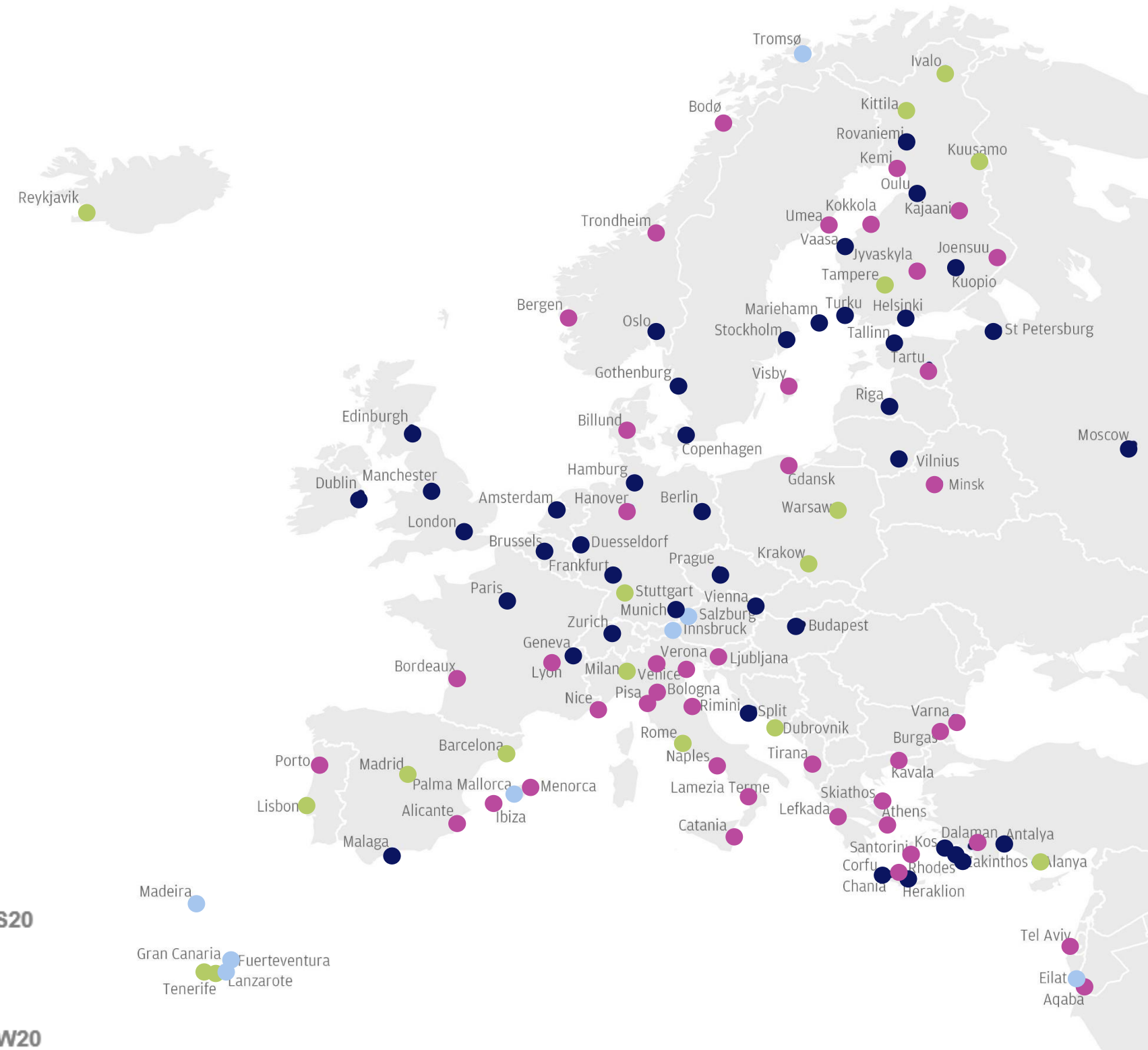
- In July, Finnair will operate six domestic routes in Finland, flying to **Kuopio, Mariehamn, Oulu, Rovaniemi, Turku and Vaasa.**
- In August Finnair will start flying to **Ivalo and Kittilä** in the Finnish Lapland.
- In September operations start to **Kuusamo and Tampere.**

Finnair will not operate to Joensuu, Jyväskylä, Kajaani, Kemi or Kokkola during summer 2020. Decisions for these five destinations for winter 2020/2021 will be made later on, when there is more visibility to how the demand develops.

- STARTING JULY 20
- STARTING LATER IN S20
- STARTING W20
- NO FLIGHTS IN S20 / W20



EUROPEAN NETWORK



WEEKLY FREQUENCIES*	JUN20	JUL20	AUG20	SEP20	OCT20	NOV20	DEC20 - MAR21
DUB <-> HEL	0	4	5	7	7	7	7
EDI <-> HEL	0	3	3	5	5	3	3
LHR <-> HEL	14	14	14	14	27	35	42
MAN <-> HEL	0	4	5	7	7	10	14
LGW <-> IVL	0	0	0	0	0	0	2
LGW <-> KTT	0	0	0	0	0	0	1

* Depending on demand recovery status

Domestic Finland

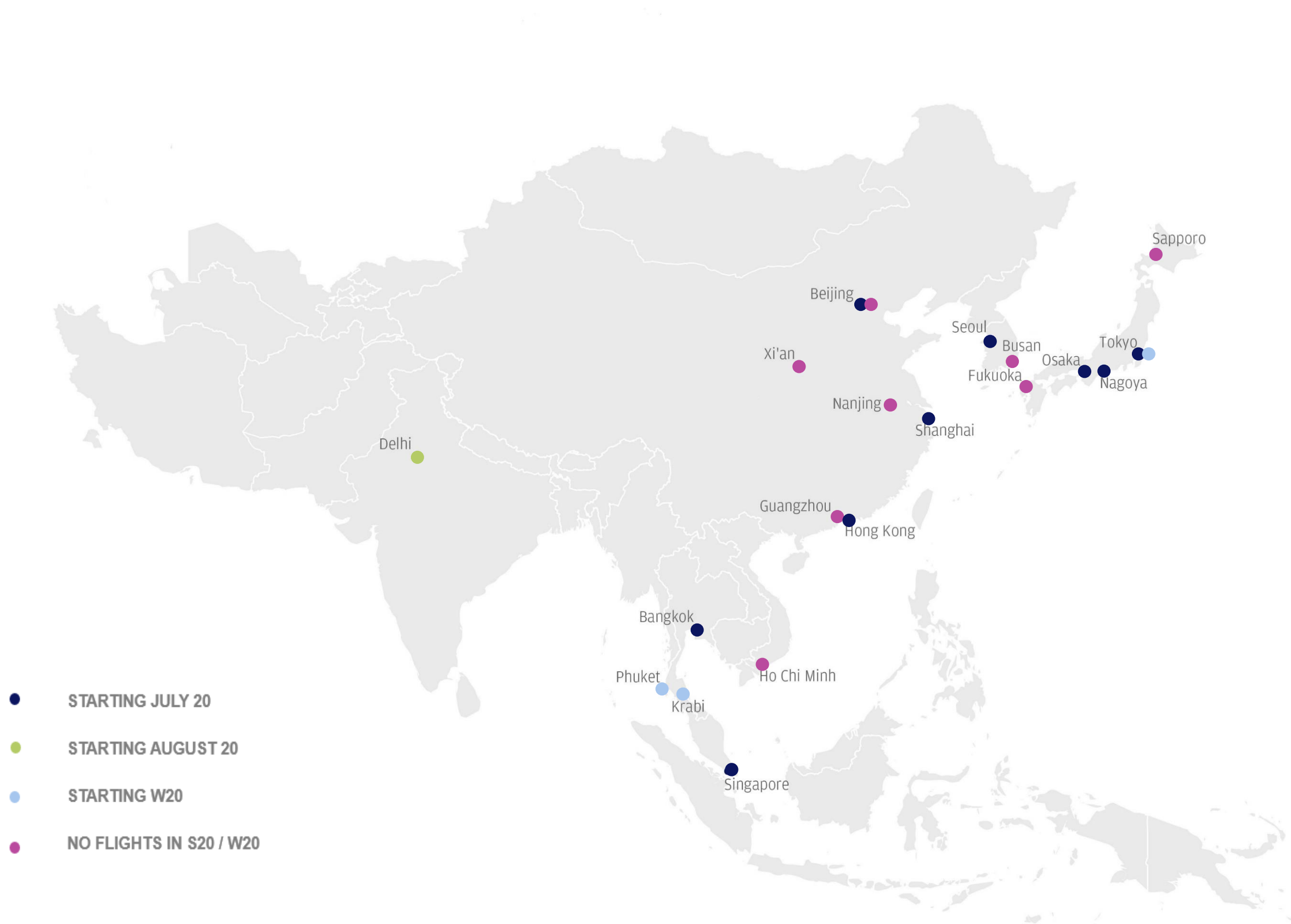
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DESTINATIONS

ASIAN NETWORK



WEEKLY FREQUENCIES*	JUL20	AUG20	SEP20	OCT20	NOV20 - MAR21
SHANGHAI	0	5	7	7	7
BEIJING	0	0	4	7	7
HONG KONG	3	4	4	7	10
SINGAPORE	0	4	5	6	7
SEOUL	3	4	5	6	7
TOKYO NARITA	3	7	7	10	3
TOKYO HANEDA	0	0	0	0	7
NAGOYA	0	0	4	4	3
OSAKA	0	0	4	5	5
BANGKOK	4 (Inbound only)	5	6	7	10
PHUKET <i>(from DEC20)</i>	0	0	0	0	1
KRABI <i>(from DEC20)</i>	0	0	0	0	1
DELHI	0	2	3	3	5

* Depending on demand recovery status



NORTH AMERICAN NETWORK



- **STARTING JULY 20**
- **STARTING AUGUST 20**
- **STARTING W20**
- **NO FLIGHTS IN S20 / W20**

WEEKLY FREQUENCIES*	JUL20	AUG20	SEP20	OCT20	NOV20 - MAR21
NEW YORK JFK	0	2	4	7	7
MIAMI <i>(from DEC20)</i>	0	0	0	0	1

* *Depending on demand recovery status*



BOOK YOUR FLIGHTS WITH CONFIDENCE

FLEXIBILITY TO RESERVATION CHANGES FOR FLIGHTS BOOKED BETWEEN 1 APRIL AND 31 AUGUST

Make new bookings until the end of August with peace of mind thanks to our update ticket change policy.

You can change a travel date flexibly without a change fee, if

- You made your booking between 1 April and 31 August 2020.
- You have a Finnair operated and marketed flight.
- There are available seats on your chosen new flight.
- You make the change 7 days before the departure of your original flight (If you change your travel dates closer to your flight, the change conditions follow your original ticket rules).
- In case you would like to cancel your booking, a refund will be according to the original ticket rules.
- Exceptions may apply

If there is no availability in the original fare class for the new flight, the fare difference between the original and new flight tickets needs to be paid.

If travel extras have been purchased and the travel date needs to be changed, we will move the travel extra to the new flight if possible, otherwise, it is eligible for a refund.

**COVID RELATED REFUNDS – FINNAIR REFUNDS AVAILABLE
VIA YOUR GDS**

More info through www.Finnair.com or www.Finnair.com/easy





HEALTH & SAFETY



Airport customer processes – safety in everything we do



Check-in

- Online check-in encouraged
- No touch policy: no physical contacts between customer and staff
- Hand sanitizer available
- Check-in kiosks
 - Every other closed
 - Floor stickers to guide safe distance
- Self-service baggage drop
 - Floor stickers to guide safe distance
- Staffed check-in counters
 - Floor stickers to guide safe distance
- Protective staff covers



Security

- Floor stickers to guide safe distance
- Active guidance on processing – not too many passengers packing items at the same time
- Hand sanitizer available
- Target is to reduce carry-on baggage amounts
- Customer communication needed about the screening of all electronic devices separately



Immigration

- Floor stickers to guide safe distance
- Queuing set-up to support safe distance
- Good capacity at immigration kiosks and manned counters which enables good allocation
- Hand sanitizer available



Boarding

- Finnair gate allocation ensures maximum physical space (not full flights on adjacent gates)
- Gate crew reviews flight seating, aims to allocate empty seats next to customers when possible
- Floor stickers, announcements and monitors to guide safe distance
- Screening of corona symptoms visually performed by gate agent
- Pre-boarding lounges not used to full capacity
- Customers who sit on the back of the plane boarded first (new procedure)
- Maximum of 50% capacity per bus used
- Hand sanitizer available
- No touch policy



Arrival

- Cabin crew advises customers to disembark aircraft in smaller groups
- On remote stand arrivals, maximum 50% of bus capacity used
- Floor stickers in arrival hall to guide safe distance
- Hand sanitizer available
- No touch policy



Baggage

- Customers are encouraged to bring minimum amount of baggage
- Customer communication to enforce this.
- Finnair allows up to 2 PC of carry-on baggage in addition to personal item. At this point, no changes to be made to the policy, but situation to be monitored.



PREPARE FOR TRAVEL

- Passengers should stay home if feeling unwell. Anyone with symptoms of a respiratory infection will be denied boarding.
- Check the authorities' travel recommendations in the destination country.
- Check-in online to minimize time spent at the airport and queues at the check-in kiosks.
- Pack light – baggage handling increases the time customers spend and the contacts they have at the airport.
- As from 18.05.2020 all customers are required to wear a mask from boarding to leaving the aircraft. Customers having a medical condition preventing from wearing the mask should contact Finnair at least 72 hours before the flight.
- Customers should take enough masks with them – those are needed on the flight and may also be required at the destination.





AT THE AIRPORT



- At Helsinki airport, customer service points have plastic screens and our ground crew wear surgical masks. It's recommended to wear a mask already at the airport.
- Customers are asked to maintain a minimum distance of 1 meter at the airport
- In Helsinki Airport hand sanitizers available both at check-in and at the gate area.
- Cash payments are currently not possible at Finnair airport service points.



WHEN BOARDING

- It is required to wear a mask that covers mouth and nose by the time boarding begins and during the flight.
- Customers should bring your own masks, boarding can be denied to customers not wearing the mask.
- Finnair implements a new boarding order to minimize unnecessary contacts and movement in the cabin. Boarding will begin from the rear end of the aircraft. Priority and Business Class boarding is temporarily discontinued.
- Social distancing principles are applied when possible in seating. Our crew reviews seating at the gate and customers are seated far away from each other when possible. Families can of course sit together.
- At Helsinki airport, in bus transportation, only max 50% capacity is used.
- Please note that anyone with symptoms of a respiratory infection will be denied boarding.





DURING THE FLIGHT



- ✓ Our cabin crew wear surgical masks during the flight. Customers are also required to wear a mask from boarding to leaving the aircraft. Customers are asked to bring their own masks that cover both nose and mouth. Children under age of 7 are not required to wear a mask. It is allowed to remove the mask while eating or drinking.
- ✓ Customers are encouraged to bring only one piece of carry-on baggage and store it under the seat in front of them.
- ✓ We clean our aircrafts at every "turn" when the aircrafts are on the ground.
- ✓ A "Clean Kit" will be distributed to every passenger including disinfection wipes for surfaces, Kyrö hand sanitizers, and envelope to collect used wipes and inflight instructions.
- ✓ It's recommended to avoid unnecessary movements in the cabin. Moving around for medical reasons is permitted.
- ✓ Cash payments are not possible during the flight.
- ✓ Exiting the aircraft will happen in a new order in smaller groups.



CHANGES IN INFLIGHT SERVICES UNTIL JULY 2020

(Service will be lifted during H2 2020 to a 'new normal')

To minimize direct contact between customers and crew, we have modified our meal service onboard.

Nordics, Baltics, Russia and Innsbruck

- In Business Class we will serve you a water bottle;
- In Economy Class – no meal service available. Water on request.

Short-haul European flights

- In Business Class – water bottle and sandwich. No special diets.
- In Economy Class – water bottle and cookie.

Long-haul intercontinental flights

- In Business Class – the meal and beverage service is lighter than usual. Special diet meals are available to be selected in advance.
- In Economy Class - the meal and beverage service is lighter than usual. Special diet meals are available to be selected in advance.

Duty free or pre-order shopping will not be available on any flights.



Service concept will ramp up during 2020 to a new normal – Pricing for Business Class and upgrades will take this into account

Q3			Q4		
July	August	September	October	November	December
'Corona concept'		'Recovery concept'		'New normal'	
<p>Upgraded 'as is' Corona F&B concept:</p> <ul style="list-style-type: none"> LH J: On tray service, one meal option LH Y: One meal option SH J: On tray meal (one choice), SH Y: Normal complimentary beverages <p>Limited Inflight Service:</p> <ul style="list-style-type: none"> No hot towel service No top tier greeting/welcome drink No sales (no duty free, no buy-on-board) <p>Limited Ground Service:</p> <ul style="list-style-type: none"> Only HEL HUB Schengen lounge open with restricted offering Priority boarding discontinued Limited access to outstation lounges (esp. OneWorld Lounge access restricted) Limited Fast Track (e.g. closed in HEL) 		<p>Introduce extra elements to F&B</p> <ul style="list-style-type: none"> LH J class: Introduce second meal option & aperitifs. Bar service. LH Y class: Bar service as normal. SH J class: Introduce bar service. SH Y class: Reduced buy-on-board service <p>Add. elements for Inflight Service:</p> <ul style="list-style-type: none"> Special meals available on all flights Hot towel service Top tier greeting/welcome drink Pre-order meals <p>Add. Elements for Ground Service:</p> <ul style="list-style-type: none"> Non-Schengen Lounge and Platinum Wing open in Helsinki Fast Track open 		<p>Introduce extra elements to F&B</p> <ul style="list-style-type: none"> Move to "on tray main meal service" on all LH Adjusted F&B options & components <p>Add. elements for Inflight Service:</p> <ul style="list-style-type: none"> Duty-free sales All payment methods accepted Normal tableware/limit disposables <p>Add. Elements for Ground Service:</p> <ul style="list-style-type: none"> HEL HUB all/selected lounges open with post-corona concept Adjusted Resourcing parameters 	



CHANGES IN AIRCRAFT CLEANING AND DESINFECTION

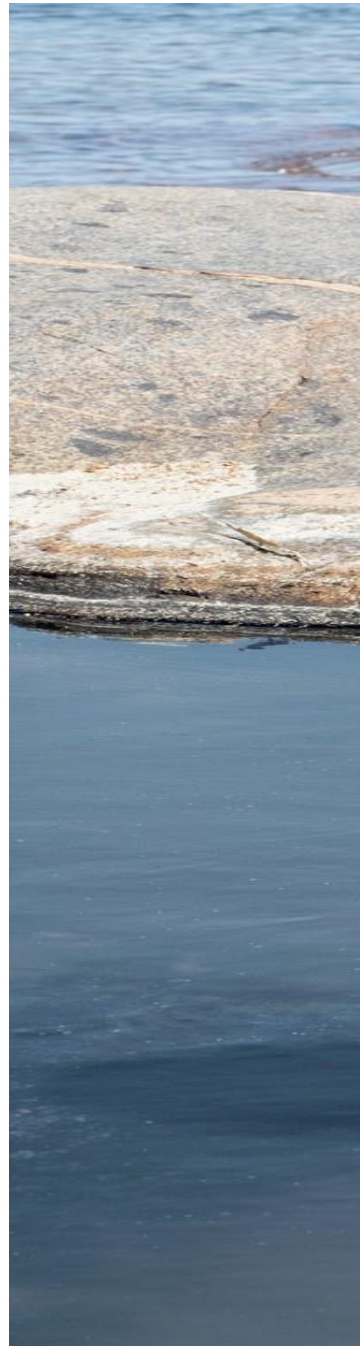


Aircraft cleaning has further been intensified, with special focus on high-touch areas as per EASA instructions.

- ✓ We clean our aircraft at every "turn" when the aircraft are on the ground according to the cleaning program from lighter cleaning to regular power-washes
- ✓ Desinfectants are used daily. During boarding customers are provided with wipes on board, so they can additionally wipe any high touch surfaces and increase their sense of safety.
- ✓ HEPA filters



SUSTAINABILITY



FINNAIR'S GOALS TOWARDS CARBON NEUTRAL AVIATION

Although Finnair is heavily impacted by COVID19 we stay committed to our pre-Covid GOALS to drive sustainability in all our operations

- Carbon neutral non-flight operations by end of 2022
- Halving all net emissions by end of 2025
- Carbon neutral Finnair latest by end of 2045



WHAT DO WE DO

- Fleet investment of 3.5-4 billion EUR
- Weight and fuel: 15 000 tons fuel reduction/year
 - In-flight travel retail ended on EU flights
- Offsetting, EU Emissions Trading Scheme and Corsia
- Reducing single-use plastics on board by 50%
- Reducing food waste in catering operations by 50%

CUSTOMER ENGAGEMENT

- Integration of offsetting and SAF options into ticket types – Q4 2020
- Offsetting CO2 emissions of Finnair's corporate customers - SEPT 2020
- Encouraging customers to make sustainable choices – matching with sustainable aviation fuel
- Introducing more vegetarian and vegan choices onboard

SUSTAINABLE AVIATION FUELS (SAF)

- Increase annual spend on SAF to to 10 MEUR by DEC 2025
- Matching customer contributions with own SAF purchases
- Decreasing staff duty travel CO2 footprint with SAF



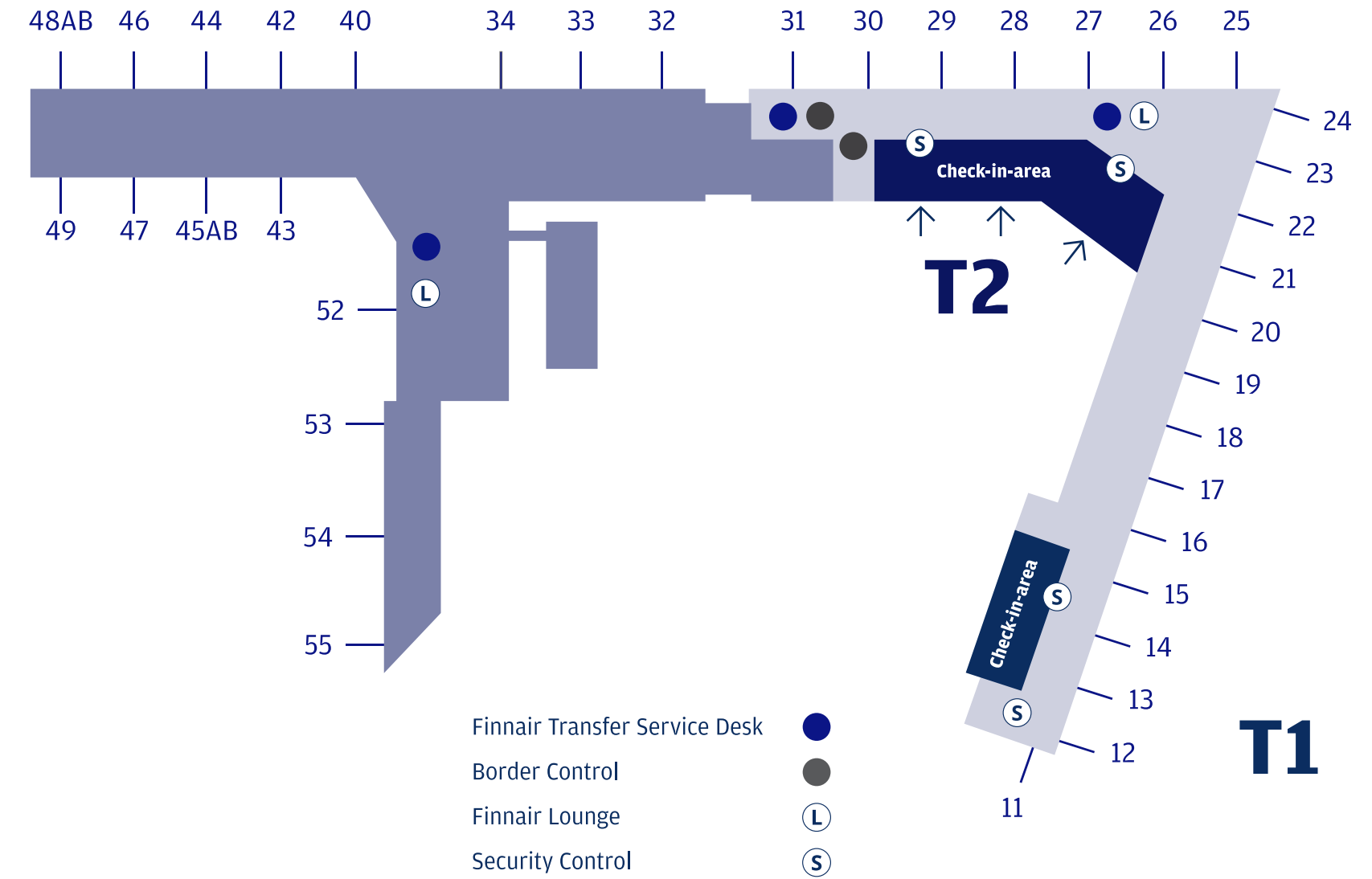
FINNAIR



Finnair flies the short northern route to link major Asian cities with Europe through it's Helsinki hub.



Our route is geographically the shortest way between Europe and Asia. Using the shorter one to Asia means less CO² emissions and less fuel consumption. In addition, our timetables are designed for short and smooth connections.



Helsinki airport offers fast and convenient transfers with a minimum connecting time of 40min. Enjoy a compact and efficient airport where all the gates and services are located under one roof, in one terminal building. Designed especially for transferring between Asian and European flights, it is regularly rated as one of the most efficient airports.



FLEET (84 + 5 on order)



Airbus A350 (15 + 4 on order) 



Airbus A330 (8) 



Airbus A321 (19) 



Airbus A320 (10) 



Airbus A319 (8) 



Embraer 190 (12)



ATR 72 (12)





LONG HAUL ECONOMY CLASS

Long Haul flights feel like a breeze in our spacious Economy Class.

- Generous and tasty hot meal accompanied by a selection of beverages.
- Personal in-flight entertainment system with the smart and modern Nordic Sky interface available on 11" touch screens in every seat.
- In-seat power USB sockets are available on Airbus A350.
- Add a little extra to your trip with our new Economy Comfort package.
- Wifi available on all flights



LONG HAUL ECONOMY COMFORT

Our Economy Comfort seating option in the front section of the Economy Class cabin makes your intercontinental travel even more pleasurable.

- 43 seats providing up to 13cm extra legroom compared to standard Economy seats.
- Priority boarding and fast exit.
- Noise-cancelling headphones
- A personal amenity Kit with sleeping mask, socks, earplugs, toothbrush and toothpaste.
- 1 hour complimentary Internet Access.
(3h for Gold members)



LONG HAUL BUSINESS CLASS

Extreme comfort, full flexibility, top-class service – Finnair Business Class is the ultimate way to travel whether on business or for pleasure

- High-class Business Class meals with carefully selected high-quality wines served on Marimekko design tableware.
- Our spacious full-flat seats offer our customers more room and privacy to work, dine and sleep.
- Personal in-flight entertainment system with the smart and modern Nordic Sky interface available on 12” to 16” multi-touch screens in every seat.
- Noise-Cancelling Headphones
- In-seat power and USB sockets are available.

FINNAIR