

EXECUTIVE SUMMARY  
ESG REPORT  
2023

Building the aviation  
of the future

# VUELING: CONNECTING PEOPLE AND PLACES

VUELING IS ONE OF EUROPE'S LEADING SHORT AND MEDIUM RANGE AIRLINES AND PLAYS A KEY ROLE IN CONNECTIVITY BOTH WITHIN SPAIN AND TO THE REST OF EUROPE, NORTH AFRICA AND THE MIDDLE EAST.




Our company belongs to the International Airlines Group (IAG), one of the largest airline groups in the world, which also includes Aer Lingus, British Airways, Iberia, Level and IAG Cargo. In total, IAG operates 582 aircraft carrying more than 115 million passengers to over 250 destinations.

Our Mission is to connect people and places, creating value for our shareholders, employees, customers and society while shaping our future in a sustainable way.

## OUR GUIDING VALUES

- Make it Happen.
- Make it Better.
- Make it Safe.
- Make it Cost-Focused.
- Make it Customer Oriented.
- Win Together.


## DO YOU WANT TO KNOW MORE ABOUT OUR COMPANY? THEN TAKE A LOOK AT OUR FIGURES FOR 2023

 **124**  
aircraft

 **30**  
countries


 **36.8 million**  
passengers


 **16**  
base airports

 **+250**  
routes

 **+4 600**  
professionals

 **215 619**  
flights

 **+90**  
airports

 **2<sup>nd</sup>**  
airline of the AENA network

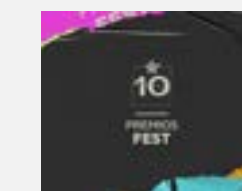
## CERTIFICATIONS AND AWARDS



IATA Environmental Assessment certified (IEnvA - ISO 14001 equivalent)



'A-' rating for risk disclosure from the Carbon Disclosure Project (CDP)



2023 Fest Award for Best Brand Activation



IATA Operational Safety Audit (IOSA) Certification



Solidarity Company Seal awarded by the Plataforma del Tercer Sector



Best Airline at the 2023 Routes World Awards



Top Employer Certification

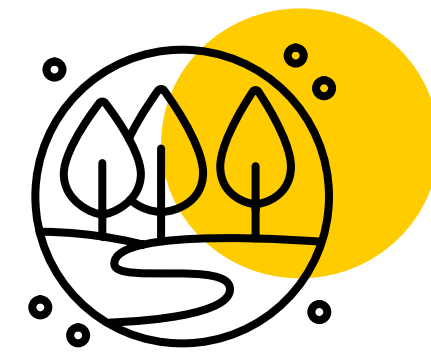


Bronze Award in Premis Impacte



# OUR ESG ROADMAP

At Vueling, we have a firm commitment to addressing environmental, social and governance (ESG) issues and have adopted a comprehensive approach to managing, measuring and reporting on initiatives in these areas.



## ENVIRONMENTAL

We know that aviation today has a negative impact on the environment. As a result, we're constantly looking for solutions to reduce that impact.

We're fully aligned with the FlightPath Net Zero strategy adopted by the IAG Group, which sets out a number of objectives, including achieving Net Zero carbon emissions by 2050 and running 10 % of its flights using sustainable aviation fuel (SAF) by 2030.



## SOCIAL

We help to create new jobs and boost the economy. We also strive to cultivate an inclusive and respectful environment that promotes equality, diversity, education and awareness.

In addition, we're engaged in numerous social initiatives to help improve the lives of our team members and the communities in which we operate.



## GOVERNANCE

Our commitment to sustainable development – not just from an environmental perspective but also an economic and social perspective – is an integral part of our values and corporate culture. We work to ensure that sustainability is a key factor in each and every one of our decision-making processes and the way we operate our business.



# COMMITMENT TO THE ENVIRONMENT

## DID YOU KNOW THAT...



we were pioneers in offering our customers the supply of sustainable aviation fuel (SAF)\* on the day of their flight? In addition, we match these contributions to double the reduction of CO<sub>2</sub> emissions.

The widespread production of SAF is still limited compared to demand. Therefore, it is necessary to increase its production, which requires the effort of all involved parties, both public and private.

WE WANT TO CONTINUE PROVIDING THE **BEST CONNECTIVITY** WITHIN SPAIN AND TO THE REST OF EUROPE, BUT WE KNOW THAT WE CAN ONLY DO THIS IF WE SEEK SOLUTIONS THAT HELP **REDUCE GLOBAL WARMING** AND IMPROVE OUR IMPACT ON THE ENVIRONMENT.



## DECARBONISATION

### DECARBONISATION TARGETS

**2025**



Reduce CO<sub>2</sub> emissions per passenger/km by 10 % compared to 2019

**2030**



Use 10% SAF and reduce net CO<sub>2</sub> emissions by 20 % compared to 2019

**2050**



Achieve Net Zero CO<sub>2</sub> emissions by 2050

### PROGRESS TOWARDS NET ZERO BY 2023



**78.9**  
gCO<sub>2</sub>/ RPK

**-9.5 %**

carbon intensity per passenger/km compared to 2019

**-2 100 t**

of fuel used compared to 2022 thanks to efficiency measures

**1 285 t**

of SAF used

## WASTE REDUCTION

### WASTE AVOIDED IN 2023

**-5.7 t**

of cleanup plastic saved in our offices vs. 2020



**-59 %**

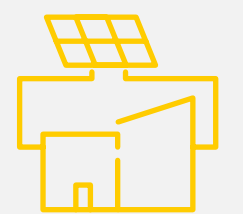
of waste on board compared to 2019

**-4.5 t**

of office waste compared to 2022

## RESPONSIBLE CONSUMPTION

### KEY FIGURES FOR RESPONSIBLE CONSUMPTION IN OFFICES IN 2023



**100 %**

renewable electricity in our offices

**BREEAM**

environmental certification for our building

**BMS**

Electricity, gas and water control system in our offices

\*Any SAF used by us meet the criteria set by the ReFuelEU Aviation Regulation.



# OUTREACH ON SUSTAINABILITY IN AVIATION

In 2023 we participated in events like FITUR, 4YFN at the Mobile World Congress and the Tourism Innovation Summit, where we talked about the challenges and needs of the aviation sector in terms of sustainability, as well as the solutions we're exploring to overcome them.

## Biodiversity

We address our impact on biodiversity by ensuring that our sustainable aviation fuel projects adhere to the principles outlined by the Roundtable on Sustainable Biomaterials (RSB) and International Sustainability & Carbon Certification (ISCC) standards. We are also signatories to the Buckingham Palace Declaration on the prevention of global wildlife trafficking.

## Analysis and Management of Climate-related Risks and Opportunities

We incorporate climate impact forecasting in our strategic, business and financial planning through the TCFD (Task Force on Climate-related Financial Disclosures) climate risk assessment, which is focused on four key topics:

- GOVERNANCE
- STRATEGY
- RISK MANAGEMENT
- METRICS AND TARGETS

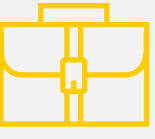


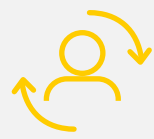
WE WANT TO HELP MAKE THE WORLD A BETTER PLACE. THAT'S WHY WE ARE COMMITTED TO SUPPORT THE DEVELOPMENT OF THOSE REGIONS WHERE WE OPERATE, CREATING JOBS, INVESTING AND CONTRIBUTING TO SOCIAL AND ENVIRONMENTAL CAUSES.



**TALENT MANAGEMENT**

 **1.5 million**  
visits to our new job portal and ATS

 **79**  
NPS<sup>1</sup> on the first day of work

 **35 %**  
internal mobility ratio

**COMMITMENT**

 **167 736<sup>2</sup>**  
jobs created in markets where Vueling operates

**94 333** direct job positions    **50 420** indirect job positions    **22 982** induced job positions

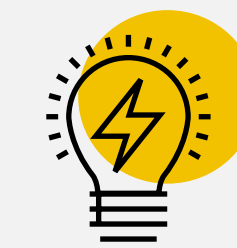
 **€10 741 million<sup>2</sup>**  
contribution to GDP

**DIVERSITY AND INCLUSION**  
TOOLS FOR DIVERSITY AND INCLUSION IN 2023



**DEI MANDATE**

We published our DEI (Diversity, Equity & Inclusion) Mandate in March 2023 so that our team had access to our key D&I data, strategy and actions.



**D&I STRATEGY**

We established a diversity and inclusion strategy focused on measuring and monitoring key KPIs, behavioural transformation and thought leadership. We also launched our Cultural Diversity training.



**D&I PANEL ON THE MANAGEMENT COMMITTEE**

In April 2023, we created a multi-disciplinary group designed to coordinate and share projects and priorities that have an impact on D&I.



**PROTOCOL AGAINST HARASSMENT AND DISCRIMINATION IN THE WORKPLACE**

This protocol was adopted in October 2023.



**EQUALITY PLAN**

In October 2023, we signed our Equality Plan, which was negotiated with the trade unions.

<sup>1</sup>The Employee Net Promoter Score (NPS) measures people's levels of commitment to the company.

<sup>2</sup>Source: Study conducted by PwC on the socio-economic impact of Vueling.

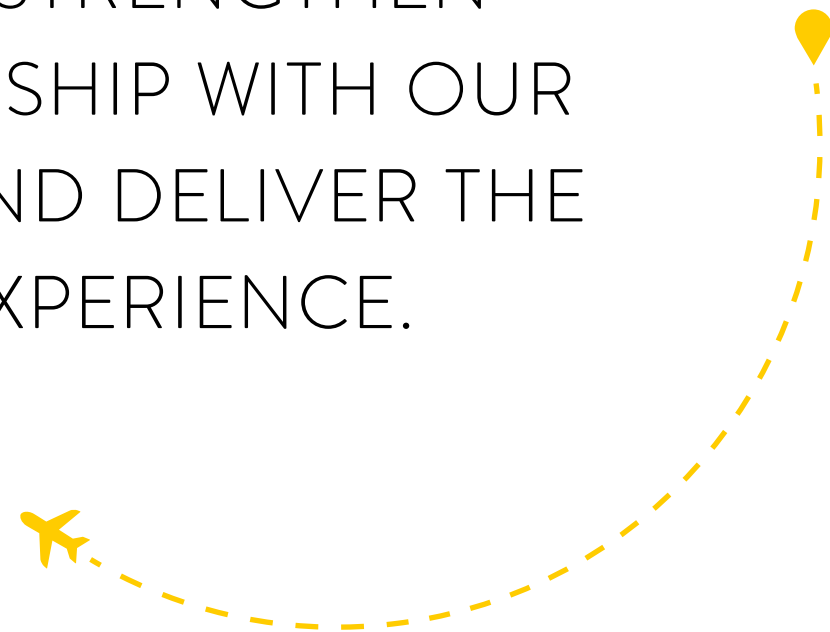
# OUR CUSTOMERS

## DID YOU KNOW THAT...



... we've been recognised for several years now by Airline Ratings as **one of the 10 safest low-cost airlines in the world?**

WE STAND OUT FOR PROVIDING HIGH-QUALITY SERVICES AT COMPETITIVE PRICES. WE STRIVE EVERY DAY TO STRENGTHEN OUR RELATIONSHIP WITH OUR CUSTOMERS AND DELIVER THE BEST TRAVEL EXPERIENCE.



## ENSURING EXCELLENT SERVICE KEY CUSTOMER CARE FIGURES IN 2023



**99 %**  
of calls attended to



**86 %**  
of calls answered within 30 seconds



**40**  
active chatbots



**12 000**  
LiveChat inquiries attended to



**400**  
cases handled on social media every day



**2.75 million**  
automated calls, 68 % of the total

## SECURITY THE FOUNDATIONS OF SECURITY AT VUELING



### COLLABORATION

- With law enforcement and civil aviation authorities.
- With national and international authorities.
- With the main industry associations.



### OPERATIONAL SECURITY CULTURE

- Involvement of teams in identifying threats and hazards.
- Environment of trust encouraging the reporting of security-related information.



### SECURITY MANAGEMENT SYSTEM (SMS)

- Covers all structures and processes related to operational security.
- Four key components: security policy and objectives, security risk management, security assurance and security promotion.



### CYBERSECURITY AND INFORMATION SECURITY

- Focus on prevention, detection and rapid response to incidents.
- Overseen by the Information Security Office (OSI, in Spanish initials).
- Cybersecurity training for teams and partner organisations.
- Regular security audits and assessments.



# COMMUNITY AND SUPPLIERS

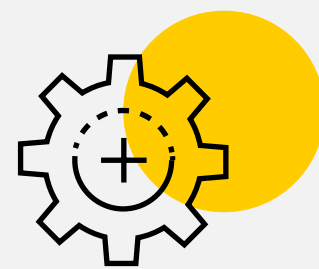
## COMMUNITY

### DID YOU KNOW THAT...



... in 2023, we supported 17 non-profit organisations (NGOs) and **made in-kind donations of more than €83 000?**

### AREAS OF ACTION SOCIAL STRATEGY



As a result, our social strategy is based on collaborating with NGOs, organisations and institutions in three main areas:

1. Women's empowerment and gender equality
2. Child vulnerability
3. Humanitarian causes

AS A COMPANY, WE'RE FULLY AWARE THAT WE HAVE AN OBLIGATION TO SOCIETY. THAT IS WHY WE MAKE OUR OPERATIONS AND RESOURCES AVAILABLE TO THOSE WHO NEED THEM MOST, WITH THE AIM OF HAVING A POSITIVE IMPACT ON THE COMMUNITIES IN WHICH WE OPERATE.



### VUELING'S SOCIAL STRATEGY, IN FIGURES



**+8 000 KG**

of tents, tarpaulins and water containers sent following the earthquake in Turkey and Syria in 2023.



**+150 000**

masks, face shields and goggles delivered to help fight the 2023 fire in Tenerife.



**19**

emergency personnel and more than 450 kg of medical and rescue equipment transported following the 2023 earthquake in Morocco.



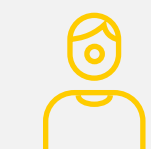
**+€1 million**

donated to Save the Children since 2015.



**1**

'Early check - the check-in that can't wait' campaign, in collaboration with the AECC (*Asociación Española Contra el Cáncer*) in 2023.



**2**

projects in collaboration with *Payasos sin Fronteras* in 2023: *Caravana de Risas*, in Poland and *Hacer Reír, Crear Futuro*, in Colombia.



**+200**

collaborations with the Make-A-Wish Foundation to fulfil the dreams of children with serious illnesses.



**2**

expeditions together with *Action Sénégal* in 2023, mobilising 37 healthcare professionals and treating more than 800 people.



**156**

organs transported in 2023 through collaboration with the Spanish National Transplant Organisation (ONT, in Spanish initials).



# SOCIAL STRATEGY

## OBJECTIVES:

- Promoting diversity and inclusion.
- Strengthening our commitment with the communities.
- Engaging and raising awareness among our stakeholders.



## MAIN SDGs



### Diversity and Inclusion

#### Areas of Action

#### Empowerment of Women and Gender Equality

- Promote gender equality and combat discrimination.
- Empower girls and women.
- Increase awareness among men.

#### Goals

#### Supported Organizations in 2023



### Solidarity Movement

#### Vulnerable children

Collaborate to develop and improve the quality of life for girls and boys in situations of poverty or illness.

#### Humanitarian causes

Facilitate the movement of people and materials in order to contribute to a solidarity goal, generating a positive impact on vulnerable individuals.



# SUPPLIERS



## DID YOU KNOW THAT...



... all our suppliers must comply with our **integrity standards?**

**WE CONSIDER IT ESSENTIAL TO WORK WITH BUSINESS PARTNERS WHO MEET OUR STANDARDS.**

As a result, our KYC (Know Your Counterpart) Guidelines set out all the requirements and procedures for supplier selection. These include a due diligence assessment to identify risks and ensure that our suppliers meet our requirements.



# GOVERNANCE

## DID YOU KNOW THAT...



... 100 % of people in our company must comply with our Code of Conduct?

WE HAVE A STRONG STRUCTURE OF GOVERNANCE, LED BY OUR MANAGEMENT COMMITTEE, AS WELL AS ROBUST ETHICS AND COMPLIANCE TOOLS TO ENSURE THAT WE OPERATE IN AN HONEST, ACCOUNTABLE AND TRANSPARENT MANNER.



## MANAGEMENT COMMITTEE





# ETHICS AND COMPLIANCE TOOLS

## OUR ETHICS AND COMPLIANCE TOOLS IN 2023

<p><b>IAG CODE OF CONDUCT</b></p> <p>Sets out the ethical principles and rules of conduct governing the actions and behaviour of all those who work at Vueling.</p>	<p><b>SPEAK UP CHANNEL</b></p> <p>A means by which individuals can anonymously report suspected ethical violations in complete confidence.</p>	<p><b>IAG DECLARATION ON SLAVERY AND HUMAN TRAFFICKING</b></p> <p>Built on a zero-tolerance policy, applies to all persons working for or on behalf of Vueling.</p>	<p><b>ANTI-CORRUPTION AND ANTI-BRIBERY POLICY</b></p> <p>Contains measures designed to enable our teams to prevent, detect and report potential corruption or bribery-related offences.</p>
<p><b>CRIME-PREVENTION CONTROL MATRIX</b></p> <p>Sets out the controls aimed at preventing crime in the company, in line with our compliance programme's effectiveness verification processes.</p>	<p><b>DATA PROTECTION AND PRIVACY</b></p> <p>We have a number of data protection and privacy tools, such as our Customer and Passenger Privacy Policy, our Employee Privacy Policy and our Personal Data Retention Policy.</p>	<p><b>CYBERSECURITY AND INFORMATION SECURITY PROGRAMME</b></p> <p>Protects our operations from potential cyber threats or attacks, in compliance with current legislation and in accordance with international standards and best practices.</p>	



# THE VUELING TEAM

## DID YOU KNOW THAT...



... 51.21 % of people at Vueling, 57 % of the Management Committee and 44 % of those in senior management and leadership positions are women?

OUR TEAM IS THE HEART AND SOUL OF WHAT WE DO. ITS PASSION, DEDICATION AND COMMITMENT SET US APART IN THE INDUSTRY AND ARE ESSENTIAL TO MAKING VUELING ONE OF EUROPE'S LEADING LOW-COST AIRLINES.



## OUR EFFORTS FOR A BETTER TEAM IN 2023

<p><b>CULTURAL TRANSFORMATION</b></p> <p>We launched the Vueling Transform department, which leads internal cultural transformation initiatives.</p>	<p><b>INTERNAL COMMUNICATION</b></p> <p>We created My Vueling, a platform where we share information, knowledge and services with our workforce.</p>	<p><b>BELONGING</b></p> <p>We held our first Family &amp; Friends Day and opened our offices to family and friends.</p>
<p><b>COMMITMENT</b></p> <p>We held quarterly meetings between the team, our CEO and the Management Committee to discuss the business.</p>	<p><b>INNOVATION</b></p> <p>We continued our #MakeitBetter program whereby our team can express innovative ideas to improve efficiency, maximise resources and make transformative decisions.</p>	<p><b>WELL-BEING</b></p> <p>We launched the Make It Healthy program to promote wellness and health, focusing on physical, mental, emotional and dietary aspects.</p>
<p><b>HEALTH AND SAFETY</b></p> <p>We carried out studies to improve working conditions for our teams, looking at areas such as in-flight noise and air quality, ergonomic studies for cabin crew and environmental controls for our offices.</p>	<p><b>TRAINING</b></p> <p>We furthered our employees' professional and personal development by offering 16 500 hours of informal training, 77 % more than in 2022.</p>	<p><b>COMPENSATION AND BENEFITS</b></p> <p>We offered a remuneration package composed of both monetary and non-monetary elements, such as discounts on flights and purchases or pension plans.</p>

**vueling**<sup>•</sup>