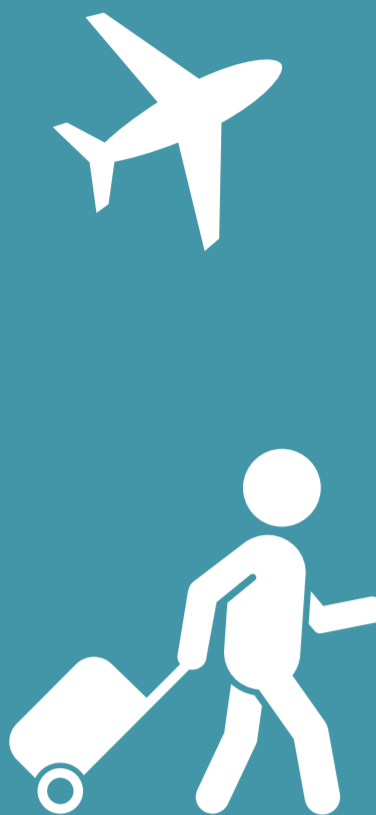






EXAMPLES OF ISAVIA'S COMMUNICATION AND COOPERATION WITH STAKEHOLDERS IN 2020	EXAMPLES OF ISSUES BROUGHT UP BY STAKEHOLDERS	EXAMPLES OF ISAVIA'S ACTIONS	EXAMPLES OF MAIN COMMUNICATION
 <p>CUSTOMERS</p>	<ul style="list-style-type: none"> • Service • Cleanliness and hygiene • Improved facilities at landing strips and cooperation on the maintenance of smaller airports • Increased cooperation and collaboration with flight schools and flight clubs • Actions that Isavia and airlines can agree on at Keflavik Airport after the pandemic • Regular and open communication during the pandemic • Cooperation with operators at Keflavik Airport in unprecedented circumstances • Activities in line with environmental responsibility • Security and safety issues 	<ul style="list-style-type: none"> • Increased comfort for passengers with automation • Adaption to increased requirements, e.g. wiping down with disinfectants • Grant to the Icelandic Aeronautical Association to improve facilities at smaller landing strips • Cooperation with the flight club at Flúðir landing strip on the use of the terminal • New incentive system at Keflavik Airport introduced to encourage development of new routes • Regular and good communication and information giving on the situation in Iceland and the borders at any given time during the pandemic • Cooperation with operators and mitigation measures introduced • Cooperation with operators and systematic work on environmental issues • Improvement projects on security and safety matters in cooperation with stakeholders • Audits and follow-up 	<ul style="list-style-type: none"> • Passenger satisfaction surveys • Customer surveys • User meetings and user consultations • Security meetings • Participation in airport and airline conferences • Regular Teams discussion meetings with operators at Keflavik Airport • Meetings and educational material • Events • Visits to different offices • Isavia's website and social media
 <p>EMPLOYEES</p>	<ul style="list-style-type: none"> • Well-being in the workplace • Education and training • Equal opportunities • Timely and open information • Clear procedures for procurement • Occupational safety at Isavia 	<ul style="list-style-type: none"> • A survey on employee wellbeing at work and follow-up. Work on a new agreement with a welfare service for employees • Employees were offered online training from Streituskólinn stress training provider • Training e.g. information security, environmental matters, Teams and Workplace use • New procurement rules approved, and procedures updated accordingly • Isavia's Safety Week 	<ul style="list-style-type: none"> • Meetings with employees and management • Surveys • Workplace intranet • Information screens at different workplaces • Electronic educational material • Isavia's website • Lectures
 <p>THE COMMUNITY</p>	<ul style="list-style-type: none"> • Cooperation with the tourism industry • Cooperation with the municipalities in Suðurnes • Development and land use plans around Keflavik Airport • Noise notifications • Cooperation with air navigation providers and international associations 	<ul style="list-style-type: none"> • Close consultation with the tourism industry e.g. The Icelandic Travel Industry Association, Promote Iceland and Iceland Tourism Cluster • Isavia's participation in the Suðurnes Forum with all the municipalities in Suðurnes • Collaboration with Kadeco • Monitoring of flight processes and improvements on them • Agreements and cooperation with other air navigation providers • Collaboration with Airport Council International (ACI) and participation in the Airport Economics Survey which compiles economic and financial data from airports around the world 	<ul style="list-style-type: none"> • Seats on boards and committees • Meetings and emails • Suðurnes Forum – 140 persons met on-line to talk about common goals connected to the UN Global Goals • Acoustic measurement system – points • Data, reports
 <p>SUPPLIERS</p>	<ul style="list-style-type: none"> • Good communication and cooperation • Transparency and good accessibility • Common understanding of Isavia's requirements 	<ul style="list-style-type: none"> • Approval sought from suppliers on business terms and suppliers code of conduct. • Changes in receipt of invoices at Isavia. Invoices accepted electronically from the beginning of the year • Evaluation of suppliers • Data review and collaboration on reliability 	<ul style="list-style-type: none"> • Meetings and emails • Isavia's website and tender documents
 <p>THE AUTHORITIES</p>	<ul style="list-style-type: none"> • Efficiency and effectiveness • Transparency and clear communication • Environmental commitments • The Global Goals and government priorities • Compliance 	<ul style="list-style-type: none"> • Corporate restructuring and implementation of improvement projects • Reports and summaries of various kind distributed to stakeholders e.g. The Central Bank of Iceland, Statistics Iceland, Eurostat, the Icelandic Transport Authority and Icelandic Tourist Board • Systematic work on environmental issues, monitoring and compilation of information • Annual and CSR report published according to the criteria of the Global Reporting Initiative • Implementation of legal and regulatory requirements 	<ul style="list-style-type: none"> • Annual General Meeting • Consultation and information meetings • Publication of statistics, e.g. flight information, investments and finances • Annual and CSR report published on Isavia's website • Opinion expressed in the consultation portal • Meetings and reports