



COPTERSAFETY

# ESG Report

2022

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Summary

# INTRODUCTION

Welcome to 2022 Environmental, Social and Governance Report. Coptersafety has built its reputation on being there for our students, customers, and communities. That's why we are able to help address global environmental and social challenges and support opportunities for economic growth.

As a management team, we acknowledge the importance of sustainability as a driver of long-term value creation for our shareholders. It is also an important part of our contribution to the communities where our people and clients work and live. Our 2022 Environmental, Social and Governance Report describes how we approach the environment, our people and corporate governance — all fundamental areas that underpin our approach to sustainability.

It also highlights six examples of our sustainability-related efforts over the past year, including:

- Driving market opportunities for clean energy
- Expanding our ESG and impact investing footprint
- Embracing our differences
- Supporting job growth and local businesses
- Innovating to address client and market needs.
- Sharing our thoughts and insights

Currently we can provide training for Leonardo AW 169, Leonardo AW 139, Airbus H125 and Airbus H145 helicopters. Our level D full flight simulators, which are also available for dry lease, provide the best training for our customers. Starting from 2022 we also have state of the art eLearning platform available for all our customers for both type related and recurrent training.

# IN THE SPOTLIGHT:

## Night Vision Imaging System training

Night Vision Imaging System (NVIS) training is a specialized program designed to equip operators, such as pilots, with the skills and knowledge necessary to effectively use night vision devices (NVDs). These devices amplify available light, enabling users to see in low-light and no-light environments. The ability to operate effectively in different environments under varying light conditions is vital for mission success and safety.

NVIS training ensures that operators can:

- **Enhance Operational Capability:** Perform critical tasks such as reconnaissance, search and rescue and HEMS with greater effectiveness at night.
- **Increase Safety:** Reduce the risk of accidents and improve the ability to handle unexpected situations.
- **Maintain Situational Awareness:** Improve situational awareness in low-light conditions, which is essential for decision-making and mission execution.

Flight simulators play an integral role in NVIS training by providing a controlled and realistic environment where operators can practice and hone their skills without the risks associated with live training. The benefits include:

- **Cost-Effectiveness:** Reducing the need for fuel, maintenance, and other expenses associated with live training flights.
- **Risk Mitigation:** Allowing trainees to experience and learn from simulated emergency scenarios without real-world consequences.
- **Repetition and Refinement:** Providing the opportunity for repeated practice of complex maneuvers and techniques until proficiency is achieved.
- **Environmental Simulation:** Accurately replicating various environmental conditions, such as different levels of ambient light and weather conditions, which prepares operators for real-world operations.

Incorporating flight simulators into NVIS training ensures comprehensive preparation, enhances learning outcomes, and significantly contributes to the overall effectiveness and safety of night operations. By mastering NVIS in a simulated environment, operators can transition to real-world missions with confidence and competence.

Contact our customer service for additional information: [info@coptersafety.com](mailto:info@coptersafety.com)

# CORE VALUES OF COPTERSAFETY

At Coptersafety we focus on the human side of business with a customer-centric approach. That's why we follow these 3 base principles in all our operations.



## 01

### Reliability of operations

Customers choose Coptersafety for our unspoiled opinion within the industry, instructors with years of experience, and top-class training devices. And we want to make sure they never leave disappointed. Customers know they're choosing a training center made by professionals for professionals.

## 02

### Partnership of trust

We want to be equal partners with our customers, so we built our cooperation on trust. Since the day we started our operations, many operators worldwide have put their trust in us to provide them with the best safety training possible.

## 03

### Human-oriented approach

We treat others, co-workers and customers alike, with respect and equality. We never stop trying to make our already top-notch training center even better, offering a range of services and a helping hand in any situation.

# GOVERNANCE

We remain focused on and committed to upholding sound governance practices to protect the long-term interests of our shareholders and create enduring value for our firm and for all stakeholders.

Our governance structures and processes strive to promote accountability, transparency, and ethical behavior — and we regularly evaluate and enhance them to help us operate at the highest levels of performance in everything we do.

Our management structure is intended to encourage effective leadership that is consistent with our corporate standards and promotes a strong corporate culture. We manage our firm on a consistent and transparent basis, while also maintaining strong corporate functions and appropriate governance of our subsidiaries.



Coptersafety is a well-organized and compact helicopter training base that allows pilots and their instructors to focus entirely on the training. The whole training process from briefing to simulator training and debriefing is carried out in our state-of-the-art training base with plenty of room for relaxing and socializing during breaks.

# ANTI-CORRUPTION POLICY STATEMENT

COPTERSAFETY ensures the establishment and maintenance of internal control systems for the prevention and detection of fraud, irregularities, and corruption as non-negotiable and will not tolerate fraud, corruption, or abuse of position for personal or institutional gain.

Therefore, we have adopted a 'zero tolerance' approach concerning corruption, bribery, and other unethical and fraudulent conduct.

Coptersafety strictly forbids any employee, contractor, and any other third party any kind of practice or scheme involving or allowing active or passive corruption, traffic of influence, extortion of facilitation payment, money laundering, and any such activity that may violate our policy.

This policy is made available internally throughout the company and the CEO ensures that everyone is aware of it and receives appropriate training. Failure to comply with this policy can lead to disciplinary action.

This policy aims to maintain the high standards of conduct that Coptersafety currently enjoys.

This will be achieved by ensuring our company does not:

- Get used by third parties for the purpose of money laundering.
- Receive bribes that are intended to influence Coptersafety's decision making.
- Become subjected to corrupt, dishonest, and/or illegal behavior.

**LASSE VOIPIO**  
**CHIEF FINANCIAL OFFICER**



# DEFINITIONS

## MONEY LAUNDERING

Money laundering is the practice of cleaning up money that has, for some reason, been obtained illegally. Often there is a complex trail involved so that the practice cannot be easily identified or traced.

## BRIBERY AND CORRUPTION

Bribery is the offering, promising, giving, accepting, or soliciting of money, gifts, or other advantages as an inducement to do something that is illegal or a breach of trust while carrying out an organization's activities.

# PREVENTING CORRUPT PRACTICES AT COPTERSAFETY

If Coptersafety was involved in a corruption and bribery situation, not only the company but also the Management and/or any other staff involved could be held liable.

To prevent corrupt practices Coptersafety will include the following risk assessment stages:

- Analysis of how bribery could occur in the transactions or face to face contact.
- Development of procedures to counter the risks, such as verification of payments in the application and renewal process.
- Documentation of activities fully and record the actions taken to ensure the legitimacy of payments.
- Regular monitoring of the risks, and checking that the procedures are working by the chief financial officer (CFO) and chief executive officer (CEO)

We encourage employees and all other stakeholders to report any suspicions of possible abuses and problems. There is a possibility to make such reports also via anonymous routes in accordance with the EU Whistleblower - directive.

# DOING BUSINESS WITH AUTHORIZED PARTNERS

Based on regulatory frameworks and leading practices, our approach focuses on making sure that Coptersafety doesn't do business with partners that can put us at risk in legal, financial, and reputational terms.

Coptersafety will undertake a regular risk assessment to identify partners or other providers of income before entering a relationship or transaction with them by:

01

## Background check

Doing background research organized by or on behalf of the departments.

02

## Internal decision

Discussing within the Compliance Department of any suspicious elements about our existing partners.

03

## Cooperation with the authorities

Fully cooperating with the responsible authorities and notifying them when applicable.

Even though Coptersafety is not an ISO certified organization, our management system is aligned with ISO 9001 and ISO 37001. On top of this, we comply with the international standards and relevant aviation regulations set for ATO operations. Our management system has been approved by several aviation authorities, including UK CAA, FAA, EASA, GACA and CAAT.

# Due diligence

Trustees of Coptersafety are responsible for carrying out due diligence checks on customers and business partners and can also monitor the end-use of funds. The measures outlined in this policy reflect guidance from the Authorities on compliance, due diligence monitoring, and risk assessment. Coptersafety will undertake a regular risk assessment to identify partners or other providers of income before entering a relationship or transaction with them.

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**01** **Assure**  
by reasonable means, that any payments are not from an illegal or inappropriate source.

**02** **Ensure**  
that it is otherwise appropriate for the company to accept money from a particular source, whether that is an individual or organization.

**03** **Ensure**  
that no conditions are attached; or if there are some, that any they are appropriate and can be accepted by the company.

**04** **Discretion**  
and privacy protection by trustees for significant and longer-term customers

**100%**

*We are 100% committed to making Coptersafety a safe and fair place.*

# POLICY ON DISCLOSURE

If anyone knows, suspects, or has reasonable grounds for thinking or suspecting that a person is engaged in money laundering, bribery, corruption, or terrorist financing, they must report such matters to CEO or Safety & Compliance Manager immediately.

Disclosure should be in writing and include the following information:

- Details of the people involved.
- Explanation of the situation and type of transaction
- When and how it happened.
- Likely amounts

Once the responsible respondent has evaluated the disclosure or other information, they will determine if there are reasonable grounds for suspecting the breach of the policy. They will also determine if there's a necessity of taking any action or informing the authorities.

# SUSTAINABILITY

Coptersafety is committed to improving and maintaining the effectiveness of the environmental objectives and targets. That is why we proactively promote sustainability and environmental aspects in our interactions with the customers.

For environmental sustainability, our own operations' environmental targets are related to reducing CO2 emissions. This is achieved by using energy from renewable sources only.

## SUSTAINABILITY OF OUR OPERATIONS: OUR PROGRESS TOWARD A CLEANER FUTURE

01

### RENEWABLE ENERGY

Since 2021 Coptersafety is only using electricity from renewable sources in our training base.

02

### ENERGY EFFICIENCY

Reducing total energy use across our operations and training base. This year we have invested in automated light systems and vehicles that are either fully electric or hybrid.

03

### PAPER

Reducing paper consumption and moving towards paper-free operations. All our training materials and exams are in electronic format.

04

### SIMULATOR EFFECT

Using a simulator instead of a helicopter has severe environmental effects. One hour of flying the real AW139 aircraft uses over 250 times more energy than our simulator.

05

### REDUCING TRAVEL FOOTPRINT TO MINIMUM

Ground training customers can choose between online training and on-site training to reduce traveling. We also use e-learning in our yearly internal training as well as in induction training.

# SAFETY AND COMPLIANCE

Safety is one of our core business functions and we are committed to developing, implementing, and constantly improving strategies and processes to ensure that all our activities take place under a balanced allocation of organizational resources, aimed at maintaining the highest levels of safety performance and meeting all applicable standards while delivering our service.

Our commitment is to:

- 01** **Highest quality**  
The company aims to continually improve the products and services it provides to meet its customers' requirements and to produce services that the company can justifiably be proud of.
- 02** **Management of change**  
Aviation organizations are often affected by external factors such as pandemic and need to be therefore able to change and adapt rapidly. Hazards may inadvertently be introduced into an operation whenever changes occur. Such hazards shall be systematically and proactively identified. Strategies to manage the safety risks of the consequences of hazards are being developed, implemented, and evaluated.
- 03** **Transparency and Integrity**  
Coptersafety publicly shares all its governance documents, ethics and compliance policies for all personnel to see and suggest changes that will be reviewed by the management quarterly.
- 04** **Safe and secure training**  
Coptersafety serves several governmental organizations. Due to the sensitive nature of these organizations, access to the facility is restricted. Extra effort to the safety of the facility and all persons has been taken. All safety items are quarterly checked, and all potential issues are corrected according to our internal guidelines

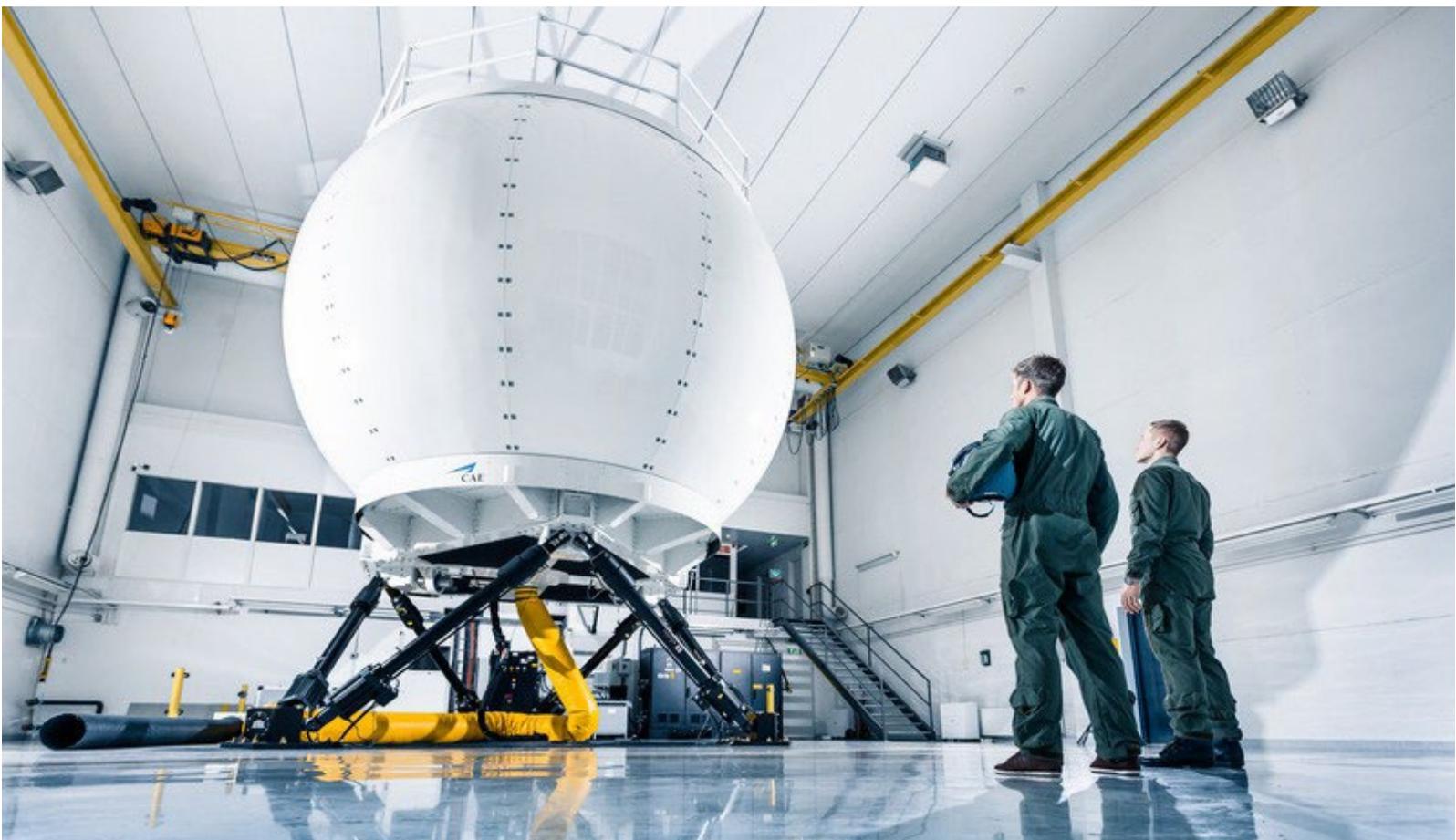
# SUPPORTING EQUALITY

We do not discriminate based on gender, age, nationality, language, opinion, religion, sexual orientation, ethnicity, or any personal attribute or circumstance. Neither do we condone harassment in the work community.

At Coptersafety we offer equal opportunities to everyone in terms of hiring, work performance, career progression and development. We also implement the equal pay principle based on the Finnish Equality Act and give both men and women equal opportunities for balancing work and family life.

Every employee has a fundamental right to report violations and a duty to act in a way that grants everyone an equal position. Our management is committed to addressing and act on any unjust situations that are brought to our attention.

All procedures related to prevention of harassment, conflicts, and inappropriate conduct are based on the Finnish Act on Occupational Safety and Health and comply with the model recommended by the Finnish Ministry of Social Affairs and Health.



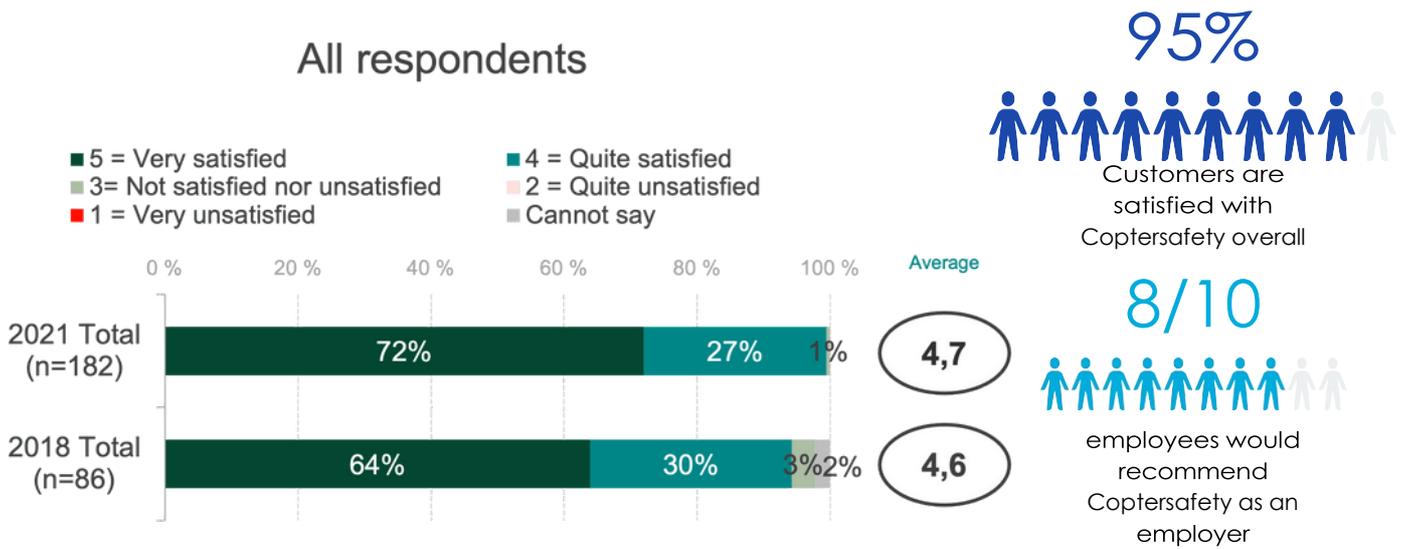
# Coptersafety focuses on the well-being of our customers.

The company is committed to providing its customers with superior learning experience and ensures customer satisfaction by following all applicable regulations and procedures.

Compliance with procedures of company manuals, safety and compliance standards and regulations is the duty of all personnel.

## Overall satisfaction results

Coptersafety regularly monitors satisfaction rates among customers and employees.



We believe that the long-term growth and success of our company depends both on having a diverse workforce that reflects the customers we serve and on developing and delivering products and services in a way that is inclusive, equitable and respectful of our customers. Maintaining excellent customer service and high satisfaction is of utmost importance when measuring our service quality.

“ Everything is at the highest level, from coffee to the training base. Your center has very competent instructors. Being in your training center you feel at home, thanks to a cozy atmosphere!  
(Student pilot)

# CONCLUSION

This document serves as an effort to provide transparency into our environmental, social, and governance (ESG) initiatives to respond to stakeholder requests, and to further enhance our collective understanding of ESG issues.



## Environment

Coptersafety pledges to take action to reduce its carbon footprint.

- Using renewable energy
- Reduce paper usage
- Fuel-efficient vehicles.

## Social

We strive to provide a safe and inspiring environment to all employees and customers.

- Being fair and supportive employer
- Following regulatory requirements
- Monitoring satisfaction rates



## Governance

We aim to create enduring value for our firm and for all stakeholders.

- Promote accountability, transparency and ethical behavior
- Effective and consistent leadership.

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We aim to create the best training conditions and means required for learning for our customers. We exist so flying would be safer and easier.

# THANK YOU!

ONE STEP AHEAD OF REALITY



## COPTER SAFETY

*We thank all of our employees and contractors for their support in our efforts to contribute to the SDGs.*

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## CONTACT

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