2014 turned out to be a good year for Thomas Cook Airlines, our guests and not least the environment. Not alone did we reach our economic targets; we also embarked on replacing six of our A321 jets with new, comfortable, eco-friendly Airbus aircraft from Hamburg. At the same time, we renovated the interiors of two other A321 jets, and the first of our five A330 aircraft returned from Madrid with completely new cabins and state-of-the-art equipment for entertaining our guests.

When in future, our guests take seat in the new or renovated A321 jets, they will enjoy more leg space than earlier. This is mainly a result of the newly developed design of the ergonomic seats that allow an extra 4 centimetres of “living space”.

Looking out of the windows, passengers will see the so-called sharklets at the upturned ends of the wingtips of the new aircraft. Together with the new and lighter seats, these sharklets give fuel savings of up to nine per cent - a reduction which will reduce our carbon footprint proportionately.

Thomas Cook Airlines Scandinavia is an important member of Thomas Cook Group Airlines which also counts German Condor and British and Belgian Thomas Cook Airlines. All in all, the Group owns 88 aircraft, and by size we rank number 11 in Europe. We are in full swing replacing 25 aircraft with new A321 aircraft. The other aircraft in our fleet will have new interiors fitted for a total price of abt. 100 million pounds Sterling.

Focus is not only on making our air travels as eco-friendly as possible. In the past year, we also reduced the amount of at-source-sorted in-flight waste. Worldwide we send this waste off for recycling, or it is used as fuel for heating. Our 1000 or so staff have also succeeded in reducing the energy used in our buildings, and our pilots have had their thick paper manuals replaced with paper-saving digitalized solutions such as Ipads saving 45 kilos on board.

No environmental initiative is too small for us, but no doubt: our biggest environmental gains are reaped by reducing our usage of aviation fuel. In the past year our emissions dropped to 65 grammes per passenger per passenger kilometre. We are thus retaining our top rank as one of our industry’s eco-friendliest companies.
Thomas Cook Airlines Scandinavia has its headquarters in Dragør in Copenhagen Airport South. All in all, we employ some 1 100 distributed on administration, production teams at our packing warehouse recently acquired at Lund in Sweden, technical staff, pilots and cabin staff. We operate from permanent bases in Denmark (Copenhagen, Billund), Norway (Oslo Gardermoen, Stavanger and Bergen), Sweden (Arlanda Stockholm, Landvetter Gothenburg, Malmö Airport), and Helsinki in Finland, respectively. In summer, we associate yet a number of regional airports in both Denmark, Norway and Sweden. Thomas Cook Airlines Scandinavia is well established in the Scandinavian market and is capable of operating from most Scandinavian airports thanks to the high degree of flexibility of our fleet of aircraft. The passengers seated on board our aircraft are mainly from tour operators belonging to Thomas Cook Northern Europe. They account for about 90% of total output. In addition to this, contracts are made with other customers on a seasonal basis.

Thomas Cook Airlines Scandinavia output is distributed as follows: about 50% from Sweden, 25% from Norway, 20% from Denmark and the remaining 5% from Finland.

Annually, Thomas Cook Airlines Scandinavia carries about 2.4 million passengers to and from interesting destinations all over the globe - mainly the Mediterranean area, the Canary Islands, The Far East and the Caribbean countries.

Sustainability and Social Responsibility are an integral part of our vision and strategy. In the coming years we have set the stage for strengthening these aspects and our position relative to other actors in the market.

Punctuality/OTP (On Time Performance)
Fiscal year 2013/2014 has been made up, and regrettably, our goal of 82% OTP within 15 minutes did not materialize. TCAS achieved an OTP of 80.70%. Part of the reason for this can be tracked down to September when we encountered quite a number of technical issues.
on our own aircraft. This meant that we had to hire in aircraft from other operators to carry out our own operations. Regrettably, these traffic challenges caused quite a number of 3-hour delays and consequential arrival delays.

However, fiscal 2013/2014 was a clear improvement compared to 2012/2013, when our OTP within 15 minutes was 75.10%. Please note: In last year’s report, we stated an average delay rate of 82% for fiscal 2012/2013. The reason for the above deviation is that we now measure our results for all the departures on which we operate compared to earlier when only departures from Scandinavia were recognized.

We have worked hard to focus on OTP. We have introduced daily OTP meetings where representatives from the company’s operational and technical departments meet to study the delays of the day before. A crucial issue being stressed at the meetings is to follow up on the delays.

We have also done an OTP project where cabin and cockpit crew and posted mechanics have been invited to join as so-called OTP agents. The primary task of the OTP agent has been to be pro-active on board or around the aircraft and to aid in focussing on OTP. Moreover, to contribute with new ideas and exchange of experience as well as participate in testing new initiatives and concepts. This project has attracted much attention, and many brilliant ideas and inputs have been dealt with by the work group.

Furthermore, we can see clear improvements at the stations (CPH, MMX, GOT and ARN) where we changed to the Aviator handling agent as from 1 May 2014. This department

The 12 most popular destinations are:

- Gran Canaria 26%
- Mallorca 14%
- Tenerife 13%
- Crete 7%
- Turkey 12%
- Carribean 1%
- Egypt 1%
- Bulgaria 2%
- Cyprus 5%
- Phuket 3%
- Rhodes 8%
- Others 10%
has been a significant factor in our OTP improvement. At Thomas Cook Group level, new goals have been defined for fiscal 2014/2015. OTP within 15 minutes has been fixed at 83%.

**Customers and guests**
In our world, the tour operators are our customers, and the travellers on board our aircraft are our guests. We consider it our principal job to ensure that both customers and guests are offered the optimum flight product in the charter market. For several years, Thomas Cook Airlines has come in first among the airlines used for the service comparisons made by the tour operators on an ongoing basis. This is also the case in the recent fiscal year. Particularly our staff’s ability to provide outstanding service, our food and the Airshop are highly appreciated by our guests.

It is still not common to have travellers prioritise and choose their air travel product solely in consideration of the environment, but this aspect is gaining more and more acceptance in travellers’ minds. It is therefore important to us that we continue to rank among the leaders in the Scandinavian aircraft charter market, so that we can offer our customers and guests one of the most eco-friendly products in the market.

**Our staff**
Our staff constitutes a central part of our airline - at the same time it is an important stakeholder when talking about anchoring considerations to the environment in our day-to-day activities. Our staff is regularly briefed, and via our environmental management system, staff can gain an insight into our environmental practices.

The cabin crew and pilots make up by far the biggest part of our work force. The rest of our staff are either part of administration at our offices, technical department which maintains the aircraft and a small team who are occupied on station activities on Mallorca, Gran Canary and Tenerife and some 60 persons at our tax-free packing warehouse at Lund in Sweden.

Representatives of all major function areas of the company form the environment team. Via the local representatives, the individual staff members can thus contribute direct with thoughts and ideas for our environmental practice. As from November 2014, our new tax-free packing warehouse at Lund has been ISO certified. A great number of people are employed at this facility, which also accounts for a considerable amount of our environmental impact. The buildings and staff are now considered in our daily environmental activities. The action areas at the warehouse have been concentrated on energy usage, waste handling and transportation of the many goods entering and leaving the warehouse.
fuel economic thus resulting in high environmental performance; and finally they offer our guests a high level of comfort. The average age of our fleet is some ten years as of the turn of year 2013/14. In the course of fiscal 2014/15, a big share of the short-range aircraft will be replaced by completely new Airbus A321 aircraft featuring among other things new energy-saving wing tips (Sharklets).

**THE FLEET**

All our aircraft are modern and incorporate state-of-the-art aircraft technologies. The aircraft have been produced by the European aircraft manufacturer Airbus. All aircraft boast great operational strengths; they are extremely fuel economic thus resulting in high environmental performance; and finally they offer our guests a high level of comfort. The average age of our fleet is some ten years as of the turn of year 2013/14. In the course of fiscal 2014/15, a big share of the short-range aircraft will be replaced by completely new Airbus A321 aircraft featuring among other things new energy-saving wing tips (Sharklets).

*Did you know that ...*

Thomas Cook Group Airlines wide-body aircraft now carry light-weight containers that are 15% lighter than their predecessors? From now on their low weight will reduce fuel usage and thus emissions by several hundred tonnes of CO₂ annually.
Our fleet counts different models of aircraft of varying sizes: Airbus A320 and A321 are short-range aircraft seating 177-211 passengers. Both models feature one centre aisle.

The big aircraft, namely Airbus A330-200 and A330-300 are long-range wide-body aircraft seating 360 and 407 passengers, respectively. Both aircraft models feature two aisles.

During the year, we also embarked on an upgrading scheme for both short- and long-range aircraft. This upgrade includes the replacement of seats, carpets and other interiors. Besides advantages to our guests in terms of comfort, all the elements contribute to reducing the in-flight weight, enabling us to reduce fuel usage and thus also emissions. It is too soon to state how big the reductions will in fact be; but indications show reductions in the region of 5 to 9% depending on the type of aircraft and upgrading configuration.

In the course of the year another two aircraft were associated to our fleet. Our sister company in the UK provided an Airbus A330-200 with the same cabin configuration as our own and seating 323 passengers. In addition to this, we operated a Boeing B757 seating 235 passengers which also flies for our British colleagues in the summer season. The latter is 47 metres long and driven by two Rolls-Royce RB211-535E4 engines with a max. take-off weight of 113 tonnes and doing a max. speed of 805 km/hr. This aircraft was manufactured in the US and is primarily used for flights between the Nordic stations and the Canary Islands.
As one of the world’s biggest tour operators, Thomas Cook Group plc. has decided to incorporate sustainability and social involvement as one of its commercial fundamentals. So to be a commercial success we have to be both economically, environmentally and socially responsible at the same time. In everyday terms, this means that all corporate units undertake to work with a wide range of long-term challenges. This is a question both of thoughtfulness in regard to the destinations we use, that we ensure high resource efficiency at our own hotels, enhance fuel efficiency and reduce emissions from our aircraft, prompt sustainable methods in our supply chains, and sustain a committed and environmentally conscious workforce. Moreover, we have made a set of concrete demands of our actors in terms of social responsibility, including paying due regard to human beings in general, but particularly focussing on protecting children from all types of exploitation.

Thomas Cook Group plc. has set up a concrete framework and goals in all these areas. To the aviation segment, this means specifically that we aim at being one of the most efficient aviation groups of our trade, resulting in CO₂ emission per passenger kilometre below the European trade average. More information about our goals is available at our website: http://www.thomascookgroup.com/sustainability

In Scandinavia, our Group is among the market’s leading tour operators when speaking of good environmental practice, and we are way up front when speaking of providing environmentally adapted travel products. We have chosen to aim our environmental focus at three main areas: airline services, hotel services and the destinations. Combined, the three areas account for by far the biggest share of the environmental impacts deriving from package tours. In all three areas, we in our group work with specific goals that are to contribute to limiting the impacts on the environment. Our group owns the Sunwing Resort and Sunprime chain among others, which are deemed the leaders among eco-labelled hotels. All the Group’s Sunwing hotels are Travelife certified. Nowadays Travelife is considered one of the most effective sustainability standards for hotel services, and it focusses on environmental improvements as well as social and ethical actions. In addition to this, all the hotel facilities in Europe have qualified for the EU Ecolabel, the flower, and as something unique for hotels outside Europe, this also applies to the Bangtao and Kamela Beach Sunwing resorts in Thailand and the Sunwing Side Resort in Turkey. The EU Ecolabel is the world’s most comprehensive eco scheme for hotels. The Thomas Cook Group also owns the Sentido and Smartline hotel chains that are strongly involved in pro-environment work.

**Environmental impact and efforts**

Reducing the environmental impact of aviation is one of the most important challenges facing the travel industry these days. We estimate that about 92% of the total environmental impact from an average charter flight is attributable to emissions to the atmosphere due to the usage of fuel, cabin waste and in-flight service products. We therefore focus particularly on these areas.

Thomas Cook Airlines Scandinavia has a long-standing tradition for working seriously with environmental issues, and as one of the only airlines in the world, we are certified to ISO 14001. Our environmental work is done in close interaction between our management, our environmental organisation and the airline’s departments. We focus on making our environmental policies, objectives and goals take root, so that everyone in our organisation will continually take a stand on any environmental aspects, and so that our work is targeted at meeting the specific goals set up to ensure a sustainable development.

Noise considerations in the local environment, reduction of the usage of oil, gas and chemicals, and efficient application of resources form the cornerstones in our environmental activities, and they feature with special requirements in our environmental management system. This appears from a detailed description of our environmental management system later in this report.
On a routine basis, we also monitor and record our fuel usage, CO₂ emissions and usage of other resources. Concrete data can be seen later on in this report. Our aviation fuel usage is subject to the EU ETS framework and is verified annually by an external auditor. Annually, the goods procured under a number of usage areas, such as purchase of IT-equipment, miscellaneous office equipment, usage of cleaning implements and detergents etc. are recorded and followed up on. These areas are not considered comprehensive and are therefore not included in this report. All data is recorded and documented in our environmental management system and used on an ongoing basis by our environmental team for the analysis and implementation of pro-environment initiatives.

**CO₂ quota trading for aviation**

As all other European aviation operators, Thomas Cook Airlines Scandinavia is covered by the “EU ETS” (European Emissions Trading Scheme). The aviation quota directive introduced a ceiling to the carbon dioxide pollution aircraft operators were allowed to cause. The CO₂ ceiling applies to flights within the EU as well as into and out of the EU and thus also third-country airlines, such as Asian and US companies flying to and from the EU.

Thomas Cook Airlines Scandinavia meets all the requirements, and the internal recording and reporting system was approved by the Danish Energy Agency in 2010. Every year around New Year, our system is also verified by the accredited verifier Bureau Veritas. Specific information is available via our operations department, which has the day-to-day responsibility for our EU ETS-related work. The EU Commission has decided to shelve the activation of the complete EU ETS, meaning that at present only flights undertaken within the EU/Schengen are subject to the obligations. The purpose of this is to allow for an international solution model. This work is being managed by the International Civil Aviation Organisation (ICAO) which expects a global solution to be ready as from year 2020. To fulfil our ambitions to continuously create environmental improvements, we work focusedly on initiatives in many different spheres within the airline. In December 2010, Thomas Cook Airlines Scandinavia
was certified under the international environmental standard ISO 14001. So we are now one of the first airline services in the world to have attained such an approval. In other words, this means that as from January 2011, we have committed ourselves to complying with the guidelines described in the standard, and our efforts and performance must be assessed on an ongoing basis by an accredited certification body. As on previous occasions, the latest auditing process did not reveal any discrepancies, and generally speaking, the system functions well, and as expected it meets expectations in terms of the objectives and action plans set up. The external audit is performed by Bureau Veritas Denmark.

We consider our management system a tool that can help us perform our environmental activities systematically and structurally. Environmental activities according to ISO 14001 are, roughly, a matter of planning the environmental efforts in detail, that is incorporating processes, ensuring that the necessary resources for the activities are available, and next that comprehensive documentation is prepared. Our management system helps ensure that the company meets all the statutory requirements of relevance to the environment, that the set goals are realised, and that in the end the overall environmental impact is reduced.

The purpose of integrating the management system is moreover to ensure continuous environmental improvements as well as contribute to developing new business opportunities and increased awareness among our staff. General responsibility for the environmental activities in our company lies with the environmental manager who reports directly to the chief executive officer. As part of the requirements of the management system, we have established an environmental team with representatives from the function areas covered by the system.

Our management system primarily deals with our flight operation activities (fuel and CO₂ emissions), the in-flight service products (food, tax-free sales and cabin waste), our technical maintenance work in own hangar, IT, our in-house service activities (printing and office equipment), maintenance of buildings and energy usage at the Dragør headquarters. As from November 2014, our management system also included the tax-free packing warehouse at Lund in Sweden. The warehouse is responsible for packing the highest number of tax-free orders and bags for any airline in the world, and the volume of materials is immense. Our environmental activities at Lund adhere to Swedish laws.

Working environment

General responsibility for the working environment lies with the HR manager. Our Environmental Manager is an executive member of the established working environment committee thus providing a linkage between the two systems. This report does not include a description of any other working environment conditions of our airline.
Fuel usage and emissions
To Thomas Cook Airlines Scandinavia the most essential environmental issue is the emission to the air of the so-called greenhouse gasses. In terms of weight, three times as much CO₂ and small amounts of other emissions, such as nitrogen oxides (NOₓ), sulphur oxides (SO₂) and hydrocarbons (HC) are formed in the combustion of aviation fuel (kerosene), and all do they have an impact on the environment. The usage of aviation fuel is directly proportional to the emissions. This means that 3.15 kg of carbon dioxide (CO₂) are formed in the combustion of 1 kg of kerosene.

All airline services in Thomas Cook Group plc. aim at reducing their fuel usage per passenger kilometre by 12% before year 2020 compared to the 2008 level. Our performance is in line with our expectations. We have thus reduced our usage by about 7% since the goal was set up, meaning that we are now over halfway. However, a major part of the reductions need to come from renewing our fleet of aircraft. And little by little the delivery of new aircraft has begun. So far we have purchased 23 new aircraft for the entire Group to be delivered in the period 2013 to 2016. The ones to come will be delivered to the Scandinavian airline company. The first ones were delivered in October 2014. The next five will be coming in the subsequent months, so they will be in operation before the summer season of 2015. In addition to this, reductions are to be a result of optimizing the infrastructure of the European airspace and possibly using bio-fuels. In our group, we are pro-active and sometimes leading in our development activities. And generally we are very positive towards the use of bio-fuels. In addition to this, Thomas Cook Group plc. has appointed a cross-organisational team consisting of competent operations people. On an ongoing basis, they assess all areas of our flight operations and the procedures associated with accomplishing air traffic. The said team also assesses new technological solutions which may contribute

FOCUS AREAS
to reducing our fuel usage and thus our emissions. Seen over a number of years we in the Scandinavian airline have succeeded in reducing our fuel usage markedly. From the time of starting the measurements at the end of the 1990s and up till now, the aggregate reduction is over 20% measured on passenger kilometres. These reductions are mainly a result of modernising our fleet, our high occupancy rates and ongoing improvements of our operations planning and implementation. The statement for the year proves that we have again succeeded in reducing our carbon footprint per passenger kilometre. The average emission ended at 65 grammes of CO₂. We have made a number of investments in new technological equipment which means that we have lifted a lot of weight off the aircraft. Next a number of aircraft have had their cabins upgraded by fitting them with new and lighter seats. All in all our emissions were also reduced. This is primarily due to fewer passengers and passenger kilometres.

The most fuel economic aircraft model in our fleet is the Airbus A330-300 wide-body aircraft, which only consumed 0.0244 litre of fuel for every passenger kilometre in this fiscal year. This corresponds to 60 grammes of CO₂ per passenger kilometre realized.

In the aviation industry comparisons are often made of average usage/emission per passenger seat km. This figure can unfortunately not be used to render a real picture of the impacts, and it is typically used by the scheduled airlines operating with somewhat lower occupancy rates than the charter and low-cost airlines. For this fiscal year it corresponds to a usage of 0.0232 litre of fuel and 58 grammes of CO₂ per passenger kilometre realized.

Green flights
We are continuously working at curbing the environmental impacts from our flight operations. Our operation planners and corps of pilots have therefore daily for the last years employed routines that aim at reducing the usage of fuel wherever possible.

We focus on all stages in our operations, from the planning of flight routes to activities and procedures related to starting, flying, approaching and right up to touchdown. A more detailed presentation of the individual stages is available on our website.

Our pilots corps and cabin manager now use electronic tablets in their day-to-day routines on board. This has led to large-scale reductions in our environmental impact in recent years. Thomas Cook Airlines Scandinavia was one of the first airlines to introduce electronic tablets. Under “Environment-improving initiatives” later in this report you can read more details about this initiative.

Cabin waste
In this fiscal year, we collected and disposed of some 1 158 tonnes of cabin waste. This corresponds to about
0.489 grammes per guest. Last year’s amount of waste per passenger was 510 grammes. We are continuously working on improving our sorting and accounting methods which means that waste amounts will vary from one year to the next even though we do not change our service concepts.

The quantities of waste mentioned in this report are average values based on the ongoing check weighings our cleaning and catering partners carry out.

The methodology applied in the measurement of the quantities of waste involves some degree of uncertainty as we do spot checks; but this method has been highly improved in the last couple of years.

Thomas Cook Airlines Scandinavia is a leader within our trade when speaking about the sorting of cabin waste. On board the aircraft, our flying staff sort all the waste from the serving of meals at source. Waste is sorted into four fractions: glass, aluminium, newspapers and other combustibles. Quantities for the four fractions account for about 1%, 1%, 11% and 87%, respectively (estimated on average calculations of waste amounts).

At the same time and in cooperation with our local
partners, we strive to make sure that as much as possible is recycled. To the widest possible extent, what cannot be recycled is incinerated at CHP plants where energy from the waste is used for the production of power and heating. On board our aircraft, our crew use customised carts for the collection of waste, and all aircraft feature waste grinders. As one of the only airlines in our trade, we have implemented at-source sorting on all our flights. We spare no pains to also involve our passengers in this initiative. Via the cabin intercom and video systems, we encourage all our passengers to sort their waste before our staff collects it. Furthermore, we encourage passengers to place used newspapers on the front and rear rows of seats when they leave the aircraft after landing. In this way, we can separate newspapers from the other combustibles and contribute to the recycling of newspapers.

The greatest barrier to a well-functioning at-source sorting system is the airports. Many airports, particularly in Scandinavia, have now established receiving facilities that can handle at-source sorted waste from the aircraft, whereas they have not come that far at many of the Mediterranean airports on which we call. Via our own organisation and via handling agents we endeavour to influence these conditions locally. We are also intent on committing our handling and cleaning partners to conforming to some concrete environmental letters of intent and commitment. These aspects are continuously incorporated in our contracts when they are formed or renewed.

Administration
At our headquarters in the Copenhagen Airport and at the other stations with administration facilities, we do what we can to reduce energy usage by recording and monitoring the consumer pattern in regard to water, electricity and heating. In 2008, we invested in a solar panel plant at our headquarters in Copenhagen. In 2010, this plant was extended so the total surface area now comes to 30 m². In connection with renovation activities, we make sure that the environment is duly considered. Among other things, we are deliberating an upgrade of our air conditioning system which will reduce the usage of electricity.

The biggest initiative taken by us this year was to use solar panels as our source of energy. In the autumn of
2014, we put up a new and sophisticated photovoltaic system on the roof of our hangar. The system counts some 400 panels all coated with an extremely effective, non-reflective surface to prevent conflicts with air traffic. Total output from this plant is forecast to some 100,000 kWh a year. This corresponds to 15 - 20% of our current power requirement from our administration and hangar activities at Dragør.

We apply the distinguished EnergyGuard energy management system to measure and record the energy usage at our headquarters. On an hourly basis, the system sends measurements from the usage meters in the company straight to the Internet; subsequently we can perform detailed readings and analyses. This system is also used for the handling of any deviations and corrective actions, thus giving us continual insight into and control of the energy usage. EnergyGuard covers electricity, water and natural gas.

**Electricity**
Total power usage for fiscal 2013/14 came to 627,151 kWh compared to abt. 773,000 last year. We succeeded in reducing our energy usage markedly in spite of increased maintenance activities performed by ourselves at the hangar facilities at Dragør. Every day our engineers perform A-check maintenance on the A320 and A321 aircraft in and around the hangar. Our goal is still to reduce or as a minimum keep the power usage. The technical staff responsible for buildings and aircraft therefore continuously take care to inspect the energy installations of our business. If we locate any areas where improvements are appropriate, we perform the necessary adjustments and installations in order to curb or reduce usage.

On an ongoing basis, we consider other initiatives which are to contribute to further reductions of our electricity usage, including an optimisation of our IT equipment and investing in energy-friendly printing machinery in our own printshop.

**Natural gas**
Total natural gas usage for heating of hot water and heating was abt. 12% lower this year compared to last year.

**MYTHS:**

Nothing is being done to reduce the climate load caused by air traffic!
- Well, on the contrary. The trade itself is doing a lot to reduce emissions by taking specific operations initiatives. The improvement of the systems for the handling of airspace above Europe is in the pipeline and can reduce usage and emissions dramatically. Furthermore, air traffic is the only mode of transportation covered by the EU quota trading system, the so-called EU ETS.
We used 77,742 m$^3$ of gas. The smaller usage is attributable to the somewhat warmer winter and our focussing on usage, as already stated under electricity. Some years back in time, we reconditioned our heating system which now is CTS-controlled. Energy usage measurements show that the said reconditioning has resulted in savings, and we have thus reduced the emissions deriving from the operation of our facilities.

At present, we are assessing the potentials of optimising our heating system and re-insulating our biggest building. Moreover, we have a project in the pipeline which is to assess the potentials of replacing the old hangar doors with modern and well-insulated ones. We expect to make a final decision about the project in the course of 2015.

**Water**

Total water usage is above that of last year. We used 1,188 m$^3$ compared to abt. 1060 last year. Part of this deviation is due to a system leak we ascertained in October 2013. Based on comparisons for the same month in different fiscal years, we estimate that the loss was about 200 m$^3$ of water.

At our headquarters, water is used for sanitary purposes and for the regular washing of aircraft. In the recent year, we encountered more maintenance checks of our aircraft thus involving more washes which impact our usage. On an ongoing basis we scrutinize our technologies and methods to reduce the amount of water for aircraft washes. Customized atomisation nozzles or sprayers and the like have been introduced to keep the usage of water per aircraft wash at a very low level. On average some 900 litres of water are used per wash.

At our administration facilities, all water closets are dual flushing or feature ECO-BETATM water saving units. Total usage of water from our activities at headquarters - seen over the full measurement period from September 2001 to September 2014 - has been reduced by over 25%.

**Did you know that …**

the Thomas Cook Group takes three specific action areas as its starting point when dealing with sustainable activities?

Solar energy

As the first airline in the Copenhagen Airport, Thomas Cook Airlines Scandinavia established a solar panel system with a view to exploiting the rays of the sun as a supplementary source of energy. In 2014, we expanded our capacity with a completely new photovoltaic plant of some 400 high-tech panels. The plant was supplied by GermanSolar - one of the biggest operators in the market for photovoltaic systems. The company particularly has great expertise in putting up plant of these dimensions. In future, this plant will regularly be checked in close cooperation with the fitter so we ensure optimum operation and energy production.

Read more about this project in the section “environment-improving initiatives.” The photovoltaic plant has contributed about 10,500 kWh in the course of the year.

Did you know that …

The airline industry has set some tough targets for the future?…

... An average improvement in fuel efficiency of 1.5% per year to 2020

... A cap on net aviation CO₂ emissions from 2020: carbon-neutral growth

... Cut net CO₂ emissions in half by 2050 compared to 2005
At present, we are assessing possible ways of establishing a photovoltaic system at our headquarters. Read more about our plans under “Environment-improving initiatives”

**Waste from administration**

To reduce the amounts of waste, we sort all our waste and send paper, cardboard, electronic waste, mercurial light sources, batteries, iron, construction waste, ink cartridges for printers, copiers and used IT equipment off to recycling. Packagings are recycled whenever possible, and paper scraps are used for recycled pads for administration.

We also recycle plastic folders and other office-related materials. In the recent fiscal year, the aggregate quantity of waste from our activities at head-quarters came to around 57 tonnes compared to 48 tonnes last year. The waste has been sorted and handed in for recycling or used for the production of new energy in CHP plants. 92% of our waste is recycled directly or disposed of for recycling purposes at energy-producing combustion plants. The last part, which is non-recyclable, needs special treatment. This includes gypsum, insulation materials and batteries. Early this fiscal year, yet a waste fraction was added. Plastic waste from production and packaging is now separated from the rest of the combustible waste.

All fax machines, copiers and a great number of printers and scanners used in our administration and other offices in Scandinavia have now been upgraded to energy-friendly multifunction machinery.
Every year we initiate a number of concrete initiatives which all benefit the environment. These initiatives associate to both aircraft and administration operations. We use the environmental action plan as a tool for this work. This means that we can make sure that ongoing initiatives are continuously being followed up and new initiatives are discussed and developed for the coming year. This year we have focussed on among other things the following initiatives:

**Special flight operations which contribute to reducing our fuel usage and carbon emissions:**
- Reduced Drag in the Aircraft Landing Configuration
- Reduced use of Extended Landing Lights
- Reduced Thrust Reduction and Acceleration Height to save Climb Fuel
- Reduced use of APU during Taxi
- Taxi Procedures with one Engine shut down
- Optimized Flight Planning to find more Economical Routes through use of new IT systems

**New lightweight in-flight catering trolleys**
As one of the first airlines in our industry, Thomas Cook Airlines is introducing lightweight in-flight catering trolleys that are used when serving our flying guests. We expect the new trolleys to give an average weight reduction on board by up to 130 kilos, depending on the type of aircraft. The reduced weight will contribute marked savings on fuel and emissions. We cooperate with the other airlines of the Group, and altogether we have ordered close on 4000 units which are to replace the old trolleys. The first trolleys have already been delivered to our company. The other airlines of the Group have received part of
Tax-free packing warehouse

Our goal is to include our tax-free packing warehouse at Lund in our environmental management system. As the world’s largest in terms of selling tax-free airborne goods measured by passenger and with only one facility catering for the full task we know that the environmental impacts from materials and production are immense. We therefore decided to include this facility in our management system. During the year, we extensively mapped our processes and procedures in order to prepare the facility sufficiently for the Bureau Veritas auditing process which is carried out within the framework of the ISO 14001 standard. As expected in the course of this work process, we identified some specific pro-environment areas in which our buildings and activity processes could be improved. The suggested improvements at the packing warehouse at Lund are now part of our general environmental action plan in our management system.

Air conditioning at headquarters

By regulating our system and changing our usage patterns over the weekends and nights, we have succeeded in reducing our usage of power for the operation of the system by 1-2%. This project will be continued into 2015.

PC monitors in administration

The introduction of energy-friendly PC monitors reduced our power usage by 30% from this one source. The replacement of monitors is done on a continuous basis and forecast to be completed by the end of 2015.

Laptops replace PCs

During the year, quite a number of the PCs in administration were replaced by energy-efficient laptops. This process will also be continued into 2015.

Eco-friendly working clothes for our maintenance mechanics and technicians

All our staff now wear OEKO TEX labelled working clothes. This means that no harmful chemicals have been used in the textiles or in the production of them.

Installation of loading stations for electric vehicles

More and more private persons are opting for electric cars for their transport. In our company, this is also the case. We therefore decided to give the staff who select an electric car a charging station at the office.
car a special opportunity to load their car batteries while they are at work. The loading stations have been erected in a special “green” area. They are activated via an electronic key that opens the system, and following “refuelling”, we send a message to the accounts department.

Waste management in administration
In the course of the year, we introduced yet a fraction to our at-source sorting system at the headquarters facilities. Plastics from wrappings are now being sorted and managed separately.

Eco-friendly cleaning agents at headquarters
We have specified to our cleaning partners that they must only use eco-labelled products in the cleaning of our facilities.

Optimisation of our LLP loading plans
LLPs are plans that describe how much to carry of the different sales goods and beverages offered on board. By analysing usage in detail over a long period, the loading plans are made to fit the individual departures, thus enabling us to reduce the volume of goods on board. As a result weight has been reduced and consequently also the fuel usage and emissions.

Ongoing large-scale projects:

Paperless cockpit and electronic manuals
In 2011, we launched a new and interesting initiative. In everyday terms, we speak about our “electronic flightbag”. In 2014, the project became fully implemented. In the course of the year, cabin managers were equipped with Ipad in the same way as the pilots. The manual paper routines for cabin crew was made electronic. This contributes to reducing the amount of paper and weight even more.

To the project as a whole, this means that besides giving our staff a far more flexible solution, we can save over 1.4 million sheets of paper a year and thus relieve the environment markedly. We will also remove about 45 kilos of manuals from the aircraft permanently. The 45 kilos are a weight that represents fuel usage and a quantity of emissions. It is difficult to make exact calculations as weight and balance on the aircraft deviate from take-off to take-off. But at present we expect to be able to save about 100-150 tonnes of aviation fuel a year. This corresponds to some 300-450 tonnes of CO₂. The tablet solutions are now being rolled out throughout the Group, and expertise and experience from Thomas Cook Airlines Scandinavia is applied as the basis for the whole project.

Did you know that …
Thomas Cook Group Airlines has installed so-called Vortex generators that help suppress much of the noise from the aircraft during departure and approach?

"Green Seat" - climate compensation for air travellers
Since the spring of 2007, all passengers flying Thomas Cook Airlines Scandinavia and one of the Group’s own travel agents (Spies and Ving) have had the chance to voluntarily compensate for the carbon footprint contributed by their individual trips. We have decided to cooperate with GreenSeat which is internationally recognised. Thomas Cook Northern Europe’s own travel
agents link directly to the GreenSeat website.

Unfortunately, calculations for 2013/2014 show that only about one percent of our guests choose to environmentally compensate their holiday travels. In 2015 we expect to intensify our efforts in this sphere by incorporating this opportunity to climate compensate in more parts of our booking and marketing processes.

**Compensation for all business trips**

In 2008, we established an environmental foundation. Capital in the foundation is earmarked for in-house initiatives which have a pro-environmental impact. The foundation has been established at group level, and the economic framework more or less counterbalances the CO₂ compensation expense for all business trips in the Group on an annual basis. The assumptions are based on GreenSeat’s calculation model and an average view per business trip. In 2013/14 about SEK 1.2 million were earmarked for environmental in-house projects in the Group’s airline service and at our own hotels (Sunwing/Sunprime).

**Environmental clause in procurements and contracting**

In the coming year we will continue these efforts by specifying sustainability demands of our suppliers. When contracts are formed or renewed, a section outlining some specific minimum sustainability requirements to be observed is automatically added. As a minimum, these requirements are to ensure that the individual suppliers or partners display general responsibility in relation to the environment and adhere to relevant laws, including human rights considerations. In the course of the year, we formed a transportation contract with Kuhne & Nagel. We embarked on a tendering round concerning catering for our aircraft which will cover the entire Airline group.

**Green uniforms**

We have stuck to our goal of fitting out the 750 or so flying staff of Thomas Cook Airlines Scandinavia with a uniform made according to organic principles. In the course of the year, we started cooperating with a new supplier with a view to standardizing our uniforms across the Airline group. Both initiatives have made us face extraordinary challenges in terms of ensuring sustainability. Basically, we want to avoid using harmful chemicals and bleaches. At the same time, we prioritise using textiles for uniform parts which are produced in consideration of the environment, such as under the OEKO TEX label. Under the auspices of Operations, we set up a uniform committee. The task of this committee is to ensure that all aspects and wishes have been considered in due respect of the environment when designing and producing the parts for our uniforms.

**Support project being tested**

We contribute financially to the Swedish Save the Children. The money comes from the in-flight sale of scratch cards. For each card we sell, we contribute a minor cash amount to the organisation. Until further notice - we are testing this concept. If it turns out to work as intended, it may become a permanent solution.

*Did you know that…*

According to UNWTO, travel and tourism is responsible for around 5% of global CO₂ emissions, with air travel contributing 40%.
In-flight serving of meals

Thomas Cook Airlines Scandinavia solely cooperates with serious and acknowledged catering suppliers who conform to international and local rules for correct treatment and supply of food. On board our aircraft, we use many different menu concepts which all are of a high standard and prioritized in terms of service and environment. In the course of the year, we served a total of some 2 million meals. They vary in type and form and match the time and length of travel.

The development of menu concepts is continuously on the move, and often it is a result of toughened quality demands made by customers and passengers or trends within our trade. In 2008, we introduced a new and exclusive concept stressing high quality of raw materials and a high performance level. The raw materials we use for this concept are solely disposable types, and we thus deviate from our normal practice.

Throughout the development phase, the environmental perspective has been involved, so that we have made sure that the selection of materials shows the best possible consideration for both the production and post-treatment phases.

The raw materials procured have been selected as far as possible based on the principle that they should be organic, and whenever possible we mainly use products produced in Scandinavia. In this way, we can keep transportation time and thus the environmental impact down.

This year we have included yet an aspect in our menu development in order to avoid palm oil in the production
of the meals our customers are served on board.

This year we will continue making an extra effort to optimise our loading of beverages intended for in-flight serving and thus reduce the weight and consumption of fuel. A wide assortment, space as well as the crew’s serving routines are a great challenge to everyone, but there are ways and means of optimising them although they are limited. Furthermore, we look at the processes involved in the transportation of tax-free and service goods carried out by our partners and ourselves in Scandinavia.

**Sales on board**

In our tax-free shop, we use miscellaneous marketing materials. Among other things, about 105 tonnes of paper and printing ink were used in the production of

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**Did you know that ...**

Air transport has reduced its fuel use and CO₂ emissions per passenger kilometre by well over 70% compared to the 1960s.
tax-free catalogues compared to 98 tonnes the year before. Consumption often varies from year to year due to passenger volume fluctuations, special marketing initiatives and the number of passengers on the departure stations offered. This year the difference is also seen in the increased number of pages due to the success our procurement department has had in selling more advertising space to our suppliers. In addition to this, we used about 123 tonnes of paper for other service and sales materials. Last year we introduced a new sales strategy on board our aircraft. Among other things this means that the marketing literature grew from size A5 to A4 which also explains part of the increase. All in all this means that our usage of paper and printing inks increased by about 25 tonnes compared to last year.

All marketing materials are produced in Scandinavia duly considering the environment both in terms of paper choice and production processes.

We no longer provide the Inflight Magazine on board. By removing the magazine from the aircraft, we relieve the environment of quite some tonnes of CO₂ emissions annually. Furthermore, we spare the environment of considerable impacts from the production of the magazines.

In recent years, the use of the Internet as an information source has soared. To us this means among other things that more and more of our guests buying from the tax-free shop choose to place their orders direct online. At the end of fiscal 2014, the share of online orders was about 70% of total orders. In this way, the use of ecologically burdening marketing materials and other types of printed communication with the guests is minimised.

Moreover, we used about 27 tonnes of plastic bags in the past year to wrap the pre-ordered goods and those bought on board. The usage of bags is largely proportionate to the number of passengers, but it may vary with the products offered for sale. About 1.5 tonnes fewer plastic bags was used compared to last year.

Around the change of year 2012/2013, Thomas Cook Airlines bought a packing facility at Lund in Sweden from caterers Gate Gourmet.

In-flight sales of goods is one of our focus areas and a...
steadily growing business. Accordingly, the purchase of the tax-free facilities at Lund is of major strategic significance. In this fiscal year, the facility packed about 600,000 pre-ordered tax-free orders for our flying guests. We typically use 2½ bags for each order we handle. Earlier in fiscal 2013/2014, we started providing our German sister company Condor with tax-free goods. As from fiscal 2014/2015 the Condor production will be enhanced to include our British and Belgian sister companies which will start to receive goods from the facility in spring and autumn 2015, respectively. Over time this integration of activities will have a high impact on the tax-free packing warehouse at Lund and our usage of materials plus our cross-border transportation of goods. We estimate that close on 17 million customers will use the pre-ordering system as from the next fiscal year.

Social and ethical responsibility
Every year we choose to support different aid organizations. As an example, we serve Rainforest certified coffees, teas, and Fair Trade labelled juices on board our aircraft. We also contribute financially to several other organisations in the Nordic countries. Among these are the Danish Cancer Society and their work in Denmark for children suffering from cancer, the Swedish Home and School Federation and Smoke-Free Youth, Save the Child in Norway as well as sponsorships to various sports activities in the communities around our headquarters at Dragør.

At the global level the Thomas Cook Group has implemented a large-scale plan focussing on social commitment and the impacts we have on the destinations to which we carry our guests. We particularly focus on child protection, the working conditions for people who are directly or indirectly employed by us or dealing with our products, charity and animal welfare. By way of example, we grant aid at group level to the ECPAT organisations, which work actively against child prostitution, and the SOS Children’s Villages, which have projects in Thailand and Sri Lanka. The biggest single project supported by us is the school at Ban Yaplóng, Khao Sok in Thailand. This work has been carried out for about ten years now. We have supported the school by building and fitting out a local school library; we have provided educational equipment for the children, PCs and lately two Danish teachers have been sent off to teach children English. We believe that by improving the poor children’s English their potentials for getting jobs are improved markedly and particularly within tourism which continues to grow in Thailand.
In our company we have designed and put down our own environmental policy in writing to make sure that we continuously consider the role of the environment in our activities, and that we continuously make progress to the benefit of the environment.

Policy
With our environmental practices, Thomas Cook Airlines Scandinavia intends to be a pioneer of our industry. Environmental aspects are to form an integral part of all our activities. Work on sustainable development is to be goal-oriented by focussing on specific goals and principles for reducing environmental impacts:

• Reduced consumption of fossil fuels
• Reduced consumption of chemicals and man-made substances
• Efficient application of resources, for instance via recycling

Thomas Cook Airlines Scandinavia must visualise the role of the environment and make demands of our suppliers and partners. All members of our staff are to be motivated and involved so they partake in curbing the consumption of resources and the resulting impact on the environment. Thomas Cook Airlines Scandinavia is to address ethical and social issues which concern the airline and communicate openly and factually about the environmental activities of the airline.

Objectives
In order to improve the environmental work systematically, Thomas Cook Airlines Scandinavia has established the below objectives:

• We must observe current legislation at any time
• We must continue our work on reducing the environmental impacts from our most important lines of business: Fuel usage, waste management (including in-flight activities) and energy consumption from our administrative and technical facilities.
• We must both make demands on our employees’ actions and involve them in environmental issues, so their environmental awareness is strengthened.
• We must maintain a high informative level about our activities, both internally and externally.

Targets for 2014/2015
In the box at the next page we have illustrated the environmental focus areas and targets which we want to reach in the coming year so we may conform to our environmental policies and objectives. It also presents an outline target status on last year’s efforts and a description of the general objectives in the affected areas. For each objective we have added some concrete action plans which are to contribute to fulfilling these goals. These action plans are in-house working documents. Status and results are published on a regular basis via our in-house information channels. A description of our social commitment and targets is not part of this report. Further information on this issue is available either on www.thomascook.se/dk/no/fi or www.thomascookgroup.com. The Thomas Cook Group is busy revising our strategy and targets and as from next year we will be working on the basis of a set of new and simplified objectives. A more detailed description of this is available in this year’s Sustainability Report from the Thomas Cook Group, which is available on the above website.
<table>
<thead>
<tr>
<th>Policy</th>
<th>Focus area</th>
<th>Thomas Cook Airlines Scandinavia targets 2014-2016 / per year</th>
<th>Target status – 2013/14 relative to targets set up last year</th>
<th>TC Group long-term targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduced usage of fossil fuels</td>
<td>CO₂ emissions from aircraft</td>
<td>0.5% reduction per passenger km</td>
<td>About 0.4%. Compared to the long-term target, the reduction now is about 7%.</td>
<td>Group Airlines to make a 1.2% improvement in efficiency by 2020 (2008 baseline)</td>
</tr>
<tr>
<td>Efficient application of resources</td>
<td>In-flight waste</td>
<td>Waste from aircraft to be sorted and reduced by passenger relative to earlier measurements, see the environmental statement. Airports: Increase degree of cabin waste which can be sent off for recycling or incineration</td>
<td>The year’s target was achieved. Quantity of waste per passenger is slightly lower than the year before. We want to ensure that no waste at home bases is taken to landfills. In general, the in-flight sorting systems is working as expected. We have achieved better check-weighing methods. Mapping and waste method management contracts at the airports have been implemented as well.</td>
<td>Have zero in-flight waste to landfill at base airports by 2020 (OK) 100% in-flight meal service to be made from recyclable/biodegradable materials by 2020 (ongoing) Increase the number of destination airports that recycle at overseas stops by 2020 (ongoing)</td>
</tr>
<tr>
<td></td>
<td>Waste from headquarters</td>
<td>Sorting of waste in conformity with current legislation and ongoing focus on methods applied</td>
<td>Target achieved. Continuing big focus on waste amounts and methods. Plastics from packaging and other usage areas are now being sorted and managed separately.</td>
<td>Zero head office waste to landfill by 2020 (OK)</td>
</tr>
<tr>
<td></td>
<td>Heating of headquarters</td>
<td>Reduce heating usage by 2% per m² compared to last fiscal year</td>
<td>Target for the year achieved. All in all we are far ahead of our objective for the period. We maintain focus.</td>
<td>Local target (OK)</td>
</tr>
<tr>
<td></td>
<td>Usage of electricity, headquarters</td>
<td>Reduce electricity usage by 2% per employee compared to last fiscal year</td>
<td>Target achieved. Results show big usage reductions attributable to more effective use of equipment and a little reduction in manpower.</td>
<td>Reduce energy usage by 20% (2010 baseline) (OK)</td>
</tr>
<tr>
<td></td>
<td>Usage of paper, headquarters</td>
<td>To be reduced by 5% per employee</td>
<td>Target achieved. All in all a reduction of some 5% for the whole year.</td>
<td>Reduce paper usage by 20% by 2020 (2010 baseline) (ongoing) 100% paper purchased from recycled/certified sustainable sources (OK)</td>
</tr>
<tr>
<td>Employees’ environmental practices</td>
<td>Stronger employees’ environmental awareness via our Intranet, newsletters and environmental report</td>
<td>This is a continuous process. Employees are informed and trained via our Intranet and locally in their departments at meetings and by their local environmental ambassadors.</td>
<td>100% of employees in the Group to have undergone training in sustainability by 2015 (OK). To have an average score of excellent on employee engagement surveys for business performance and commitment to sustainability by 2020 (ongoing). To incorporate sustainability into the company values by 2014 (OK)</td>
<td></td>
</tr>
<tr>
<td>Reduced usage of chemicals and man-made substances</td>
<td>Chemicals</td>
<td>Limit the usage of environmentally harmful chemicals used in aircraft maintenance. Cleaning services to use eco-friendly products</td>
<td>Quantities of engine oil and other maintenance materials are level with previous year. New routines for registration and application implemented. All requirements and systems are observed.</td>
<td>No group targets specified. Local TCAS initiatives</td>
</tr>
<tr>
<td>Other</td>
<td>Noise nuisance</td>
<td>Check on noise nuisances from aircraft maintenance in our hangar in Copenhagen Airport</td>
<td>Systems are assessed on an ongoing basis. All requirements observed.</td>
<td>No group targets specified. Local TCAS initiatives</td>
</tr>
<tr>
<td>Purchases</td>
<td>Establish procedures for systematic environmental assessment of suppliers of services and products</td>
<td>Increase number of essential contracts where the environment is an integral element</td>
<td>This year we have defined some concrete CSR expectations and specifications that are imposed on our suppliers on an ongoing basis when we enter into new contracts or renew the existing ones. Basic expectations and requirements defined. More suppliers affiliated in 2014. Selection of most essential suppliers partly done.</td>
<td>Incorporate Sustainability criteria into all procurement processes by 2015 (ongoing)</td>
</tr>
</tbody>
</table>

**Did you know that ... Today's aircraft are 75% quieter than those manufactured 50 years ago.**

Today's aircraft are 75% quieter than those manufactured 50 years ago.
FACTS ABOUT THOMAS COOK AIRLINES SCANDINAVIA

The company is a member of the Nordic travel group Thomas Cook Northern Europe, which is owned by the listed company of Thomas Cook Group plc. The company is listed on the London Stock Exchange.

Established: 1994
Headquarters: Copenhagen Airport South, Hangar 276, DK-2791 Dragør
Chief Executive Officer: Torben Østergaard
Chairman of the Board of Directors: Christoph Debus
URL’s: [www.thomascookairlines.dk](http://www.thomascookairlines.dk), [se/no](http://www.thomascookairlines.dk/se/no), [www.thomascookairlines.aero](http://www.thomascookairlines.aero), [www.airshoppen.com](http://www.airshoppen.com)


CUSTOMERS:
- SPIES/VING / APOLLO / STAR TOUR / FRTIDSRÆSOR / SOS / VINTERSOL / TJAÆREBORG FINLAND

OPERATIONAL STATISTICS FOR THE FISCAL YEAR

| Flights (return) | 2013/2014: 5169 | 2012/2013: 5209 |
| RTK (Revenue Tonnes Km) | 2013/2014: 850,760,657 | 2012/2013: 863,254,125 |
| RPK (Revenue Passenger Km) | 2013/2014: 8,478,582,231 | 2012/2013: 8,606,378,508 |
| ASK (Available Seat Km) | 2013/2014: 9,426,426,615 | 2012/2013: 9,506,810,533 |
| Total flight length in km | 2013/2014: 36,259,127 | 2012/2013: 36,570,091 |
| No. of aircraft | 11/14 (summer/winter) |
| Aircraft types | Airbus A330-300 / A330-200 / A321 / A320 (/B757 W11/14) |
| Occupancy rate | 2013/2014: 92% | 2012/2013: 92.7% (expression in % of number of seats which have been occupied during the fiscal year) |

Bases from which the airline has operated in the course of the year:
- Bergen BGO, Billund BLL, Borlänge BLE, Bodø BOO, Copenhagen CPH, Harstad-Narvik EVE, Gothenburg GOT, Helsinki HEL, Jönköping IKG, Kalmar KLR, Kristiansand KRS, Karlstad KSD, Kuopio (KUO), Luleå LLU, Malmö MMX, Norrköping NRK, Odense ODE, Oulu OUL, Oslo OSL, Rønne RNN, Rygge RYG, Sandefjord TRF, Stavanger SVG, Stockholm ARN, Tampere TMP, Trondheim TRD, Tromsø TOS, Vaasa VAA, Växjö VXO, Visby VBY, Örebro ORB, Ålborg AAL

Destinations to which the airline has flown in the course of the year:
- Antalya (AYT), Aruba (AUA), Banjul (BGL), Bodrum (BJV), Bourgas (BOI), Cancun (CUN), Chania (CHQ), Corfu (CFU), Dalaman (DLM), Fuerteventura (FUE), Funchal (FNC), Gran Canaria (LPA), Gazipasa (GZP), Heraklion (HER), Hurghada (HRG), Jamaica (MIA), Karpathos (AOK), Kavala* (KVA), Krabi (KBI) Kos (KGS), Larnaca (LCA), Marsa Alam (RMF), Mytilene (MIT), Palma (PMI), Preveza (PVK), Phuket (HKT), Punta Cana (PUJ), Rhodes (RHO), Sharjah* (SHJ), Azoren Cap Verde (SID), Sharm el Sheikh (SSH), Skiathos (JSI), Tenerife (TFS), Varna (VAR), Varadero (VRA) * Only stopover

On Time Performance (OTP): 2013/2014: 80.7%, 2012/2013: 75% (all departures)

Further information about Thomas Cook Group plc. is available on: [http://www.thomascookgroup.com](http://www.thomascookgroup.com)

Further information about Thomas Cook Northern Europe is available on: [http://www.thomascook.se](http://www.thomascook.se)
I am very pleased to see that we are still able to improve our environmental performance in the decisive action areas of our environmental activities. Overall, the results presented in this report show that we are improving in nearly all domains. We have seen reduced emissions per passenger kilometre from flight operations - the main source of environmental impact by us - as well as reduced volumes of waste generated on board our aircraft. Energy usage from our administrative and maintenance activities have been reduced particularly in terms of electricity and natural gas. Furthermore we are happy that our ISO 14001 certification has been approved anew, which is still unusual within our trade.

Special efforts during the year:
In the past year, we have consolidated intragroup relations within the entire CSR sphere. Partnerships across the organisation afford several advantages and pave the way for effective performance. In the same process, we have defined the action areas more clearly, and in spring 2014, the airlines of the Group were unified under a common sustainability organisation.

In each of the four airlines, we appointed a number of Sustainability Ambassadors for the future local activities. They are to contribute to making the general sustainability framework take root so we conform to the specific goals defined for the Group’s airline services.

In the Thomas Cook Group, we are targeted at improving our performance in the following four domains:

1. ENVIRONMENT: Emissions from our airline services, hotels and resorts should be reduced markedly as should our usage of resources in the rest of the business.

2. COMMUNITIES: We should particularly focus on protecting children and safeguarding their conditions, involving ourselves in charity work and positive influence at the destinations we send our customers to.

3. PEOPLE: We are to make sustainability considerations take root in our commercial values, assure that our employees are duly trained and create added satisfaction among the company’s stakeholders due to our sustainability performance.

4. MARKET PLACE: Our product and services suppliers should meet our demand for sustainability; we should make extraordinarily high demands of our own hotels, and not least should we popularize our sustainability practices and results via increased and better communication.

In the course of the year, we successfully completed rolling out electronic tablets to our crew and developing user-friendly applications that save energy, paper and weight on board our aircraft. Introducing these new
systems meant that paper usage was reduced by some 1.4 million sheets and hundreds of tonnes of CO₂ annually. We also introduced lightweight catering trolleys and luggage containers throughout the airline group and installed a long awaited photovoltaic system on our hangar facilities at the Dragør headquarters which are forecast to provide up to 20% of our power requirements.

In the winter season 2014/2015, we will launch a new and well-turned CSR film for our flying guests. The purpose of this film is to give our guests a deeper insight into our work, including our visions and strategy combined with the initiatives and results we have achieved both in the environmental sphere and in our social activities. This film will also be available on our websites via the following link:

http://www.youtube.com/watch?v=tFbE4BUaeM8

This Environmental Report is available to the public, and to us this is a way of showing that our business is open as are our environmental practices and performance in relation to our stakeholders. This environmental report also forms part of the statement in our ISO 14001 environmental management system.

It is only published in English and is available via our websites. The report can be read direct in an electronic catalogue and retrieved in a .PDF version direct from:

www.thomascookairlines.dk/se/no

Publishing of the Environmental Report
This is the thirteenth environmental report issued by Thomas Cook Airlines Scandinavia. We hope that it will give you an insight into our commitment and work for a better environment. For further information on our environmental efforts and practice, please contact environmental manager, Kim Houmark Hansen, at: kim.hansen@thomascook.dk
You may also contact us on tel.: +45 3247 7200.

This is the last isolated Sustainability report being issued by Thomas Cook Airlines Scandinavia. In future, our environmental impacts and supporting activities will be communicated from a central source in Thomas Cook Group plc. The purpose of this change is primarily to ensure that all CSR and reporting in relation to the environment adheres to the official corporate annual reporting. Moreover, it allows us across the Group to adapt contents more widely to the demands and wishes of our stakeholders, to apply the same data collection methods and analyses, and to communicate our messages within a uniform framework.