

Flying Towards Sustainability

Annual Sustainability Report 2023



Messages from the Chair of the Sustainability & Culture Committee and the Corporate & ESG Officer of Wizz Air



Charlotte Andsager

Chair of the Sustainability & Culture Committee (Board of Directors)

“

In 2022, Wizz Air was named Global Environmental Sustainability Airline Group of the Year by the CAPA – Centre for Aviation. I am proud that the airline is taking a leadership position in its ambition to become the greenest choice for flying. Looking to 2023 and beyond, as the aviation industry continues to pay close attention to climate change mitigation actions and solutions for a sustainable transition, Wizz Air remains committed to its ambition to decrease rapidly its carbon emissions intensity.

”

“

We are whole-heartedly dedicated to prioritising the reduction of carbon emissions intensity and adopting pioneering practices. We have embraced strategic initiatives including investing in the latest aircraft and innovative alternative fuel technologies and exploring the potential for hydrogen-powered zero emission aircraft. WIZZ team is committed to the Group’s environmental stewardship by ensuring we remain industry leaders in sustainability and leading the way in the low-cost aviation sector.

”



Yvonne Moynihan

**Corporate & ESG Officer
Wizz Air**

Full Fiscal Year 2023 Overview

Key Milestones

Our Operations

Lowest CO2 intensity in the industry



53.8 GRAMS PER PASSENGER KILOMETER

Carbon intensity (CO2 emitted per passenger kilometer) for the rolling 12 months to 31 March 2023, which is 6% lower than our best pre-pandemic emissions intensity performance.

NUMBER OF PASSENGERS

51.1 MILLION



87.8%

LOAD FACTOR

AVERAGE FLEET AGE

4.6 YEARS



179 FLEET SIZE

The youngest fleet of any major European airline.

£5 MILLION INVESTED IN SAF

Wizz Air invested in a biofuel company Firefly, working on producing SAF from sewage waste. This was our first equity investment in the SAF research and development.

Our People

NUMBER OF EMPLOYEES

7300+

NUMBER OF NEW EMPLOYEES

2500+

NUMBER OF NATIONALITIES

93



48%

ALL-COMPANY GENDER DIVERSITY

52%

32%

MANAGEMENT GENDER DIVERSITY

68%

4.68%

FLIGHT DECK GENDER DIVERSITY

95.32%



Industry Recognition

Global Environmental Sustainability Airline Group of the Year 2022

CAPA – Centre for Aviation

EMEA Environmental Sustainability Airline Group of the Year 2022

CAPA – Centre for Aviation

Most Sustainable Low-Cost Airline in 2023 *

World Finance magazine

Our Sustainability Strategy

Wizz Air's mission and purpose is to provide opportunities that can enhance lives and make the world around us better. We are committed to making sure that everyone, everywhere can benefit from air travel at affordable prices, whilst setting high benchmarks for safety, service, customer experience, good corporate citizenship and reliability.

The most critical task today is establishing a sustainable business and finding solutions to reduce our impact on the planet. Our sustainability strategy is integrated with the company's vision to achieve WIZZ500 by 2030. We remain committed to continuous improvement across our four sustainability pillars – environment, people, governance and economy. This report provides a summary of Wizz Air's journey to deliver on our sustainability objectives.

Ultra-Low-Cost Business Model & Resource Efficiency

Our ultra-low-cost operations have been the most important strategic priority in delivering on Wizz Air's mission. A highly efficient operational framework enables the airline to provide air travel to more people in the world in an affordable, safe, sustainable, and reliable way.



Affordable Travel



Point-to-point Network



High Seat Density



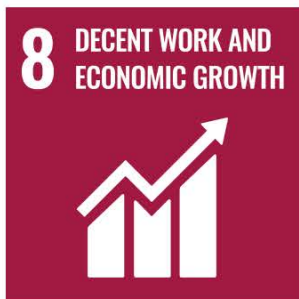
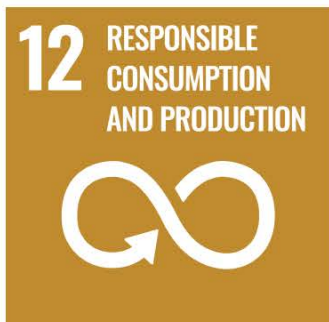
State-of-the-art Technology



No Competing With Other Transport Modes



Value For Money



UN Sustainable Development Goals (SDGs)

By continuously integrating sustainability into its business and operations, Wizz Air contributes to the following UN SDGs that are within its scope of influence

Stakeholder Engagement

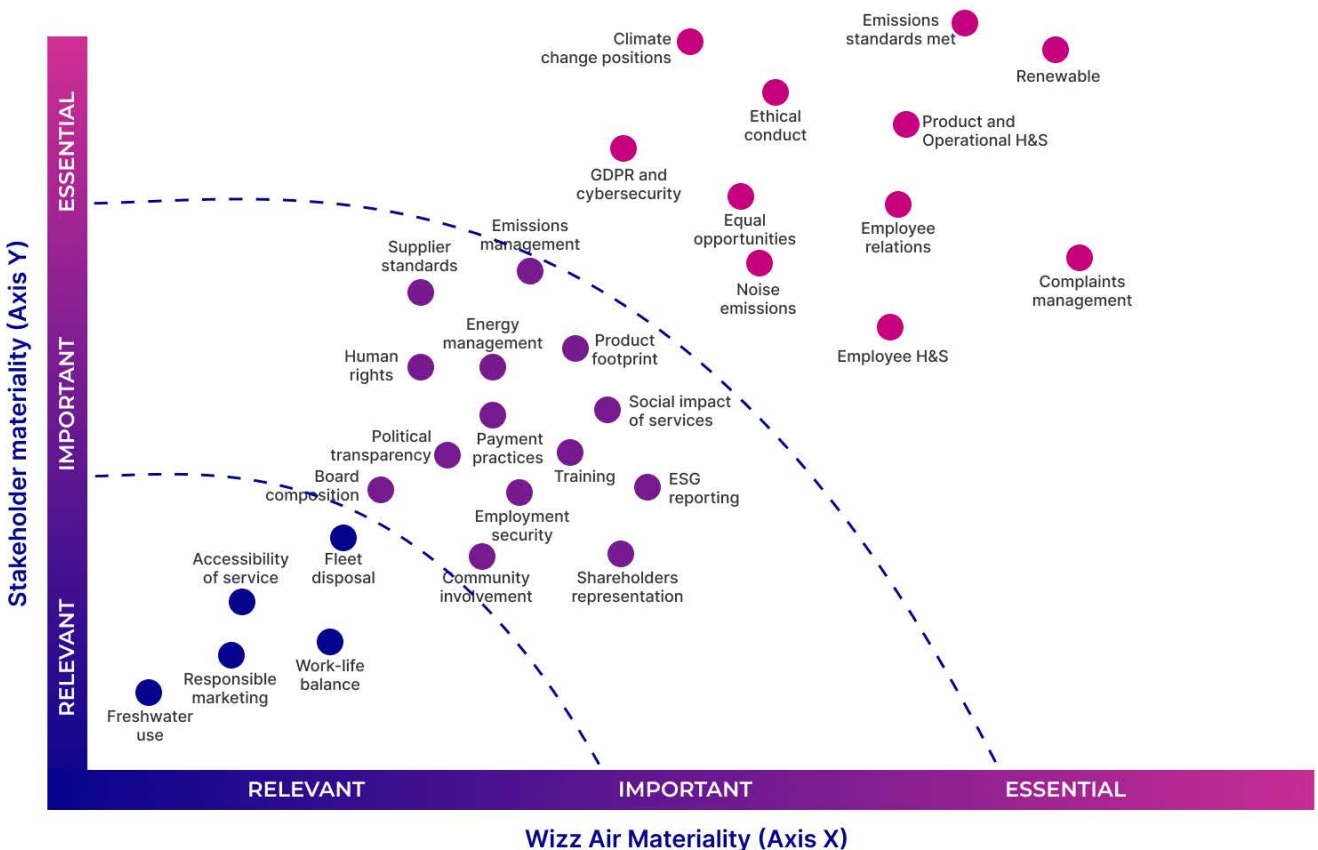
We engage with our principal stakeholders on a continuous basis every year to re-evaluate our activity and maintain a close understanding of their priorities. Identifying their expectations allows us to blend our vision and strategies with their views on Wizz Air and focus on setting targets that are credible and meaningful.

To identify those priority issues that matter most to each individual stakeholder group, Wizz Air is using a materiality assessment method combining various solutions for engagement.



Materiality Matrix

The materiality matrix showcases sustainability topics by contrasting two dimensions. Axis Y indicates the importance of the issue to our stakeholders, while axis X shows the importance of the issues to Wizz Air regarding the influence these will have on the airline's business processes and success.



* The detailed disclosures of the high materiality topics can be found in the full length F23 annual report of Wizz Air.



Governance

Wizz Air's sustainability governance has two main pillars, the Board of Directors and its internal governance structure. The strategy has proper oversight through the Board via the Group CEO and the Chairman, as well as the dedicated Sustainability and Culture Committee. The internal Sustainability Council supports the Management Team in the development of key objectives and strategies, as the center expertise on ESG, sustainability and climate matters.



Our Commitments

Ensure effective Board oversight of all elements of the sustainability strategy

Continue to improve our climate-related disclosures (alignment of our decarbonization roadmap to the SBTi ; reporting on all scopes of Greenhouse Gas)

Our environmental target has been integrated into the incentive scheme for the CEO and the entire Management Team (Officers and Heads of Function) as of F22*

Our gender diversity target for management has been integrated into the incentive scheme for the CEO and Officers as of F22*



* Fiscal year 2022 (12 rolling months to 31 March 2022)

The Sustainability & Culture Committee

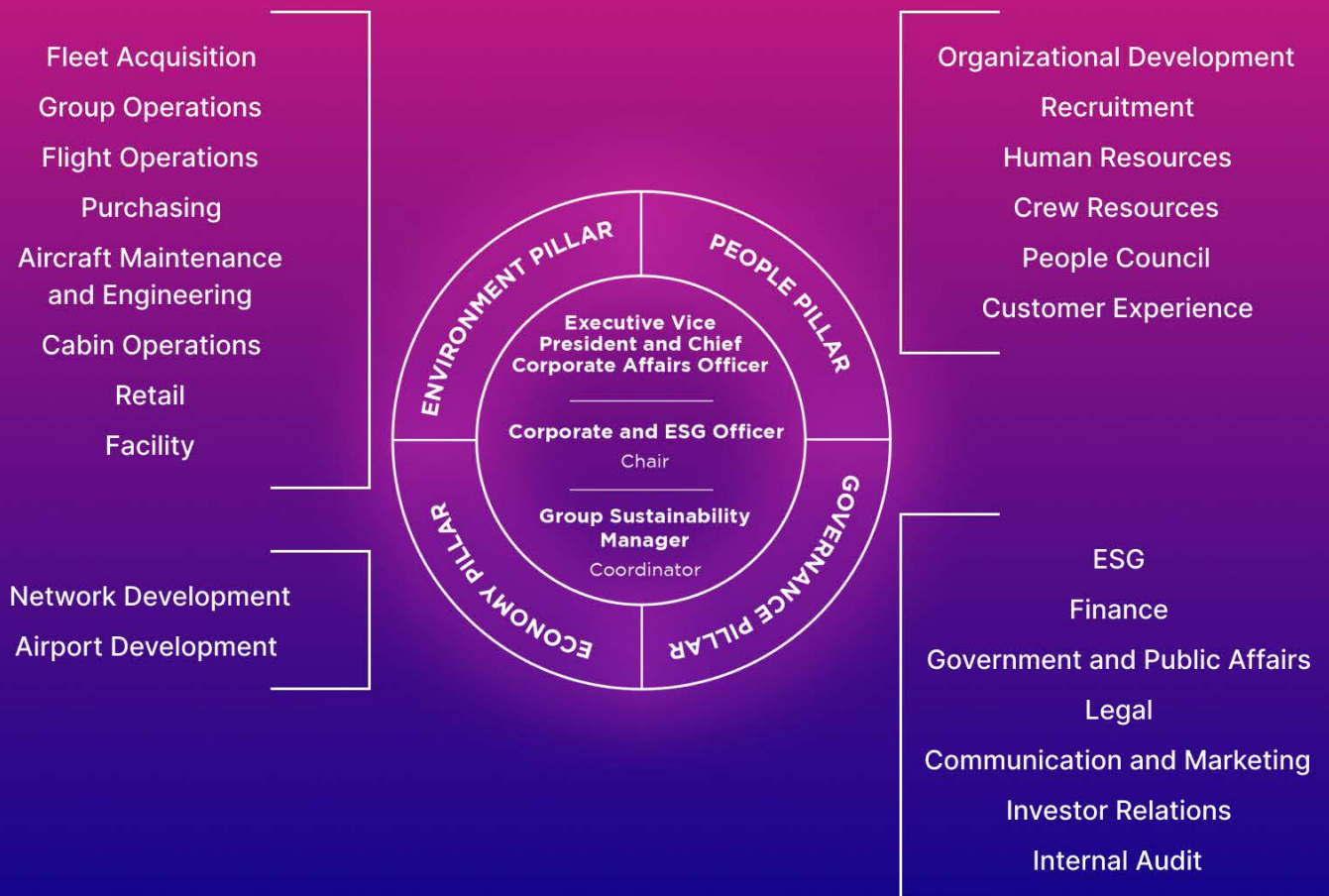
The Sustainability and Culture Committee assists the Board in reviewing the Company's policies and practice on sustainability. It also plays a vital role in helping the Board fulfil its oversight responsibilities with respect to responsible growth. This fiscal year the Committee oversaw the Group's goals in relation to carbon reduction, diversity and people engagement and kept the Board informed of all goals set and actions undertaken. In the coming year the Committee will continue to focus on environmental and social responsibility

Sustainability Council

The Sustainability Council, chaired by the Corporate and ESG Officer, meets for regular reviews to discuss the sustainability agenda, new developments and the status of ongoing projects and to discuss and analyse further plans regarding Wizz Air's decarbonisation pathway. The Council's main task is to drive the Company's sustainability strategy and cascade the related actions into the organisation.



Sustainability Council Stakeholders



Board Metrics

The Board of Directors have a wealth of experience from both the global aviation industry and other international industries and together bring to the Company an appropriate breadth, depth and balance of skills, knowledge, experience and expertise. The Board is also mindful of the requirements of the Listing Rules in relation to gender and ethnic diversity of the Board and senior management.

Board of Directors Competency Matrix

Skills/Experience	Directors
Airline / Aviation	●●●●●●●●●●
Finance	●●●●●●●●●●
Sales and/or Customer Experience	●●●●●●●●●●
ESG / Climate Change*	●●●●●●●●●●
Legal / Regulatory	●●●●●●●●●●
Digital	●●●●●●●●●●
Listed Governance / Board Experience	●●●●●●●●●●
Government Affairs / International Relations	●●●●●●●●●●
Safety / Security	●●●●●●●●●●

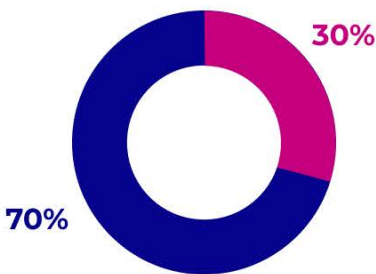
Conditions for indicating competence areas in the table:

Qualifications, certification of training, and/or professional background and experience

● Number of Directors deemed to have deep expertise and/or significant experience

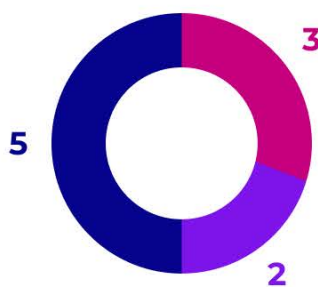
* Strong knowledge base and understanding of the entire ESG spectrum, including aviation's climate impact, the physical and transition risks of the various climate pathways and how the company will be affected.

Gender Diversity



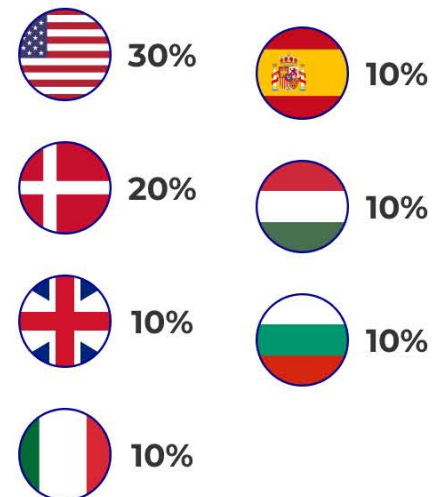
■ Female
■ Male

Board Tenure



■ 7+ years
■ 4-6 years
■ 0-3 years

National Diversity Of Board Directors



* Wizz Air announced the appointment of Ms. Phit Lian Chong to the Board in July 2023, after F23 ended. As such, she is not yet included in F23 Board metrics reported.



Board of Directors



William A. Franke
Board Chairman

Nationality: US
Appointed: 2015
Board Committees:
Nomination and Governance (Chair)



József Váradi
Chief Executive Officer

Nationality: Hungarian
Appointed: 2015



Stephen L. Johnson
Non-Executive Director
and Deputy Chair

Nationality: US
Appointed: 2011



Barry Eccleston
Senior Independent Director

Nationality: British / US
Appointed: 2018
Board Committees:
Nomination and Governance,
Remuneration (Chair), Safety,
Security and Operational
Compliance



Charlotte Pedersen
Non-Executive Director

Nationality: Danish
Appointed: 2020
Board Committees:
Audit and Risk, Safety, Security
and Operational Compliance
(Chair)



Andrew S. Broderick
Non-Executive Director

Nationality: US
Appointed: 2019
Board Committees:
Sustainability and Culture,
Safety, Security and
Operational Compliance



Anthony Radev
Non-Executive Director

Nationality: Bulgarian
Appointed: 2021
Board Committees:
Sustainability and Culture,
Remuneration; INED overseeing
employee engagement



Charlotte Andsager
Non-Executive Director

Nationality: Danish
Appointed: 2020
Board Committees:
Nomination and Governance,
Sustainability and Culture (Chair)



**Enrique Dupuy de
Lome Chavarri**
Non-Executive Director

Nationality: Spanish
Appointed: 2020
Board Committees:
Audit and Risk (Chair)



Anna Gatti
Non-Executive Director

Nationality: Italian
Appointed: 2021
Board Committees:
Remuneration, Audit and Risk



Phit Lian Chong
Non-Executive Director

Nationality: Singaporean
Appointed: 2023
Note:
Wizz Air announced the appointment of Ms. Phit Lian Chong to the Board in July 2023, after F23 ended. As such, she is not yet included in the F23 Board metrics as reported on page 6.



Yvonne Moynihan
Corporate Secretary

Nationality: Irish
Appointed: 2022

Environment

Wizz Air's average CO2 emitted per passenger kilometer (53.8 grams in F23) is the lowest in the industry. As an airline, we are aware of our impact on the environment, the expectations of the industry to carbonize by 2050, and the actions we need to take to decrease our environmental footprint while providing the most affordable air travel for our customers and the communities we serve. We remain committed to our 2030 goal of reducing emissions intensity by 25% versus our fiscal year 2020*.



Our Targets

Qualify a Sustainable Aviation Fuel supply chain

from 2025 onwards

Drive noise reduction by ensuring all our fleet is compliant with applicable noise emission standards. Currently 77% of our aircraft are compliant with Chapter 14 noise standards

by 2028

To reduce carbon emission intensity from flight operations by 25%

until 2030

Qualify future technology building blocks and industry partnerships to enable decarbonisation

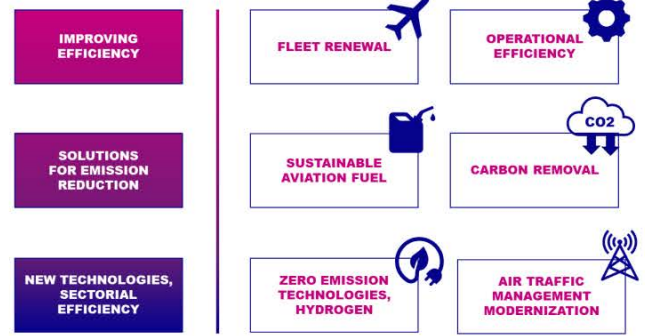
by 2050

* 57.2 grams per passenger/km in F20 (1 April, 2019 - 31 March, 2020)

Our Position on Climate Change & Net Zero

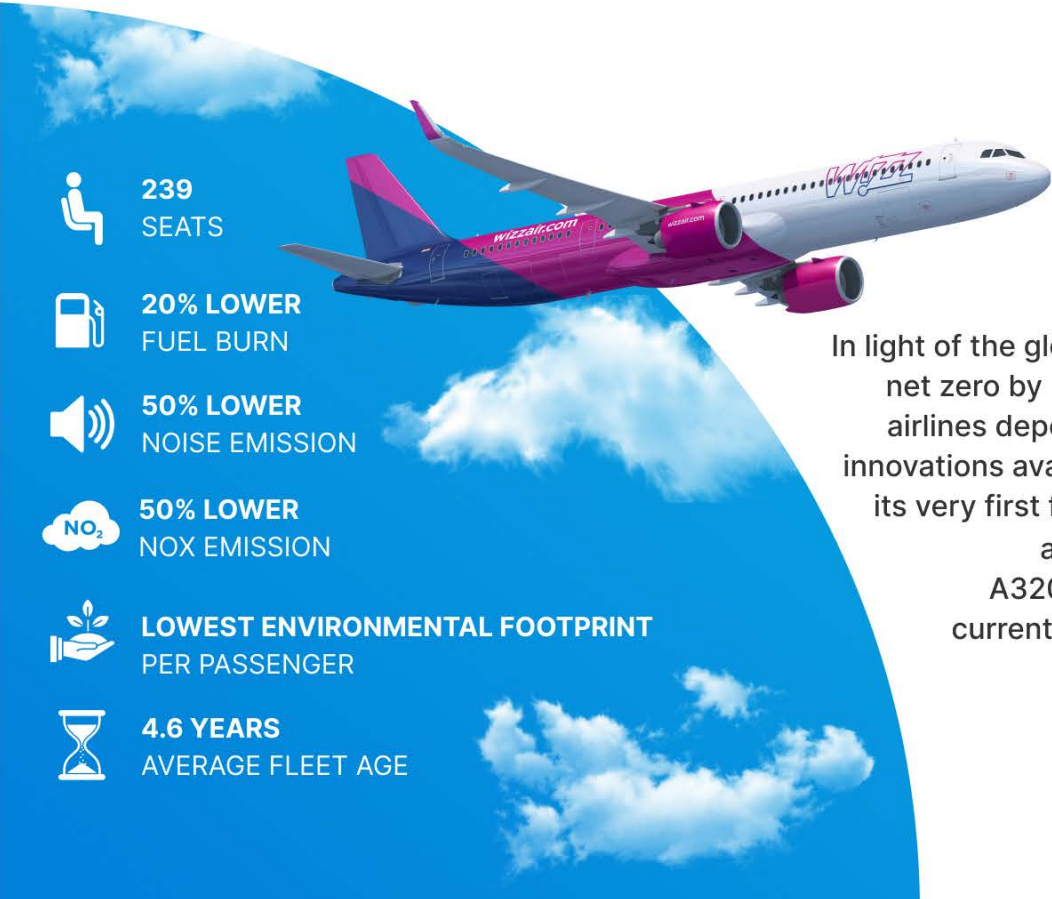
Wizz Air aspires to be the greenest and most efficient choice for flying, which is also our key competitive advantage, enabled by our young and highly fuel-efficient fleet and business model. At the same time, as the industry is laser focused on actions and solutions for a sustainable transition, we also have a responsibility to create a pathway towards being an even greener airline.

Our aspiration to support the global efforts for a long-term target for aviation is clear, and we have identified the crucial elements on the path to achieve this:



Carbon Intensity

Carbon intensity is our key sustainability metric and it reflects the energy efficiency of aviation operations as CO2 emissions are directly calculated from the amount of fuel burnt during flights. In fiscal year 2023, as Wizz Air operates the youngest fleet at the highest seat load factors, the airline had the lowest carbon emissions per revenue passenger kilometre (RPK) in the industry, which amounted to 53.8 grammes.



Fleet renewal — the main pillar of carbon intensity decrease

In light of the global aspirations to achieve net zero by 2050, now more than ever, airlines depend on the technology and innovations available here and now. Since its very first flight in 2004, Wizz Air has always operated the Airbus A320/321 family of aircraft and currently has one of the youngest fleets in the world with an average age of 4.6 years.

 **239 SEATS**

 **20% LOWER FUEL BURN**

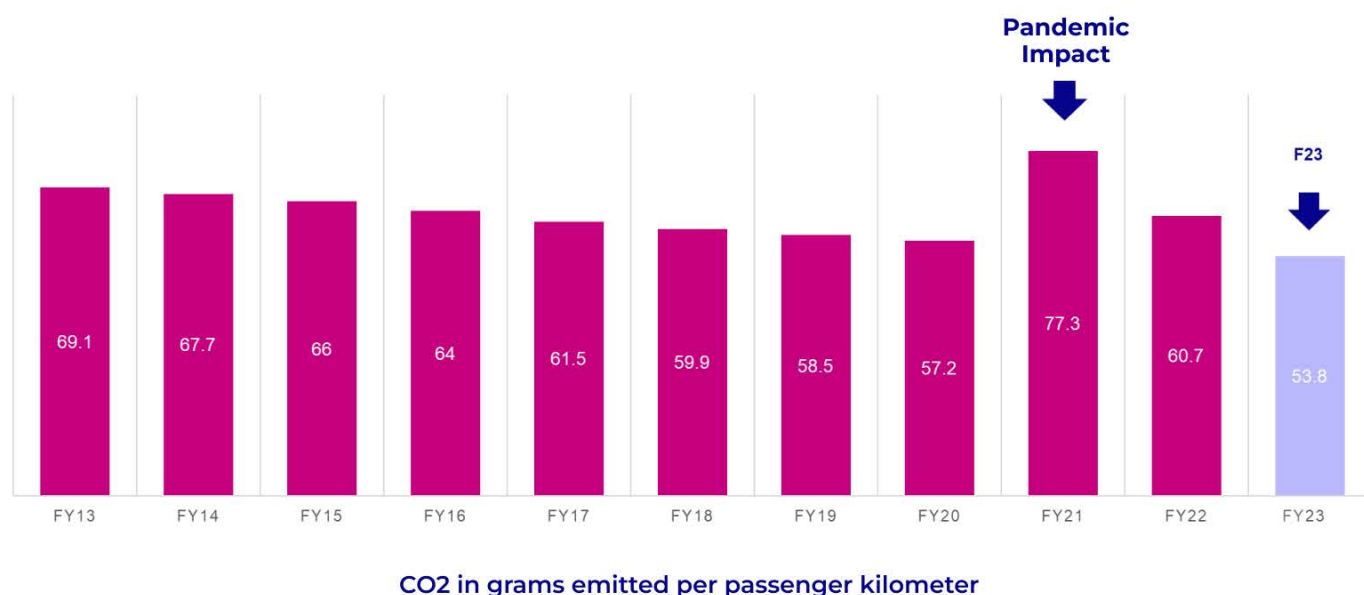
 **50% LOWER NOISE EMISSION**

 **50% LOWER NOX EMISSION**

 **LOWEST ENVIRONMENTAL FOOTPRINT PER PASSENGER**

 **4.6 YEARS AVERAGE FLEET AGE**

The Airbus 321neo (making up 49% of the entire fleet in F23) is the most efficient single-aisle aircraft with the lowest fuel consumption per seat kilometre in its category. We are confident that by investing in the currently available most modern and fuel-efficient aircraft and engine technology we will be able to continuously reduce passengers' carbon footprint generated by flying and deliver the targeted CO2 intensity decrease by 2030 and beyond.



Sustainable Aviation Fuel (SAF)

Alongside technology and operational improvements, alternative fuels will play an essential role in decarbonising the industry. In June 2022 Wizz Air completed its first green demonstration flight on a special route between Bucharest and Lyon as part of the European Union's "Connecting Europe Days 2022" sustainable mobility conference. Wizz Air has also established its SAF strategy, which includes securing offtake agreements with suppliers for the future. To ensure sufficient supplies the airline has been working with stakeholders to qualify a SAF supply chain in line with the ULCC principles whilst meeting all applicable criteria on feedstock. As part of this project Wizz Air has already partnered with Mabanaft/P2X Europe, OMV, Neste and Cepsa for the supply of alternative fuels.

Partnerships with SAF suppliers

Supplier	Type	Starting date
Mabanaft/P2X Europe	Power-to-Liquid (PtL)	2026
OMV	Hydrotreated Esters and Fatty Acids (HEFA) refining vegetable oils, waste oils, or fats through hydrogenation	2023
Neste	Neste MY Sustainable Aviation Fuel™: 100 per cent sustainably sourced renewable waste and residue raw materials, including used cooking oil and animal fat waste	2025
Cepsa	Organic waste, such as used cooking oils	2025

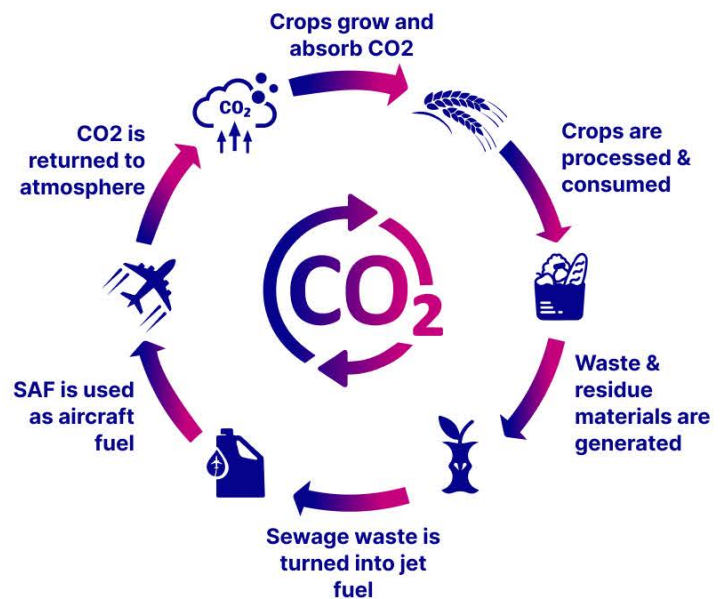
First equity investment in SAF with Firefly

In April 2023, the airline announced that it is investing £5,000,000 to support Firefly's SAF process development to achieve ASTM* qualification. The partnership with Firefly, a biofuel company, will allow Wizz Air to supply SAF to its UK operations from 2028, up to 525,000 tonnes over 15 years. This volume of SAF has the potential to save ~1.5 million tonnes of greenhouse gas lifecycle emissions compared to jet fuel.



Michael Berlouis, Head of Strategic Projects (Wizz Air), James Hygate, CEO of Firefly Green Fuels, and Matteo Fregni, Head of Purchasing (Wizz Air)

Firefly, a joint endeavour between GFR, Petrofac and Cranfield University, has established an integrated technology route to SAF using sewage sludge as feedstock, and has the potential to be more sustainable than some other types of SAF, with a more than 90 per cent reduction in greenhouse gas lifecycle emissions versus fossil jet fuel (based on independent calculations by Cranfield University). Firefly's SAF will be independently validated by gold-standard sustainability assessor RSB, and like other SAFs, it will be essentially identical to fossil jet fuel and safe to use.



Firefly aims to have its first commercial plant operating within the next five years. The SAF converted from this feedstock promises to be more affordable than some other routes to SAF, allowing Wizz Air to continue to provide accessibly priced air travel. Firefly's technology originated in the laboratories of Green Fuels, which has a 20-years history in sustainable fuels.

* American Society for Testing and Materials, the international standard for jet fuel quality



Green demonstration flight

Wizz Air completed its first green demonstration flight in 2022, which was partially operated using SAF, on a special route between Bucharest and Lyon on 28 June. The event took place as part of a collective effort of major airlines ahead of the European Union's "Connecting Europe Days 2022" sustainable mobility conference. Wizz Air's Airbus A321neo aircraft took 4.5 tonnes of a SAF blend consisting of 30 per cent pure SAF and 70 per cent A1 jet fuel (the total block of fuel was 9.5 tonnes). Taking everything into account for the return trip, the uplift of the SAF delivered additional CO2 emissions reduction in addition to what the Company can already achieve through its highly efficient fleet and fuel saving initiatives.



MOL and Wizz Air commercially test sustainable aviation fuel supply at Budapest Airport

On 10 May 2023, Wizz Air took off from Budapest Airport (Hungary) for the first time with a 37 per cent blend of Neste MY Sustainable Aviation Fuel™ supplied by MOL. During the sustainable aviation fuel test, Wizz Air's five latest Airbus A321neo aircraft were fitted with a total of 23.5 tonnes of a blend containing 37 per cent pure SAF and 63 per cent Jet A1 fuel. The aircraft carried passengers from Budapest to Paris, Luqa (Malta), Madrid, Castellon and Eindhoven. The project supports broader efforts in the aviation industry to reduce lifecycle CO2 emissions and aims to prepare the supply system at Budapest Airport ahead of the SAF blending mandate, which will be introduced in 2025.



Budapest Airport/Baranyi Róbert

Noise emission

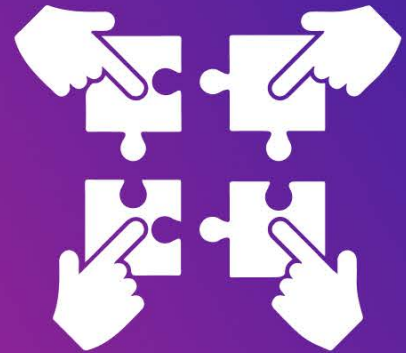


noise emission is delivered by the Airbus A321neo versus previous generation A321ceo aircraft

Due to the impact of noise pollution on society and its importance to our communities and policymakers, we are focused on the continuous noise reduction of our fleet. Wizz Air's fleet renewal programme will keep delivering strong benefits each year. To raise awareness about new technologies and the role of fleet renewal in limiting noise emissions Wizz Air showcased one of its Airbus A321neo aircraft to the residents and representatives of the local authorities and the Eindhoven Airport Consultation Body at the initiative of Eindhoven Airport in December 2022. This initiative was aimed at demonstrating how the new generation engines of the neo aircraft cause less noise for the communities living in the vicinity of the airports.

Industry collaboration

Wizz Air is committed to engaging with industry stakeholders in an effort to help drive sustainable change within aviation. We are cooperating with our suppliers, partners and other stakeholders on projects concerning technological and operational innovations.



Alliance for Zero Emission Aviation (AZEA)

Wizz Air joined AZEA in September 2022, a voluntary initiative launched by the European Commission to pave the way for next-generation sustainable aircraft. The objective of AZEA is to prepare the market for the entry into service of zero emissions aircraft. The Company is participating in two expert-level groups most relevant for our operations: one dealing with roll-out scenarios for electric and hydrogen-powered aircraft and related "figures of reference", while the other working group's focus is on incentives, analysing the barriers and opportunities operators may face when integrating such aircraft into their fleet.

Renewable and Low-Carbon Fuels Value Chain Industrial Alliance (RLCF)

The RLCF Alliance is working on tackling the lack of availability and affordability of renewable and low-carbon drop-in fuels for aviation (and waterborne transport), boosting production, increasing investor certainty, reducing investment risks and reducing price differential between conventional fossil fuels and alternative fuels. Wizz Air has been a member since September 2022, and we are eager to contribute to the work of the Alliance by providing information and presenting interests from the operators' perspective.

Sustainable Taxiing Pilot at Eindhoven

Aircraft taxiing operations are a significant source of energy consumption and emissions at airports. Wizz Air has been participating in Eindhoven Airport's sustainable aviation and passenger journey initiatives, namely the project focusing on sustainable taxiing. The pilot initiative is aimed at decreasing the use of the Auxiliary Power Unit during the turnaround and increasing the use of single engine taxi procedures, which contributes to the reduction of fuel burn and emissions at the airport.



EASA Environmental Labelling Programme for Aviation

Wizz Air continues its voluntary cooperation with EASA on the operational testing of its environmental labelling platform. The project aims to collect accurate data from stakeholders and publicly communicate transparent environmental performance information to consumers in an easily digestible format.

Target True Zero coalition

Wizz Air joined the World Economic Forum's Target True Zero (TTZ) coalition. It was formed to assess how the development of new technologies in engine propulsion (like electric or hydrogen powered), can enable aviation's transition to a net zero economy. The coalition published a report on 18 July 2022, on "Unlocking Sustainable Battery and Hydrogen Powered Flight".

Other Environmental Programmes

Sustainable Procurement Policy

Wizz Air implemented its Sustainable Procurement Policy in April 2022 to increase its oversight regarding indirect emissions, especially in the supply chain. The policy introduced the need for ongoing research and efforts for new sustainability practices, implementing the sustainability criteria in tender evaluations (next to price and quality factors) with the appropriate weight and requiring suppliers to include sustainability factors in their own procurement and daily operations.

Offsetting

Wizz Air started a voluntary CO2 emission offset programme in 2020, enabling passengers to calculate their flight's environmental impact and providing a choice to offset the carbon emissions of their travel. The programme, in partnership with climate-focused technology company CHOOOSE, provides passengers with the option to offset their journey by supporting trusted, high-quality and high-impact climate projects around the world. As part of the voluntary offsetting programme offered to customers, Wizz Air is supporting two verified carbon-reducing projects, which are aligned with the Oxford Principles for Net Zero Aligned Carbon Offsetting.

Fit for 55 Climate Package

The European Commission published a comprehensive climate package called Fit for 55 in July 2021. The proposals put forward either modify existing legislation or establish new initiatives with the aim of reaching at least 55 per cent greenhouse gas emissions reduction by 2030.

ReFuelEU Aviation

Wizz Air has been closely following the negotiations of and supporting the ReFuelEU Aviation proposal to promote and develop the use of SAF for all flights in a fair and equal way. The compromise was reached in April 2023. The new ReFuelEU Aviation legislation creates an obligation for fuel suppliers to provide gradually increasing amounts of SAF to airlines, so they can progressively increase their use of SAF and subsequently reduce the emissions of aviation. Wizz Air is of the position that the inclusion of a SAF flexibility mechanism (i.e. book and claim system) would have contributed to reaching the EU's green goals and could be an important step towards ensuring a level playing field for access to alternative fuels as the market develops across the EU.

ETS Aviation

European-level negotiations have concluded on the revision of the EU Emissions Trading System (ETS) Aviation file in December 2022. During the discussions, Wizz Air has been advocating for the extension of the scope to all departing flights from the European Economic Area (EEA), as emissions do not stop at borders. We regret that the scope remained intra-EEA, excluding the most polluting flights. Extension of the scope would have contributed significantly to the joint European green goal. We have been supporting the early phase-out of free ETS allowances to airlines and welcome that they will be fully auctioned from 2026. This is a step towards a level playing field in the European market. We also agree with the introduction of the SAF allowances into ETS, to incentivise SAF uptake across Europe as we think this is the effective short to mid-term solution.

Energy Taxation Directive

The European Commission proposed to end kerosene tax exemption for intra-EU flights over a period of ten years. Wizz Air cannot support additional financial burden to be introduced for airlines. In case of the adoption of the proposal in its current form, the most polluting flights, namely intercontinental long-haul flights, will be excluded despite being the main source of European CO₂ emissions – based on the Eurocontrol Data Snapshot on CO₂ emissions and flight distance from February 2021. Considering that the EU ETS already applies to intra-European flights, we believe that double taxation needs to be avoided. According to Eurocontrol's analysis (Eurocontrol Aviation Intelligence Unit, Think Paper #7 – October 2020), there is no proof that taxing aviation will result in lower greenhouse gas emissions. However, there is a risk that such taxation would divert traffic from EU to non-EU airports (carbon leakage), threatening Europe's connectivity and competitiveness.

People

Our people pillar focuses on our colleagues and customers. Our aim is to develop our services to further enhance customer experience, to support our communities and to empower our people to reach their full potential.



Our Commitments

Continue to put safety first, in everything we do

Further improve gender diversity in the Board, management, and flight deck

Develop and sustain employee engagement in the top 25% of the industry benchmark

Improve customer experience each year as measured by various customer satisfaction metrics



Wizz Air cares for its employees and customers

The WIZZ culture is what empowers our people to live and work by the five important values of Wizz Air, allowing us to create opportunities and find solutions to business challenges.



Wizz Air has a clear strategic plan for our communities, passengers, workforce and suppliers, rooted in our conviction that Wizz Air’s operations can positively enhance many people’s lives – those of our colleagues, our passengers and the residents of the communities we serve.

Put Safety First

Safety is the first priority in our work and the key to a successful business. It is through the personal commitment of all our employees that we will provide our customers with the highest level of safety possible.

Safety is everyone’s responsibility and all levels of management, and all employees are accountable for the delivery of the highest level of safety performance, starting with the Chairman of the Board of Directors and the Operations Officer.

Health and safety – supporting our employees from Ukraine

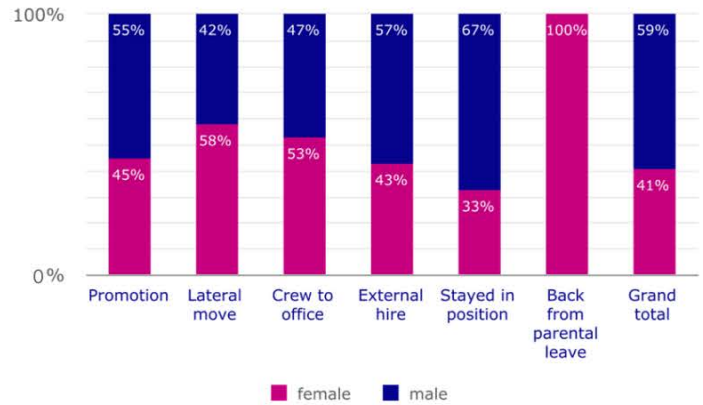
Wizz Air's teams have risen to the occasion, showing remarkable proficiency in supporting our affected employees, trainees, and their family members in Ukraine. Our colleagues have worked tirelessly to establish efficient communication strategies and procedures in collaboration with relevant departments, to provide the necessary support during this crisis. A dedicated crisis phone number was established, accessible for the Ukrainian colleagues. Wizz Air also offered direct assistance via GoCrisis, an internationally recognised crisis management company, to provide expert support, including the implementation of a stress management training programme. Altogether, the support provided included the funds collected and distributed by the People Council, psychological support and relocation support to new bases. After a total of three months of emergency support, the absolute majority of our Ukraine-based employees have been evacuated and transferred to other bases within the WIZZ network. The Company is also continuously recruiting Ukrainian citizens.



Recruit & Develop Our Employees

Wizz Air is continuously recruiting people who are passionate about aviation, while focusing on candidates' talent and attitude, rather than experience only. Since 2010, the employee base of Wizz Air has grown from 1,184 to 7,389 by the end of March 2023. During fiscal year 2023, regardless of another turbulent and challenging operating year due to the effects of the ongoing war in Ukraine on our passengers, providers and employees and the aviation industry as a whole, Wizz Air still recruited 2,522 employees.

Wizz Air office career development and gender breakdown



Improve & Leverage Diversity of Our Employees

Nationalities

Wizz Air is an ethnically diverse and inclusive professional organisation with over 93 nationalities within its employee base. At Board level, 10 current Directors are from 7 different countries, while the Company's 35 Heads of Function, and 15 Officers and Executives represent 13 and 9 different nationalities respectively.



Gender diversity

Within Wizz Air, the overall male to female ratio is balanced, with 48% being female; however, we are conscious that improvements shall be achieved when it comes to gender diversity in certain employee groups and as part of Wizz Air's broader commitment, we have targets to increase female representation in the flight deck, leadership team and boardroom.

In F23, the Board of Directors had a 30% female ratio, while the Management Team's female diversity changed to 32%. We have put in place actions to achieve our targets as part of our diversity initiative, Women of WIZZ. Recruitment is focused to ensure that there is always at least one female candidate on the shortlist for positions and recruitment panels are recommended to have female interviewees.

We have also identified the diversity of our flight crew as a major opportunity for Wizz Air and we want to be an industry leader. The Company released its new Equal Opportunities and Fair Treatment Policy, to signify our commitment to undertake initiatives to support equal access to the positions where certain protected groups (including, in particular, women) are underrepresented.



She Can Fly Programme

Several one-of-a-kind programmes have been launched to nurture talent and diversity within the organisation, and to ensure a strong pipeline of female flight crew. Among them, the She Can Fly Programme, which is a sub-brand of our current Wizz Air Pilot Academy Programme (WAPA) Programme but dedicated to women only to provide a unique, simple and financially accessible path to becoming a commercial pilot at Wizz Air. The primarily targeted countries are Wizz Air’s CEE base countries to support that region with local pilots.



Engage Our Employees & Ensure Effective Communication Through the People Council



Wizz Air's People Council

The People Council is more than just another department within the Company, it is a place where the people of WIZZ feel safe to share their concerns, ideas or suggestions. The Council is led by its President, who serves for two years and is appointed by the former president from among the People Council's committee chairs. The President is aided by the Council's Secretary General. There are eleven additional members of the Council, representing all regions and all business divisions within the Group. Representatives are elected for one year.

The Council's work is centred around three major areas, and is split into three committees accordingly, which are the Benefit, Wellbeing and Policy Committees. The Council meets bi-weekly with the Senior Leadership Team and separately with the Company's CEO.

These processes are key to enabling the People Council to fulfil its main purpose:

- facilitating an effective two-way communication between management and employees; and
- supporting the decision-making process on matters which affect all within the Company.

Base visits, floor talks and management updates on Workplace

Base visits are unique as they provide a special forum for the local crews to meet with Company management in person and to voice their opinions or questions. Apart from the top management "flyaround events", line management also visits every base annually. During F23, the People Council's President and its Secretary General, along with the local Council representative took part in eleven personal base visits.

The recurring floor talks hosted by Wizz Air's CEO (available to attend in person or join via Workplace, the internal social media channel), and the live leadership updates every Monday via Workplace, ensure that key updates are delivered directly by the management. Wizz Air is dedicated to directly engaging with its workforce on a regular basis, ensuring that all employees have direct access to the CEO and senior management to provide feedback.

Employee engagement survey results and follow-up actions

Our workforce has always been and will remain Wizz Air's most important asset – our people's engagement and wellbeing are crucial to constantly deliver on our mission. In November 2022, the Company organised its sixth employee engagement survey, with 3,800 responses received. The overall satisfaction was at 6.5, while the engagement score was 6.4. After a comprehensive analysis, the results of the survey were shared with Wizz Air's management, and the necessary action plans were defined for all employee groups. Engagement survey results are reviewed by the Board of Directors each year as well, to monitor progress towards cultural objectives, identify priorities and set measurable goals for achieving Wizz Air's vision.

Employee engagement on sustainability

Wizz Air has been tirelessly working on strengthening its employees' understanding of climate change. We believe that education is essential to create a more sustainability-focused Company culture, where every employee understands how they can play a part in the airline's decarbonisation journey.

The Company recognises that sustainability is a crucial aspect that requires active engagement and investment from all levels of the organisation. By providing its workforce with the necessary education and resources, we are continuously building a knowledgeable and motivated team, ready to take on the challenge of creating a more sustainable future for all.

In F23 we have implemented several sustainability-related internal activations. Sustainability pins were introduced to be worn by cabin crew, flight crew and office teams, as a symbol of commitment to sustainability. The initiative is part of a comprehensive educational campaign aimed at promoting employee engagement and fostering a culture of sustainability within the organisation. The objective is to create awareness and encourage everyone to take an active role in making the world around us better. By wearing these pins, we hope our employees will serve as ambassadors of sustainable practices and inspire others to do the same.

This year, the world was also facing a historic energy crisis so our Company decided to raise employees' attention about conscious energy consumption, and launched our "Switch It Off" campaign in October 2022. With this initiative we aimed to empower our employees to take control of their energy consumption and adopt more sustainable habits, both in their homes and in the workplace.



Continuous Improvement of Customer Experience

During the summer of 2022, however, Wizz Air faced unprecedented flight disruptions caused by external factors, particularly supply chain issues because of post-COVID-19 and air traffic control deficiencies across the airline's network. As a result, Wizz Air received an unprecedented volume of customer claims. Currently 95 per cent of all claims received in fiscal year 2023 have been already resolved and the customer support team is continuously working on resolving any remaining backlog with first priority.

To address the challenges faced last summer, Wizz Air has been investing in customer-focused initiatives, including significant investments and improvements in the operational teams and processes to help avoid disruptions altogether, contracts with four new contact centres and doubled capacity of the customer support agents. Automation solutions for claims processing have been deployed and digital solutions continue to remain in focus, enabling a fast and scalable claim and complaint resolution framework. The airline's Virtual Assistant, Amelia, has become the primary point of contact for customer support.

Wizz Air recognises the importance of learning from its customers and uses these learnings to continuously improve the travel experience. To this end the WIZZ Youth Forum (made up of travel enthusiasts and passengers) was assembled to bring the customers' voice on-board the design phase of current and future WIZZ products and services.



Community Programmes and Charitable Support

Rescue flight Türkiye

On 7 February 2023 Wizz Air flew a rescue team of 20 people from Budapest to Adana, a city in Türkiye, which was hit by a strong earthquake. The special rescue unit from the Hungarian Counter Terrorism Centre, consisting of doctors and well-prepared specialists in alpine technology, joined the rescue mission upon arrival, by providing help to those in need.

WIZZ Foundation

WIZZ Foundation has partnered with Csodalámpa Foundation, the wish-granting foundation aiming to fulfil wishes of children who suffer from a life-threatening illness. In fiscal year 2023, Wizz Air supported the Magic Lamp Wish-Granting Foundation, completing nine special wishes, with a total number of 26 flight tickets provided to the children and their families.

WIZZ Running Events

Like affordable travel, a healthy and active lifestyle should be available to everyone. Running is the most inclusive and affordable sport as one only needs a pair of running shoes – this sport is accessible and affordable for all, similar to the ultra-low-cost, lowfare business model. This year we sponsored several running events across Europe, including our flagship event, the Budapest Half Marathon, and races in Bucharest, Cluj-Napoca, Sofia, Skopje, Debrecen and Cardiff. More than 53,000 runners joined the WIZZ running events, including more than 200 WIZZ employees from the Wizz Air network. We mobilised 32,000 runners and attracted a total of 105,000 visitors with all our events.

Free and rescue fare ticket for Ukrainian refugees

In early 2022 Wizz Air announced it would support Ukrainian refugees by offering free seats on Continental Europe flights departing from Ukraine's border countries. The airline allocated larger aircraft and extra flights to help support the movement of refugees as necessary. The offering of free tickets was later extended and finished at the end of October 2022. As part of this programme, a total of 135,456 free tickets were used by the affected refugees.



WIZZ Aid

WIZZ Aid is designed to provide financial support to our colleagues who need urgent medical treatment or suffer from natural or man-made disasters outside of the coverage of Life and Travel and Accident Insurance. This initiative is open for any Wizz Air Group employee facing such an emergency and temporary financial hardship. During fiscal year 2023, six applications were approved, in the amount of EUR 30,425 for life-saving medical assistance and surgery, and other related financial support.

Employees' local charity and volunteer activity

As it has been demonstrated throughout the past years' challenges, the generosity of our employees is unique, and this is what brings the WIZZ spirit to all of our base countries. We are proud that in F23, our cabin and flight crews have volunteered and supported various local initiatives across our entire network from Wizz Air UK to Wizz Air Abu Dhabi, including but not limited to: blood donation, clothes and food donation, volunteer support at local hospitals, bee saving projects and charity walks.

Fostering WIZZ Culture: Celebrating Together through Corporate Events and Programs

As social interaction and building strong, dedicated and efficient teams is an important part of the WIZZ culture, we make sure to offer opportunities to reunite with colleagues and celebrate our achievements together.

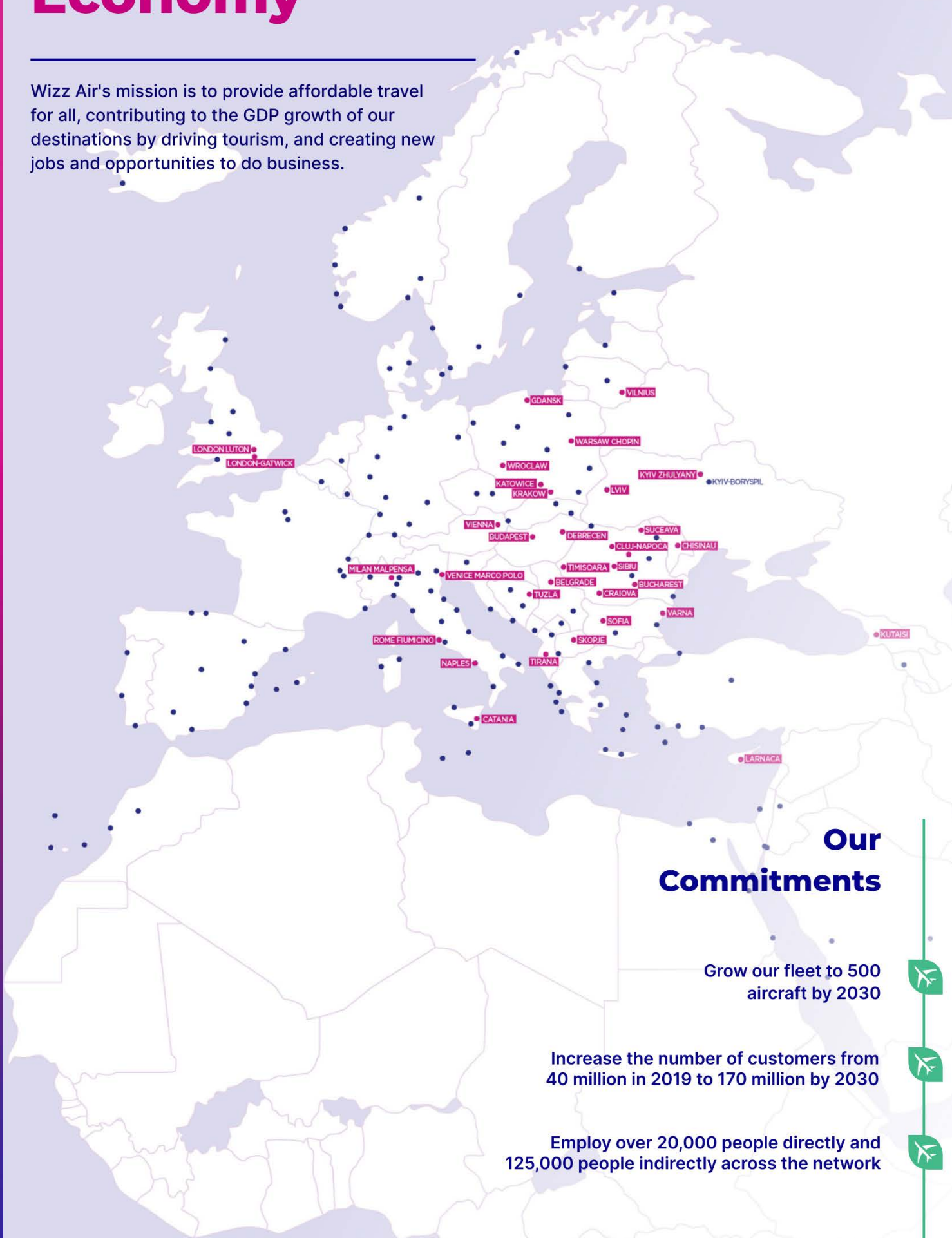


For this reason, we will continue to organise corporate events and programmes, such as the annual Christmas and summer parties, department away days and team building events, and programmes such as the WIZZ Academy, to strengthen Company culture. In December 2022, the People Council also organised a Santa Event in Wizz Air's Training Centre, for the children of WIZZ employees.



Economy

Wizz Air's mission is to provide affordable travel for all, contributing to the GDP growth of our destinations by driving tourism, and creating new jobs and opportunities to do business.



Our Commitments

Grow our fleet to 500 aircraft by 2030

Increase the number of customers from 40 million in 2019 to 170 million by 2030

Employ over 20,000 people directly and 125,000 people indirectly across the network



Economy – Connectivity & Responsible GDP Growth



We remained committed to bringing something new to our customers: an additional base has been opened in Suceava, Romania, which allowed us to double the number of destinations flown to and from the city, also providing important employment opportunities for the local community. Wizz Air's London Gatwick base has also been revitalised, increasing our presence to five aircraft during the summer season, showing our continuous trust in the UK.

 **330% CAPACITY GROWTH**

The largest growth has been introduced to our Rome Fiumicino base with six additional aircraft and more than 330% capacity growth achieved this year.

6 NEW AIRCRAFT IN BUCHAREST

Wizz Air's assistance to the Romanian people by providing recovery flights and tickets when Blue Air halted operations is another illustration of how deeply ingrained we are in the local economy. Wizz Air also added six new aircraft to our base in Bucharest as a sign of our market commitment.

23 NEW DESTINATIONS & 4 NEW COUNTRIES

Being a pioneer and developing new markets and destinations, Wizz Air added four new countries and 23 new destinations to the WIZZ network in fiscal year 2023: new routes to the Maldives, Kuwait and Uzbekistan as well as 24 new routes to Saudi Arabia with more than 1.3 million seats per annum.

Our Role in Society - Testimonials

“ Since 2007, when Wizz Air started operating in Cluj-Napoca, the airline has significantly developed its operations and created a constructive ripple effect for the local economy and brought many other benefits for the entire region. I want to emphasise the critical importance of Wizz Air operations as it ensures a consistent and reliable traffic flow, which is essential for operational efficiency and profitability. By allocating the seventh aircraft for the Cluj-Napoca base, Wizz Air responded efficiently to the strong market demand of Cluj International Airport catchment area. ”

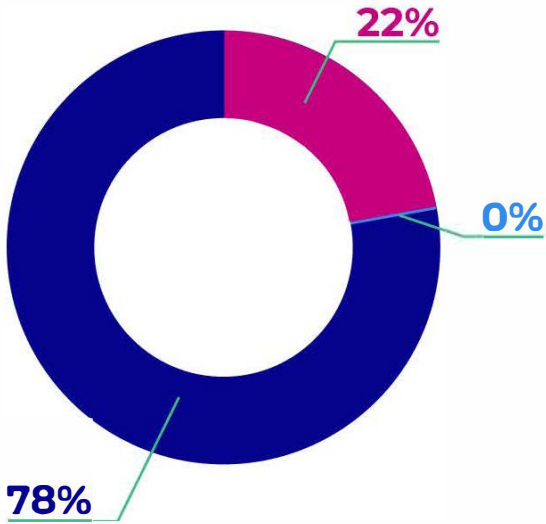
Mr David Ciceo
CEO of Cluj International Airport, Romania

“ With the extensive global connections UAE provides, the new route from Abu Dhabi will strengthen connectivity between Maldives and the rest of the world. And with this enhanced connectivity between UAE and Maldives, I welcome Emiratis and residents to travel to Maldives and experience the Maldivian hospitality. Thanks to the direct flights between Abu Dhabi and Maldives, more people can take advantages of this convenient link. I wish Wizz Air every success with its new service to Maldives. ”

Dr. Abdulla Mausoom
The Minister of Tourism, Republic of Maldives

Appendix

GHG Emissions by Scope F23



Total GHG emissions 6,194,402 (tCO₂e)

Scope 1 (tCO₂e)

Jet fuel: 4,811,337

Scope 2 (tCO₂e)

Market based (including purchased electricity and heat and steam): 4,811,337

Location based: 1,135

Scope 3 (tCO₂e)

Upstream and downstream categories total: 1,381,602

Purchased goods and services: 343,622

Fuel and energy related activities

(not in Scope 1-2): 996,176

Business travel: 20,550

Employee commuting: 10,747

All other Scope 3 categories: 10,221

Other related disclosures:

- Independent limited assurance report - F23 Greenhouse Gas Emissions
- Greenhouse Gas Emissions Methodology and Recalculation Statement
- Wizz Air's sustainability site
- Monthly CO₂ intensity report

This report is an extract summary of the company's latest annual sustainability report, which is integrated into the F23 Annual Report of Wizz Air Holdings Plc. (including the company's TCFD and GRI reports as well) published on 8th of June, 2023. The full-length sustainability report for the last fiscal year is publicly available here, [pages 14-74](#). (The detailed Governance report is on pages 94-158)

Issued by Group Corporate Affairs

Issued on 2023.07.18

Version 1.0

We would like to thank all WIZZ teams and colleagues who contributed to Wizz Air's F23 annual sustainability report, supporting our work.

Wizz Air Holdings

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