

# FINAVIA

*for smooth travelling*

# *What makes a good audit?*

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# **Finavia is an airport company that leads and develops 20 airports in Finland.**

**We work to improve Finland's connectivity.**

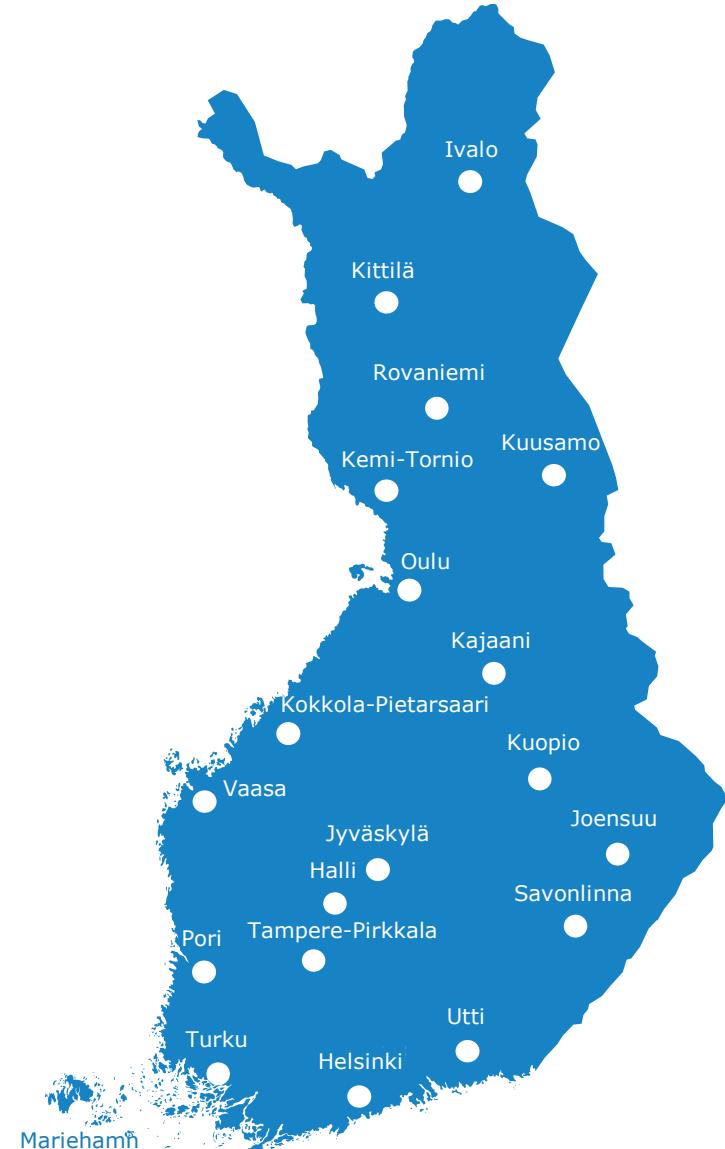
At Helsinki Airport, we are part of global competition.

**Our customers consist of airlines and passengers.**

We develop the customer experience at our airports to ensure smooth travel.

**Sustainability is important to us.**

Finavia's airports are carbon neutral and our future goal is net zero emissions.



# Finavia Corporation in a nutshell

Finavia's business areas are:

Helsinki Airport and the Network Airports

Finavia's services for air traffic are  
complemented by its subsidiary Airpro

A network  
of  
**20**  
Airports in Finland

Passengers  
in 2022  
**15.4**  
million

Finavia Group  
revenues  
**298**  
million EUR  
(2022)

Routes at airports  
are operated by

**50**  
airlines

Personnel in  
Finavia  
**1,130**  
employees

Total personnel  
in Finavia Group  
**2,540**  
employees

# The basic pillars of our operations

## VISION

Globally connected,  
attractive Finland

## MISSION

Finavia connects Finland  
to the world by being the  
winning gateway of the north.

## CUSTOMER PROMISE

For smooth travelling.

## Values

### Safely

Safety is the basis for all of  
our operations.

### Responsibly

We care for and are  
responsible for people and  
the environment.

### By developing

We have the determination  
and ability to openly  
develop ourselves along  
with our partners.

### For customers

We exceed customers'  
expectations through an  
excellent customer  
experience and a positive  
customer service attitude.



## Finavia-audits in numbers

- Finavia is regularly audited by the following parties:
  - Aviation authority (Traficom): aprx 12 ADR and SEC audits per year
  - Environmental authorities / supervising organisations: aprx 6 audits per year
  - Occupational Safety authorities: aprx 6 audits per year
- Additionally Finavia conducts about 15-20 (internal) audits itself (ADR, SEC, Ground Handling). Audits are carried out mainly by Safety&Compliance unit which is located in Finavia HQ



## Few basic requirements for the audit process

- The audit process and its objectives should be clear for both parties:
  - A common understanding of the process (auditor / auditee)
  - The audit criteria are clear (scope and regulatory basis)
  - Audit program is available **well in advance** allowing an auditee to prepare:
    - Resource allocation (people, facilities)
    - Timetable and access arrangements
    - Documentation, training records etc.
    - Proactive communication to the personnel about the audit



## Requirements for auditors

- Sufficient understanding of the industry and operating environment
- Independence from the matter to be audited
- Management of good auditing practices (presentations, review of the program, staying on schedule)
- The questions asked should be clear and understandable (no long monologues)
- Lead auditor has an extremely important role – he/she keeps audit on the right track
- And finally, auditors should have an understanding of unexpected urgent operational tasks, which may cause interruptions during the audit



# Characteristics of a good auditor

- Knows how to deal with different people
- Is able to express things clearly / ask questions in an understandable way
- Does not attempt to mislead the auditee (by using strange terms or putting words in your mouth)
- Is able to adapt questions according to the position and background of the interviewee
- Bases all findings on the requirements and the given evidences (or lack thereof), not feelings
- Respects the auditees and is also able to listen
- Behaves in a businesslike and friendly manner – and thus maintains a good atmosphere during the audit



# Places for improvements (based on experience)

- Closing meeting: A good auditor is able to provide a definitive list of observations and their classification (or at least close to it)
- Audit report (schedule): If it takes two weeks to finalize an audit report, it's acceptable. If it takes one month, it's still reasonable. But if it takes three months or more ... the value of the audit report gradually approaches zero
- Audit report (findings): Clarity and precision are desirable when describing a finding
- Feedback: Many auditing organizations want to ask for feedback – don't ask if you are **not ready to develop your processes**



## Places for improvements (based on experience)

- Not everyone is suitable as an auditor - or at least the person must have the ability to admit their shortcomings and a real desire to develop themselves
- The auditing organisation should regularly monitor the functioning and the quality of the audit process - and react if necessary!
- And finally: Poor quality and poorly executed auditing does not benefit anyone, but begins to turn against its actual purpose -> **So, let's develop the process together!**

# Kiitos - Thank You!

Questions?

