



## WHERE TO FIND MORE INFORMATION ABOUT COMMUNITY AND ENVIRONMENTAL ACTIONS.

IBERIA uses a number of channels to propagate this information, focusing each to its particular audience.

**Social Responsibility Report:** Intended chiefly for people interested in the company's efforts in social development and environmental protection, including our corporate clients, public officials with responsibility for transportation or environmental affairs, the communications media, other people linked to the aviation industry, and IBERIA's own staff.

**Annual Management Report:** As of 2002, extensive information about IBERIA's social and environmental policies and actions has been published alongside the company's annual report and accounts, which are distributed to current and potential investors and to stock market analysts. IBERIA now includes environmental accounts, dealing with such matters as: waste management costs; environmental publications, certifications and audits; membership dues paid to international environmental bodies; costs of environmental permits and licenses, etc.

**Ronda Iberia, Iberiaviación and Iberia Plus Magazines:** The Iberia Group informs customers about its community and environmental actions in its in-flight magazine *Ronda Iberia*, and in *Iberia Plus*, which is sent to all members of the Iberia Plus frequent flyers programme. *Iberiaviación*, IBERIA's monthly magazine for employees, supplies regular coverage of social and environmental issues.

**In-flight Video:** On many IBERIA flights a video is shown describing the company's social and environmental policies and actions.

**Internet:** IBERIA's web site [www.iberia.com](http://www.iberia.com) supplies exhaustive information about the company's environmental commitments, along with the latest Social Responsibility Report, details of IBERIA's Eco-Efficiency initiative, and the history of IBERIA's involvement with environmental protection issues.

**Intranet:** Within IBERIA's intranet system, to which all staff have access, is the *Iberia Solidaria* page, giving details of our social policies and actions. On-line training courses in environmental matters are also available, alongside details of the Iberia Group's Environmental Unit, and a suggestion box for employees' environmental proposals.



## GLOSSARY

**AEA:** *Association of European Airlines .*

**AENA:** *Spanish Airport Authority.*

**APK:** *Available Passenger/Kilometres.*

**ATC:** *Air Traffic Control.*

**ATM:** *Air Traffic Management.*

**APS:** *Weighted Aircraft at Departure.*

**APU:** *Auxiliary Power Unit.*

**CAEP:** *Committee on Aviation Environmental Protection.*

**QC:** *Quota Count. Classification of aircraft noise on takeoff and landing, from quietest (QC-0, less than 90 EPNdB), to loudest (QC-16, more than 101.9 EPNdB).*

**QCTO:** *Noise Quota at Takeoff.*

**QCL:** *Noise Quota at Landing.*

**ENTAF:** *IATA's Environmental Task Force.*

**EPNdB:** *Equivalent Perceived Noise level in decibels.*

**IATA:** *International Air Transport Association.*

**IPCC:** *Intergovernmental Panel on Climate Change.*

**ISO:** *International Organization for Standardization.*

**LTO:** *Landing-Takeoff Cycle.*

**ICAO:** *International Civil Aviation Organization.*

**RPK:** *Revenue Passenger Kilometres.*

**TC:** *Tonnes of Cargo.*

**ATK:** *Available Tonne Kilometres.*

**RTK:** *Revenue Tonne Kilometres.*