We believe that travel provides opportunities that can make life and the world around us better.
We are committed
to making sure that everyone, everywhere can benefit from travel at the lowest prices, while keeping in mind the social, economic and environmental impact of our operations. Our strategy is built on low fares and a diverse network, supported by efficient and sustainable operations and high-quality customer service.
220+ new aircraft
5.4 YEAR average age of our fleet
4,200+ professionals working for you
1/4 CO₂ reduction of emissions per passenger by 2030
11/17 SDGs making a direct impact on the UN’s SDGs
20% FUEL efficiency improvement each year vs. A320CEO
6 RUNNING events across Europe
POINT TO POINT network instead of a hub system
As one of the fastest growing, our ultra-low cost business model means that we are able to offer the lowest fares to our customers and make flying affordable for more people than ever before. At the same time we are also conscious of the many economic, social and environmental developments impacting our communities and have a number of initiatives which is why WIZZ Cares is at the heart of our sustainability efforts.
People

We aspire to be the enabler of a future where everyone has the opportunity to live up to their full potential.

Our people pillar consists of two parts – customers and employees. We believe in a future where everyone has the chance to realize their full potential. We work hard to develop our services, to enhance our customer experience and to empower our people while supporting the communities we serve. We have operations at 180 airports in 48 countries and it is our aim to build active relationships with the communities in each of our markets. Over the years, we’ve devoted ourselves to local community projects across our markets, an initiative which fosters a stronger bond between our employees and the communities in which we operate.

Directly making impact on 3 of the United Nation’s Sustainable Development Goals.
Our employees

Employee satisfaction
Our 2021 employee engagement survey showed that our employees are highly engaged with an overall score of 81%, which is higher than the average score in the industry. The general satisfaction within the WIZZ Team is 80%, while 78% of our people were inspired by the purpose and mission of the organisation.

People development
We continue to deliver world-class training to our people. From COVID-19 and technical trainings for our crew to leadership trainings for our office employees, we are focusing on giving the right tools to our employees so they can own their development and progress in their career.

Wizz Air Pilot Academy
We run our own Pilot Academy which provides financial support, including partial sponsorship, to motivated cadets during their initial training. Pilot Academy cadets who successfully graduate from the program can begin their employment at Wizz Air as Pilot Trainees.

Diversity and equal opportunities
Celebrating perspectives from every corner of the world is at the heart of our business at WIZZ, and with over 50 nationalities across 21 base countries, we’re proud of our truly global footprint. We’re also committed to ensuring gender diversity in the workplace, with 50% female and 50% male employees and Women of WIZZ, which has been introduced to achieve significantly higher women representation in pilot positions within the next decade.

Fatigue management
We continuously monitor and assess the risk of fatigue to guarantee safe flight operations. Our Crew Management system incorporates fatigue-related information into its decision-making to improve the identification of fatigue risk.

Cabin Crew to Captain Program
We introduced the industry’s first ever Cabin Crew to Captain Program to help aspiring WIZZ Cabin Crew turn their dreams into reality through extensive financial, travel and accommodation support, as well as a tailored work and study schedule. By breaking down a number of key barriers, we strive to support ambitious crew members on their journey to the flight deck.

WIZZ People Council
Established in 2018, our People Council regularly brings together employees representing all areas of the business to facilitate an effective two-way communication between the management and employees and to support the decision-making process on matters that affect all employees within the Company. The People Council continues to improve us both as an airline and as an employer.

Mental and physical wellbeing
We want our employees to feel valued and supported, which is why 24/7 professional counselling service (Employee Assistance Program) is available for all of our employees and their immediate family members. We also offer a pilot peer to peer support as well as online mental health and fitness training for all of our crew. In 2019, we introduced WIZZ Aid, an Employee Emergency Fund which is designed to provide financial support to colleagues who need urgent medical treatment or suffer from natural or man-made disasters.
Our customers

We are committed to providing a high-level of satisfaction and effective services for our customers along the entire journey. Our teams are working hard on improving customer communication during disruptions and to build innovative thinking across the business while always being open to feedback.

Mobility and active lifestyle

As a company, we keep ourselves lean and efficient – and we strive to give people across our network the chance to do the same. Because we believe that, just like affordable travel, a healthy and active lifestyle should be available to everyone. We are proud to sponsor several Central and Eastern European running events, including the Budapest Half Marathon, our flagship event and races in Cluj-Napoca, Sofia, Skopje, Kyiv and Katowice.

Disruption management

We are aware of the great extent that disruptions can have an impact on our customer satisfaction, therefore we are constantly updating our tools in order to inform passengers and local ground handling partners in the most efficient way. We have improved the handling of lost baggage, introduced push notifications and flight status updates in the WIZZ App, as well as rolled out electronic meal vouchers and a new automated system for hotel and transport arrangements for passengers who have to stay overnight due to flight cancellations.

Ground handling

Our ground handling partners play a huge role in the success of the ULCC ecosystem and we are maintaining an open dialogue with all of our local partners to deliver better customer service and communication.

WIZZ Youth Challenge

WIZZ supports the development of young graduates all across Europe. Our annual case study competition challenges university students to deliver a creative, forward-thinking solution to a real-life business problem. Qualifying teams are invited to Budapest for the finals, where they get the chance to network and share their ideas with top-level executives, a number of industry experts and brilliant young minds from across the network.

Personalisation & online experience

We are constantly working on improving the online experience on wizzair.com and our app to make them more personalised and easy to use. With several communication capabilities and advanced features, such as the price alert, auto check-in and personalised offers, we make it even easier to find, book and travel to dream destinations with us, while staying informed every step of the way.

Pandemic response

During the coronavirus pandemic, Wizz Air offered immediate humanitarian support to those suffering at the hands of the unexpected crisis by launching various cargo and repatriation services. Over 120 flights were operated to transport critical medical supplies and stranded passengers safely back home. We were also one of few airlines never to cease operations and introduce an interactive Travel Planning Map to support passengers in navigating a complex travel environment.
Environment

We want to be the greenest choice of air travel.

It has never been more important for a company to be responsible for the environment. Protecting the environment is the responsibility of all of us, therefore we have taken our environment-protection steps to a next level. With one of Europe’s youngest fleet and the lowest CO2 emissions we strive to stay ahead of the industry.

With the help of a great number of fuel saving initiatives including a fully paperless flight-deck and our continuously modernized fleet, we will further improve our operational metrics, further reduce our environmental footprint in order to keep air travel a truly green way of travelling. Our sustainability actions include carbon offsetting program, and a single-use plastic free cabin.

Directly making impact on 3 The United Nation’s Sustainable Development Goals.
As a result of the numerous fuel-saving initiatives and constant modernization of our technology, we are proud to have one of the lowest emission rates in the European aviation industry. In the 2020 Financial Year, carbon emission per passenger kilometer were 57.28 grams, down from 59.9 which is almost half the industry average. Read more in our annual report.
Commitment to further reduce environmental impact

Wizz Air is strongly committed to reducing climate change impact globally and locally alike. We support the Paris Agreement aiming to limit temperature rise below 1.5°C as well as the European Green Deal and the Destination 2050 guidelines aiming to reach net zero emissions by 2050.

Wizz Air is proud to have the lowest Co2 emissions (G/ RPK) in Europe. We commit to further reducing our Co2 emission by 25% until 2030 compared to 2019 levels and to further limiting other GHG emissions. The ambitious plan is driven by our latest technology fleet, fuel saving initiatives and usage of sustainable aviation fuel.
Carbon offsetting

**Offset journeys**
Wizz Air has launched a carbon offsetting scheme as part of its wider commitment to reducing emissions in November 2020, enabling passengers to calculate their flights’ environmental impact and offset the carbon emissions thereof. The scheme, in partnership with climate-focused technology company, Choose, provides passengers with the option to offset their journeys by supporting trusted, high impact climate projects around the world.

**Footprint**
We are proud to offer to our passengers a fully transparent travel footprint calculator where passengers can easily calculate and offset their flights’ carbon emissions.

Directly making impact on 3 The United Nation’s Sustainable Development Goals.
A321neo – a true game changer

- 25% less fuel burn vs. A320ceo based on RPK
- 25% less CO2 emissions vs. A320ceo based on RPK
- 16% flying further vs. A320ceo
- 43% lower noise vs. A320ceo
- 20% lower unit costs vs. A320ceo
Our strengths

- Paperless Flight Deck
  We are brake in our concept, saving over 2,000 printed pages in each aircraft.

- Washing the planes twice per year
  We wash our aircraft twice a month - the cleaner they are, the more fuel they burn, and the broader impact it has on the environment. To save about 50% of the fuel burned in an aircraft and full cargo.

- Lighter seats
  Continuously innovating to keep passengers comfortable.

- Washing the engine more often
  Than required by regulation
  Washing our engine more frequently than required helps improve engine efficiency and reduces engine maintenance costs.

- Single engine taxiing after landing
  Being taxiing with the engine off after landing.

- Lowest CO2 emissions per passenger in the industry
  Since 2003, we have been working hard to reduce our CO2 emissions by 4% every year, and we expect to be 20% lower by 2030.

- Reducing noise pollution
  We are constantly innovating to reduce noise levels.

- Sherbets
  These amazing sherbets are made in-house using our own water and fruit to make the best-tasting sherbet in the industry.

- Brakes
  Our Brakes are made of a new material that makes them more durable and last longer.

- On-board magazine
  Included in our in-flight entertainment package.

- Using GNP instead of ADP
  Savings 200 kg per hour
  When available, we are able to use GNP instead of ADP, which can save up to 200 kg per hour.
Economy

We strive to be an economy booster for WIZZ destinations.

Affordable air travel can improve the lives of many travellers, but it’s easy to forget how it can impact a city. Few things are as good for a city’s economy as direct air links – particularly when those air links are at Wizz Air’s lowest fares. As more and more people have access to affordable air travel, more travellers boost the local economy of the places they visit.
Economy

ACI guidelines
ACI guidelines suggest that 750 on-site jobs are created for every 1 million passengers carried per year. Based on this calculation we supported the creation of 30,000 local jobs in the financial year 2020, carrying 40 million passengers on our route network.

Boosting traffic and tourism
Across our network, there are several locations where no regular air services existed before our arrival or where we made a significant difference in traffic numbers. After our Varna base opening in 2017, the airport saw a double-digit rise in passengers’ traffic, in North Macedonia passenger numbers have tripled in the last ten years and in Kutaisi the airport’s traffic numbers have more than doubled with more than 75% of passengers served by us.

ULCC model
Due to our business model, we outsource many supporting tasks at all levels of the organisation to local, external partner, working in close collaboration with over 5,000 contracted service providers across our network.

Protection of honest and fair business
We have implemented internal procedures and measures designed to ensure compliance with all relevant anti-corruption regulations. Our Anti-Corruption Policy sets out the principles, prohibitions and practical guidelines relating to bribery or corrupt practices, for which there is zero tolerance. These policies are part of the mandatory annual training for all WIZZ employees, ensuring that all employees are up-to-date.
Governance

Board/Management, quality & integrity
Full board oversight via the Audit & Sustainability Committee. By 2026, we pledge to achieve a rate of at least 40% female representation in management positions. While last year we increased gender diversity within the board by 9% to a total of 27%, we have committed to taking this further with the aim of achieving a 33% female board of directors by 2026, in accordance with the Hampton Alexander initiative.

Risk Management
Board has a full oversight of the Enterprise Risk Management process (ERM), with a robust assessment of the principal risks related to the business model, future performance, solvency or liquidity of Wizz Air.

Audit & Sustainability Committee
From financial year 2022, Wizz Air is complying with Task Force on Climate-Related Financial Disclosures (TCFD) reporting.
Thank you for your attention!