

STATUTE

Corporate Information Policies

JSC "Aeroflot"



**STATUTE on
the Corporate Information Policies
of the JSC "Aeroflot"**

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1. GENERAL

This Provisions on the Corporate Information Policies (hereinafter the **Provisions**) has been developed in accordance with the applicable Law, guidelines of the Code of Corporate Behavior of the Federal Government Body for the Security Market, Articles of Incorporation and internal documents of the JSA “Aeroflot” (hereinafter **Company**).

The Provisions is a regulatory document that sets out priorities and standards of information activities of the Company in relation to its target audiences, contains the listing of the information to be released, channels and timeframe of its distribution.

The Provisions cover such issues as corporate information purposes and policy principles, communication with target audiences, managements of communications, rules for information distribution. The Provisions provide the list of the documents and information in public domain, to be released to any interested persons regardless of the purpose of acquisition; documents, information (materials) to be delivered to shareholders and their representatives and means and time limits of the aforesaid.

Company communication strategy is formed in accordance with the Strategic Development Concept as approved by the JSC “Aeroflot” Board of Directors.

The Provisions assumes that the Company is a public company and carries out its business in Russia and abroad. It takes into account requirements of Russian and international Law.

2. MAIN TERMS USED IN THE PROVISIONS¹

Confidential Information – the information that is not allowed for distribution both inside and outside the Company.

Corporate Communications – provisioning information by the Company to its target audiences.

Corporate Information – information about Company activities intended for distribution within target audiences.

Disclosure of Information – delivery of information about Company activities to the target audiences at regular intervals meeting the requirements of the entities regulating issuers’ activities, needs of the parties interested to have it and with consideration of best practices of corporate management in the area of information disclosure.

Insider Information – any unknown to third parties information on the issued securities and transactions with them, as well as on the issuer thereof and its business activities, the disclosure of which may materially affect the market price of the said securities.

¹ In alphabetical order

Information Policies – priorities and standards of the Company information activities in relation to its target audiences and broad public.

Intranet - local, restricted computer network of the Company that has no connection to the world wide web Internet.

Target Audiences – public groups inside and outside the Company that it interacts with in the course of its activities.

3. CORPORATE INFORMATION POLICIES

JSC “Aeroflot” Corporate information policy is aimed at winning the support for the activities and strategic development of the Company by its target audiences.

In implementation of the Corporate information policy, JSC “Aeroflot” assumes that the Company is a joint stock public company with diversified structure of shareholders, and a national airline of the international level. Any information about the Company distributed among target audiences may contribute to the investment attractiveness and vice versa impede its successful operation. Company management is aware of its social responsibility and maintains an open ongoing dialogue with the target audiences, promotes corporate standing, develops information potential of the Company in Russia and abroad.

The Company is generally acknowledged as law-abiding, equitable, respecting human and social rights in general, adhering to the principles of sustainable development.

3.1 PRINCIPLES OF THE CORPORATE INFORMATION POLICY

JSC Aeroflot implements the following basic principles in implementing its information policies:

consistency – the Company ensures uninterrupted and regular information coverage of its activities;

efficiency – the information about the events taking place in the Company is prepared and released to the target audiences within shortest feasible time limits that do not reduce the information efficiency;

objectivity – the official information being distributed by the Company is based on real facts and indications and cannot be distorted by personal perceptions of its authors;

effectiveness – information materials must be prepared at a high professional level and be easy for user’s understanding;

accessibility – information materials issued by the Company must be technically accessible to the target audiences;

manageability – distribution of the corporate information is managed from one center under the agreement with the manager of the Company subdivision responsible for corporate communications;

integrity – the Company ensures the integrity of the contents of the information being distributed, providing integration of various types of corporate communications within one structural subdivision;

simultaneous distribution – the Company will ensure simultaneous distribution of information to target audiences interested to receive it;

comprehensiveness and reliability – the Company will provide information in full without attempting to conceal negative information;
ensuring confidentiality and control over appropriate usage of insider information – the Company will take necessary efforts to ensure reliable protection of the said types of information.

3.2. CORPORATE INFORMATION

The Company will be responsible to provide information about its operations in compliance with the requirements of the Russian legislation on joint stock companies, requirements of stock exchanges where the Company's securities are listed, guidelines of codes of corporate behavior of the Federal Treasury of the Central Bank of the Russian Federation and JSC Aeroflot, and requirements of Russian and foreign organizations regulating operations of issuers.

3.2.1 Corporate information in public domain and documents to be provided to any interested persons:

All information and documents specified in this clause is:

- provided for common access at the corporate website <http://www.aeroflot.ru>.
 - to be disclosed in the order provided by applicable legislation.
 - available for review in the Company office and provided within the day of notice.
 - provided in copies upon request. The copies of documents are provided for certain fee, not exceeding the cost of production thereof, within 5 (five) calendar days from the date of payment of the invoice by bank transfer to the Company settlement account.
- a) Company general information, i.e. information on the mission, values, priorities, strategy of the Company development; Company management's attitude towards personnel, society, civil aviation market condition, environment protection; indicators of the Company performance for reporting periods; social and charitable activities.
 - b) Information on Company's securities and operations to be disclosed in the format of press-releases or press-conferences on material events in business and financial area of activity, quarterly reports.
 - c) Company Articles of Incorporation, Provisions on Managing Bodies and other Provisions approved by the General Meeting of Shareholders.
 - d) List of affiliated persons made as of the date of the end of the fiscal year and to be published by the Company in the approved by the General Meeting of Shareholders mass media within thirty days thereafter.
 - e) Annual and quarterly accounting reports made in accordance with the Russian legislation on accounting and accounting recording, auditor's opinion.
 - f) Annual and quarterly consolidated accounting reports made in accordance with IAS, auditor's opinion.
 - g) Company annual report and findings of the auditing commission on the reliability of the data contained in the annual report and accounting statements of the Company. The annual report is to contain the following data:
 - general information;

- information on financial and business activities;
 - opinion of the auditing commission;
 - findings of the Company auditors; situation in the industry;
 - priority guidelines of the Company activity;
 - report of the Board of Directors on the results of the Company development along the priority guidelines of its operations;
 - prospects of the development;
 - information on main risk factors connected with Company's business;
 - report on payment of declared (distributed) dividends;
 - listing of accomplished by the Company during the reporting year major transactions and transactions of interest (as recommended by the Federal governmental agency on the securities market);
 - composition of the Board of Directors and information of its members; composition of the Executive Committee and information on its members;
 - criteria of determining and total size of remuneration (compensations of expenditure) for persons having positions in the Company managing bodies (in accordance with recommendations of the Federal governmental agency on the securities market);
 - information on the maintaining by the Company of Code of corporate behavior of the Federal governmental agency on the securities market);
 - other information providing objective data about Company's activities during the reporting period according to Russian legislation, Orders of the Federal governmental agency on the securities market and to world best practices of preparation of annual reports.
- h) Information on conducting General Meeting of Shareholders to be published in the mass media approved by the General Meeting in the form of announcements 30 days prior, and in case the proposed agenda of an Extraordinary Meeting includes an issue of election of the Board of Directors members, 50 days prior to the date of the Meeting.
- i) Information on the returns of the vote of the General Meeting of Shareholders, held by absentee voting to be published 10 days after execution of the minutes of voting returns in the form of the report on the voting returns.
- j) Information on Company reorganization that is to be sent to the creditors of the Company in writing and published in a periodical designed to publish data of state registration of legal entities within 30 day period from the date of the resolution.
- k) Prospectus of the issue and other information to be disclosed in accordance with the requirements of the Federal governmental agency on the securities market that are to be released when issuing securities.

3.2.2 Information to be provided to shareholders and their representatives:

In the Company office along with the documents specified in clause 3.2.1 of these Provisions all shareholders and their representatives are provided access to the following documents:

- a) Company Articles of Incorporation, changes and amendments to the Articles of Incorporation, certificate of state registration of the Company.
- b) Internal documents of the Company, including but not limited to Provisions on Company managing bodies, Provisions on Company branch and representative offices of the Company and other Provisions subject to approval by the General Meeting of Shareholders.
- c) Documents that evidence Company's title for the assets in its possession.
- r) Minutes of the Company General Meetings of Shareholders, meetings of the Board of Directors, Auditing Commission.
- d) Ballots for voting at the General Meeting of Shareholders as well as issued proxies (copies of proxies) authorizing participation in the General Meeting of Shareholders.
- e) Opinions of independent evaluators.
- f) Lists of affiliates of the Company.
- g) Lists of persons authorized to take part in the Company General Meetings of Shareholders.
- h) Other documents as provided by the Russian legislation, Company Articles of Incorporation, resolutions of the Company managing bodies.

3.2.3 Confidential and insider information

The Company will take adequate care to protect confidential information as specified in the applicable internal documents (Listing of data that constitutes trade secret of the JSC Aeroflot as approved by the order the General Director). The listing of data considered to be trade or official secret, conditions of access to the said information, and the its availability for usage are determined proceeding from the need of observing reasonable balance between Company openness and the task to prevent any damage to its interests.

Insider information includes:

- Any information concerning issued securities and transactions with them, and about the issuer thereof and the activity it is involved in, that is not known to third parties and the disclosure of which may affect the market price of the said securities;
- The information that constitutes trade secret in accordance with applicable legislation;
- Any other information before it has been formally disclosed by the Company.

Persons having access to the insider information has no right to carry out transactions with securities using the said insider information both on their own behalf and on behalf of third parties, transfer it to third parties or make the insider information accessible to them or information derived from it except as otherwise provided by the applicable legislation.

3.3. INTERNAL INFORMATION POLICIES

All Company employees shall have the access to the corporate information and can use information resources. Company management is responsible to ensure that its personnel was well informed about the Company activities, receive without delay both corporate and public information, can constantly upgrade

level of knowledge about the Company and the market of air transportation. The Company will not allow any discrimination in supplying information to various subdivisions. It will ensure that corporate communications can not become a channel of an unauthorized disclosure of information.

3.4. EXTERNAL INFORMATION POLICY

The Company will act in the mode of information openness in relation to its target audiences. The extent of its openness is determined in accordance with Federal Law on Joint Stock Companies; obligations to stock exchanges in Russia and abroad where Company securities are listed, and to Russian and foreign organizations regulating issuers' activities; rules of disclosure of corporate information (refer to item 4.1.) taking into consideration the best world practices of corporate management in the area of information disclosure.

The Company will not allow any temporary discrimination in the provisioning of information to various target audiences. It will maintain its image and consistently strengthen its corporate reputation.

3.5. COMPANY'S TARGET AUDIENCES

The Company's target audiences include shareholders and investors, customers, personnel, business-partners, public, governmental agencies.

Shareholders and Investors

Shareholders and investors, both existing and potential, is a one single target audience of the Company. The shareholders are the owners of the Company being a public joint stock company. They adopt strategic decisions with regard to the Company development and control the activities of the Company management in accordance with the Russian legislation, Company Articles of Incorporation and other internal regulations of the Company. The shareholders are also Company's investors that take decisions on further investments into shares and other Company securities. This group also includes commercial banks, investment and broker companies.

Customers

Company's main customers are its passengers and users of services in air transportation that may be both physical persons and legal entities. Company's status as a commercial entity aiming at generation and increasing profits depends on this audience. This broad group comprises also private persons and entities that travel and transport cargo to long distances irrespective of the transportation means or transportation company they may choose.

Personnel

The personnel of the Company is the audience that directly determines the success of the Company operation. All employees of the Company, including all employees of representative and distant offices are included into this group.

Business-partners

Airlines, travel agencies, hotels, airports other transport organizations (railway,

automobile, water transport); suppliers of aircraft, spare parts and components, ground support and maintenance equipment; providers of maintenance and repairs services and maintenance of airworthiness; insurance companies, banks and other financial institutions. Various contracts are concluded with them that allow consolidating Company’s positions in the transportation market.

Public

These are public groupings and organizations, population of the areas of the Company operation. They influence materially other target audiences of the Company. This audience includes also mass media that is the main means of delivering information about the Company to all other target audiences as well as to wide public. Mass Media influence the image and reputation of the Company.

Governmental agencies

Governmental agencies has regulatory role in the operation of the air carriers, their documents may affect Company’s operations.

3.5. MAIN TYPES OF CORPORATE COMMUNICATIONS

The Company has in operation the following types of corporate communications:

3.6.1 Communications with shareholders and investors

This is to provide scheduled release of information to shareholders and investors about the results of operation and plans of the Company with the aim to deliver reliable information required for taking substantiated decision concerning securities issued by the Company. The Company will provide to all parties concerned the annual report, holds briefings for analytics and investors, prepares and distributes intermediary reports, special information messages, takes part in conferences, maintains special “hot line”, ensures the feedback from this audience. Members of executive bodies of the Company are responsible to hold regular meetings with representatives of investment community.

3.6.2 Communications with customers

These are imperative to retain the existing and win over new customers, as well as for attraction of passengers from other transportation areas. The Company makes use of various techniques to attract customers. In this case the Company produces and distributes special information and advertising materials to support its rating among the customers using in the first turn mass media. The Company analyses regularly requests, claims, and comments of the customers from the point of view of reputation management.

3.6.3 Communications with personnel

These are intended to ensure regular informing Company’s employees on the issues of its activities, development, decision-making. For this end the following is used:

- regular briefings;
- seminars, conferences;
- information report;

- creation and distribution of internal corporate publications, different information materials;
- decisions of the Meetings of shareholders, Board of Directors, Executive Board;
- materials concerning directly personnel;
- reports of the management at the corporate events and in mass media.

Every Company subdivision is required to have an officer responsible for the development of the corporate information policies.

3.6.4 Communications with business partners

These are intended to cover relations with partners, alliances, commercial and agency agreements, introduction of joint products into the market, exchange of experience. They allow attracting additional groups of customers, improve the quality of the Company quality, extend the area of its operation, position the Company as an active market player.

3.6.5 Communications with the public

These are intended to facilitate the creation of friendly relations with the population in the territories of the Company operation, creation of its positive image and stable reputation. The Company will carry out various actions to consolidate its relations with public organizations, groups and influential public structures. The said actions may be of advertising, sponsor or charitable nature.

Russian and international mass media are important intermediary between the Company and the public. The Company prepares and distributes public materials for release via mass media, hold various functions for mass media, arranges ongoing contact with journalists. The Company employs Internet to ensure widest and quickest possible presentation of information about its activities. It carries out studies of the public opinion and monitoring of mass media.

3.6.6 Communications with governmental bodies

These are intended to create a favorable for the Company regulatory environment, establishing Company reputation as a law-abiding and respecting state interests entity. These communications are implemented by way of purposeful information of governments and parliaments, organizations responsible for regulating air transportation and protection of environment, public health and other related issues. The Company will carry out special actions to inform representative of this audience, including meetings, round-table discussions, seminars, presentations and so on.

The previously mentioned types of communications are implemented jointly within the framework of a common corporate information policy.

4. MANAGEMENT OF CORPORATE INFORMATION

The management of corporate information is a part of Company management and is the responsibility of a special structural subdivision responsible for corporate communications (hereinafter “Department of Public Relations or DPR”). It is

responsible for implementation of all types of corporate communications as described in item 3.6 above except item 3.6.1.

Considering the specific character of communications with shareholders and investors as a Company's key target audience and numerous regulatory procedures and requirements in the area of information disclosure the immediate work for informing the said target audience is carried out by a special structural subdivision responsible for communications with shareholders and investors (hereinafter Department of Corporate Property or DCP). With the aim to ensure to all parties concerned equal opportunities for obtaining information, DPR and DCP mutually correlates their activities.

Director of DPR is a Deputy to the General Director of the Company.

The Directors of DPR and DPS take part in shareholders' meetings, Executive Board's meetings, in the meetings of major managing committees, other meetings where the issues of the Company strategy, major corporate programs are at the agenda. They are responsible to inform the target audiences of the Company about these events in compliance with the corporate information policy.

4.1. RULES OF PROVIDING CORPORATE INFORMATION

The Department for Public Relations is responsible for the integrity of the contents of the corporate information and advertising by way of adjusting texts of information and advertising materials, takes part in major promotional events of the Company. The Department of Shared Property is responsible for providing information to shareholders and their representatives in accordance the requirements of legislation using for distribution, among other things, the channels and resources of DPR.

DPR is responsible for systematization and distribution of internal corporate and public information among all target audiences except shareholders and investors. Information distribution is to be authorized by the chief of DPR. The responsibility for systematization and distribution of corporate information among shareholders and investors is imposed on DCP. The distribution of information among shareholders and investors is to be authorized by the chief of DCP.

Personnel is not entitled to distribute corporate information for the purpose of its publication without prior notification to DPR. In case of receipt of an external request for corporate information any employee must advise his/her superior about said request, who may redirect such request to DPR or DCP. The said rule is not applied to written information materials marked "For release". Neither it concerns working exchange of information between employees in the process of fulfilling their duties in accordance with their formal functions. Every instance of an unauthorized disclosure of corporate information with the purpose of its publication is the reason for internal formal investigation in accordance with procedure as established in the Company. The provisions of this section are not applicable to the General Director of the Company.

The Company management is responsible to ensure accessibility and even distribution of the corporate information to be disclosed without any information discriminations.

The chiefs of structural subdivisions will release corporate information for publication under the approval of DPR and only on the issues that are within their competence if it is not otherwise established by any decision of the General Director of the Company.

Internal corporate mediums including, but not limited to, information boards, bulletin boards/stands, Intranet as well as points of distribution of published materials are allowed to be used only for official corporate information and administrative information.

Distribution by Company employees of information damaging the Company, containing appeals for disruptive actions, refusal to fulfill decisions and orders of the Company executive bodies are expressly prohibited.

4.2. THE ORDER OF THE USE OF INSIDER INFORMATION, PROTECTION OF INSIDER INFORMATION

Members of the Board of Directors, its sole executive body, members of the Auditing Commission, Auditor, officials and employees of the Company (and in case functions of the sole executive body of the Company has been transferred to a managing company, also members of the Board of Directors, sole executive body, members of the Auditing Commission, Auditor, officials and employees of the managing company) must only use the insider information in the interest of the Company and in compliance with these Provisions and other internal documents of the Company.

Contracting parties of the Company must use the insider information they come to possess in compliance with the Law, other regulations and agreements with the Company.

Driving at ensuring the compliance of the above said persons with the order of usage of the insider information the Company has the right to do the following:

- to provide in the internal documents, labor and other contracts duties for observance of the order of the use of the insider information and the penalties for a failure to do so;
- to ensure that the said persons are aware of the list of the insider information;
- to ensure that the said persons are aware with the established order of the use of the insider information and with the penalties for any failure to observe it;
- to make appropriate arrangements for the said persons enabling them to comply with the established order of the use of the insider information;
- to use, against the persons who failed to observe the order of the use of the insider information, the provided penalties and demand compensation of any damage or loss caused to the Company as a result of a failure of the said person of the order of the use of the insider information (including in court);
- to take other actions aimed at assuring the order of the use of the insider information.

With the aim of protection of insider information the members of the Board of Directors of the Company, its sole executive body, members of the Auditing Commission, Auditor, officials and employees of the Company must:

- observe the established order of the use of the insider information;
- not disclose insider information, not transfer it to third parties and not use it in own interests without Company's consent if it is not otherwise provided by Law, other

- regulations or reasonable requirements of the governmental or other agencies;
- not disclose insider information after termination of the labor contract or other labor arrangement with the Company;
 - compensate any damage caused to the Company as a result of any failure of the said person (persons) of the order of the use of the insider information;
 - to pass back to the Company any material media of information with insider information in his/her possession at the time of termination or expiration of a labor contract or other labor arrangement with the Company;
 - observe other requirements for protection of insider information as provided by the Law, other regulations, the Articles of Incorporation of the Company, this present Provisions and other internal regulative documents of the Company and agreements with the Company.

4.3. SPECIFIC PROCEDURES INTENDED TO PROTECT INSIDER INFORMATION FROM UNAUTHORIZED USE

The Company has the right to implement special procedures intended to protect insider information from unauthorized used. The said procedures are introduced to:

- secure compliance with the order of the use of the insider information, including by prevention of unauthorized access to the insider information and its use by the members of the Board of Directors, sole executive body, members of the Auditing Commission, Auditor, officials and employees of the Company (and in case functions of the sole executive body of the Company has been transferred to a managing company, also members of the Board of Directors, sole executive body, members of the Auditing Commission, Auditor, officials and employees of the managing company) and third parties to the detriment of the Company interests;
- improve creditability of the Company on the part of its investors and partners.

To achieve the above goals the Company is entitled to employ the following procedures:

- to introduce rules of access for persons (including Company employees) to specific rooms occupied by the Company (including holidays and weekends);
- to make distinctions between the rights of access of the Company employees to the insider information;
- to collect from the Company employees written obligations on the nondisclosure of the insider information;
- to allow access to specific data constituting the insider information in special places only;
- to timely dispose of all documents that may contain insider information and are not required to be kept on record;
- to introduce procedures for protection of work places and places of documents storage against an uncontrolled access and observation;
- to use security systems of technical information systems that prevent the interference with the information and unauthorized access to the information through communication channels;

- to appoint a person or to set up a special structural subdivision empowered to control over the order of the use of the insider information and providing counsel on its improvement.

4.4. INFORMATION EVENTS

The events due to information coverage are all events the disclosure of information about which is regulated by the Russian legislation on the joint stock companies and by the requirements of Russian and foreign stock exchanges where Company's securities are listed, as well as by requirements of Russian and foreign organizations regulating securities issuers' operations. Moreover, the following events are also included among the events due to information coverage if they are not regulated by the above indicated requirements:

- significant transactions concluded by the Company;
- transactions in the area of international cooperation; management's strategic initiatives;
- Company Executive Board resolutions that are not confidential;
- Company Board of Directors resolutions that are not confidential;
- changes in the Company management;
- changes in the organizational structure of the Company;
- beginning, development and completion of major projects of the Company;
- availability of the annual, quarterly financial statements and operational results of the Company;
- crisis situations in the Company; meaningful dates, jubilees, holidays;
- other facts that may affect the value of the Company shares, level of its business standing and corporate image.

4.5. ORDER OF DISTRIBUTION OF INFORMATION ON THE RESULTS OF BOARD OF DIRECTORS MEETINGS

Meetings of the Company Board of Directors and decisions adopted by it are included among major information events that require coverage in mass media.

Prior to discussing and taking resolutions on the agenda items of the Board of Directors their contents are not to be disclosed and commented;

Upon completion of each meeting a consolidated decision of the members of the Board is taken about the format of the coverage of its results in the press-release (proceeding from a draft proposed by DPR) and nature of their comments by the members of the Board to the mass media representatives;

Information on the results of the Board of Directors meetings is distributed via press service of DPR in the format of an approved press-release reflecting major results of the work; in addition as a rule information agencies are provided with a summary announcement of main resolutions adopted by the meeting in question;

Chiefs of Committees of the Board of Directors may initiate announcements about existing facts of the Committees work for publication in the mass media via press service of DPR;

Duties on the information support of the operation of the Board of Directors as far as mass media in concerned are imposed on the DPR which is acting in conjunction with the administration of the Executive Secretary of the Company Board of Directors. To ensure proper preparation of information materials the Director of DPR has the right to read the materials on the agenda and results of the meetings of the Board of Directors.

4.6. MAIN INFORMATION RESOURCES

The following information resources are used by DPR and DCP in their process:

Annual Report

It is a major public corporate information product of the Company as approved by the General Meeting of the Company shareholders, signed by the person carrying out functions of the sole executive body, i.e. General Director, and Chief Accountant of the Company, and prior to that is approved by the Board of Directors. DCP is responsible for the contents of the Annual Report. The Annual Report contains information stipulated in the Russian legislation regulating activities of joint stock companies and other information with consideration of best international practices in preparation of annual reports.

Corporate Editions

The main internal corporate publication of the Company is a newspaper for personnel. It is issued regularly on paper and in electronic forms. Electronic version of the newspaper is provided in Intranet. The newspaper provides a comprehensive coverage of the Company operation and internal affairs. DPR is responsible for the issuance of the corporate newspaper and subject supplements to it devoted to the activities of the Company subdivisions.

The main corporate editions for the Company customers are the in-flight magazine and newspaper. They are issued regularly on paper. In-flight magazine and newspaper publish regularly main news of the Company, production offer, security instructions and other information important for a passenger to know. DPR is responsible for publication of in-flight editions.

Intranet

DPR is responsible to provide internal information for personnel in Intranet – internal computer network and for the information support of the main internal corporate website of the Company.

Internet

DPR makes use of the corporate website in Internet for ongoing presentation of the following public updated information to wide audiences:

- history of the Company;
- description of the main activities;
- internal documents of the Company;

- information about persons who are members of the bodies managing Company affairs;
- strategic statements of the Company management;
- information for shareholders and investors including annual and quarterly reports, presentations, notifications for shareholders, information on Company securities and any other information concerning shareholders' interests and so on;
- press-releases;
- information on vacancies;
- post box;
- references to websites of the affiliated companies.

The above mentioned information resources are not exhaustive available to the Company.

4.7. ANTI - CRISIS COMMUNICATIONS

DPR is responsible to ensure proper functioning of the anti-crisis information warning and response system. For that end, it coordinates its actions with the Company's Crisis and Emergency Situations Management Center and with subdivisions of the Company sector of operations performing in particular the following functions:

- analyzes world practices of information operations under crisis situations;
- participates in developing instructions regulating Company's employees behavior under crisis situations;
- prepares by way of special training selected officers in the DPR and in other Company's structural subdivisions;
- performs testing by simulating crisis situations;
- develops a mechanism for information delivery at the sites of crisis;
- creates a data base containing mock-ups of information materials intended for quick response to crisis situations.

5. IMPROVING INFORMATION QUALIFICATION

It is a responsibility of DPR to ensure that the Company's employees are fully aware of its business, updated on latest corporate affairs. For this end, the Departments will arrange special seminars, information reports, selectively test their awareness. Company employees must know basic corporate information and rules of handling it. Their knowledge is checked at the seminars and at the personnel evaluation.

6. EVALUATION OF INFORMATION ACTIVITIES

Annually the Department of Public Relations (DPR) holds internal and external auditing of the Company to evaluate its corporate information activities. The auditing of the information intended for the shareholders and investors is performed independently by the Department of Corporate Property (DCP). For the purpose of auditing, the service of independent consultants may be used. The results of such audits are referred to the review of the Executive Board and the Board of Directors of the Company. Audits results are used to prepare administrative analysis, conclusions

and recommendations.

Basing on the above DPR together with DCP in the first months of each year prepares the document “Guidelines of the Corporate Information Policies for the year _____”. It contains adjusted information strategy, provides for the ways of its development, information tools with consideration of internal and external changes, the Calendar of Corporate Events is set forth. This document is approved by the Company Board of Directors. DCP is responsible to place the Calendar of Corporate Events for the next year at the Company website in Internet, as well as at websites of stock exchanges where Company securities are listed.

7. RESPONSIBILITY FOR THE DISCLOSURE OF INFORMATION

Executive bodies of the Company are accountable to the shareholders for the efficiency of the information disclosure system.

8. CONTACT INFORMATION

Contact telephone numbers of the Group for communications with shareholders and investors of DCP:

(095) 258-0686, 258-0684

e-mail: afokeeva@aeroflot.ru

Contact telephone numbers of the Press-Center of DPR

(095) 752-9071

e-mail: presscentr@aeroflot.ru