

FROM LANDING
TO TAKE OFF: WE CARE!



SUPPLIER CODE OF CONDUCT

ETHICAL BEHAVIOUR GUIDELINES FOR THE SWISSPORT GROUP



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INTRODUCTION

Swissport International Ltd. and its subsidiaries (collectively “Swissport”) have a commitment to high ethical standards. We have set the bar high for all our activities to support our aim of strengthening our number one position in a sustainable manner.

Swissport understands this to mean leading by example, and driving an ethical business culture in our industry.

As we continue to grow and expand our services, we will face ethical challenges – and so do our stakeholders. Our core values “People, Professionalism and Partnership” and our Code of Conduct provides a consistent guideline for how we work with our clients, with each other, with our communities, and with our business partners.

By the same token, we expect our Suppliers¹ to adhere to the same ethical principles in their business standards. We care for our brand and for our reputation, and we believe that our success is determined by the way we treat our employees, our Suppliers and all of Swissport’s stakeholders.

We care for our employees, communities and our customers. Our goal is to drive excellence in all our business practices, including our Supply Management.

Swissport requires that Suppliers comply with all applicable laws, regulations and standards within the geographies in which they operate.

¹ “Supplier” means any firm or individual that provides a product or service to Swissport.



OUR COMMITMENT TO SUPPLIERS

Swissport strives to engage in long-term relationships with Suppliers that comply with our Code of Conduct, and to promote their own responsible Supply Management.

Swissport has established processes and methodologies to let Suppliers compete in a fair and transparent environment. All Suppliers that have the potential to deliver high value to any Swissport business activity, and which show high commitment, will in principle qualify to be invited to Swissport's Requests for Proposals².

² Such a statement shall not be interpreted as Swissport's commitment to include any and all Suppliers to its RFP.



OUR EXPECTATIONS OF SUPPLIERS

Avoidance of Child Labour

Suppliers shall not employ persons who are still subject to mandatory education in their country, and more generally below 15 years of age (or 14, where the national law permits). Furthermore, Suppliers shall not employ persons below the age of 18 for physically heavy or hazardous work.

Bribery and Corruption

Suppliers shall require all their employees to refrain from any bribery or corrupt behaviour. In particular, Suppliers shall not offer, promise or accept any pecuniary or other advantage for the purpose of receiving a business advantage.

Environmental Management

Swissport recognises that the environment must be preserved, and we therefore encourage Suppliers to promote environmentally friendly product development and service delivery.

Freedom of Association and Non-retaliation

Suppliers' employees shall, in accordance with local legislation, have the right to associate and join trade unions. Suppliers' employees' representatives shall not be discriminated and shall not be subject to retaliation.

Freely Chosen Employment

Suppliers shall guarantee that all their employees are employed of their own free will. No employee should be forced to work beyond maximum working hours, be debt bonded, subject to threat, human trafficking, servitude or involuntary prison labour.

Health and Safety

Suppliers shall provide a safe and hygienic working environment that minimises health and safety risks. Suppliers shall also take measures for accident prevention for all personnel, especially making sure that all employees are aware of local health and safety laws, as well as of any specific hazards.

Human Rights

Suppliers shall support the protection of human rights around the world, and in their practices, make sure that they are not complicit in human rights abuses, and respect the United Nations Universal Declaration of Human Rights and the International Labour Organisation (ILO) Core Conventions.

Non-discrimination

Suppliers shall not discriminate any employee or job applicant on the basis of gender, religion, race or any other category protected by law.

Working Hours

Suppliers shall uphold fair working conditions, and ensure that all their employees are paid in compliance with local legal requirements, at a minimum at the local industry rate or minimum wage stipulated by the country legislation, whichever is higher. In addition, Suppliers shall provide all their employees with the benefits of the social security schemes according to national standards and shall ensure that the maximum working hours comply with national laws.

LIVING THE SWISSPORT VALUES

Swissport is a people-focused organization – without our people, we simply cannot meet our goals and achieve our vision. As such, we focus on the principles of sustainability and compliance, living by the “Three P’s”:

People: We show respect towards our people and their values; we do not compromise on safety, and we work with enthusiasm and enjoyment.

Professionalism: We are pioneers; working constantly on achieving sustainable results, we creatively explore new options and improved solutions.

Partnership: Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place, at any time.

We expect our Suppliers to be aware of our Values, and promote them in their business dealings with Swissport.





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