

SWISSPORT INTERNATIONAL AG

SUPPLIER CODE OF CONDUCT

ETHICAL BEHAVIOUR GUIDELINES
FOR THE SWISSPORT GROUP



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INTRODUCTION

Swissport International Ltd. and its subsidiaries (collectively "Swissport") are firmly dedicated to conducting business with fairness, honesty, safety, and strict adherence to all relevant laws, regulations, and ethical norms.

In line with this commitment, we place a high priority on collaborating exclusively with customers, suppliers, contractors, subcontractors, consultants, agents, joint venture partners, and other third parties who uphold ethical standards and behaviours that align with those upheld by Swissport. We actively seek to avoid engaging in business with individuals or organizations that do not share equivalent standards.

This Supplier Code of Conduct articulates the values, ethics and behaviors that we anticipate from our Business Partners. It mirrors the Code of Conduct that guides Swissport internally.

We expect our Business Partners¹ to ensure that they communicate this Code to relevant personnel within their organizations. Furthermore, we request that our Business Partners make this Code accessible to any other Business Partners they enlist to carry out work on our behalf.

It is our expectation that our Business Partners confirm the understanding and commitment of key management contacts within their organizations to abide by this Code in all interactions with us or on our behalf.

¹'Business Partners' or "Suppliers" 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.

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

OUR EXPECTATIONS OF SUPPLIERS

Swissport is unwavering in its commitment to upholding human rights and adhering to all pertinent laws and regulations ("Legislation"). Consequently, we hold in high regard the freedom of association for our employees and maintain a strict zero-tolerance stance towards any manifestation of contemporary slavery within our operational framework and supply chain. This commitment encompasses various facets, including but not limited to, human trafficking, forced labor, and child exploitation.

COMPLIANCE WITH HUMAN RIGHTS AND ETHICAL CONDUCT

We anticipate that you will uphold the dignity and human rights of all individuals and, among other responsibilities, ensure the following:

- i. The absence of any forced or compulsory labor, human trafficking, slavery, or servitude within your organization or supply chains.
- ii. Prevention of child ill-treatment, exploitation, or child labor, aligned with the principles of the United Nations Convention on the Rights of the Child.
- iii. Compliance with or surpassing of all applicable national Legislation and obligatory or widely accepted industry standards governing aspects like working hours, overtime, wages, and benefits.
- iv. Promotion of an inclusive workplace that stands free from harassment, intimidation, and discrimination on the basis of race, ethnicity, national origin, religion, gender, age, sexual orientation, gender identity, marital status, disability, or any other characteristic protected by relevant Legislation.
- v. A steadfast commitment to eschew all forms of abuse.
- vi. Acknowledgment of the right of all individuals to freedom of association and the ability to collectively bargain in accordance with applicable Legislation.

- vii. Full compliance with all pertinent Legislation dictating the collection, usage, management, transfer, and eventual destruction of personal data concerning any individual, regardless of geographical boundaries.

SAFE AND HYGIENIC WORKING ENVIRONMENT

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

ENVIRONMENTAL SUSTAINABILITY

We recognize the importance of environmental sustainability and are committed to minimizing our impact on the environment. We expect our suppliers to align with these goals by:

- Implementing environmentally responsible practices that reduce their ecological footprint in line with relevant environmental Legislation and industry standards.
- Embracing sustainable sourcing practices, which may include reducing waste, conserving energy, and utilizing renewable resources whenever possible.
- Complying with regulations related to emissions, waste disposal, and other environmental aspects applicable to their operations. Fostering recycling practices and the use of recyclable and biodegradable materials whenever possible.



SOCIAL RESPONSIBILITY

We expect our suppliers to:

- Uphold fair labor practices, ensuring the welfare and rights of their employees, in accordance with applicable labor laws and international labor standards.
- Promote diversity, inclusion, and equal opportunities in their workforce, fostering a workplace culture that respects all individuals regardless of gender, ethnicity, age, or any other characteristic protected by applicable legislation.
- Collaborate with local communities and engage in philanthropic activities that contribute positively to society.

GOVERNANCE AND COMPLIANCE

Effective governance and compliance with regulations are crucial to maintaining the trust and integrity of our business relationships.

We expect our suppliers to:

- Implement robust governance structures and practices that uphold transparency, accountability, and ethical conduct in their operations.
- Comply with all applicable laws, regulations, and industry standards, including but not limited to anti-corruption laws, trade regulations, and data privacy laws.
- Maintain accurate and transparent records and reporting systems to ensure compliance with all legal and regulatory requirements.

SUSTAINABILITY GOALS

We encourage our suppliers to set and work toward sustainability goals aligned with their specific industry and context.

This may include:

- Establishing targets for reducing greenhouse gas emissions, energy consumption, or water usage, where applicable.
- Incorporating sustainability considerations into product design, development, and manufacturing processes.
- Reporting on progress toward sustainability goals and engaging in continuous improvement efforts.

YOUR COMPLIANCE

As our valued Business Partner, you bear the responsibility of ensuring that all individuals employed by your organization, as well as any Business Partners you engage to perform work on our behalf, comprehend and adhere to this Code. We anticipate that you have established suitable policies and procedures to guarantee such compliance.

In your capacity as our Business Partner, you commit to the following:

- Ensuring that the practices and principles delineated in this Code are communicated throughout your own supply chain.
- Assessing and ensuring compliance with the principles outlined in this Code within your supply chain, as deemed appropriate.

You are obligated to promptly notify us in the following circumstances:

- In the event that you, or any Business Partners engaged to work on our behalf, fail to comply with this Code.
- Upon receiving notification of any allegations of misconduct related to Group business, whether concerning this Code or otherwise.
- Upon awareness of any adverse or negative publicity regarding your business, any product or service provided to us, or any event or circumstance linked to your business that could reasonably be expected to result in adverse or negative publicity for our organization.

We are committed to protecting those who, in good faith, report alleged wrongdoing, and we expect our Business Partners to adopt a similar stance.

Any instances of non-compliance with this Code must be rectified promptly and at no expense to our Group or our Business Partners.

Failure to adhere to this Code and/or relevant Legislation may be deemed a substantial breach of our agreement with you, potentially leading to the termination of our business relationship without compensation.

We retain the right to monitor and audit each Business Partner's compliance with this Third-Party Code of Conduct. Requests for relevant information to facilitate such audits must be honored, and Business Partners may also undergo on-site audits.

Please note that the standards outlined in this Code will be periodically revised to align with changes in applicable Legislation.

LIVING THE SWISSPORT VALUES

Everyone at Swissport shares a culture and a way of working together that shapes our business and cements our commitment to measuring our impact on society, the environment, and how transparent and accountable we are as a business. Swissport people share the same values. These guide how we act and what we deliver. Our values are what we believe in.



Show you care

Our actions are perceived and valued from the perspective of the people around us. So whatever we do, we do it purposefully and consciously, taking in the perspective of our colleagues, customers, and passengers.



Do the right things

We do the things that are valuable to our colleagues, customers, and passengers. We are trained to do this safely and trusted to do the right thing in any given situation.



Win as a team

Either we win as a team, or we fall as individuals. Together, we can surpass ourselves and handle any situation.

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



WHISTLEBLOWER

REPORTING RESPONSIBILITY

This Whistleblower section is intended to encourage and enable suppliers to raise serious concerns internally, so that Swissport can address and correct inappropriate conduct and actions.

REPORTING PROCEDURE

Swissport has open door policy and suggest that suppliers share their questions concerns, suggestions or complaints regarding any infringements to this Supplier Code of Conduct. Suppliers with this type of concerns or complaints may submit them following this link: <https://swissport.speakup.report/compliance>

ACTING IN GOOD FAITH

Anyone filling a written complaint concerning a violation or suspected violation of this Code of Conduct must be in good faith and have reasonable grounds for believing the information disclosed indicates a violation.

CONFIDENTIALITY

Proper management of confidential information is critical to the success of both Swissport and its and its suppliers. Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports and complaints of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

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