

FROM LANDING  
TO TAKE OFF: WE CARE!



# SUSTAINABILITY REPORT

2013



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## CEO STATEMENT



This report is designed to show a snapshot of the Swissport world, providing you with an insight into our understanding of sustainable practices and what makes us who we are.

We operate in a challenging industry, where the only real constant is change. Therefore, it is imperative to our customers that Swissport is able to navigate these challenges on their behalf in order to keep their operations and their businesses running smoothly. Swissport International Ltd. and all its subsidiaries (collectively, “Swissport”) have a commitment to the highest ethical standards. Yet, as we continue to grow and expand our business we will face challenging ethical dilemmas. We have set the bar high for all our activities to support our mission of “providing the aviation industry with consistent and tailor-made solutions around the globe for a better customer experience”.

Swissport’s ethical and behavioural principles, which apply throughout all the countries in which it is active, are enshrined and explained in our Code of Conduct (the “Code”), which is intended to serve as a guide to corporate and employee ethical behaviour. Along with the Code, our Core Values People, Professionalism and Partnership form a strong foundation for our actions. This provides a consistent guideline for how we work with our clients, each other, and our business partners and communities.

Aviation has been and will always be a very dynamic and cyclical business. This is why it is so important that its various players maintain great flexibility in responding to the industry’s constant shifts and realign their processes as swiftly as possible to the many changed and changing conditions. During 2012, air travel slowed from the high growth rates at the start of the year. Nevertheless, for the year as a whole air travel grew by 5.3%, only slightly down on the 2011 growth of 5.9%, and it still remained above the 5% twenty-year average. International travel grew at a faster rate than domestic traffic (IATA air transport market analysis 2012).

We were very pleased to conclude the acquisition of Flightcare Spain and Belgium. Both markets offer great opportunities for Swissport. These were essentially bolt-on acquisitions in two existing core markets for Swissport that perfectly complement Swissport’s existing activities in Spain and Belgium and will enable us to grow the business most effectively. We look forward to working with staff, airport operators and our customers to ensure a seamless transfer of the businesses, and to continue expanding our product portfolio into Spain and Belgium by applying Swissport’s highly recognised standards and processes.

The acquisitions of the Flightcare businesses in Spain and Belgium, which handled in total over 24 million passengers and approximately 287,000 tonnes of cargo in 2011, and employ around 3,000 staff, are great additions to Swissport’s network, due to their good reputations with customers and strong operational performance. For the coming period Swissport will be putting a particular tactical and strategic focus on achieving and maintaining profitable and sustainable growth. Swissport has also signed an agreement under which it will acquire the Servisair group from the French Derichebourg SA. The acquisition, which is subject to merger clearance by the European Commission, is expected to close in the fourth quarter of 2013.

It is important though that we do not rest on our successes, and that we have developed methods and tools for continuous improvement, working with our customers in a collaborative way to ensure that we always strive to be the best and offer innovative and optimal solutions to all of our customers – existing and new – across all of our many and diverse operations.

To underline our commitment to sustainable practice, Swissport has joined the United Nations Global Compact, expressing our support of the Ten Principles in the areas of human rights, labour, environment and anti-corruption. We are, and we will continue to be, committed to making the UN Global Compact and its Ten Principles part of the strategy, culture and day-to-day operations of Swissport. In addition to the above-mentioned fundamentals, Swissport also has a Group Environmental Policy which was established in, and has been valid since, 2007.

It is my expectation that all employees will commit to the highest standards of business conduct and will act with complete integrity. You can be assured that all members of the Board and the Group Executive Management have made the same commitment. This sustainability report gives us the opportunity to share a little bit of our vision with you.



Per H. Utnegaard  
President & CEO  
Swissport International Ltd.

# MISSION STATEMENT

*To provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience.*

In order to achieve the goal of our mission, Swissport is focused on consolidating and strengthening our market position to ensure we are constantly driving industry innovation in key areas such as service, quality and reliability. Swissport is a people-focused organisation – 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 our Corporate Core Values:

- People
- Professionalism
- Partnership

The ongoing professional development of the people within Swissport ensures that:

- We show respect towards our people and their values; we do not compromise on safety and work with enthusiasm and enjoyment.
- We are pioneers; working constantly towards achieving sustainable results, we creatively explore new options and improved solutions.
- Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place, at any time.

# FACTS & FIGURES

Swissport is the biggest global airport and aviation service provider in terms of quality, reliability, safety, innovation and network coverage.

Offering a comprehensive range of services, Swissport is able to provide an “all-inclusive” service package in addition to managing integrated collaboration models.

- Ground Handling
- Cargo Services
- Executive Aviation
- Fuelling Services
- Aircraft Maintenance
- Aviation Security

Revenue (not normalised)	CHF 2.0 billion
Countries	38
Employees	> 39,000
Flights handled (movements)	> 2.8 million
Cargo handled (tonnes)	> 3.5 million
Warehouses	> 100
Airports served	> 190
Customer airlines	> 650
Passengers handled (departures)	> 118 million

Countries		
Continent	Countries	Stations
South America	4	31
Africa	8	32
Asia & Middle East	2	7
North America	2	39
Central America & the Caribbean	6	18
Europe	16	64

## January

- Swissport grows 7% in challenging market conditions

## March

- Swissport launches cargo handling at Kansai International Airport
- Swissport wins the ITM award for the Best Ground Handling Company for the twelfth consecutive time

## April

- Swissport wins licences for Moroccan international airports

## May

- Swissport launches cargo handling in Copenhagen Airport

## June

- Swissport wins the ACW award for the Best Air Cargo Handling Agent for the fourth consecutive time

## July

- Swissport acquires Flightcare Spain & Belgium
- Swissport acquires the ground-handling activities of Finland’s Inter Handling

## September

- Swissport completes the Flightcare acquisition

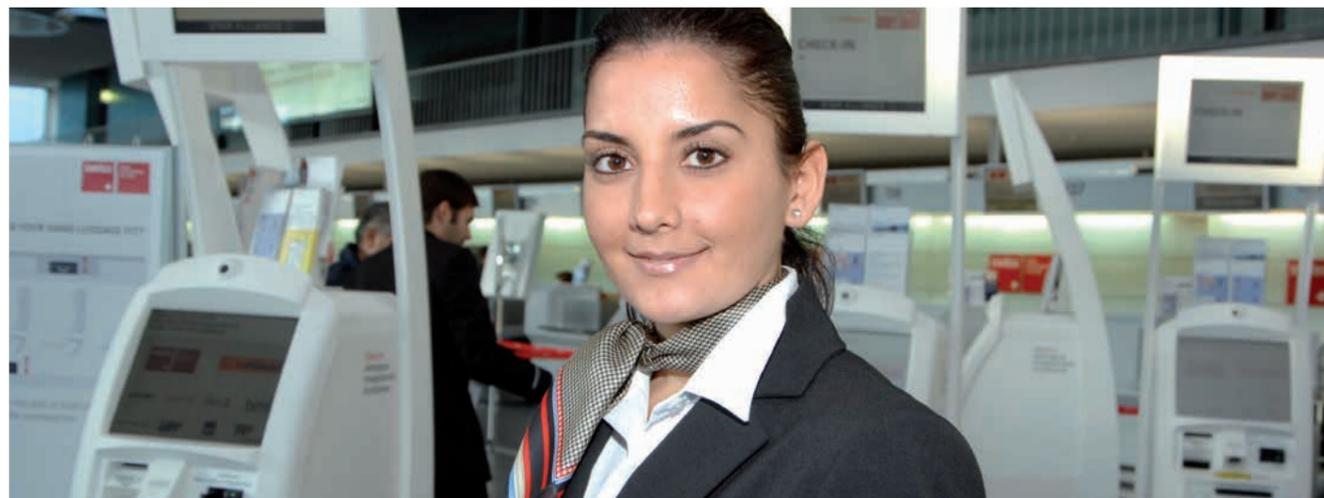
## October

- Swissport wins new cargo customers in Copenhagen

## November

- Swissport agrees on a pan-Africa handling partnership with fastjet
- Swissport Algeria wins a ground-handling licence for Oran International Airport
- Swissport strengthens its top management structure

# MILESTONES 2012

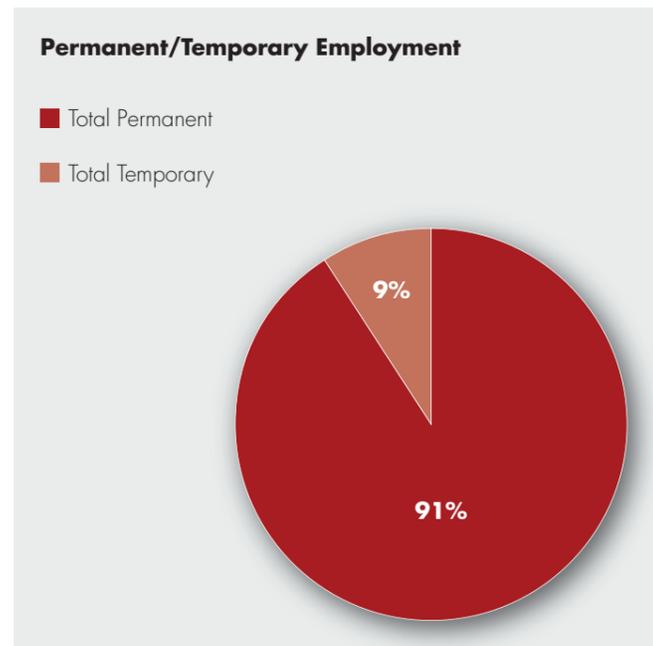
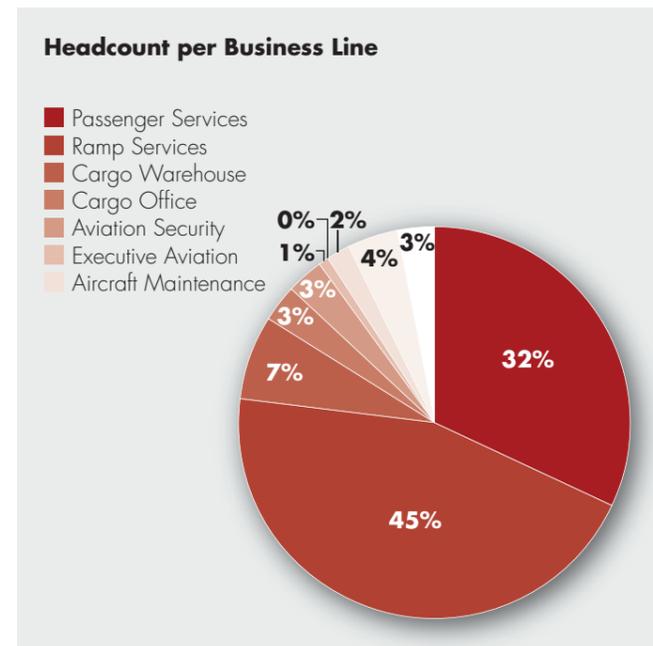
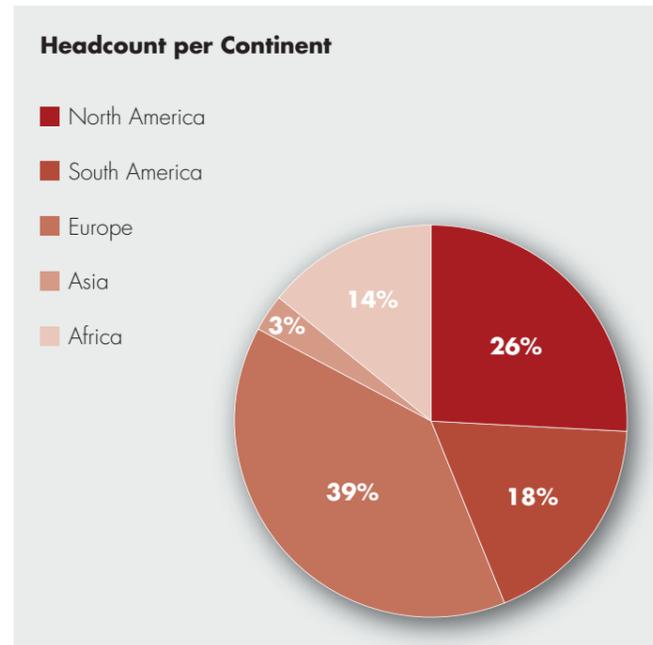
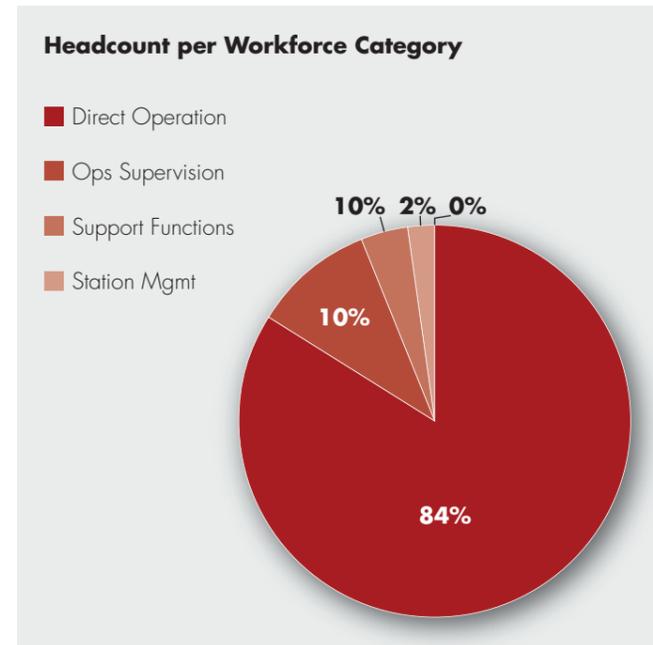
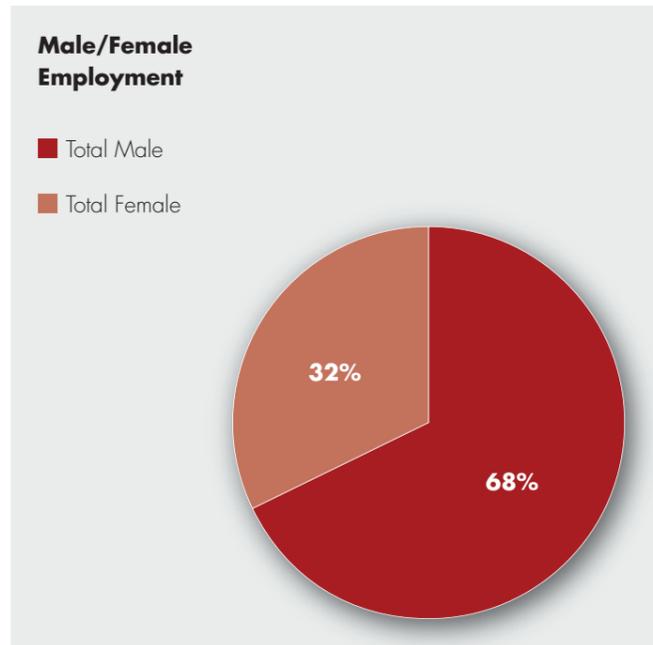
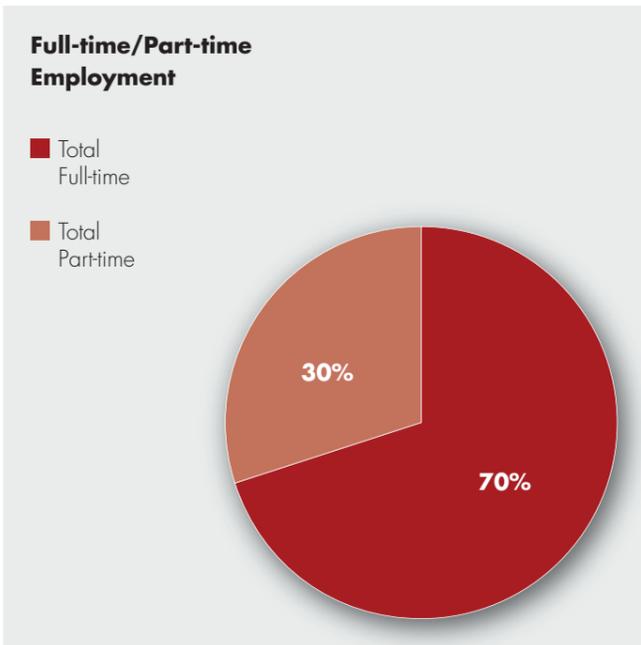


# HEADCOUNT REPORTING

Swissport's headcount reporting is consolidated on a monthly basis for all the legal and operating entities of the Swissport Group with a majority participation of Swissport (> 50% Swissport participation). It includes a consolidated overview over all headcount, male/female ratios and the allocation of permanent and temporary contracts. The headcount report also shows the headcounts per division and per continent, for managing the business effectively. It forms the basis for calculating HR-related performance indicators.

As of 31.12.2012

Total Headcount	39 228	FTE	31 009
Male	26 769	Female	12 459
Permanent	35 834	Temporary	3 394
Full-time	27 501	Part-time	11 727



# PRODUCTS AND SERVICES

## Ground Handling

The award-winning Swissport Ground-Handling business currently provides passenger and ramp handling at over 125 stations worldwide and serves in excess of 118 million passengers per annum. Today, Swissport is recognised as the biggest independent global ground services provider with the largest number of hub and Low Cost Carrier base operations globally.

### Innovation

Swissport has the advantage of being able to exchange expertise and share best practices from all over the world – the benefit of which is seen in the Swissport Formula. Due to our global presence, operational practices and service innovations are being developed and implemented on an ongoing basis. Process and service optimisation, through the use of information technology, has been crucial to the success of Swissport. Our vast reach and network enables rapid adoption of the latest technologies, which deliver efficiency and cost-effective operations on site. Using the benefit both of our experience and proprietary software for resource optimisation enables Swissport to develop rapid turnaround times without sacrificing quality of service. Processes are documented and described in detailed operations manuals to ensure safe handling according to the ISAGO authority. Our aim is to serve our airline customers in the most effective way while also being cognisant of the individual needs and requirements of each of our customers.

### Outlook

Swissport is monitoring automation developments in the area of ground-service provision very closely. We constantly strive to reduce our production costs with the early integration of newly created features within our scope of activities. The automation process is already well developed in the area of passenger handling, including:

- Fully automated passenger handling at check-in
- Automated boarding processes

Swissport also supports working groups with our know-how in order to advance the same kind of automation in other areas, such as:

- Self-service devices at Lost & Found counters
- Checked-baggage screening
- Central load control

Our well-established operational monitoring tools allow us to test every change in procedure and verify the impact of any deviation to the running process. Swissport is an organisation that is actively shaping the future for the benefit of our customers.

## Cargo

Swissport is the world's biggest Cargo Services provider, offering award-winning Cargo Handling at more than 85 airports worldwide, and handling in excess of 3.5 million tonnes annually. The cargo organisation is set up to allow global, regional and local representation at both sales and operational levels through its Customer Relationship Management (CRM) process, which is designed to improve the customer experience. Swissport Cargo is in the process of rolling out new technologies to improve operational capabilities and allow the customer to experience cost savings throughout the contract period, and we have linked this process to Cargo 2000 (C2K) measurements across our network. Our size and scope allows Customers to manage multiple operations through a single point of contact, one common Service Level Agreement (SLA) and one invoice if necessary, saving on administration costs.

### Innovation

With daily monitoring of the key business drivers and shipment tracking in line with Cargo 2000 (C2K) standards, we have a transparent overview of our services that ensures service quality and enforces operational excellence. Implementation of hand-held terminals reduces human error and ensures efficient operation, which allows our customers to also benefit from reduced handling and costs. Daily follow-ups on hours worked, volumes handled, door waiting times and many other measures ensure a scorecard approach to daily activity which further supports the Cargo operations and helps to deliver efficient operations. Swissport will continue to improve technology and interfaces for its customers and has many new and exciting advancements in production to minimise cost and improve operational readiness. We are also committed to improving the look and feel of our facilities, as well as to grow and develop new operations worldwide.

Some benefits of this approach to innovation include:

- Cargospot: The system used to manage our Cargo business, interfacing with any airline system.
- Freightfinder: Using the latest technology, Freightfinder allows you to track and trace your freight in any of our warehouses worldwide.
- Hand-Held Terminals: Swissport's customers benefit from real-time status updates so shipments can be tracked and traced in our warehouses.
- Volume Scanning Devices: Allow our customers to calculate the volume of shipments with accuracy.
- SHIELD Document Imaging System: Capturing the entire flight pouch digitally solves the problem of missing documents.



### Outlook

The continued drive to grow with our customers and to ensure that we continue to deliver the highest quality handling in the most cost-efficient way is our prime focus in 2013. By leveraging the use of system-management and implementing innovative, solid operational and financial processes together with our customers, we will continue to enhance our prime position in cargo-handling services. Our Global Account Management Team allows customers to benefit from full access to Swissport's specialist resources, including the latest industry information and cutting-edge operating solutions designed to optimise the efficiency of customers' handling processes. This specialised team provides our customers with peace of mind and an established confidential relationship to explore and develop new opportunities and strategies. This single point of contact allows quality consistency, open communication and increased transparency in the handling process. We tailor operations to the needs of our customers and create a suite of reports based on their information requirements, both at operational and sales levels.

The acquisition of Flightcare in 2012 has enabled our cargo product entry into the important Spanish market; this is further enhanced by the opening of new operations in Japan and Denmark.

### Executive Aviation

Swissport Executive Aviation (SEA) & PrivatPort provide exclusive ground-handling services to the international community of operators and executives who utilise private or corporate jets in up to 60 stations worldwide. The mission is to make arrivals, stopovers and departures as convenient and smooth as possible for passengers and crew, providing a customised spectrum of aircraft care services.

These bespoke service requirements are offered by professionals with good expertise, exceptional skills in servicing and understanding the importance of the business aviation world. The dedicated teams are hand-picked for their commitment to the job and are highly committed to their assignment, delivering assistance beyond expectation.

### Fuelling

Swissport Fuelling Services is an international company that provides high quality, independent aviation fuel handling on behalf of airlines, airports and fuel suppliers. We provide a full service solution with regards to our clients' fuelling needs including both on and off airport fuel storage and distribution systems.

Swissport Fuelling Services has a proven track record in demonstrating a full understanding of the requirements and responsibilities of maintaining aviation fuel systems, with a focus on safety, cost control, inventory management and a clear emphasis on environmental compliance and responsibility.

Swissport Fuelling Services provides our customers with safe, efficient, independent into-plane fuelling services whilst leading the industry in on-time performance. Our expertise and knowledge in this specialist field also assists our clients in the design, construction and commissioning of aviation fuelling facilities and related structures.

Swissport Fuelling Services operates to the highest industry standards in Health, Safety and Environment. Our policies and procedures have been developed in accordance with the Air Transport Association (ATA) 103 Specification and the Joint Inspection Group (JIG) Guidelines for Aviation Fuel Quality Control & Operating Procedures.

### AIRCRAFT & GSE MAINTENANCE

#### Aircraft Maintenance

Swissport Aircraft Maintenance, the recipient of the prestigious FAA Certificate of Excellence Diamond Award, is a quality provider of third-party line maintenance services operating at 13 airports in the USA and in four other countries globally, providing line maintenance support to major commercial airlines on both a scheduled and on-call basis, ensuring that all capital-intensive equipment operates and performs flawlessly. Swissport's A & P Mechanics have the training, knowledge and expertise to meet our customers' demands.

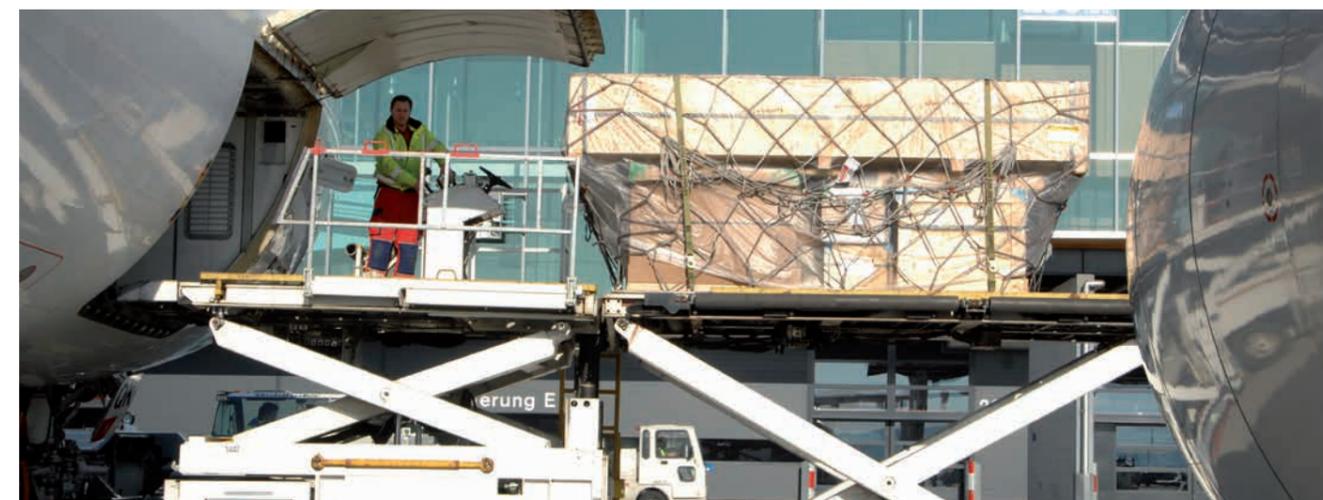
#### Ground Support Equipment (GSE) Maintenance

Swissport GSE and ULD Maintenance Services operate at over 45 airports in 13 countries, managing and maintaining a fleet of more than 4,000 units. Our commitment is to offering superior and consistent standards and dedication throughout our network: providing reliable, comprehensive and cost-effective GSE maintenance, minimising downtime and maximising productivity. Swissport Maintenance Services is committed to working within the industry towards the research and development of efficient, safe, ergonomic and environmentally friendly Ground Services Equipment.

#### Aviation Security

Swissport Aviation Security provides security services for more than 40 customers in over 12 countries worldwide. The team working within the organisation is highly trained in both security and vulnerability assessments, providing complete solutions for our customers. Swissport Aviation Security customers have the flexibility to choose the solution fit for them; be it on a local or a global level, the Checkport entities guarantee full flexibility for the procurement of security services. Our services and expertise in this specialised field are based on more than 20 years' experience within Aviation Security with a clear focus on, and commitment to, quality solutions and integrated products for the client's convenience. Working with a company like Swissport allows our clients to purchase security services via Ground Handling and Cargo and benefit from the synergies realised by the integration of security tasks in existing processes, such as:

- Check-In Security Combined Check-In and Security Services
- Gate Security Combined Gate and Security Services
- Cabin Clean & Search Combined Cleaning and Security Services



# HUB & BASE MANAGEMENT

Outsourcing continues to play an important role in the aviation and airport services industry. As airlines continue to focus on profitability, they are increasingly focusing on their core business: passenger transportation.

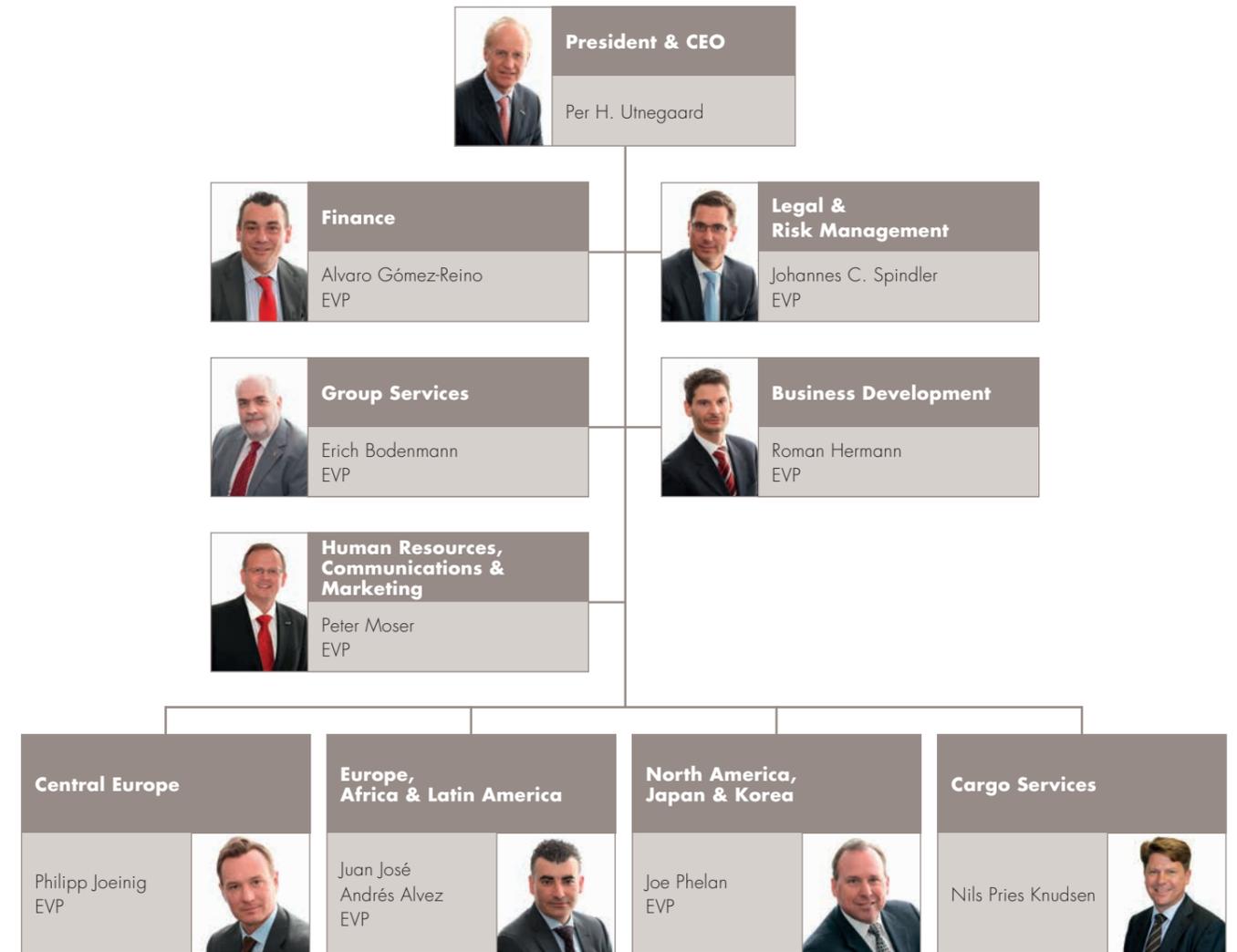
While the Swissport service portfolio can begin from a single station, true partnership comes when Swissport provides the full management of our airline partner's hub or base operations. Swissport HQ assumes professional project leadership from appointment through to the operational start, providing total reassurance for our customers during transition.

Experienced field managers from our global network support the implementation on site. This solution encompasses vast commercial expertise from more than 650 customer airlines. Quality reassurance is given to our customers via the operational and leadership training of local staff and management. Commissioning Swissport with hub operations is both financially and operationally sensible for our customers. Swissport has earned our customers' trust for hub management through our proven track record in best practice, quality and industry-leading processes and procedures in addition to our commitment to continuous innovation in service provision.

Swissport is well positioned to manage the sensitive responsibility for hub management for our customers – success stories include Munich – the regional fleet of Lufthansa, Helsinki – Finnair, Larnaca – Cyprus Airways, Johannesburg – South African Airways, Sao Paulo and Rio – Gol/Cargo: 3 stations for United in the USA.

## The Group Executive Management (GEM)

## GOVERNANCE



# RESPONSIBILITIES

Topic	Lead / responsibility
General strategy of Swissport	Chairman of the Board and Board members, CEO/GEM members
Strategy of Divisions, subsidiaries or business lines	Division Head/Unit Head
Financial results/investor relations	CEO/CFO
Acquisitions & mergers	CEO/CFO/BOD/Investment Committee
Press releases & articles, media contacts, trade events, CD/CI	VP Corp. Communications & Marketing
New operations & major contracts	Division Head/Unit Head
Environmental & political issues or legal specialities	CEO/Legal/Corp. Communications & Marketing/Division Heads
Crisis Communication (including accidents and injuries)	CEO/Corp. Communications & Marketing/GEM members (Group emergency guidelines), risk manager Swissport
Local activities on station level	Local management
Labour issues	Local CEO with Human Resources Swissport

Overall responsibility for the development and implementation of equal opportunity initiatives rests with the Chief Executive Officer of the company. It is the responsibility of each manager to ensure that the associated policies and procedures are published and communicated to all staff within their area of responsibility. It is also the responsibility of each manager to ensure that effective monitoring takes place to provide assurance that the policies/procedures are being adhered to. Furthermore, it is the responsibility of every staff member to ensure that their actions adhere to the associated policies and procedures that apply in their place of work. Failure to do so could lead to disciplinary action, including dismissal. In general, all Swissport policies and procedures are designed to comply with local law, represent the best human resource management practices, encourage and respect diversity and ensure equal opportunities, foster a team approach to business success, offer development and secure employment, and provide competitive remuneration and other terms and conditions. These policies, processes and guidelines are in place to provide guidance, structure and alignment for the various HR activities.

Group Executive Management Meetings (GEMM) take place on a monthly basis to review the business performance. This ensures that any fluctuation in country or operational performances can be identified immediately. Actions and improvements can be implemented and reviewed monthly. In addition, the divisional EVPs and the Group CEO visit the key countries several times a year to conduct in-depth business reviews. These reviews are supported and rounded-off by internal safety and management audits, external audits (e.g. ISO/ISAGO and/or airline audits) as well as independent internal corporate group audits, which report directly to the Board of Directors.

Governance mechanisms are compliant with the general norms. Some points worth mentioning: Currently, the Group Executive Management has only male members. This fact has been addressed regularly and seriously. Swissport wants to reiterate that this has been and will be addressed in any recruitment and is not the result of discrimination.

All 6 members of the Board of Directors are dependent (PAI or Swissport), except the Chairman Dr Staehlin.

# ENVIRONMENT

According to the United Nations Global Compact Principles, businesses should support a precautionary approach to environmental challenges, undertake initiatives to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly technologies.

For Swissport, corporate social responsibility focuses on safeguarding society and mankind by preserving our living conditions as well as ensuring safety for our employees. We achieve environmental quality by proactively, systematically and fully integrating environmental considerations into the planning and execution of our work.

In general, it is important to highlight that Swissport – being a ground-handling service provider – does not run any production plants or similar.

Swissport has made an effort to identify its main environmental impact areas. Guidelines are given to all organisations on the design of operational and managerial procedures. Employee behaviour is guided through awareness training and regular briefings. Typically, the operational areas interface directly with the airport infrastructures. Swissport has to make use of the locations, assigned infrastructures and processes prescribed by the local authorities.

The Swissport environmental policy focuses on the following core impact areas:

Operational	Managerial	Behaviour
GSE Maintenance	GSE Purchasing	GSE Usage
Anti-/De-Icing	Stationary Purchasing	Office Electricity
Waste Management		Office Airconditioning
Lavatory Services		Waste Recycling
Fuelling		

In addition to complying with all applicable environmental laws and regulations, Swissport is committed to:

- making environmental concerns an integral part of our planning and decision-making process and committing sufficient resources to implementing effective environmental programmes;
- practising sound environmental management of all Swissport-operated facilities and properties and all natural resources under our management; educating employees to be accountable for environmental management and encouraging them to seek innovative ways to improve the environmental aspects of our operations;
- minimising, mitigating or restoring any adverse environmental impacts caused by our operations; maintaining open relationships with our customers, employees and government agencies to meet their information needs with regard to environmental issues;
- continually improving our environmental programmes;
- ensuring the proper handling and disposal of all wastes, and minimising their creation while pursuing opportunities to prevent pollution and recycle and reuse waste materials;
- evaluating our environmental performance through periodic reviews and audits to ensure that our conduct is consistent with these principles.

# ENVIRONMENTAL POLICY

# CORPORATE CORE ACTIVITIES

## GSE

Due to Swissport’s business nature, the operation of ground service equipment (GSE) has been identified as the main source of environmental impact, which could be influenced by the organisation.

Within its own organisation, Swissport maintains continuous contact with major GSE manufacturers worldwide to evaluate adequate equipment with minimal environmental impact. For example, Swissport has been operating electrically powered GSE for many years wherever possible and available. Some electrical ground-service equipment reduces fuel usage by 30–40%. In the Swissport de-icing business, the use of glycol is strictly monitored. Swissport constantly strives for an optimisation of glycol use and glycol recovery by using state-of-the-art technology. A glycol mix is a Swissport standard for optimised glycol usage, i.e. to reduce the use of glycol to the minimum necessary.

## Fuelling

Swissport’s Fuelling operation is fully committed to meeting its customers’ fuelling and fuel storage needs in a manner consistent with a clean environment. We believe it is both good business practice and our duty to protect the natural resources of the communities which we serve while maintaining outstanding service to our customers. In keeping with this belief, it is our policy to conduct our business in an environmentally responsible manner that protects the public, our customers, our employees and the environment.

To ensure minimum spilling of fuel, a “zero-drop” compliance and incentive in the fuelling service has been implemented. This happened not only for environmental, but also for safety reasons.

## Green Logistics

The majority of the GSE is leased, hence there is minimal logistics required for transportation of GSE from one location to another. When GSE transportation is required, the method of transportation depends on various factors, such as distance and volume for example. In most cases, the logistic suppliers transport GSE by boat.

Duty travel by air is kept at the lowest possible level – a policy with top management attention. Car-sharing options and discounted rates for public travel or hire cars are offered in order to reduce the personal need for a car. Video conferencing, WebEx, Skype and telephone conferencing are often-used alternatives. There is currently a further initiative to equip more offices around the world with the required IT equipment to further foster such means of communications. Video conferences are preferred to face-to-face meetings when possible. Conference calls reduce travel costs and the environment impact related to travel, such as fuel.

Regarding employees’ individual transport, financial incentives for public transport offers are in place. In Head Office, public transport is subsidised with CHF 50 per employee and per month. Various similar initiatives are in place around the globe.

## Environmental Performance

Swissport is compliant with all applicable environmental laws, regulations and standards worldwide. In the period covered by this sustainability report, Swissport was neither involved in any rulings, nor made liable as a result of environmental non-compliance.

According to the United Nations Global Compact Principles, businesses should support and respect the protection of internationally proclaimed human rights, and make sure that they are not complicit in human rights abuses.

Furthermore, businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced and compulsory labour, the effective abolition of child labour and the elimination of discrimination in respect of employment and occupation.

As an independent ground handler and cargo services provider Swissport ensures best-in-class services for our customers forming the base of our entire business and philosophy. As Swissport recognises its employees as the most valuable contributors to success, Swissport is committed to investing in a well-trained and motivated workforce in every airport we operate. As a result, we have committed, engaged and dedicated colleagues who are proud to work for Swissport. HR management is in the core of our business and the Swissport HR strategy builds upon the global business strategy.

Both the Swissport business and the HR strategy are based on our shared corporate vision and mission “to provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience” and our commitment to our Corporate Core Values “People, Professionalism and Partnership”. Every employee is expected to live up to our Corporate Core Values as, after all, the culture of a company becomes evident in its employees’ attitude towards the customer.

The Code of Conduct and its supporting policies (Anti-corruption Guidelines and Competition Law Guidelines) apply and form the guiding principles of our behaviour. It states that all actions and operations worldwide have to comply with both Swiss rules and any applicable local rules. All senior management is to comply and distribute these guidelines to their local teams, and therefore all employees should follow them.

As a service provider and therefore a people’s business, Swissport has a big responsibility towards its employees. Therefore, Swissport is fully committed to ensuring fair and equal employment opportunities, diversity and no discrimination, as well as full compliance with health and safety regulations. For all its employees, Swissport maintains and promotes a corporate culture and behaviour in which honesty, integrity and respect for the law are viewed as essential to achieving our desired success.

- behaviour with integrity and in compliance with the law
- the recognition of internationally proclaimed human rights
- respect for other cultures and opinions
- responsibility towards society
- care for the environment
- loyalty towards the Swissport Group
- fair, courteous and respectful behaviour towards colleagues, superiors, subordinates, customers, shareholders, authorities, business partners and the public
- professional behaviour and observance of the rules of good business practice and of internal and external rules and regulations
- protection from discrimination
- an open, transparent and constructive business style.

# HUMAN RIGHTS & LABOUR PRINCIPLES

# CODE OF CONDUCT

The Swissport Code of Conduct has been distributed throughout the whole organisation of the Swissport Group worldwide.

Any and all employees are personally obliged to abide by the Swissport Code of Conduct.

Since constant awareness is the best prevention of all, Swissport urges all its employees to report any violation of the Swissport Code of Conduct. Such reporting should primarily be addressed to the superior or the local HR manager. If the superior is part of the issue then the employee should directly address it to the head of the business unit. As a last resort, if the employee fears retaliation and/or if he/she wants to report on a confidential basis he/she has the possibility of contacting the Swissport Whistle-blower e-mail hotline or the Swissport Whistle-blower telephone hotline, where all communications will be treated in strict confidence, and will not result in any disciplinary action against the person making them in a good faith and intention, even if the alleged violation proves unfounded in the subsequent internal investigation. In contrast, however, any violation of the Code of Conduct by the person making such communications, and any intentionally falsified claim of such violation (such as malicious and improper accusations) will result in disciplinary action.

## FAIR COMPETITION

Swissport is an advocate of fair and open competition: competition law may on no account be violated. Any such violation may result in substantial fines for Swissport and in fines or prison sentences for its employees. In particular, price-fixing among competitors (verbal, written or in any other form), market allocation and any other practices which may inhibit free competition are prohibited. Each individual Swissport employee is obliged to follow the Competition Law Guidelines and, in case of doubt, consult the Group General Counsel.

## ANTI- CORRUPTION

According to the United Nations Global Compact Principles, businesses should work against corruption in all its forms, including extortion and bribery.

Swissport has issued Anti-corruption Guidelines which are based on the anti-corruption rules set forth in the 1997 OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, the 1999 Criminal Law Convention of the Council of Europe on Corruption and the 2003 United Nations Convention against Corruption.

All directors, officers and employees of the Swissport Group are required to abide by the Swissport Anti-corruption Guidelines, regardless of their place of work. They are prompted to report any corrupt practice of which they become aware (including attempts thereof) to their superior or to the Group General Counsel. Disciplinary actions (including termination without notice) will be taken against those directors, officers and employees who do not comply with anti-corruption rules.

In the period covered by this sustainability report, Swissport was neither involved in any rulings, nor made liable in relation to corruption.

## WEB-BASED TRAINING

A web-based training on the three modules “Code of Conduct”, “Competition Law” and “Anti-corruption Guidelines”, was rolled out for the Head Office in 2013. The roll-out of the web-based training will be extended globally to senior managers. It consists of three modules, with an approximate duration of 1.5 hour.

Swissport’s recruitment policy can be summarised in two words: Objectivity and Equality.

Swissport cares for its employees as they are the most valuable contributors to success. Therefore, Swissport is committed to making an effort when recruiting new staff where human resources specialists and line management are involved. We are looking for motivated, committed and dedicated colleagues who are skilled and bring the experience or willingness to learn and who are proud to work for Swissport. We invest in our people and do not treat them as a cost.

Swissport wants to be and remain an “employer of choice”. Therefore, Swissport adheres to all national laws relating to the recruitment of staff, and to any of the more-stringent requirements of its own internal policies (e.g. equal opportunities, employee advancement, etc.). As with all other practices, Swissport is fully compliant with its Corporate Core Values (People, Professionalism and Partnership) and its Code of Conduct.

No job applicant will be discriminated against or treated less favourably based on gender, race, colour or ethnic origin, marital status, religion or any other category protected by law. Any such discriminatory behaviour will constitute gross misconduct under our Code of Conduct. The company also recognises that, as an employer, we fully comply with all legislation that renders certain types of discrimination unlawful.

Swissport is not only fully committed to finding the right people for the right job at the right time, we are also dedicated to providing an attractive work environment and company culture where our employees feel respected and appreciated for the great work that they are performing every day. Retention of our dedicated staff and talents is key to our success. Swissport is working on various retention measurements and means to ensure that we can say “able to go, but happy to stay!”

One way of better understanding the reasons why we lose good people, is to ask them. Therefore, Swissport will introduce a structured exit interview for voluntary leavers in management in order to find out about the “real” reasons for a resignation. The analysis and derived intelligence will help us in identifying any issues – individual or systematic – as soon as possible and will allow us to address them in a quick and appropriate way.

Further to structured exit interviews, Swissport has engaged in a study of general retention means for senior management and its current situation. Findings on the reasons for leaving and motivators are essential for us to understand the needs and requirements of our senior management in order to address them appropriately and effectively.

## RECRUITING & EQUAL OPPORTUNITIES

## RETENTION

# COMPENSA- TION & BENEFITS

Employment terms and conditions, competitive salary packages and incentive systems are in local responsibility and always in compliance with local legal requirements. Swissport is committed to having a fair and equal payment structure and to “pay for performance”.

In 2012 and 2013, Swissport initiated a project, “Position Benchmark Analysis”, to benchmark internal positions and to ensure a coherent and consistent way to handle Compensation & Benefits for exempt employees.

The Project will provide the following benefits:

- Establish internal fairness in positions globally
- Enhance simplicity and transparency
- Assist with global reward strategies, i.e., Executive Bonus Plan
- Provide data to assist with the identification of attendees for global strategic management meetings
- Support succession planning and talent management
- Support international assignments
- Support mergers and acquisitions.

Further to a competitive and fair base salary for all employees, some positions are also entitled for a variable component of their compensation. Rules and qualifications for such executive and local bonus schemes are clearly outlined and communicated and form a fair and market-consistent portion of the overall package.

Additional fringe benefits such as flight discounts, subsidies for public transport and health programmes, discounted memberships and alike are available in various locations over the world.

# EMPLOYEE RELATIONS

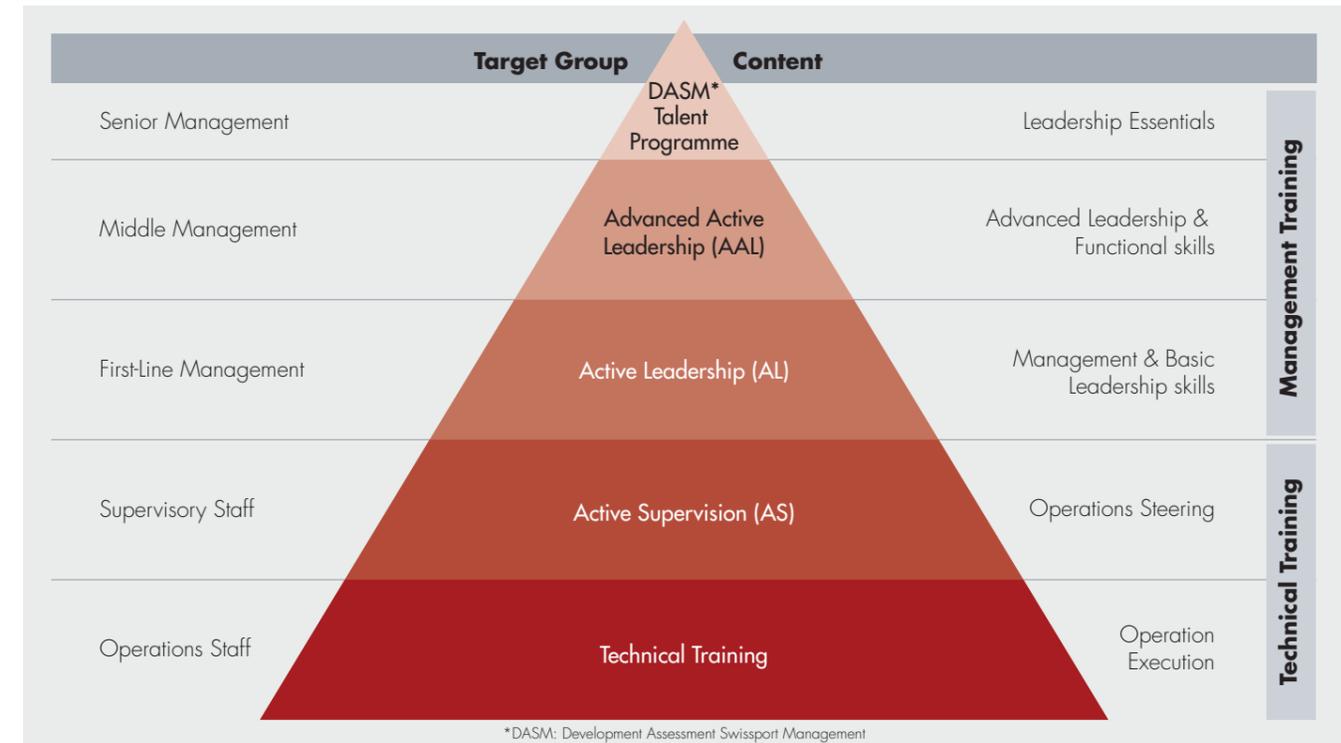
Swissport is fully committed to information sharing with employees and provides business news and performance updates to staff on a regular basis. We recognise the legitimate role of responsible trade unions and employee representatives. Swissport establishes appropriate mechanisms to enable the effective representation of staff. Swissport believes that good people-management practice generates a working environment where employees are committed and dedicated to giving their best. We also believe in the importance of listening to staff and using staff knowledge in solving business issues.

# TRAINING

The CEO of Swissport and the entire Group Executive Management are committed to the development of all employees: endorsing that each individual has the relevant knowledge, skill and proficiency to deliver the highest standards of work consistently and safely in the workplace.

Swissport recognises that training and development is fundamental to maintaining and continually improving operational performance, and an integral part of the organisation in the achievement of our strategy and goals. Therefore, Swissport is striving for excellence at all levels in the organisation.

Swissport is dedicated to supporting all employees in reaching their full potential through a wide variety of training and development techniques and continuous performance management. The Swissport training programme provides level-adequate training from base to top – for all operations staff, to supervisory and first-line management, as well as middle and senior managers. All staff levels are in scope for technical and developmental training as reflected in the Training Pyramid represented below:



### Standard Training Programme

The Swissport Standard Training Programme (STP) is applicable to all Swissport stations, unless overruled by local laws, regulations or written carrier-specific instructions. Station management shall ensure conformity with local laws, regulations and specific carrier requirements. For that purpose, station management will establish supplementary local documentation to the STP.

The Technical Training Material follows a modular approach and covers generic trainings such as human factors, fire prevention or active supervision, health and safety, dangerous goods and security, as well as all training and qualification needs for the execution of operational core services offered by Swissport.

### Technical Training

The Swissport personal development and training programme pursues the global standardisation of the trainings worldwide. Therefore, Swissport is responsible for the development and maintenance of the globally binding Standard Technical Training Programme (STP) and the corresponding Technical Training Material, with the support of expert know-how from the business divisions and from Swissport field locations. The target groups are employees working in operations and supervisory staff.

It is a goal of Swissport to ensure that all employees have a sound basic knowledge of their duties in the work place. For this reason, Swissport has developed a Technical Training Policy to achieve safe, smooth and efficient handling, and which contains the following principles:

- One global Swissport Standard Technical Training Programme that is binding for all operational units to ensure consistent, high-quality technical training to Swissport's operational staff.
- The Swissport Standard Technical Training Programme shall be established in accordance with internal requirements as specified in the Swissport Operations Manual and Standard Operating Procedures (SOPs) as well as with industry regulations, laws, regulatory and customer requirements.
- Local station, regional and/or business unit management (as appropriate) shall ensure conformity with local laws, country regulations and specific carrier requirements, and will establish supplementary local documentation (if applicable).
- Local supplements are defined as training material additional to the corporate training material in order to fulfil any local requirements that are not covered by corporate material.
- Training delivery and compliance remains a local responsibility. This includes the establishment and implementation of local supplements to the corporate training, the training record control and the establishment of local training development for local implementation plans.
- The Swissport Standard Technical Training Programme should include innovative learning elements, such as e-Learning modules and online testing, as well as interactive training solutions.

### Organisational Structure

For the development of corporate technical training standards and to monitor implementation, Swissport has a Functional Training Organisation in place under the leadership of the Corporate Training Manager, where all business divisions are represented. Additionally, all relevant corporate functions – such as Human Resources, Supply Management and IT – are also represented in this group.

Functional Training Group	Working Groups
Develop standards by sharing best practices and expertise	Development and review of the Technical Training Materials
Revision of the Swissport Standard Technical Training Programme	Ensure compliance to industry regulation and standards
Monitor the implementation of the Swissport on Standard Technical Training Programme across all stations	Act as an entry point for updates and alerts on regulatory changes
Ensure the link to the Swissport Corporate Policies and Processes	Ensure that best practices are captured and transferred into the Technical Training Materials
Identification and nomination of country training responsibility	
Identification and nomination of divisional expert(s) to take part in the field experts working groups	

### Management Training

Our shared goal at Swissport is excellence. We strongly believe in quality, customer orientation and delivering top-class services at all levels. To ensure excellence in anything we do, we need to ensure that we have excellent training and development in place for our staff.

One of Swissport Formula key initiatives created in 2010 is to provide Management & Leadership training to our management. As a consequence, two management training programmes – Active Leadership (AL) and Advanced Active Leadership (AAL) – have been created and customised to the different management levels in our organisation while at the same time following the same principles and guidelines to guarantee standardised quality levels worldwide for optimised effectiveness.

### Active Leadership (AL)

The ultimate objective of this programme is to: “Introduce and develop skills enabling delegates to appropriately manage and lead teams in ways that engage employees and secure commitment to improved performance, revenue generation and customer satisfaction.”

This training is followed by all first-line management, and is focused on the following topics:

- Performance Management/Goals and target setting
- Basic Customer Service culture
- Conflict resolution/Managing conflicts
- Employee direction and motivation
- Basic influencing skills
- Time management and delegation
- Teamwork and collaboration
- Basic communication skills

### Advanced Active Leadership (AAL)

The ultimate objective of this programme is to: “Build on existing management and operational capabilities to advance leadership and functional skills in order to ensure a high level of employee engagement and commitment.” This training is addressed at operations and station managers, and is focused on the following topics:

- Commercial/Financial awareness
- Advanced Customer Service culture
- Introduction to Project Management
- Attendance management
- Employee direction and motivation
- Influencing skills
- Leadership
- Managing change

### Development Assessment Swissport Management

Swissport’s skills gap analysis is called Development Assessment Swissport Management (DASM). The DASM project was launched in 2009 and conducted over the duration of 2.5 years for all senior management positions at Swissport worldwide. The project goal was to gain a holistic and fair assessment of our senior management group to understand both Swissport’s strengths and shortcomings in order to accelerate them and to address them respectively. Process definition, roll-out and support, as well as the facilitation of feedback and debriefs, including all preparation, information and communication, is owned and driven by Corporate Human Resources in close collaboration with the HR Community and with regular discussion and approval from the Group Executive Management team.

In order to be effective, development support and development actions have to be based on a thorough needs analysis. Under these circumstances, Swissport designed a development assessment consisting of three parts:

The first part is the Hogan assessment, which provides in-depth analysis of leadership potential based on a generic job profile that Swissport has defined and validated for its managers. This allows employees to receive comprehensive feedback and build an individual development plan. The employee is asked to agree on this plan with the line manager, supported by the respective HR manager, and to conduct regular follow-up sessions. The developmental aspect for existing managers has a clear priority.

The second part consists of 360° feedback. While the Hogan assessment predicts how the employee will behave to a certain extent, the 360° feedback shows how the employee behaves in their leadership. This comprehensive feedback allows individuals to understand their strengths and opportunities as a leader for consideration in the development plan. The third element that completes this analysis is the performance evaluation from the direct manager.

The in-depth analysis helps to better capitalise on the strengths of each top executive and to work on specific improvements, where indicated. This helps to realise Swissport’s global leadership potential as well as to determine individual and organisational development needs so that they can be addressed properly.

Hogan assessments have not only been used for this skills gap analysis, but have also established as mandatory part of the selection and recruitment process for senior management at Swissport worldwide, as well as for supporting hiring and promotion decisions.

In order to support individuals in their development, Swissport has various tools on hand:

- Individual Development Plans (focusing on behavioural development)
- Goal planning and competency assessment (focusing on professional development)
- Think Box – a personal development tool providing online coaching, e-learning, book and article tips, an online development plan, videos, online training sessions and much more in cooperation with Hogan
- Targeted Trainings (Finance for Non-Finance Managers, Empathy, Listening skills etc.) based on general or individual findings from Hogan and LVI analyses
- Individual Coaching
- Mentoring



## ORGANISATIONAL STRUCTURE

The Corporate HR team works closely with line management and the worldwide HR Community to develop and implement valuable programmes, tools, processes and procedures to support Swissport managers in their daily work for more efficiency, better management and leadership in order to achieve our shared goal of excellence.

Swissport is presently operating on five continents in a variety of different legal environments. This requires local experts for all human-related matters. Therefore, Swissport strongly believes in a decentralised approach for its operational HR matters.

Nonetheless, Swissport's unique strength lies in our standardised approach to operations which certainly also includes best practice processes and procedures in HR. This guarantees best-in-class service to our customers. Hence, there is a strong link between the local HR teams and the Corporate HR team at Head Office – the Swissport worldwide HR Community.

The Swissport worldwide HR Community represents all the Senior HR leaders of our countries and the Corporate HR team. The Senior HR leaders have two important roles:

1. Full HR responsibility for their countries and regions for all operational needs and issues.
2. Collaboration on, and implementation of, global HR projects in line with our functional HR strategy and the defined strategic initiatives.

Global and regional meetings of the entire or parts of this group take place regularly to facilitate an exchange of current HR issues, collaboration and shared project work.

It is important to understand that the Swissport worldwide HR community is collaborating on a regular basis and in different projects. As all members of this community are senior HR professionals and leaders in their countries, we have a vast variety of skills and expertise that we can widely utilise. Projects are not solely run out of the Head Office, but rather led by individual HR leaders (based on their knowledge and expertise) and accompanied and coordinated by Corporate HR. This ensures full buy-in and smooth roll-out and local implementation.

In most cases, our HR colleagues are supported by their local human resources, payroll and tax specialists to ensure smooth and effective human resources operations and employee relations.

## HEALTH & SAFETY

The Swissport Health & Safety Management System incorporates all aspects of operational and managerial activities that could have a potential impact on safety.

The Health & Safety, Crisis Management and Environmental Management policies all operate in alignment with one another to ensure that Swissport's staff work in an environment that has processes when unexpected events occur, is safe and environmentally aware.

All Swissport entities are required to adhere to the standards given in this policy to ensure a safe working environment for its staff and customers, and to avoid damage to property.

### Safety Management System

For new locations, implementation and usage is guaranteed from the first day of operation. Swissport operates a Safety Management System (SMS) to comply with ICAO, IATA Civil Aviation and Airports Authorities requirements.

Description and Key Features	
<b>Organisation</b>	<ul style="list-style-type: none"> <li>• Definition of accountabilities</li> <li>• Definition of responsibilities</li> <li>• Functional organisation</li> <li>• Tasks for safety functions</li> </ul>
<b>Risk Assessment</b>	<ul style="list-style-type: none"> <li>• Severity rating</li> <li>• Probability rating</li> <li>• Risk analysis process and requirements</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Training and instruction requirements</li> </ul>
<b>Reporting and occurrence categories</b>	<ul style="list-style-type: none"> <li>• Employee injuries</li> <li>• Aircraft damage</li> <li>• Third-party damage and injuries</li> <li>• GSE damage</li> <li>• Dangerous goods incidents</li> <li>• Cargo damage</li> </ul>
<b>Information / Communication</b>	<ul style="list-style-type: none"> <li>• Internal communication regulations</li> <li>• Communication regulations to customers and authorities</li> </ul>
<b>Occurrence Management</b>	<ul style="list-style-type: none"> <li>• Investigations</li> <li>• Root cause analysis</li> <li>• Findings and actions</li> </ul>
<b>Audits and Controls</b>	<ul style="list-style-type: none"> <li>• Audits</li> <li>• Checks</li> <li>• Review</li> </ul>
<b>Performance Measurement</b>	<ul style="list-style-type: none"> <li>• Statistics</li> <li>• Performance indicators</li> <li>• Corporate dashboard</li> </ul>

Swissport is using the AQD (Aviation Quality Database) to report and record all incidents and accidents. AQD has been rolled out and implemented in all stations across the entire global network.

Risk assessment and investigation processes with root cause analysis are fully built in.

AQD further provides statistics to monitor actual performance and trends throughout the network. Regular case analysis is used to review existing operational procedures.

**Operational Risk Management**

Swissport has set up its operational safety risk management in line with the ICAO recommendations for the establishment of a safety management system. All occurrences recorded in AQD are being risk rated through the combination of defined severity and probability coding. Records are either based on incident and accident history as well as on information on “near miss” situations and ground-safety reports. Together with structured information on operational phases and contributing factors, the database provides all the necessary information about the Swissport Group risk register, which is automated and continuously updated.

With regards to Health & Safety, all Swissport employees working on the ramp near to aircraft, in cargo warehouses or in another potentially hazardous environments are fully equipped with personal protective clothing (security vests, helmet, gloves, etc.), which is mandatory for them to wear: we do not compromise on safety. For the same reason, the standard training programmes which are applied in all stations worldwide include safety aspects of the working environment, in particular the use of protective clothing as well as the special behaviour on the ramp aiming at minimising the risk of working accidents. The operational procedures are reviewed by the management of the Swissport Group periodically and are improved continuously.

**Health & Well-being**

Health and Safety is not only a matter of protective equipment, but also of different programmes that support a healthy lifestyle. Various stations of the Swissport Group run such programmes: “Fit on Ground” (exercise programme), “Tao” (relaxation and massage) and other local Human Resources programmes for health and well-being. Such programmes are addressed in all local Human Resources management and operational Quality and Safety agendas.

Swissport is dedicated to aligning, regularly reviewing and continuously improving its standardised processes and procedures across the entire organisation. Local implementation of all standardised processes and procedures are crucial to our success in providing the customer with best-in-class services every day, every time and everywhere.

Collaboration across the entire organisation is crucial for successful local implementation of our global standards. Therefore, Swissport is structured as a matrix organisation. The functional communities and cross-functional teams are collaborating in a strong relationship to ensure full alignment and implementation of our standardised best-in-class processes in the local stations. Good relationships are absolutely crucial in creating buy-in, ensuring a smooth roll-out and delivering the same message across the organisation.

Taking over the management of a new and large operation in a totally new environment requires the skills and knowledge of a seasoned and successful management team that is able to fully ensure best quality service delivery to our customer from day one.

Swissport prefers to use existing internal knowledge from the organisation to recruit a new management team to lead the new operation. The management team usually exists of a locally hired HR director with long-standing expertise in working with unions and local, specific labour-related issues.

In preparation for the take-up of the new operation, the key members of the management team are identified during the succession management process as ideal candidates for such an assignment. Action plans include early communication, preparation of professional and smooth transfers for individuals and their families, but also individual and cultural preparations and advance meetings and location visits.

GLOBAL  
STANDARDS

LOCAL  
CHAMPIONS



# PERFORMANCE MANAGEMENT

Performance Management is one of the most important competencies in Swissport. Our Performance Development Review System for all senior managers worldwide is another example of worldwide alignment and transparency with local implementation. Not only has the worldwide HR community ensured a consistent and smooth roll-out of the system to the entire organisations, but we have also been working continuously in setting even higher standards.

This led to the implementation of a supporting HR system to support the workflow and enable management and HR to closely manage and monitor the entire process.

On top, an up-skilling training was developed and is rolled-out via the HR community to support our managers in providing high-quality performance appraisal, feedback and development sessions. The train-the-trainer approach ensures a consistent and strong message to be delivered by all trainers at the same time.

As a next step, the performance management process will be amended and extended to the group of operational managers at Swissport. Roll-out will then follow a similar process to ensure full coverage and local implementation worldwide.

As well as continuously reviewing and improving our processes, Swissport HR is also planning to include the reviewed and optimised Swissport recruitment process in this supporting HR system. This will further support and professionalise Swissport's efforts in getting the best people on board. A global approach in rolling out the same HR system solution ensures a fully aligned process, but at the same time still allows for the required flexibility to embed process steps for local legal compliance or cultural specialities.

# OUR STAKEHOLDERS

Swissport engages with a range of stakeholders on a regular basis. It is our declared goal to be a reliable, professional and recognised partners in the creation of values and results for all our stakeholders – internally and externally.

Our key stakeholders are identified by analysing those groups that are intrinsically affected by, or could have an effect on, our operation.

- Customers Airlines
- Airports
- Airport authority (private and governmental)
- IATA and other international associations in the aviation industry
- Shareholders
- Management
- Staff
- Trade Unions and work councils
- Communities
- Suppliers
- Passengers

Swissport intends to deliver the best service and improve operational processes by developing and introducing state-of-the-art technology to our customers.

We do not rest on our successes and have developed methods and tools for continuous improvement, working with our customers in a collaborative way to ensure that we always strive to be the best and offer innovative and optimal solutions to all of our customers – current and new – across all of our many and diverse operations.

We believe that technology has to increase value externally and internally at the same time as reducing cost. In order to achieve this, Swissport meets with airlines to review processes and identify cooperation (potential for outsourcing of “non-core” activities and usage of technology), follows industry trends by visiting industry conferences, analyses and benchmarks competitors and also stays in contact with external partners. This is our understanding of true partnership: one of our core values.

Swissport carefully observes market trends. It is obvious that these trends show a clear need for modifications to the current business model and increase the importance of technology:

Swissport's IT is eager to continuously improve the infrastructure and applications landscape to support the business processes.

# CUSTOMER DIALOGUE



# AWARDS & RECOGNITION

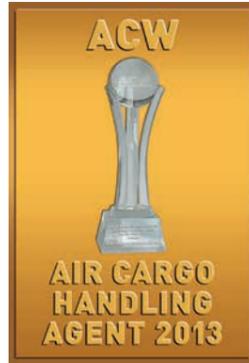
## Air Cargo Award

Zurich, 6 June 2012 – Swissport was voted Air Cargo Handling Agent of the Year for the fourth consecutive year in the prestigious ACW World Air Cargo Awards.

The award is based upon the results of voting by readers of the newspaper Air Cargo Week, who were asked to rate companies according to service standards and quality; investment in people and technology; and the scope of services provided. Swissport was presented with the award at a ceremony in Shanghai on 6 June.

Global Cargo at the Swissport Group, commented: “It is a great source of pride to win this award, particularly because it is the result of voting by our customers and other partners and members of the air cargo industry. Winning for the fourth year in a row demonstrates the consistency of our performance and is a real tribute to the dedication of our staff around the world, the quality of our services and the focus we maintain to fulfil the needs and requirements of all customers and stakeholders.

I would also like to thank our customers for the support they have given during the year, and can reassure them that we will continue to work hard on delivering innovation, consistent high quality and good-value services in order to earn and retain their business in this challenging and ever-competitive environment.”



## Ground Handler of the Year at the Cargo Airline of the Year Awards 2013

Zurich, 5 March 2012 – Swissport, added another award to its growing collection after being voted Ground Handler of the Year in the inaugural Air Transport News Awards.

Readers from among ATN’s 42,000 subscribers in 161 countries, plus a panel of expert judges, determined the winner of the award on the basis of achievements during the last year; new products launched; most influential leader; financial performance; social responsibility and contribution to society; and innovative and entrepreneurial attributes.

Per H. Utnegaard, President and CEO of the Swissport Group, commented: “It is an honour to receive this award from Air Transport News and its readers. We work hard to provide high-quality and industry-leading services to our customers, and it is particularly encouraging to receive recognition from customers, many of whom are readers of ATN.”

The award was presented to Mark Skinner, Swissport International’s Senior Vice President for Ground Handling EMEAA, in a ceremony held in Athens, Greece on 4 March, prior to the 2012 ATN Leaders Forum.



## Best Ground Handling Company by the Institute for Transport Management

Zurich, 15 March 2012 – Swissport, was again named Best Ground Handling Company by ITM, taking the award for the 12<sup>th</sup> year in succession.

The award is based upon an annual survey by the respected and independent UK-based institute to determine the best and most professional companies within the aviation and logistics fields. The survey included a series of interviews and polls conducted by the ITM, covering suppliers, airports, airlines and passengers.

Per H. Utnegaard, President and CEO of the Swissport Group, commented: “We are delighted to be named Best Ground Handling Company by ITM for the 12<sup>th</sup> year in a row, reconfirming our leading position in the ground handling sector. I would like to thank all of our 35,000 people from around the world for the hard work and dedication to quality that earned us this award, and I would also like to thank our customers and airport for their continuing support, and for commending us to the ITM once again.

Despite winning the award for the last 12 years, we will work extremely hard to continue to enhance our Swissport quality and innovation and add substantial value to our customers worldwide.”



## ABOUT THIS REPORT

This is Swissport's first Sustainability Report for the reporting period which includes complete information on the year 2012. The next report is planned for 2014 covering data for the year 2013.

Swissport's Sustainability Report was created in accordance with version G3.1 of the Global Reporting Initiative Guidelines and with the "Communication on Progress" requirements of UN Global Compact.

The report covers at least ten fully reported performance indicators in relation to Economic (EC), Environmental (EN), Human Rights (HR), Labour (LA), Social (SO) and Product

Responsibility (PR) indicators. Unless otherwise stated, figures, facts and manager statements are valid for Swissport on a worldwide basis.

Our report has been verified by GRI to fulfil all requirements for application level C.

The GRI certificate on page 37 and the attached GRI 3.1 index from page 38 ff illustrate all the reported indicators and their corresponding location in the report.

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## Statement GRI Application Level Check

GRI hereby states that Swissport International Ltd. has presented its report "Sustainability report" (2013) to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 6 August 2013



Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.*  
[www.globalreporting.org](http://www.globalreporting.org)

*Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 31 July 2013. GRI explicitly excludes the statement being applied to any later changes to such material.*

G3.1 Content Index – GRI Application Level C

STANDARD DISCLOSURES PART I: Profile Disclosures

REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
<b>1. Strategy and Analysis</b>					
1.1	Statement from the most senior decision-maker in the organisation.	Fully	pp. 4–5		
<b>2. Organisational Profile</b>					
2.1	Name of the organisation.	Fully	p. 36		
2.2	Primary brands, products, and/or services.	Fully	pp. 10–13		
2.3	Operational structure of the organisation, including main divisions, operating companies, subsidiaries and joint ventures.	Fully	p. 6 & pp. 15–16		
2.4	Location of the organisation's headquarters.	Fully	p. 36 About this report <a href="http://www.swissport.com/corporate/contacts/headquarters/">http://www.swissport.com/corporate/contacts/headquarters/</a>		
2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	p. 7		
2.6	Nature of ownership and legal form.	Fully	<a href="http://www.swissport.com/corporate/ownership/">http://www.swissport.com/corporate/ownership/</a>		
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries).	Fully	pp. 7–8, p. 14		
2.8	Scale of the reporting organisation.	Fully	p. 6		
2.9	Significant changes during the reporting period regarding size, structure or ownership.	Fully	p. 7		
2.10	Awards received in the reporting period.	Fully	pp. 34–35		

Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission
<b>3. Report Parameters</b>					
3.1	Reporting period (e.g. fiscal/calendar year) for information provided.	Fully	2012		
3.2	Date of most recent previous report (if any).	Fully	This is the first report		
3.3	Reporting cycle (annual, biennial, etc.)	Fully	Annual		
3.4	Contact point for questions regarding the report or its contents.	Fully	p. 36 About this report		
3.5	Process for defining report content.	Partially	The core values on page 4 form the basis of this report. The reporting was based on the main subject areas set out in the GRI Guidelines. The present structure makes it possible to address specific information to key stakeholder groups: Airlines, employees, shareholders.	Proprietary information	We do not report fully on this disclosure item as the information is proprietary.
3.6	Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, and suppliers). See the GRI Boundary Protocol for further guidance.	Fully	p. 6		
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	p. 36 About this report		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations.	Fully	p. 6		
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	This is the first report		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	This is the first report		
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This detailed content index		
<b>4. Governance, Commitments, and Engagement</b>					
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Partially	pp. 15–16	Does not exist	We do not report this information as we have been unable to gather the data. We will be able to report this information in 2014.
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Chair of the board of directors is an independent member of the B.O.D.		
4.3	For organisations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	p. 16		
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	p. 21 Employees have the possibility to address their concerns as provided in local co-determination laws.		
4.14	List of stakeholder groups engaged by the organisation.	Fully	p. 33		
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	p. 33		

**STANDARD DISCLOSURES PART III: Performance Indicators**

**REPORT FULLY ON 10 CORE OR ADDITIONAL PERFORMANCE INDICATORS – AT LEAST 1 FROM EACH DIMENSION (ECONOMIC, ENVIRONMENTAL SOCIAL)**

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Economic</b>			
<b>Economic performance</b>			
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Not	
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	Not	
EC3	Coverage of the organisation's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from the government.	Fully	No financial assistance has been received from the government during the reporting period.
<b>Market presence</b>			
EC5	Range of ratios of standard entry-level wage by gender compared to the local minimum wage at significant locations of operation.	Partially	
EC6	Policy, practices and the proportion of spending on locally-based suppliers at significant locations of operation.	Fully	Swissport's definition of local depends on many factors, i.e. Trading blocks, and government regulations. In addition to trading regulations and location, the factors influencing Swissport suppliers: engage suppliers based on costs and efficiency. There are no global policies established for granting locally based suppliers.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	pp. 31–32
<b>Indirect economic impacts</b>			
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	
EC9	Understanding and describing significant indirect economic impacts, including the extent of the impacts.		

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Environmental</b>			
<b>Materials</b>			
EN1	Materials used by weight or volume.	Not	
EN2	Percentage of materials used that are recycled input materials.	Not	
<b>Energy</b>			
EN3	Direct energy consumption by primary energy source.	Not	
EN4	Indirect energy consumption by primary source.	Not	
EN5	Energy saved due to conservation and efficiency improvements.		
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	p. 17
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	p. 18
<b>Water</b>			
EN8	Total water withdrawal by source.	Not	
EN9	Water sources significantly affected by the withdrawal of water.		
EN10	Percentage and total volume of water recycled and reused.		
<b>Biodiversity</b>			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	
EN13	Habitats protected or restored.		
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by the level of extinction risk.		
<b>Emissions, effluents and waste</b>			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.		
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Fully	p. 18 Swissport significant spills are defined as spilling volume that needs to be reported to the government officials. During the reporting no spills have been recorded.
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and the percentage of transported waste shipped internationally.		
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organisation's discharges of water and run-off.		
<b>Products and services</b>			
EN26	Initiatives to mitigate the environmental impacts of products and services, and the extent of impact mitigation.	Partially	p. 17
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Environmental</b>			
<b>Compliance</b>			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	No fines or non-monetary sanctions for non-compliance with the law received during the reporting period.
<b>Transport</b>			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	Fully	p. 18
<b>Overall</b>			
EN30	Total environmental protection expenditures and investments by type.		
<b>Social: Labour Practices and Decent Work</b>			
<b>Employment</b>			
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	pp. 8–7
LA2	Total number and rate of new employee hires and employee turnover by age group, gender and region.	Not	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	p. 22
LA15	Return to work and retention rates after parental leave, by gender.	Not	
<b>Labour / management relations</b>			
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	The majority of the workforce (95%) is non-managerial and therefore theoretically subject to CLAs. - Half of US, all of Canada and all of Europe would be covered by CLAs which would roughly amount to 50% of the total workforce
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Not	
<b>Occupational health and safety</b>			
LA6	Percentage of the total workforce represented in formal joint management-worker health and safety committees that help to monitor and advise on occupational health and safety programmes.	Fully	Health and Safety functions in Swissport have the following structure showing the minimum standard: 1 Manager Corporate 1 Manager per each Division 1 Manager per each Country 1 Health & Safety Officer per each Station
LA7	Rates of injury, occupational diseases, lost days and absenteeism and the number of work-related fatalities by region and by gender.	Not	
LA8	Education, training, counselling, prevention and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	Not	
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	
<b>Training and education</b>			
LA10	Average hours of training per year per employee by gender, and by employee category.	Not	
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	pp. 23–28 To some extent Swissport offer those made redundant for operational reasons help in finding a new job.
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Not	
<b>Diversity and equal opportunity</b>			
LA13	Composition of governance bodies and the breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not	
<b>Equal remuneration for women and men</b>			
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Partially	p. 21

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Social: Human Rights</b>			
<b>Investment and procurement practices</b>			
HR1	The percentage and the total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	
HR2	The percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	All significant suppliers engaged by Swissport are required to show certificates of compliance with relevant human rights.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	pp. 19–20 A web-based training on the elements of the Code of Conduct was rolled out for the head-office late 2013. The web based training consists of three modules, with a duration of 1.5 hour. Corporate head-office employs 140 people and accounts for 0.35% of the total workforce
<b>Non-discrimination</b>			
HR4	Total number of incidents of discrimination and actions taken.	Fully	No incidents reported during the reporting period
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and the actions taken to support these rights.	Not	
<b>Child labour</b>			
HR6	Operations and significant suppliers identified as having a significant risk for incidents of child labour, and the measures taken to contribute to the effective abolition of child labour.	Not	
<b>Forced and compulsory labour</b>			
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of all forms of forced or compulsory labour.	Not	
<b>Security practices</b>			
HR8	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.		
<b>Indigenous rights</b>			
HR9	Total number of incidents of violations involving the rights of indigenous people and the actions taken.	Fully	No incidents reported during the reporting period
<b>Assessment</b>			
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	
<b>Remediation</b>			
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Social: Society</b>			
<b>Local communities</b>			
SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	Not	
SO9	Operations with significant potential or actual negative impact on local communities.	Not	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impact on local communities.	Not	
<b>Corruption</b>			
SO2	Percentage and total number of business units analysed for risks related to corruption.	Not	
SO3	Percentage of employees trained in the organisation's anti-corruption policies and procedures.	Fully	pp. 19–20 A web-based training on the elements of the Code of Conduct was rolled out for the head-office late 2013. The web based training consists of three modules, with a duration of 1.5 hour. Corporate head-office employs 140 people and accounts for 0.35% of the total workforce
SO4	Actions taken in response to incidents of corruption.	Fully	p. 20
<b>Public policy</b>			
SO5	Public policy positions and participation in public policy development and lobbying.	Not	
SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions, by country.	Not	
<b>Anti-competitive behaviour</b>			
SO7	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes.	Fully	p. 20 Code of Conduct. Fair Competition
<b>Compliance</b>			
SO8	Monetary value of significant fines and the total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	No fines or non-monetary sanctions for non-compliance with the law received during the reporting period.

Indicator	Disclosure	Level of Reporting	Location of disclosure
<b>Social: Product Responsibility</b>			
<b>Customer health and safety</b>			
PR1	Lifecycle stages in which the health and safety impacts of products and services are assessed for improvement, and the percentage of significant products and services categories subject to such procedures.	Partially	pp. 28–30
PR2	The total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their lifecycle, by type of outcome.	Fully	None reported during the reporting period.
<b>Product and service labelling</b>			
PR3	Type of product and service information required by procedures, and the percentage of significant products and services subject to such information requirements.	Partially	p. 28
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcome.	Fully	None reported during the reporting period
PR5	Practices related to customer satisfaction, including the results of surveys measuring customer satisfaction.	Fully	pp. 34–35
<b>Marketing communications</b>			
PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship by type of outcome.	Fully	None received during the reporting period
<b>Customer privacy</b>			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	None received during the reporting period.
<b>Compliance</b>			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	No fines or non-monetary sanctions for non-compliance with the law received during the reporting period.



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