

SWISSPORT INTERNATIONAL AG

# SUSTAINABILITY REPORT 2019





# CONTENTS

<b>1</b>	<b>INTRODUCING SWISSPORT</b>		<b>4</b>	<b>EMPLOYEES AND SOCIETY</b>	
	CEO`s statement		4	Our workforce	36
	Company profile		6	Human resources management	37
	2018 highlights		8	Training and qualification	40
				Compensation and benefits	41
				Health and safety	42
				Corporate citizenship	44
<b>2</b>	<b>OUR BUSINESS IN FOCUS</b>				
	A five-year investment program under way	12			
	The real heavy lifters	16			
<b>3</b>	<b>SUSTAINABLE BUSINESS</b>			<b>5</b>	<b>CARING FOR THE ENVIRONMENT</b>
	Corporate governance	22		Employee responsibility	49
	Stakeholder relations	23		Local cooperation	49
	The Swissport Formula	24		Environmental impact	50
	Pricing discipline	25		Going electric	52
	Commercial governance	25			
	Innovation and product responsibility	26			
	Quality management	29			
	Compliance and risk management	29			
	Human rights in the supply chain	32			
				<b>6</b>	<b>ANNEX</b>
				About the report	54
				GRI Content Index	55
				Credits	60

## CEO'S STATEMENT

» 2018 has been an economic success as much as a visible step forward in terms of sustainability.«

### Dear Readers,

At Swissport, we integrate sustainability into our strategic and operational objectives and decision-making. Ultimately, this approach supports our ambition to achieve profitable growth and focus on value creation. We believe sustainable business practices contribute to positive results, which in turn provide additional flexibility for investments in environmental and social matters. Therefore, continuous improvement is at the heart of everything we do regarding client service and our employees, but also with a view to business processes.

We efficiently manage the use of natural resources in our business operations. And we apply utmost care and invest significant time and financial resources in training and equipment to keep our employees safe and healthy. Environmental protection, health and safety, and the quality of our services do not just

happen by themselves. They are the result of a longer-term commitment, systematic efforts and continuous investment.

2018 has been an economic success as much as a visible step forward in terms of sustainability. We have, for example, significantly increased the number of electric vehicles in our fleet of Ground Support Equipment, reducing fuel use and emissions. The management of our environmental impact goes hand in hand with our service quality and our results here, and we are working on a new group-wide environmental management system ready for 2020.

We also further reduced "accidents & incidents", bringing down lost-time injuries and damage. Moreover, 2018 saw Swissport successfully pass the ISAGO registration and ISO 9001:2015 certification of our management systems for quality and for health & safety.





» Continuous improvement is at the heart of everything we do. «

As a signatory to the United Nations Global Compact since 2011, Swissport is committed to environmental care, the protection of human rights, the upholding of labor standards and the fight against bribery and corruption. In all of these fields of action, we have once again intensified our efforts in 2018 and we remain committed to continuously working towards further progress.

Thank you for your interest and support on our exciting journey.



**Eric Born**  
President & CEO  
Swissport International AG

## COMPANY PROFILE

### A GLOBAL LEADER IN AIRPORT SERVICES

Swissport operates at over 300 airports in 49 countries. We have a broader global presence than any of our competitors, and our clients benefit from the industry's widest single-source service portfolio.

With operations at over 300 airports in 49 countries, we are proud to serve more than 850 corporate clients on six continents.

With a workforce of some 66,000, the group generated a topline revenue of EUR 2.99 billion (2017: EUR 2.71 billion). Operating EBITDA grew by 28.7% to EUR 273.2 million (2017: EUR 212.2 million).

We deliver a full suite of high-quality services in airport ground services and in air cargo handling. Our customers can choose from various degrees of vertical outsourcing, which ranges from singular passenger, ramp and cargo handling services to full-hub outsourcing solutions. This proves to be a key selling proposition for Swissport, as it allows our clients to flexibly adapt the desired degree of collaboration with us over time.

### AIRPORT GROUND SERVICES

Swissport generates roughly 80 percent of its revenue in airport ground services, which include passenger services and ramp handling. Our complete service portfolio affords us a significant cost and service advantage. Swissport performed some 2.2 million aircraft turns in 2018, equaling one flight every 15 seconds. Our customer service agents served 282 million airline passengers.

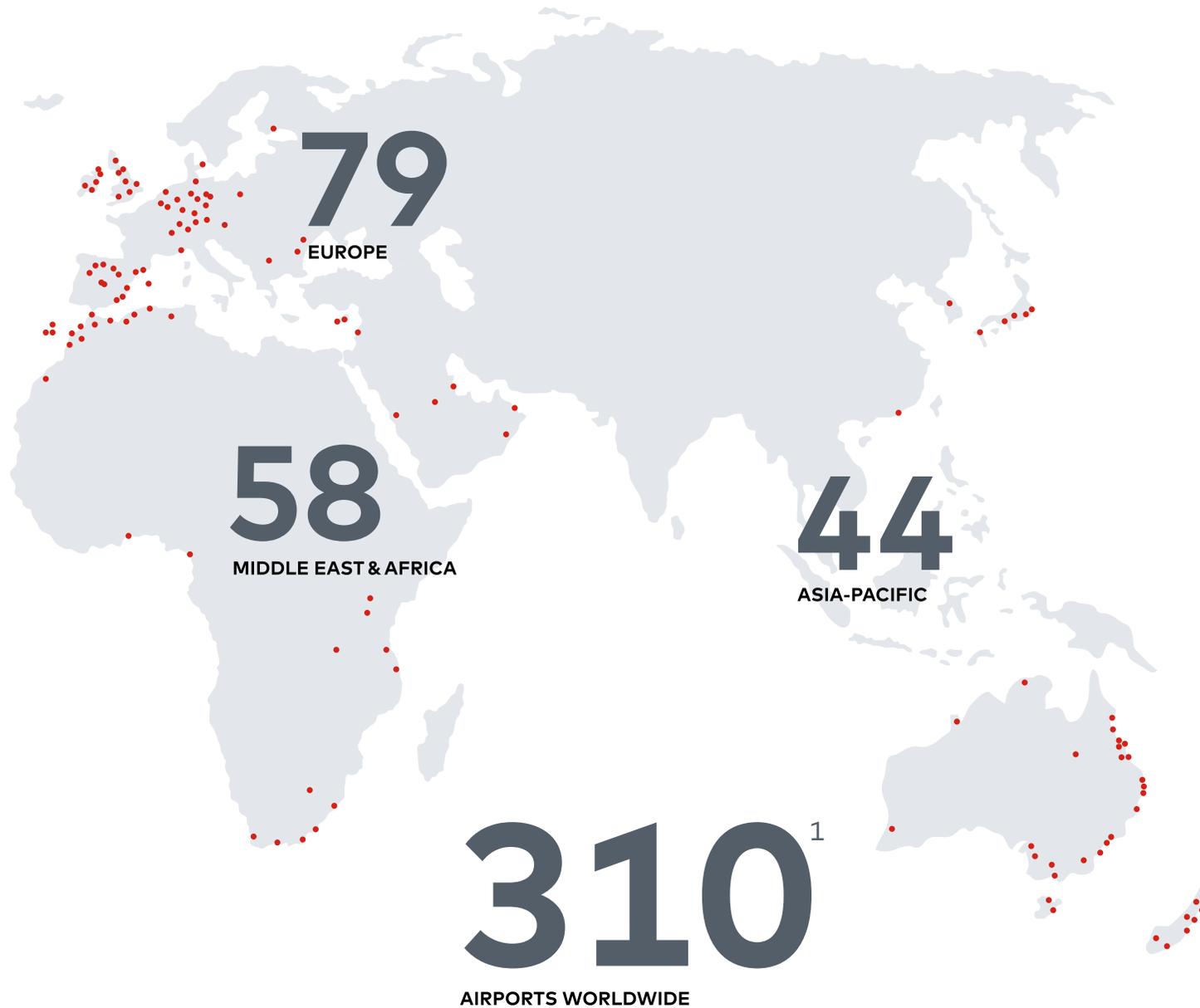
#### Passenger services

- Check-in and Gate
- Passenger Mobility
- Lounge Hospitality
- Executive Aviation
- Security Services
- Lost & Found

#### Ramp handling

- Baggage Services
- De-Icing
- Fueling
- Moving of Aircraft
- Aircraft Cleaning





### AIR CARGO HANDLING

Our air cargo business accounts for approximately 20 percent of our revenue. We handle everything from general cargo to specialist shipments such as high-value or temperature-sensitive products. Some 4.8 million tons of air cargo passed through Swissport's warehouses in 2018. Of our 115 warehouses, nine are certified by IATA's Center of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma).

#### Services

- Freight Handling
- Forwarder Handling
- Special Cargo Services
- Temperature-controlled Handling
- Express Services
- Road Feeder Services
- Hub Handling

<sup>1</sup>as of July 2019

## 2018 HIGHLIGHTS

**4.8**

**CARGO TONS HANDLED** (million)  
(2017: 4.7 million)

**ZERO-DROP**

**FUEL SPILLAGE INITIATIVE IMPLEMENTED**

**UP TO 40%**

**REDUCTION IN FUEL CONSUMPTION BY USING ELECTRICALLY POWERED GSE**

**282**

**PASSENGERS SERVED** (million)  
(2017: 265 million)

**-19%**

**AIRCRAFT DAMAGE**  
(compared to 2015)

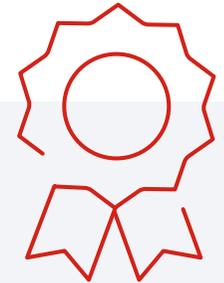
**88%**

**OF EMPLOYEES ARE PERMANENTLY EMPLOYED**

**-18%**

**LOST-TIME INJURIES**  
(compared to 2015)





## AWARDS

### BEST AIRLINE-HANDLER AWARD 2018

Swissport and its partner Finnair have been honored by Ground Handling International for a new machine-learning tool which helps to dynamically predict aircraft delays at Finnair's hub in Helsinki-Vantaa. By means of a machine-learning algorithm, resource constraints are detected long before an aircraft touches down. As a result, the system can predict the estimated time of arrival for Finnair in Helsinki with an accuracy of six minutes, one flight rotation in advance – while the “learning” algorithm becomes more precise with each flight.

## CERTIFICATIONS

### ISAGO

Swissport's Corporate Headquarters are the first ground handler to have been registered under IATA's Safety Audit for Ground Operations (ISAGO) (edition 6). In addition, 48 stations of its global network are currently ISAGO-certified.

### IATA

Swissport has been a member of the IATA Strategic Partnerships Program since 2005. In 2017, IATA recognized Swissport for the successful implementation of its Ground Operations Manual (IGOM).

### ISO

The Swissport management system has been certified according to ISO 9001:2015.

### IATA CEIV PHARMA

Swissport's air cargo operations in Amsterdam, Barcelona, Basel, Brussels, Frankfurt, Helsinki (Finnair COOL), Madrid, Miami and Montreal are certified by IATA's CEIV Pharma. CEIV Pharma standards guarantee air freight customers highest quality and temperature control standards for the transport of sensitive pharmaceutical products.



CBL193

swissport

CBL193

AKE  
71316  
LX

LDL 353

RANGER

QINT

一級機

TID

TID



QINT

LDL 353

LDL 353

LDL 353

LDL 353

LDL 353

LDL 353

## OUR BUSINESS IN FOCUS

### BRINGING SUSTAINABILITY TO LIFE

Swissport's fleet of Ground Support Equipment comprises over 50,000 assets. In 2016, the company embarked on a fleet modernization program focusing on operational reliability, efficiency, safety and emissions reductions to better meet client requirements and societal expectations.

As a passenger, we come in contact with a great many ground service processes and machinery on our way from entering an airport to boarding the aircraft. With our thoughts on the trip or other things, we typically don't waste a thought on the complex airport ground processes. And if everything runs smoothly, we will probably not notice any of what is happening backstage. Hardly anyone pays attention to the tools, special vehicles and refined processes. And yet, they are essential components of an airport ground service delivery.

"Efficient ground service processes are vital for a pleasant airport experience for travelers," says Matthias Hüttner, Swissport's Senior Vice President Global Operations, "and reliable equipment is a key prerequisite for enabling this." From baggage transportation carts to passenger buses to mobile staircases, fueling trucks, cargo loaders and aircraft tractors, there are large fleets and a vast variety of Ground Support Equipment (GSE) at any modern airport.

As the largest provider of airport ground services and air cargo handling, operating at more than 300 airports worldwide, Swissport operates a GSE fleet with over 50,000 assets. They all need to be allocated, implemented and properly maintained to support efficient and reliable operation. Swissport has its own GSE workshops and a dedicated fleet management team.

## A FIVE-YEAR INVESTMENT PROGRAM UNDER WAY

In 2016, Swissport set out on an ambitious five-year journey to realize its vision of establishing the company as the industry benchmark in airport GSE fleet management. The objective is to further improve fleet performance in terms of practicality, operational reliability, safety and cost efficiency. Our membership in the UN Global Compact and our long-standing commitment to environmentally responsible business add up to a host of reasons for Swissport to continuously invest in modern GSE. Needless to say, fuel consumption and emissions are important aspects of our purchasing decisions.

### Asset management

The replacement of equipment at the optimal time in an asset's life cycle is a key component of effective fleet management. Typically, older equipment has a higher fuel consumption and emits more pollutants. Repair and maintenance

costs also increase as vehicles get older, resulting in reduced cost efficiency. Beyond economics and environment, untimely breakdowns may compromise a reliable operation. There is a point in every asset's life cycle when it becomes operationally and financially unviable to retain it.

"We want to provide lean, agile, consistent and cost-effective fleet management across our global network," explains David Burgess, Vice President Global Fleet Management. "It is our aim to deliver safe and fit-for-purpose equipment, and to maximize availability, optimize resources and reduce the total cost of ownership of equipment over its service life."

But a unity of purpose alone is not sufficient. A capable fleet leadership team, good governance, an effective fleet policy and a globally deployed enterprise asset management system are the drivers of effective fleet management. Along with a commitment to invest in fleet modernization, they contribute to successful fleet performance management at Swissport.

## THE FIVE LARGEST GSE CATEGORIES AT SWISSPORT BY SPENDING VOLUME (2018)



● Lower Deck Loaders	15%
● Conventional Aircraft Tractors	11%
● Baggage Tractor Units	9%
● Towbarless Aircraft Tractors	8%
● De-Icing Units	7%
● Other	50%

### Partnering with suppliers

Swissport has also developed close working relationships with some key GSE suppliers. Such partnerships can deliver benefits for both parties, ranging from product enhancements, based on our long-term operational insights and data, to the formulation of training packages for Swissport's GSE technicians.

» The modernization of our fleet comes with significant improvements for the environment. «

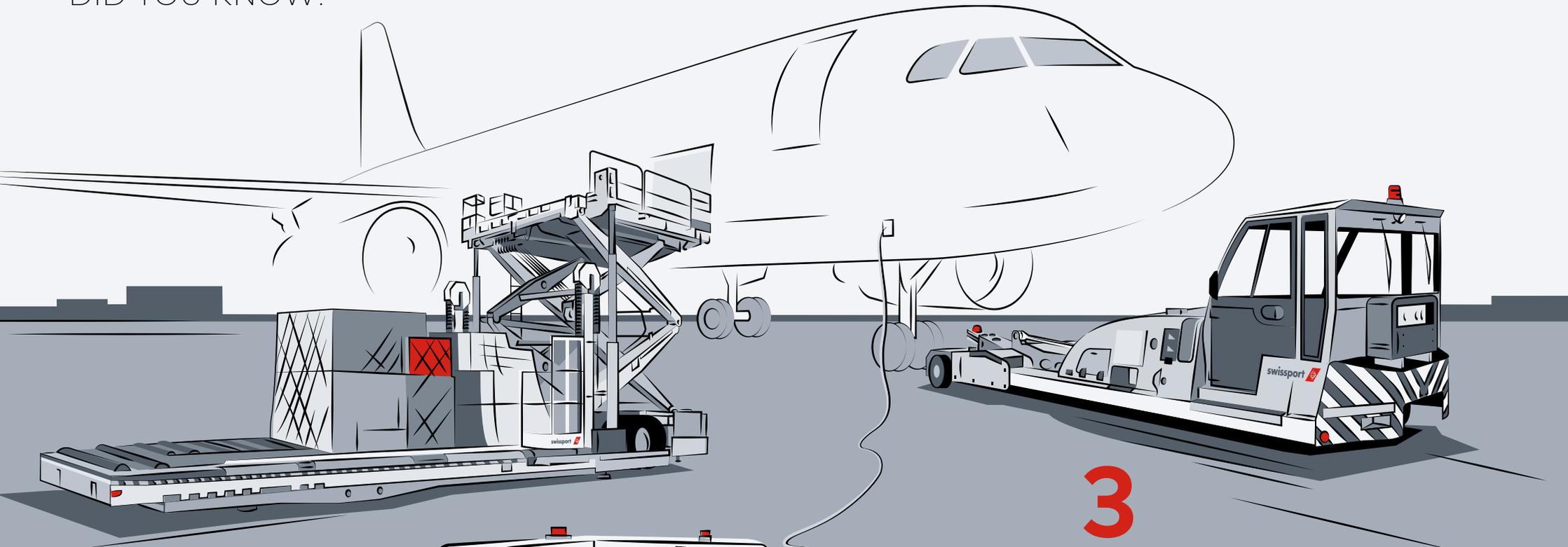
Burgess states: "By getting involved at the conceptual stage of equipment development, Swissport is better able to influence what eventually comes off the production line in terms of meeting operational requirements."

A current example of such close collaboration with our GSE suppliers is the exchange between Swissport and a manufacturer of autonomously docking passenger stairs in Belfast. In 2018, when the project was in the extensive testing stage, Swissport was using the autonomous stairs almost every day, providing the manufacturer with feedback collected under realistic conditions.

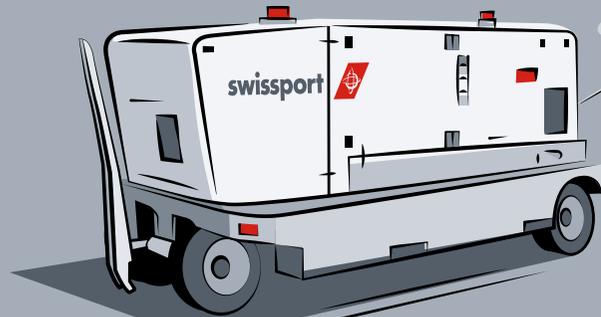
Swissport is also working on deploying more standardized equipment across its extensive network and has significantly reduced the number of suppliers. Most centrally managed equipment categories are now sourced from only 25 suppliers, while some regionally managed categories are sourced from other suppliers.



## DID YOU KNOW?

**1****CARGO LIFTER**

Trepel's Champ 70e uses a **37 kWh** power unit.

**2****GROUND POWER UNIT**

Turning electric is creating a **better working environment** with **no noise** created.

**3****PUSHBACK**

The TPX-100-E can avoid up to **8 tons of CO<sub>2</sub>** per year.

## GOING ELECTRIC ON THE GROUND

Increasing climate change awareness has brought a sharper focus on the use of fossil fuels. Swissport is aware of its responsibility and is increasingly using eGSE instead of fossil-fuel powered vehicles.

Three new electric vehicles you can find in our fleet include:



# 1

### CARGO LIFTERS UNDER POWER

The workhorses of the air cargo industry on the ground are the high-loaders, main-deck loaders and other mobile platforms that can lift cargo containers and pallets into the bellies and tubes of passenger and cargo aircraft. In just a few minutes, lifters can transport over 100 tons of payload to the largest cargo aircraft. And here, too, electricity has started to replace diesel. A common model, the Champ 70, made by Trepel, can lift up to seven tons of freight to a height of 5.60 meters – in just 12 seconds. This allows it to easily reach the belly cargo holds of all passenger aircraft. The quiet energy comes from a battery with a capacity of 37 kWh. This corresponds to the battery capacity of a current mid-range electric car.

# 2

### ELECTRICAL GROUND POWER UNITS

If an airplane makes a stopover, its engines also take a break. In the meantime, the energy required for lighting, air conditioning and hydraulic systems is often supplied by a ground power unit. Most of these are still diesel gen-sets, which are standard equipment at many apron positions. But the future is electric here too – and this offers several advantages. For example, a battery-powered unit emits no greenhouse gases, makes no noise whatsoever and thus also improves the working climate for our employees. And within a few years, the minimal maintenance and significantly lower energy costs easily make up for the higher acquisition costs of battery-powered units. Swissport is currently testing electrically powered devices at Zurich Airport, among other locations.

# 3

### BATTERY-POWERED PUSHBACKS

They are among the most impressive and powerful GSE at the world's airports: Tow-barless Aircraft Tractors – the largest among the so-called pushpack vehicles. They push aircraft from their parking position to the taxiway. Give the power requirements to push the largest aircrafts, diesel engines are still being used, but the innovators are looking for alternatives. TLD was one of the first companies to recognize the potential of the battery and equipped its TPX-100 in the E-version with accumulators. The clean engine can avoid up to 8 tons of CO<sub>2</sub> emissions per year that would result from combustion engines.

## THE REAL HEAVY LIFTERS

With his aircraft tow tractor, or “pushback tractor” as insiders call it, he moves giants – and with his colorful Instagram posts, “Pushback Mario” lets us be part of his fascinating work life at Brussels Airport.

Even after a few years on the job, getting up for his early morning shifts is still a bit of a challenge for Mario Debontridder. However, if this is the biggest issue connected to work, the job itself cannot be too bad at all. And that’s an understatement, because the 23-year-old dearly loves his job with Swissport at Brussels Airport – so much indeed that he regularly shares his enthusiasm on his private Instagram account.

There, fans and the community of “plane-spotters” and “avgeeks” know him simply as “pushback\_mario”. It is his Instagram handle, or the guy behind the wheel of the big airport vehicles with an eye for the perfect moment. Not every workplace is as exciting as Mario’s, that’s for sure. His collection of around 350 photos is proof of this: giant, shiny Boeing and Airbus passenger jets from all over the world, photographed from all kinds of angles while being serviced at Brussels Airport at any time of day and in any weather. Through Mario’s lens, we get to see aircraft and special machinery in situations we do not usually get to see as passengers frequenting airport terminal buildings.

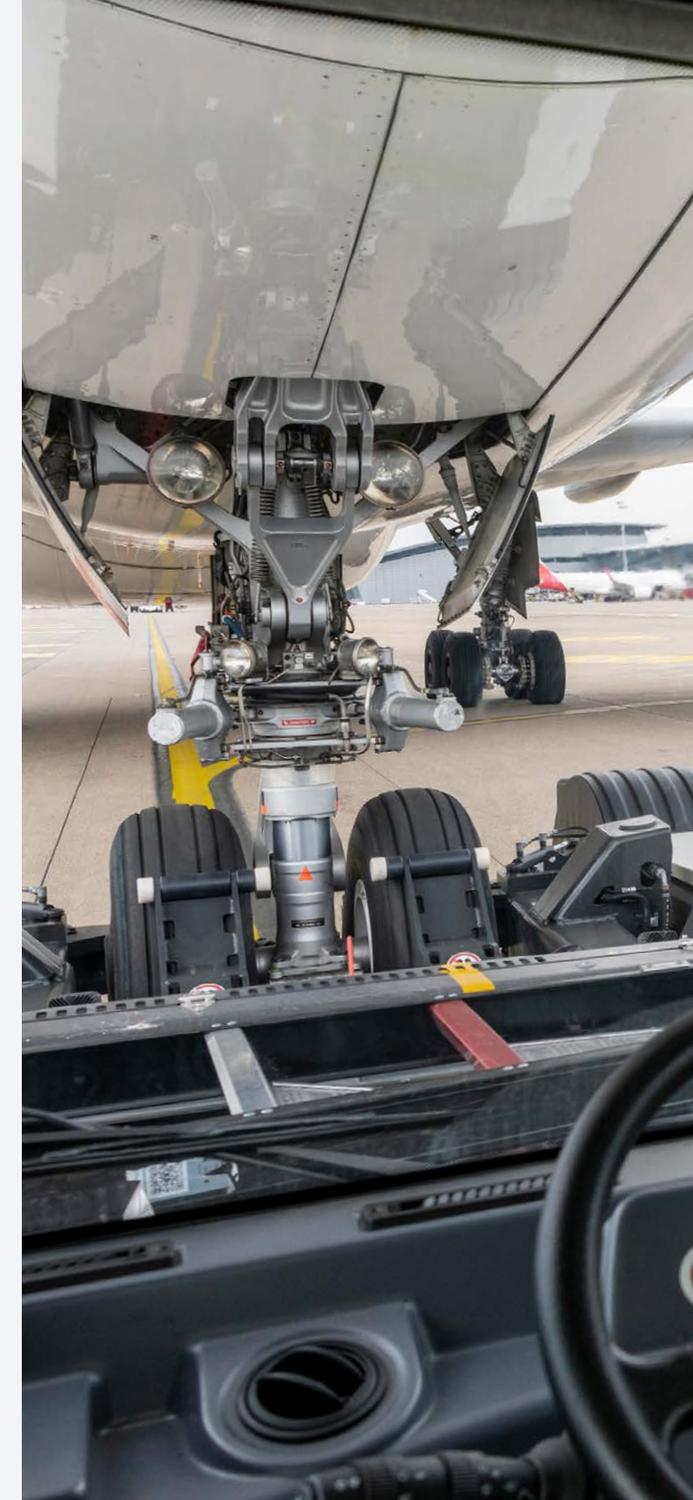
Mario’s community of followers is growing steadily. In mid-March 2019 he had around 3,500 followers, reaching well over 4,100 three months later. “Every picture brings about ten new followers,” Mario says with a mixture of pride and astonishment. His name is getting around in the scene.

### An adrenalin kick

What exactly is it that fascinates Mario so much about working on the airport apron? “I guess I’m just an avgeek,” he says. “It’s all about aviation for me. I applied for a job at the airport because I wanted to work with aircraft. And unless you’re a pilot, you can’t get any closer to an airplane than I do in my job.”

“I love aircraft, all types of aircraft – the bigger ones, the wide bodies, the narrow bodies, all of them.” But the highlights of his day are, no doubt, when one of the bigger airplanes comes in. “Coming in” means Mario gets allocated a flight on his Personal Digital Assistant (PDA). He and some twenty colleagues per shift get their working schedules via PDA, allocated by the “dispatch people,” as Mario calls his office colleagues. “They send the jobs, one by one.”

And when a large intercontinental flight comes up, that’s a highlight of his day: “For me, it’s the bigger the better! This morning I had a Triple-7 [editor’s note: Boeing 777], a United flight to Washington. It’s great to push a 350-ton aircraft on the taxi line. That’s always an adrenalin kick. I love it. It’s a highlight for me.”





» I love aircraft, all types of aircraft, the bigger ones, the wide bodies, the narrow bodies, all of them.«

#### **The “nose-lifter dude”**

Then Mario climbs into his Goldhofer Phoenix, the “Mercedes among the aircraft tow tractors,” as he puts it, starts up and drives to the position of the aircraft. “When I first started at Swissport in 2017, I worked with the loading team,” he explains. That’s the team that make sure the suitcases and cargo get stowed in the belly of the aircraft. This also gets you pretty close to the big machines, but it was not what he was really interested in. “Then I became the nose-lifter dude,” he laughs.

The nose-lifter gets its name from its function: Mario’s truck has a large opening between its back wheels, and he steers it carefully so they are positioned at either side of the aircraft’s nose gear. One barely notices the forces at work here, but it’s a great sight to witness how the low-lying tractor – seemingly without effort – lifts the huge aircraft by its nose and then pushes it backwards to its point of departure. “We each move more passengers a day than any pilot,” Mario muses, and he is most certainly right.

» I tell my followers what qualifications they need, how they have to apply and how they would be trained.«

**Stronger bass than a rock concert**

Mario's fascination with his job is infectious. Often, after hours, he responds to messages and questions he gets from his followers on Instagram. And there are quite a few who became curious about Mario's job when browsing his profile. So he has become something of an unofficial job broker for Swissport. "Many of my followers are under the age of 18," he says. "I tell them what qualifications they need, how they have to apply and how they would be trained on the job once they join." For more information on our workforce, see page 35.

And training is essential, not least in safety aspects. "Basically, everything around an aircraft is potentially dangerous," Mario explains. There are fuel trucks, lots of different types of vehicles moving around, and there is the noise. "A Triple-7 creates a stronger bass than you get at a rock concert," he explains; "everything vibrates when this aircraft starts up its engines." Therefore, Swissport employees must wear all kinds of protective gear, from ear plugs to fluorescent vests and safety shoes. "We're well equipped and trained, but ultimately, you have to take care

of yourself" is his recommendation to potential applicants. "Don't delegate your personal safety to a policy or a colleague. Most accidents can be prevented if you're careful." For more information on safety, see page 42.

Mario has observed a recent increase in electrical buses, for example. He is already looking forward to his first electrical "nose-lifter," which will be coming to Brussels sooner or later, as he says. According to feedback from colleagues at other airports these vehicles are not only ecological, but also fun to operate.

At Swissport, the largest electric fleet is currently based at Zurich Airport in Switzerland. In 2018, Swissport invested a double-digit million euro amount in new equipment. A growing portion of the fleet is powered with alternative energy or battery power. Current vehicles are focusing on lighter narrow-body jets, but it is only a matter of time before they will take on large wide-bodies. See page 47 for more on environmental management.

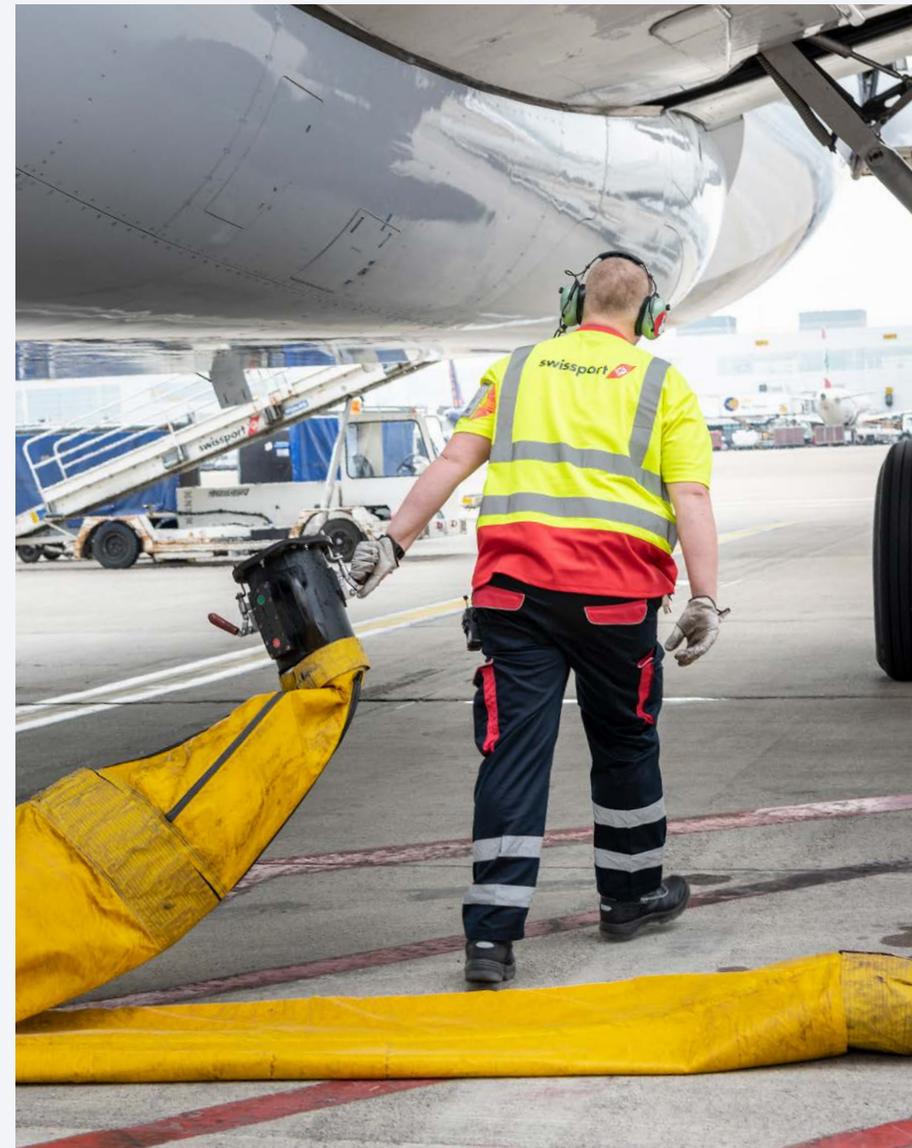
Investment requests are submitted by the local teams, in coordination with regional management. The decision is based on a number of factors; next to environmental benefits, economic aspects such as the total cost of ownership of a new vehicle, its financing costs, together with operating and maintenance costs are compared to the cost structure and development of existing equipment.

"It's amazing to drive a truck that's worth more than your house," Mario says. And again, one can only agree with him – or follow him on Instagram, like a few thousand enthusiasts already do.

» It's amazing to drive a truck that's worth more than your house. «



Find Mario Debontridder  
on instagram: [@pushback\\_mario](https://www.instagram.com/pushback_mario)





## SUSTAINABLE BUSINESS

### HOW WE MANAGE AND GOVERN OUR BUSINESS

For Swissport, responsible management is a claim to quality that we have set for ourselves, and we are convinced that it is also the basis for Swissport's sustained business success.

Our primary focus is to deliver high-quality services in a cost-efficient way in order to create value for our clients, investors and the aviation industry. Ultimately, this is also mirrored in our ambition to continuously achieve profitable growth and joint value creation. Intelligent innovation processes and the highest product and service standards are just as decisive for Swissport's business success as forward-looking compliance and risk management, active supply chain management and sustainable stakeholder relations.

Thanks to our Global Account Management, Swissport customers benefit from specialist resources, latest insights on global industry trends and Swissport's tried-and-tested operating solutions, designed to contribute to the efficiency of our clients' processes. The single point of contact fosters trusting working relationships and an open dialog. At Swissport, we tailor solutions to the needs of our customers and are used to reporting on mutually agreed KPIs based on our clients' requirements.

As an advocate of fair and open competition, Swissport works tirelessly against corruption in all its forms, including extortion and bribery. Our Anti-Corruption Guidelines and the recently revised and redesigned Code of Conduct are binding for everyone working at Swissport.

Our approach to responsible business conduct, quality management and innovation encompasses the whole value chain. It also involves partners and suppliers. And our responsibility extends to labor relations, safety matters, environmental protection and similar issues of concern across our supply chain, in line with and in the spirit of the principles of the UN Global Compact.

We are convinced that our focus on value creation in our business decisions increases the stability of our network and is to the benefit of our clients as well. State-of-the-art commercial systems support our sales teams to make the right choices, jointly with our clients.





## GROUP EXECUTIVE MANAGEMENT

### Eric Born

President &  
Chief Executive Officer

### Dr. Christian Göseke

Chief Financial Officer

### Andreas Hugener

Chief HR Officer

### Nils Pries Knudsen<sup>1</sup>

Chief Commercial Officer

### Peng Liu

Executive Vice President

### Dr. Simon Messner<sup>2</sup>

Executive Vice President  
Performance Management  
& Innovation

### Joseph Phelan<sup>3</sup>

Chief Operating Officer

### Glenn Rutherford<sup>2</sup>

Executive Vice President  
Asia-Pacific

### Luzius Wirth<sup>2</sup>

Executive Vice President  
Europe, Middle East & Africa

## CORPORATE GOVERNANCE

Swissport International AG is managed by the Group Executive Management (GEM), supervised by a non-executive Board of Directors. Further information on the composition of our GEM can be found in our current Company Profile.

GEM meetings take place monthly to review the business performance including economic, environmental, and social performance to assess risks and opportunities as well as compliance with the principles, guidelines and international standards the company adheres to. This ensures that any fluctuation in country or operational performances can be identified quickly, and action and improvements be implemented swiftly and reviewed monthly.

In addition, the Executive Vice Presidents and the CEO visit the key countries several times a year to conduct in-depth business reviews with the regional and local management. These reviews are supported and rounded off by internal safety and management audits, external audits

<sup>1</sup> Until end of June 2019, <sup>2</sup> As of 1 January 2019, <sup>3</sup> Until end of December 2018. Ad interim EVP Americas from January to April 2019.

as well as internal corporate group audits which report directly to the Board of Directors (e.g. Global and Regional internal audits).

#### **Board of Directors**

In addition to the consideration of significant operational and financial matters, the Board also addresses corporate governance and sustainability issues including challenges arising in areas as diverse as health and safety, union engagement and employment, and the environment. In fulfilling their responsibilities as members of the Board, the Directors remain cognizant of their obligation to act in a manner which they consider, in good faith, would be most likely to promote the success of the company for the benefit of its shareholders as a whole.

#### **Ownership**

The single shareholder of Swissport is the HNA Group, a global company focused on aviation and aviation-related businesses with assets and operations in the United States, Europe and Asia. Founded in China in 1993, the company is cultivating strong roots in air travel and logistics. For more information, visit [www.hnagroup.com](http://www.hnagroup.com).

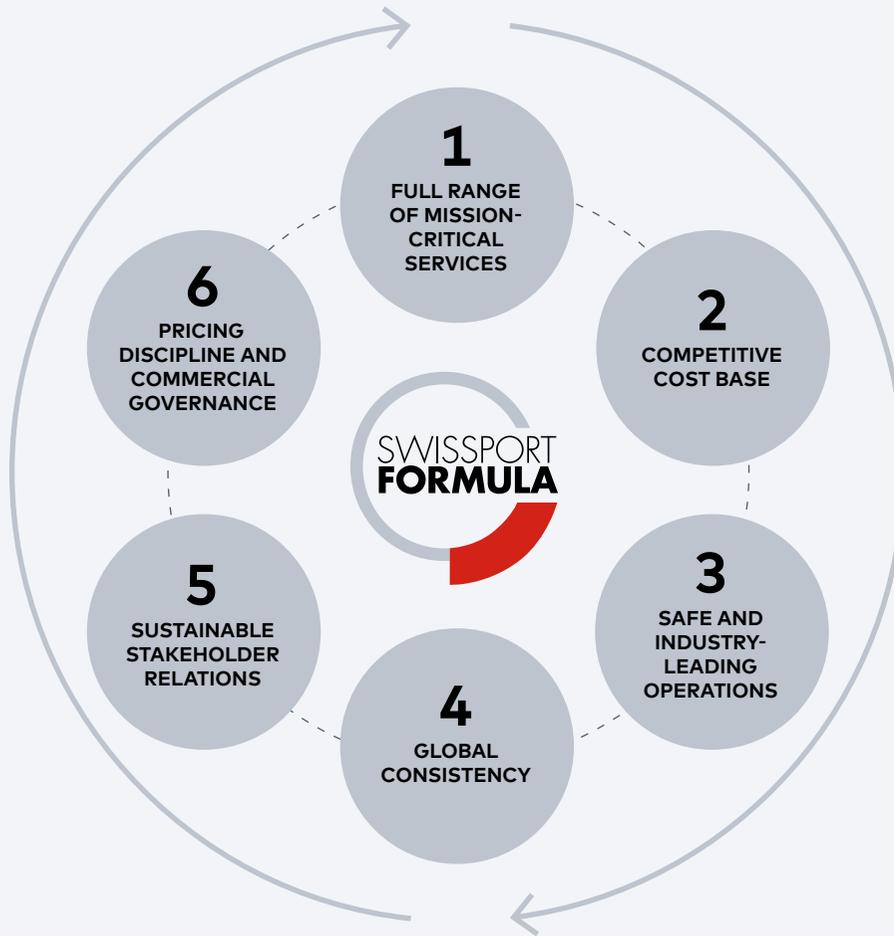
## **STAKEHOLDER RELATIONS**

Strong and resilient relationships with key stakeholders are of pivotal importance in any service business. And this is even more true for Swissport with its hybrid profile of B2B contracts and airline passenger interactions. By outsourcing mission-critical services to Swissport, our clients put their success in our hands. The trust they place in us fills us with a sense of responsibility and provides us with our motivation.

Swissport engages with a range of stakeholders on a regular basis. It is our goal to be a reliable, professional and recognized partner for all our stakeholders – internally and externally. We identify our key stakeholders as those groups that are affected by, or could have an effect on, our operations. They include, but are not limited to: airlines, airports and airport authorities (private and governmental), IATA and other international associations in the aviation industry, shareholders, management, staff, trade unions and works councils, local communities, suppliers, passengers, shippers and forwarders.

Based on over 3,000 B2B client contracts, Swissport currently services some 850 corporate clients. At the same time, tens of thousands of our employees serve over 280 million passengers a year in face-to-face customer interactions, often hand in hand with third-party providers. With so many customer contacts on behalf of our airline clients, mutual trust and an open dialog are crucial elements in working towards successful long-term relationships. Therefore, customer and stakeholder relations are key factors for our success.

We also listen closely to the voices of our customers and carefully assess their feedback. In a survey conducted in 2018, we interviewed 196 customers across the globe from different business lines. Over 35 percent of the customers interviewed think that Swissport has improved its services and the client relationship over the past twelve months. Among the criteria that were rated, Swissport customers are most satisfied with the relationship with their main contacts and the professionalism of our staff.



**THE SWISSPORT FORMULA**

Swissport’s competitive advantage is based on a set of distinctive success factors. These are supported by the Swissport Formula, which defines the way we work.

The Swissport Formula is a management philosophy and a set of principles that support our distinctive success factors. It helps Swissport in creating a sustainable competitive advantage and in executing its corporate strategy.

Our aspirations are the same around the globe. Based on innovation, engagement and reliability, we deliver high-quality, tailor-made solutions to meet the expectations of our clients. That is why the Swissport Formula is the way we work.

**UNDERPINNED BY**



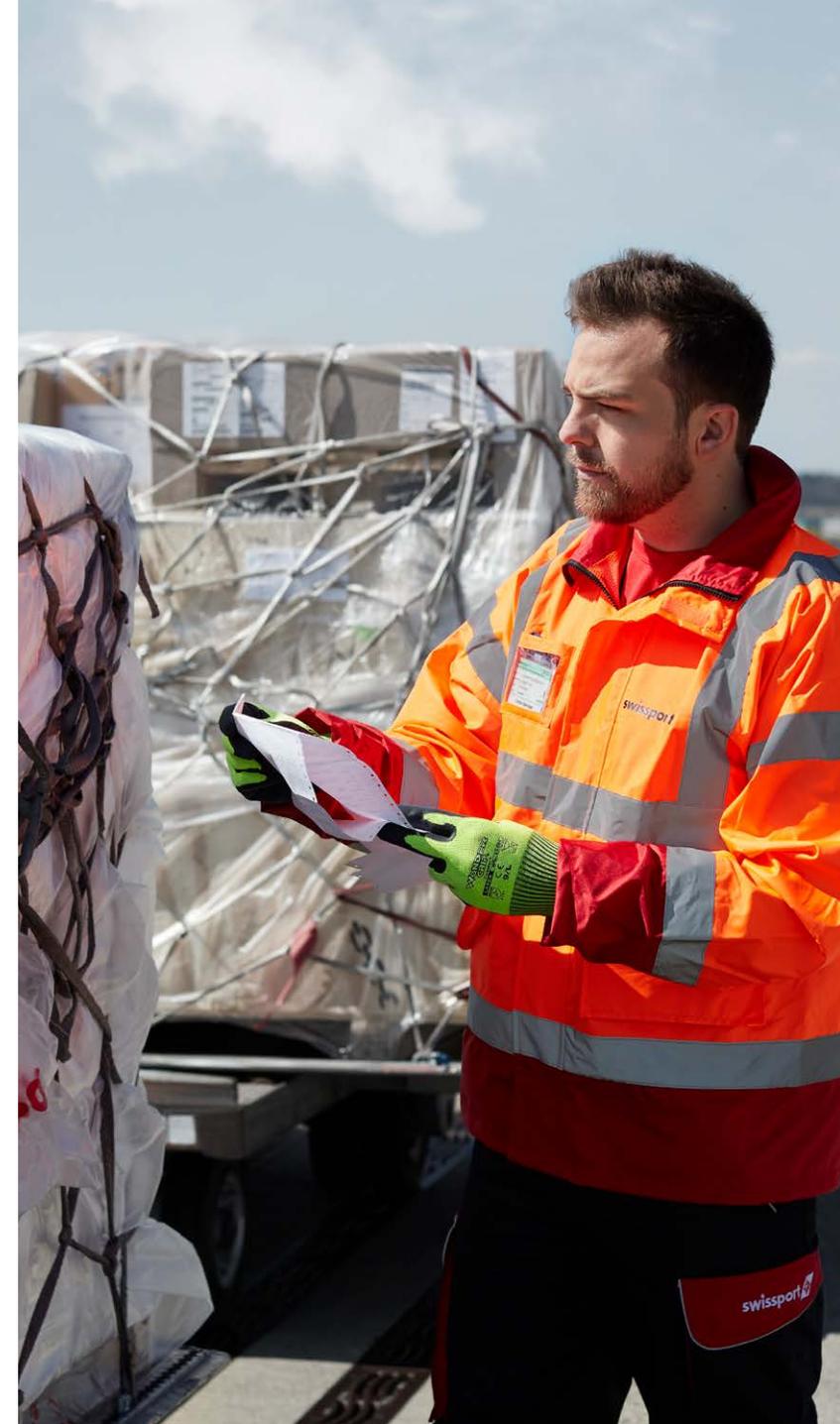
Watch our video to learn more about the **Swissport Formula**

## PRICING DISCIPLINE

Our sustainable business principles, as laid out in our Swissport Formula, apply to all our stakeholders, including – of course – our clients. Therefore, when we participate in public tenders, we are flexible, but disciplined in our pricing. Based on Swissport's competitive cost base, coupled with the quality and consistency of our service delivery, we enter public tenders with confidence. However, we do not compete for new contracts at prices that we know we will not be able to maintain in the longer term. This underlines our commitment to sustainable client relations, based on our deep understanding of the business and a detailed global costing template. We are convinced that our focus on value creation in our business decisions increases the stability of our network and is to the benefit of our clients as well. As a global business, Swissport is constantly seeking ways to further enhance its management systems to increase internal efficiency and build rigor into the way that processes are completed.

## COMMERCIAL GOVERNANCE

In January 2018, we successfully started the rollout of Salesforce, our new commercial management tool, bringing Swissport's commercial steering to our exacting standards as a leading global operator. The tool was set up over a six-month period, drawing on the experiences and business requirements expressed by our workforce to ensure that the resulting solution was fit for purpose. This new state-of-the-art solution supports our employees with a host of commercial applications that ensure we maintain a disciplined approach to pricing, within a robust governance framework. From a strategic standpoint, it delivers complete transparency for senior management to make decisions on commercial matters and direct the business in a more effective and efficient way. In the markets, Salesforce allows our sales managers and our key account managers to access the latest information available through real-time reporting dashboards in a cloud-based system. This new, sophisticated data and information sharing platform enables our front-line sales managers to engage with our clients in a well-informed and consistent manner to deliver the right solutions.



The adoption of the tool across Swissport's global operations is progressing according to plan. The number of active users of the Salesforce tool has grown from 30 to 200 during 2018. Going forward it will support improved pricing discipline and commercial governance at Swissport.

## INNOVATION AND PRODUCT RESPONSIBILITY

At Swissport, we regularly review our business model, our processes and our service delivery to identify opportunities and challenges in light of technological advances and the latest industry trends. We apply changes where we see opportunities to further build or strengthen a competitive advantage to the benefit of our customers. Thanks to our global presence in 49 countries and over 850 client contracts, we identify industry developments quickly and translate them into operating procedures and service innovations. Our broad reach and network enable rapid adoption of new technologies, which allow for efficient and cost-effective operations.

Swissport has a dedicated in-house innovation team, which has a direct link to the business and maintains a network of contacts to key stakeholders in the start-up eco-systems across the globe. This is an ideal combination to identify trends and technologies and quickly test possible solutions to both current and future issues and market demands. These can be developed and discussed jointly with our customers, business partners and authorities.

In the interest of agile processes and prototyping, we regularly cooperate with innovative start-ups and research institutions for development, piloting and implementation. This collaboration is beneficial to all parties, as it offers an opportunity to quickly translate ideas into practical applications and test them in a real-life setting. In our Swissport "Lab Stations," we test concepts at an early design stage and under conditions that come close to live operation. If tests show the desired results, we can scale them to the application areas across the network.





## FOUR FOCUS AREAS IN INNOVATION

In all our innovation activities, the focus is on four areas that we identified as central to securing service quality, business success, and health and safety concerns for our employees as well as clients and partners who work with us:

### 1. Fostering a positive employee experience:

We want our employees to enjoy modern and safe workplaces. By introducing digital solutions and new technologies in our processes, we enable them to concentrate on value-adding and rewarding tasks, or we aim to provide support or relief. A current example is the so-called "LiftSuit": Together with the ETH Swiss Federal Institute of Technology we are working on wearable support gear for workers executing physically demanding jobs. The exoskeleton could reduce muscular activity by up to 30% and thus lower the incidence of injuries that may occur during manual baggage handling. After testing the suits at our Basel Lab Station, we will now develop the next prototype following our employees' feedback. In May 2019, the project won the IATA Innovator Award.

### 2. Creating seamless customer journeys:

Our services take place in a complex environment, in which all kinds of processes must be efficiently and reliably interlinked with a number of different partners. We are convinced that digital technologies in particular can help us optimize the numerous processes that build on each other at an airport. In 2018, Swissport and its partner Finnair received the Best Airline-Handler Award from Ground Handling International magazine for our dynamic delay prediction tool (see page 9).

### 3. Connecting platforms:

If we want to better master existing challenges, we need to collect, manage and use data across and beyond our own business. Intelligent solutions in the area of an "industrial internet of things" (IIoT), with artificial intelligence or big data, are key for this. Last year, Swissport signed letters of intent with blockchain start-ups to jointly explore the potential of this technology in the aviation and logistic ecosystem. Our aim is ultimately to overcome the lack of transparency, which is typical of any fragmented supply chain.

### 4. Increasing operational excellence:

At Swissport, we intend to set new standards of operational excellence in airport ground services and air cargo handling. To this end, we are systematically working to improve our processes and to expand the skills of our employees. And we also intend to tap into the potential of the digital transformation to maximize the results of our efforts. One example here is the use of Virtual Reality (VR) based technology in our training.

Instead of actual training drives, e.g. for operators of pushback vehicles, VR allows practice in a simulated environment. For our employees, this means that they save time and travel, and reduce our carbon footprint. The potential benefits of VR in a training environment are currently being analyzed at our Osaka and Nairobi Lab Stations.

Another example is the use of a workforce allocation and engagement platform, which was developed by a Silicon Valley-based start-up that we are working with. By leveraging mobile technology and a modern user experience approach, the solution allows us to allocate staff most efficiently in the dynamic airport environment and increase operational performance.



## REAL-TIME CARGO

Swissport is a member of Cargo iQ, the inter-est group that creates and implements quality standards for the air cargo industry at the International Air Transport Association (IATA). In this group, we co-developed a system of shipment planning and performance monitoring for air cargo based on common business processes.

In line with Cargo iQ standards, we have implemented continuous real-time monitoring of the key business drivers and shipment tracking that provides us with a transparent overview of our services, ensuring service quality and operational excellence. System-integrated mobile devices reduce human error and ensure efficient operation, allowing our customers to benefit from reduced handling and associated costs. Daily follow-ups on hours worked, volumes handled, door waiting times and many other parameters ensure a scorecard approach to day-to-day activities, which further supports the cargo operations and helps to deliver operational efficiency.

## QUALITY MANAGEMENT

Swissport strives to deliver globally consistent, efficient, high-quality operations at over 300 airports across the globe. It is our ambition to continuously enhance the service experience of our clients and their customers.

We have developed our own integrated management system, which conforms to the current industry standards – the international quality management norm ISO 9001:2015 as well as the sector-specific IATA Ground Operations Manual (IGOM) and IATA Safety Audit for Ground Operations (ISAGO). In the year under review, we merged our last stand-alone management systems into the integrated management system. This remains a constant challenge, as we do not just grow our business organically, but also via acquisitions.

### Successful certifications

In 2018, the Swissport head office in Zurich pioneered registration with ISAGO (edition 6). Currently 48 of our local representations, including head office, are registered. In August 2018,

we also successfully passed the renewed certification of our integrated management system according to the international ISO 9001:2015 quality norm for our head office and ten further Swissport units.

In March 2019, we became a member of the Expert Group in the European Union Aviation Safety Agency (EASA). We will contribute our knowledge and experience to the development of future ground handling regulation, which will impact quality management and safety operations.

## COMPLIANCE AND RISK MANAGEMENT

We foster corporate behavior based on honesty, integrity and respect for the law at Swissport. Overall responsibility for issues regarding fair competition, anti-corruption and human rights lies with the CEO and the Head of Legal; the responsibility is further divided between regional managers within the company.

The company's ethical and behavioral principles apply to our staff and those acting on our behalf. The principles are explained in our Code of Conduct, which is supplemented by more detailed standards, directives and guidelines. It was last updated in March 2019. Swissport does not tolerate violations and is committed to handling cases of non-compliance rigorously.

We urge our employees to report all violations of the Swissport Code of Conduct. An external hotline, "SpeakUp," which we introduced in 2019, is available for the reporting of suspected violations, including the reporting of persons believed to have violated or are about to violate the Code of Conduct. SpeakUp comprises a web and telephone service that enables employees to report compliance concerns confidentially and anonymously. The hotline operates 24 hours a day, 7 days a week in more than 20 languages.



You can read the full version of our **Code of Conduct** here

» We are conducting training to ensure that a constant high level of IT security awareness is maintained across the organization. «

A group-wide e-learning course accompanies our awareness-raising measures on ethical business conduct. It consists of the three modules "Code of Conduct," "Competition Law" and "Anti-Corruption Guidelines." In addition, there is extensive coverage on the Code of Conduct and related compliance issues on our intranet pages. This includes an illustrative video, management statements and important contacts.

#### **Data protection**

Data protection is a further focus of attention for us in the area of corporate compliance. Swissport deals with sensitive customer data such as travel and freight documents, airport services, customers' credit card information, travel data etc., which makes careful handling of this information essential. Most of the data is handled electronically, which makes IT security a pivotal responsibility in the area of data protection management at Swissport.

In the reporting year, we implemented recent EU laws on data protection, updated our Data Protection Guideline, and trained employees accordingly. Our data service provider is certified according to ISO 27000, and the relevant servers are located in Frankfurt, Germany.

#### **IT security**

To support our service delivery, we use information of many classifications. Since this information must be appropriately protected, information security is an important aspect of our IT infrastructure, our business applications and the business processes themselves.

To ensure a secure and protected business and working environment, information security measures are in place across the global Swissport infrastructure and at organizational units worldwide. We have achieved our target security level by defining a set of minimum-security settings and requirements, and by implementing them through defined and well-documented processes, which we test and review periodically to make sure they are effective and up to date. We continue to apply improvements going forward.

As security risk maps show, the vulnerability of systems and all kinds of cyber threats targeting the infrastructure and information assets of Swissport are constantly changing and increasing; enforcing information security requirements is therefore becoming more and more important. This is the responsibility of every manager and ultimately every employee of Swissport.

Roles and responsibilities for information security are defined and embedded at all levels of management within Swissport to make sure the information security principles and requirements are applied and safeguarded throughout the organization. We are conducting training to ensure that a constant high level of IT security awareness is maintained across the organization.

The primary aim of our dedicated security team is to make Swissport, its employees as IT users and our information as secure and as well protected as possible from both internal and external threats.

**Operational risk management**

Swissport has established its operational risk management in accordance with the recommendations of the International Civil Aviation Organization (ICAO) for the development of an integrated management system. The incidents recorded in the Swissport Management Tool (SMT) provide a full incident and accident history. The SMT has made the recording and reporting of accidents, unsafe conditions, unsafe acts and near misses easier and more readily accessible. Real-time monitoring and notification have been made available to management. Swissport promotes and encourages a just culture approach when it comes to reporting. Further information on our risk management can be found in our current Company Profile.



## » Swissport requires its suppliers to comply with human rights. «

### HUMAN RIGHTS IN THE SUPPLY CHAIN

As a signatory to the UN Global Compact, Swissport has committed itself to upholding high standards of human rights and to combating all potential forms of human rights violations. This includes specifically labor-related rights such as freedom of association or collective bargaining and the abolition of child labor and compulsory labor. Swissport actively supports these rights through various policies and certification requirements.

We did not observe any incidents or instances of non-compliance with our human rights commitment by any significant suppliers or in our own organization during the reporting period. Should any such case of non-compliance occur, Swissport is prepared to take all necessary measures outlined in our Code of Conduct to deal with the situation.

In view of our large uniformed workforce, the suppliers of company uniforms are a primary focus when it comes to human rights. Other potentially relevant sectors are Ground Support Equipment and cleaning services. To ensure compliance with our standards on a global level, Swissport requires its suppliers to comply with human rights. In addition, we recognize the legitimate role of responsible trade unions and employee representatives. Swissport establishes appropriate mechanisms to enable the effective representation of staff at these suppliers.

The Swissport Supplier Code of Conduct is based on a number of key principles, including:

- Avoidance of child labor
- Rejection of any bribery or corrupt behavior
- Environmental management
- Freedom of association
- Freely chosen employment
- Health and safety
- Human rights
- Non-discrimination
- Working hours

The Swissport supply chain consists of 5,881 direct and 5,674 indirect suppliers. Direct suppliers accounted for about 52% of overall spending. The countries benefiting most from our procurement activities are the United States (22.1%), the United Kingdom (20.4%) and Switzerland (13.1%). Our largest direct supplier accounts for not more than 1.9% of the Swissport procurement volume.

In the United Kingdom, Swissport is subject to the UK Modern Slavery Act and provides regular public reporting on its compliance. Since the law came into force in 2015, there have been no instances of non-compliance, neither in the UK nor in the Swissport Group as a whole.





## EMPLOYEES AND SOCIETY

### DELIVERING STAKEHOLDER VALUE

Swissport seeks to create a dynamic and diverse international working environment driven by the quest for quality and performance. We provide interesting competitive career opportunities in a growing business. We are committed to the highest standards of workplace safety.

Swissport promotes a working environment which enables our staff to unlock their full potential. We try to support this to the best of our means, by respecting and supporting cultural diversity and equal opportunity, and through positive employee relations.

Swissport sees great value in diversity. At our Zurich head office alone, we employ 185 colleagues from 34 nations. With diversity comes variety – in terms of problem-solving, regarding professional experience, skill sets and overall creativity. At Swissport we welcome and embrace this competition of ideas, as we are convinced it will produce superior solutions.

Needless to say, there is no place in our company and no tolerance for discrimination of any kind. We are committed to ensuring fair and equal employment opportunities. As a service provider at airports that connect the world, this could not be any different. Swissport's vision, our Code of Conduct (see "Sustainable Business", page 29), the Ten Principles of the

UN Global Compact as well as our commitment to high-quality services and service consistency all mirror the cultural foundations and our corporate values.

We foster individual skills and personal growth. To help our employees develop and leverage their full potential, we provide a wide range of training opportunities and structured talent management for high potentials.

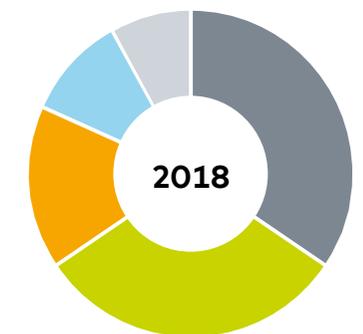
Swissport is strongly committed to occupational health and safety and a continuous reduction of workplace-related incidents and accidents. We apply a mix of measures to raise employee awareness of health and safety issues and train them to follow approved workplace processes. It is our aim to apply the same high QHSE standard in each of the over 300 stations in 49 countries.

### OUR WORKFORCE

As of 31 December, 2018, 66,000 employees worked for Swissport (2017: 65,000). 33.5% of our employees are women. 88.1% work on a permanent contract. 34.7% of our employees work in Europe, 31.1% in North America.

#### HEADCOUNT SPLIT ...

##### ... BY REGION



● Europe	34.7%
● North America	31.1%
● Latin America	16.1%
● Middle East & Africa	10.2%
● Asia-Pacific	7.9%

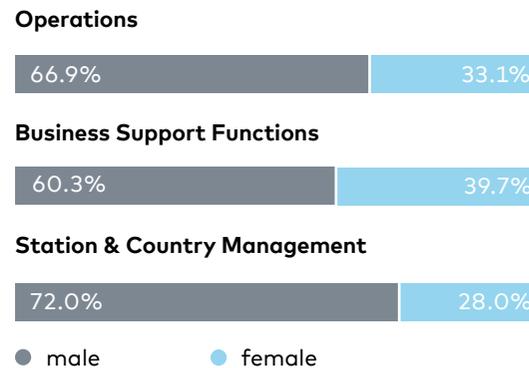
##### ... BY FUNCTION



##### ... BY GENDER



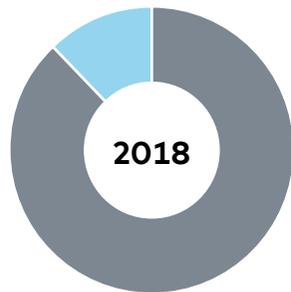
##### ... BY GENDER AND FUNCTION



**»Through dialog and targeted development, we challenge and encourage our colleagues to develop their full potential.«**

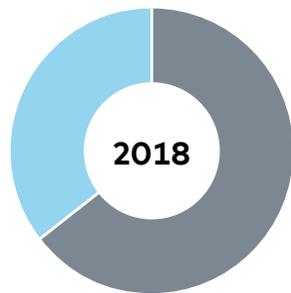
Andreas Hugener – Chief Human Resources Officer

**... BY CONTRACT TYPE**



● Permanent 88.1%  
● Temporary 11.9%

**... BY WORKING TIME**



● Full-time 64.5%  
● Part-time 35.5%

**HUMAN RESOURCES MANAGEMENT**

Despite all the technology and machinery in use, it is ultimately still people who make the difference in our business. This applies both to our interactions with our B2B clients and to our contacts with over 280 million airline passengers and guests at our own Aspire airport lounges.

One of Swissport`s particular strengths lies in our standardized operating approach, which also includes best practice processes and procedures in HR. In our branches on six continents with their different legal frameworks, local adaptation of global standards is a must, however. We therefore apply a decentralized approach to operational HR activities, based on the general guidelines developed by the Group HR department at head office.

Competence centers in learning and development, compensation and benefits, talent and recruitment, as well as labor relations, together with a certain degree of global mobility of colleagues ensure that HR policies are consistent across the group and can be relied upon as best-in-class service to our customers.

To facilitate global collaboration, the Swissport HR community regularly exchanges information and insights and works closely together on several interdisciplinary projects. There are many specialists in the HR community, who can jointly bring together a broad range of skills and expertise.

Projects are often led by regional or local HR managers and are supported and coordinated by Group HR in Switzerland. In most cases, Group HR colleagues are supported by their local payroll and labor relations specialists to ensure smooth and effective HR operations and employee relations.

### A common data tool

To ensure the timely and consistent availability of key performance data, HR uses a uniform approach and standard business intelligence software for its global reporting. This software features a global HR dashboard, which fulfills global and regional business needs alike. Interactive reports offer ad hoc data exploration and serve the needs of employees at various levels of the organization. The data tool was introduced in the second half of 2018.

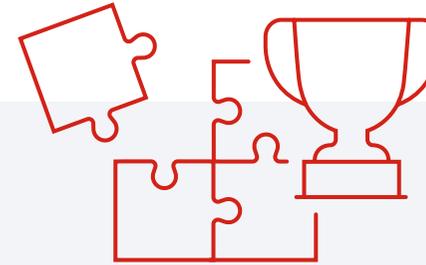
In addition to traditional HR matters, the software is also useful in other business areas that require global data collection, such as for example our QHSE department, Global Operations and Global Fleet. This will enable us to create a more holistic view of our entire business in the near future.

### Recruitment and equal opportunity

As an “employer of choice” we look to work with motivated and committed colleagues with diverse backgrounds and qualifications. The willingness for continuous learning is no less important than skills or experience.

Impartiality and equal opportunity are cornerstones of Swissport’s recruiting strategy. Our recruitment process for internal and external candidates builds on professionalism, quality and efficiency. At Swissport, we want all applicants and recruits to have an outstanding recruiting and introduction experience, for every position and at every level, wherever they may apply.

When recruiting and hiring, Swissport complies with all legal requirements in the various jurisdictions in which it operates. Applicants are treated equally, regardless of their gender, race, color or ethnic origin, marital status, religion or any other categories protected by law. Needless to say, Swissport applies the same high standards to its existing staff. Discriminatory behavior of whatever sort constitutes a breach of Swissport’s Code of Conduct and will be sanctioned.



### NOMINATION FOR RE-INTEGRATION AWARD

Swissport has long been committed to the re-integration of employees with long-term illnesses. In recognition of these efforts, we were nominated for the “This-Priis 2018” – an employer award in the Swiss canton of Zurich. It is awarded annually in April to companies that make an impressive contribution to the professional integration of people with disabilities or illnesses.

**Collaborative labor relations**

Operating in many countries across the globe, Swissport has a large workforce, which is subject to a variety of legislation and many different labor environments. It is our aim to establish and maintain an open and stable working relationship with employees and their representatives, such as works councils and trade unions.

Local and regional employee representatives together with management are responsible for a constructive, open and regular exchange. We have established appropriate mechanisms to enable the effective representation of staff. In cases of conflict between social needs and sustainable management requirements, Swissport is committed to solutions that are in line with our commitment to taking care of people.

**Participation and communication**

At Swissport we are committed to sharing information with and providing business news and performance updates to all our employees on a regular basis. While it is easy to reach our desk workers, it has remained a challenge to ensure a regular and rapid flow of information, let alone establish a dialog, with staff who work on the front lines and do not have access to a desk workplace with intranet and e-mail.

Since the majority of our employees are in the deskless group, we decided to design our next-generation staff communications with a view to the mobile devices of our staff, while additionally providing public points of access to our internal information. At the back end, our initial mobile solution will be part of a decentralized content creation and distribution platform, feeding a multitude of internal and external communication channels. Our new setup will serve the individual needs of employees and foster continuous and open communication and dialog. We expect this to translate into increased engagement and ultimately greater employee commitment.

Swissport started collecting employees' ideas regarding operational improvements in a "Good Practice" database in 2018. After a thorough screening by the Good Practice Committee, technical experts and QHSE specialists, the ideas are then made available to colleagues worldwide.

## TRAINING AND QUALIFICATION

To continually improve the skill sets of our staff, we invest in training and development at all levels of the organization. Our Global Training unit develops and implements corporate technical training standards, while "Global Learning and Development" is responsible for processes and standards in performance assessment, talent management and leadership development.

### Technical Training

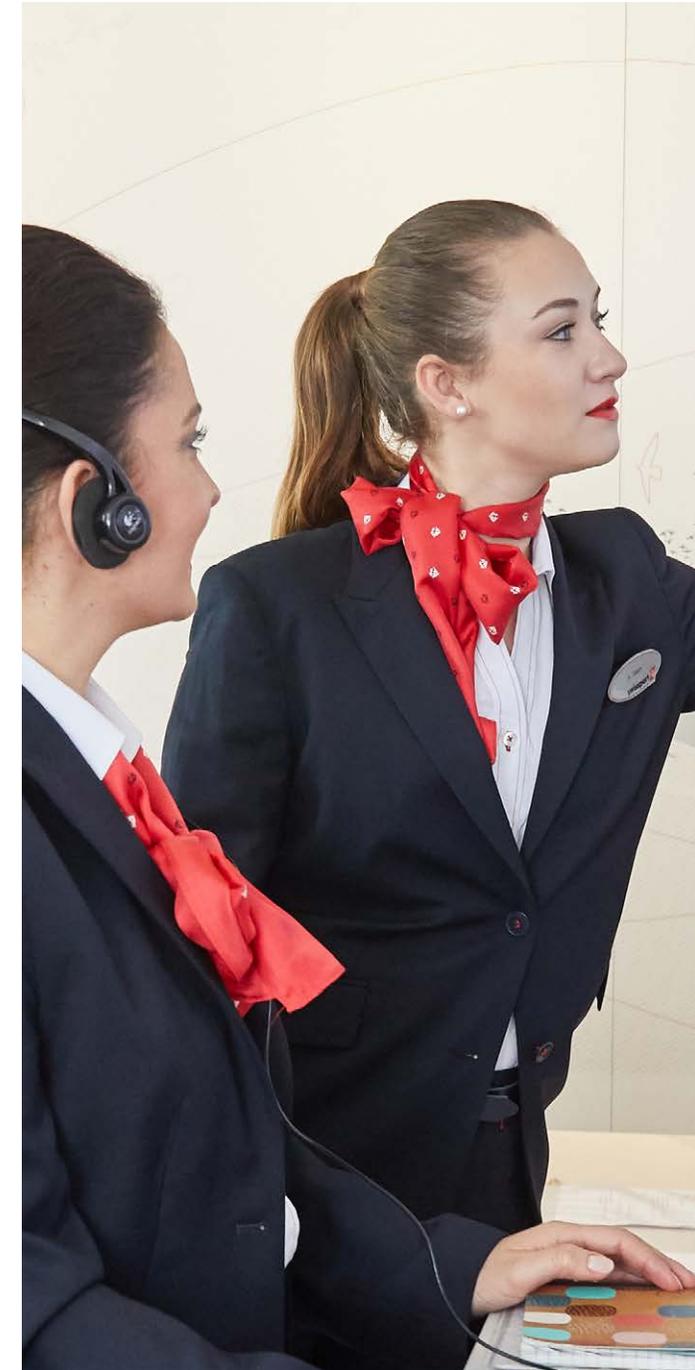
Per 100 working hours performed, Swissport invests 2.8 hours of training for our operational staff, including basic training, specific qualification and refreshers. The technical training follows a modular approach and covers generic training topics such as human factors, fire prevention and active supervision, health and safety, hazardous goods and security, and all training and qualification needs for the execution of operational core services offered by Swissport. The training units are recorded in a global system.

### Leadership Development

Being an effective leader requires managerial, interpersonal and functional skills and competencies. The Swissport leadership programs contribute to further improving leadership at every level and arriving at a common understanding of leadership principles and leadership issues.

There are two programs in place. "Active Supervision" trains frontline supervisors to better manage leadership challenges in their daily operations. The "Active Leadership Program (ALP)," a signature Swissport leadership development program, encourages and supports our first-line and middle managers to reflect their abilities with regard to the current business context and to define their personal development journeys and improve their leadership performance.

More than 450 managers (30% female, 70% male) started their three- to four-months ALP learning journeys in 2018. An additional 750 managers have been nominated to participate in the 2019 ALP to acquire the latest insights in leadership. The blend of learning methods comprises online sessions, self studies, classroom sessions and peer-coaching, and is conducted by internally certified trainers.





## COMPENSATION AND BENEFITS

Our compensation strategy reflects our aim to be a competitive and fair employer. Swissport offers equal opportunities for recognition and career advancement to its staff. We do not tolerate any form of discrimination whether based on age, gender, sexual orientation, race, disability, religion, political ideology or any other dimension. Compensation is defined based on the nature and responsibilities of the role and the skill set, the competencies and the relevant experience an individual brings to a specific role.

In setting a competitive base salary, the respective local market is considered along with the internal compensation structure. We seek to position base salaries near the relevant market median and use benchmarking surveys to ensure that the total target compensation and benefit packages are competitive at each level in the organization whilst also respecting internal equity.

In line with Swissport's compensation strategy, we are fully committed to establishing full parity between male and female employees working in comparable positions.

On management level, Swissport rewards outstanding individual contributions to the company's business performance with success-related salary components, which are reviewed annually. For our non-managerial employees, global guidelines for management compensation are complemented with local incentive systems.

Swissport regularly assesses its employment terms and conditions as well as local salary packages and incentive systems regarding their compliance with corporate standards and local employment laws.

## » Swissport is determined to achieve an ultimate goal of zero accidents, zero work-related injuries and zero illnesses. «

### HEALTH AND SAFETY

Airports make for an exciting working environment that is dynamic, international and highly complex. The jobs created in airport ground services and air cargo handling mirror this, but equally create certain challenges, for instance in terms of working times, which can involve shift work. Noise, exposure to weather and safety considerations are further challenges. Looking after employees in this environment requires a consistent focus on health and safety as essential elements of our responsibility as an employer.

Health and safety are a prerequisite for a service of consistent quality and sustainably positive economics. Our aim is to be the recognized global leader in health and safety in our sector. Swissport is working relentlessly towards its ultimate goal of zero accidents, zero work-related injuries and zero illnesses, but we are aware that this goal requires constant awareness, experience and adherence to standards. We continuously gather data relating to incidents and unsafe conditions by means of a reporting tool. On the basis of their analysis we are convinced that most incidents can be prevented.

Swissport pursues a "Just Culture" philosophy. This means that we request fully open reporting of unsafe acts, conditions, incidents and accidents. Safe behavior and a commitment to accountability are encouraged and recognized in our Swissport Management System (SMS) – an integrated system in which our commitment to health and safety is part of rigorous quality management.

#### Shared responsibility

The overall accountability for health and safety rests with the Group Executive Management. Ultimately, however, health and safety matters cannot be delegated. They are a shared responsibility between the company and its employees. Our staff are extensively trained in safety-related issues pertaining to their field of work. We enable them to understand their responsibilities and encourage them to intervene, whenever necessary, to prevent incidents. Standard training programs applied in all Swissport locations worldwide include safety, health and environmental aspects of the workplace. In 2018, health and safety refreshment training on business and safety-critical issues was provided to 74% of our line managers and 89% of our QHSE personnel. In addition, crisis management training courses for the global and regional leaders of Swissport were successfully held.

#### Reducing health and safety risks

The fully integrated Safety Management System (SMS), which includes our QHSE management, reflects our operational risk management approach in line with ICAO, IGOM and ISAGO recommendations. All observations, incidents and accidents are analyzed case by case, together with structured information on operational phases and contributing factors. The resulting database provides all the necessary information about the Swissport Group risk register.

#### Research for more safety

In collaboration with the ETH Swiss Federal Institute of Technology, Swissport is developing a manual handling and lifting aid ("LiftSuit"), to reduce injuries related to manual handling, mostly of baggage.

Swissport has also invested in strengthening its regional QHSE setup and has also reinforced the QHSE skills at the local level. In 2018, our head office and our team in Seattle volunteered to implement the new ISAGO standard, the IATA Safety Audit for Ground Operation. Our integrated management system was validated by IATA, and eleven locations, including our



head office, were certified according to ISO 9001:2015. At the end of 2018, 49 Swissport locations, again including head office, were ISAGO-registered.

By the end of 2020, we aim to reduce the number of injuries that lead to an absence of employees from the workplace, the so-called "lost-time injuries frequency rate," and our aircraft-damage ratios by 50% compared to 2015. In 2018, the lost-time injuries frequency rate was 18% lower than the figure for 2015. "Aircraft damage per one thousand aircraft turns" dropped by 19%. Clearly, progress has been made, but the target remains ambitious. We are fully committed to achieving our goals as planned.

Other health- and safety-related achievements in 2018 included the completion of the implementation of SMT, our Safety Reporting Management Tool. Real-time monitoring and information are now readily available to the management. We have also implemented programs to enhance the awareness of our management staff and employees across the organization to the risks of unsafe behavior and conditions. The number of relevant observations reported increased accordingly.

Despite the efforts and the progress made, incidents still occur. In November 2018, we suffered a fatal accident in Dublin, Ireland. Although our colleague was an experienced trainer who had been working with Swissport for many years, he fell from the main deck hold of a Boeing 777 freighter aircraft. This incident has painfully highlighted the importance of Swissport's safety-first strategy. Even with the most rigorous regulations and regular safety training, accidents can never be completely ruled out. We will continue to work relentlessly towards our zero-accident target.

#### LOST-TIME INJURIES (LTIFR)

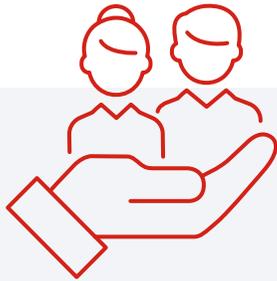
**-18%** ↘

2018 vs. 2015

#### AIRCRAFT DAMAGE

**-19%** ↘

2018 vs. 2015



## SELECTED QHSE PROGRAMS

Swissport has implemented many activities, programs and training courses with the aim of promoting a safe and healthier working environment. These include:

**SHIP**, our Safety & Health Improvement Program, is a coaching program for local management. By the end of 2018, it had been deployed at 33 locations and contributed to engaging management and staff to realize quick wins related to health, safety and the environment.

**FLAGSHIP** is a 24-month roadmap for 17 locations globally, which commit themselves to enhancing safety records, process performance, skills and innovation. Sponsored by the regional Executive Vice Presidents, it calls on the local teams to improve on lagging safety indicators by 15% annually.

**SAFARI** is a program comprising safety days and management safety walks at selected Swissport locations. As good practice is reported globally, Safari contributes to enhancing awareness and fostering an exchange of knowledge.

## GLOBAL QHSE AWARDS

Swissport recognizes exemplary behavior of its staff in terms of health and safety, the so-called "Safe Observations." A Global QHSE Award recognizes the best suggestions. In 2018, more than 272 submissions were received. Over 33,715 employees took part in the voting. The winners included colleagues from Munich (Germany), São Paulo/Congonhas (Brazil), Coolangatta/Gold Coast (Australia) and Casablanca (Morocco).

## SWISSPORT CYPRUS SUPPORTS EMPLOYEE WELL-BEING

In May 2018, Swissport Cyprus launched the "Well-Being for You" program aiming to promote the value of well-being at the workplace. During the year, nutrition, fitness, stress management and non-smoking seminars were offered along with other activities such as exercises to prevent the risk of musculo-skeletal strain, yoga sessions and health awareness campaigns. Based on the motto "because well-being is everyone's business", Swissport Cyprus aims to build a culture of healthy living and well-being for all its employees.

## CORPORATE CITIZENSHIP

Beyond their day-to-day operations, Swissport management and staff around the world are encouraged to organize local initiatives for the public good and demonstrate their responsibility towards society. Local management largely decides independently when shaping their charitable activities according to local needs. Several teams use this opportunity to connect to local communities.

### Children`s Shelter Larnaca

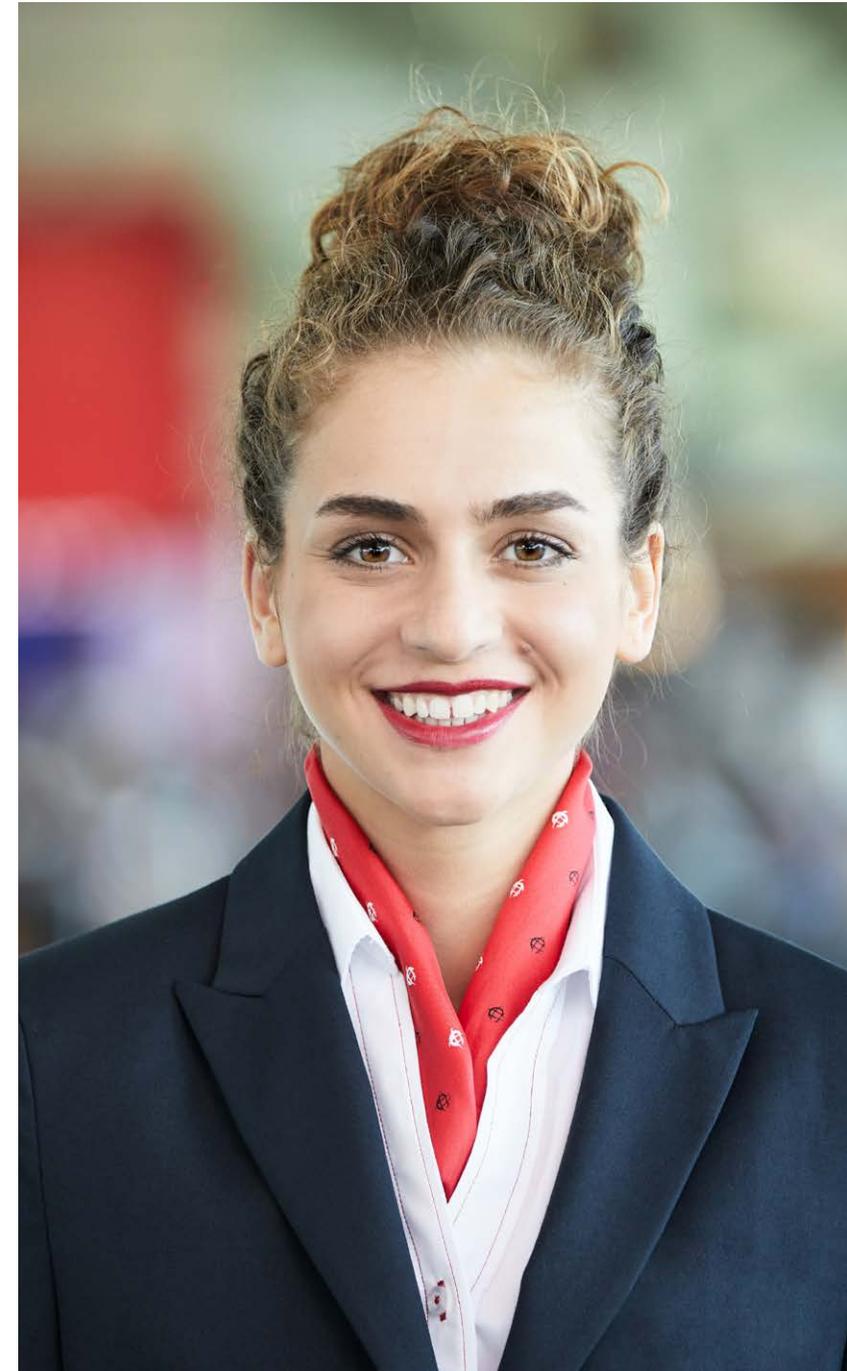
Since 2012, Swissport Cyprus has been organizing events to raise money for the "Child Smile Foundation." With various events the local team has raised money to support the Children's Shelter in Larnaca. Swissport staff painted the shelter and replaced the grass in the playground. The company also invites the children at the shelter to the annual Christmas event, where Santa Claus hands out gifts. Thanks to the joint efforts of the local team in 2017 and 2018, enough money was raised to donate a much-needed bus for the shelter.

**Strong social commitment in Australia**

Our Australian subsidiary has a long tradition in supporting charitable projects. Some of these are based around one specific presence, such as the "Wings for Autism" program at Perth Airport. Other initiatives are taking place all over the country, such as the "Biggest Morning Tea" events of the Cancer Council Australia, which are held each year in May and June to support people impacted by cancer. In addition, Swissport Australia organizes multiple yearly staff reward trips, usually with a charity component, such as the recent provision of educational materials for school children in Fiji. The 50 staff chosen to attend the trip each purchased and packed a school bag, which was donated to the Foundation for the Education of Needy Children in Fiji, providing them with the basic supplies they need to get started at school.

**Combating consequences of natural disasters**

Swissport Latin America, based in Miami, has been supporting a broad range of charitable initiatives depending on regional needs. In 2018, it made donations to the disaster relief initiatives for the Dutch Caribbean and Mexico, and is generally prepared to deal with areas affected by natural disasters, hurricanes, tropical storms and volcano eruptions in Latin America. There is also a tradition of donating to primary and secondary schools for certain holiday and sporting events in less economically fortunate areas. Donations are also being made to upcoming airport scholarship projects for students starting aviation-related programs.



swissport 



CBL193

<b>TLD</b> TLD EUROPE 17820 SANKELLEN - FRANCE <small>Service Client: 0033 2 30 30 30 30</small>		<b>CE</b>
TYPE	MODEL	
N° DE SERIE	SERIAL N°	
DATE	DATE	
MASSA A VOIDE	NO	EMPTY WEIGHT
LONGUEUR	M	LENGTH
LARGUEUR	M	WIDTH
HAUTEUR	M	HEIGHT
PUISSANCE	KW	POWER



## CARING FOR THE ENVIRONMENT

### TAKING RESPONSIBILITY AND MITIGATING OUR IMPACTS

Swissport is committed to leading the industry by taking steps to continuously reduce adverse impacts of its operations on the environment. We achieve this through the efficient use of resources, through planning and lean processes, and by investing in modern and environmentally conscious equipment.

As a signatory to the United Nations Global Compact, Swissport supports a precautionary approach to environmental challenges. We promote environmental responsibility in our services and among our employees, and we encourage the development and application of environmentally conscious technologies.

At Swissport we ensure that environmental concerns are an integral part of our planning and decision-making processes and commit sufficient resources to implement effective environmental programs. We strive to continually improve our environmental management system. We evaluate our environmental performance through periodic reviews and audits to ensure that our business conduct is consistent with these principles.

We also promote good environmental practice in our work on international committees. In particular, we are an active member of IATA's Council for Safety and Security, shaping an environmentally compatible and socially responsible future of ground handling.

The management of our environmental impacts is part of a comprehensive management system that extends to quality, health and safety and the environment (QHSE). The overall responsibility lies with the Group President and CEO. It is cascaded down from the Board of Directors, via the President and CEO of Swissport International AG, the Executive Vice Presidents (EVP) and their individual line management structures, down to the business managers of every single unit or department.

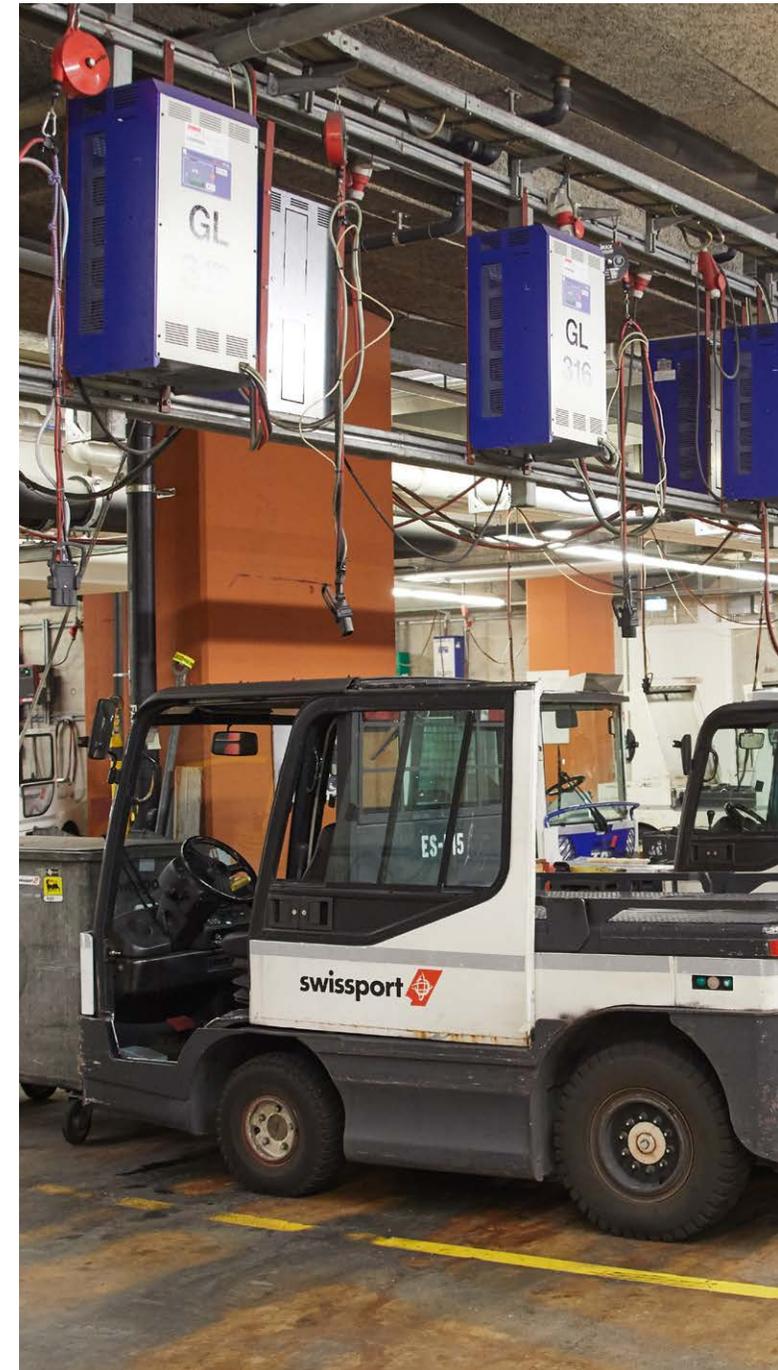


At Swissport we manage our facilities as well as the natural resources we rely on with a focus on environmental care and responsibility. We are committed to minimizing, mitigating or reversing environmental impacts caused by our operations. This includes the proper handling and disposal of all waste and minimizing its creation, while exploiting the potential to prevent pollution and to recycle and reuse waste materials.

Active stakeholder relations and an open dialog are important means of achieving our environmental goals. We attach great importance to maintaining open relationships with our customers and employees and with government agencies to meet their information needs with regard to environmental issues. We also educate our employees accordingly and encourage them to take responsibility for the environment and to seek innovative ways of reducing the environmental footprint of our operations.

Swissport has been working according to an Environmental Guideline since 2007. The guideline, which is currently under extensive revision, sets goals for minimizing our environmental impact and calls for continuous improvement in our services to ensure more efficient production processes. It also stipulates the economical use of raw materials and energy and fosters increased environmental awareness among employees. Finally, we aim at reducing the carbon footprint of our fleet of Ground Support Equipment (GSE), giving preference to low-emission or electric vehicles wherever feasible.

As part of our pledge to continually improve our environmental programs, we are working towards introducing a new environmental management system by 2020. The new system will be aligned with ISO 14001. It will be designed in such a way that it can be adapted to diverse local regulations and conditions. Once finalized, we are confident of having an even more systematic approach in place. This should further





**» We have identified our key environmental impacts and developed targeted measures to continuously and measurably reduce our environmental footprint. «**

Alexandre John Bolay – VP Global Quality, Health, Safety and Environment

improve our internal and external reporting as well as considerably increase our positive contribution toward environmental management at the airports we serve.

Needless to say, Swissport complies with all local environmental laws, regulations and standards. In the period covered by this report, Swissport was neither involved in any rulings nor made liable as a result of environmental non-compliance.

### **EMPLOYEE RESPONSIBILITY**

In their role as leaders, Swissport managers are expected to ensure that their direct reports and teams are aware of the policies and procedures associated with our Environmental Guideline. Managers are also responsible for the monitoring of policy implementation and for ensuring that employees are trained and are committed to continuous improvement.

Employee behavior is guided by means of awareness training and regular briefings. However, environmental protection is also the personal responsibility of each and every employee. While fulfilling all the requirements of the Swissport Management System (SMS) and relevant policies and procedures, we are convinced that accountability for individually assigned areas of responsibility cannot always be delegated as described in the SMS. Behaving in a professional, safe and environmentally responsible manner is a shared responsibility. All employees are accountable for understanding their responsibilities, being trained for the task, complying with Swissport operational standards, directly intervening – where appropriate – to prevent accidents, and using only equipment that is fit for purpose.

### **LOCAL COOPERATION**

Our environmental protection activities are primarily focused on our Ground Support Equipment (GSE). As is typical of our business, the operational areas interface directly with local airport infrastructures. Swissport operates within the limitations of the locations and assigned infrastructures and, where necessary, adapts its processes to those prescribed by the local authorities. For example, our waste management services are mostly limited to collecting and separating waste from aircraft cabins, while the local airport operator is responsible for the disposal or recycling services. Yet, in our own administrative areas, efforts to achieve paperless offices have been particularly successful by reducing or actually largely eliminating the usage of paper during training sessions thanks to the use of tablets.

## ENVIRONMENTAL IMPACT

Swissport has identified its main environmental impact in three fields: operational, managerial and behavioral. Guidelines are in place for the proper handling of procedures in all three areas in line with our environmental policy introduced in 2007, which is currently under extensive revision. The introduction of a global environmental management system is currently being prepared.

### Ground Support Equipment (GSE)

The operation of GSE is the main activity with an environmental impact which Swissport can actively influence. Therefore, we have been operating electrically powered and hybrid GSE (eGSE) for many years wherever possible and available. Hybrid GSE reduces fuel consumption by 30 to 40%. Since 2016, we have almost tripled the number of eGSE units in use. Swissport has been maintaining a close professional exchange with several GSE manufacturers with the aim of jointly evaluating the practicality of equipment with less environmental impact. The continuous renewal of the fleet contributes significantly to reducing emissions and improving our carbon footprint (see section "Our Business in Focus," pages 11–15).

In addition to eGSE, Swissport explores different ways of improving the environmental performance of its equipment. To be able to use our GSE as efficiently as possible, for example, we apply telemetric systems to avoid engines running during downtimes. This is achieved by sending alerts to relevant equipment managers at defined times, notifying them that engines are running unnecessarily.

The logistical requirements for the transportation between locations are minimal. When transportation of GSE is required, the method used depends on various factors, such as distance and volume. In most cases, the logistic suppliers transport GSE by ship.

### De-icing and Anti-icing

For the de-icing of aircraft, relatively large quantities of glycol are typically used. Pure glycol may have toxic qualities; therefore, Swissport strives to optimize the use of this alcoholic substance and recovers it using state-of-the-art technology. As a standard, Swissport uses a glycol mix to reduce the quantity of glycol used to a minimum. For example, we frequently mix it with carbon-based de-icing agents, which are biodegradable while still being suitable for processing by means of sprinkler systems. How-

ever, the type of glycol mix used is dependent on national law and local regulations.

At Zurich Airport, for instance, depending on the degree of contamination, the waste water from de-icing operations is treated in one of three ways: low-contaminated waste water is channeled into retention filter basins, while medium to highly contaminated waste water is cleaned by means of sprinkler systems. Very highly contaminated waste water, which is only found on the central de-icing stands, is pre-treated and returned for recycling.

### Fueling

Swissport is fully committed to meeting its customers' fueling and fuel storage needs in a manner consistent with a clean environment. It is our duty and our aim to avoid the spillage of fuel – which is our key environmental concern in this part of our operations. To ensure minimum fuel spillage, a "zero-drop" compliance and incentive has been implemented in the fueling service, both for environmental and for safety reasons.

### Transportation and business travel

Swissport in general tries to limit business travel to those trips that are absolutely necessary and

resorts to alternatives elsewhere. Web-conferencing and video-conferencing are such options that have proven to work well for us. Despite our efforts, travel – and air travel in particular – are indispensable for a global company like Swissport. Travel by train is an option in parts of Europe and Asia, but many of the trips between our over 300 locations worldwide can only be carried out in reasonable time by air travel. When Swissport managers and staff travel by air, especially for continental trips, they typically do so in economy class, which is more space- and weight-efficient and ecologically favorable.

We are promoting the use of public transportation for the daily commute of our staff to their workplace. To reduce the personal need for a car, we are subsidizing attractive rail passes, for example in Switzerland.

#### **Global QHSE Award for the environment**

In 2017, Swissport launched its internal QHSE Award to further raise awareness for QHSE-related issues throughout the company. We want to recognize the most outstanding employee achievements that could serve as an inspiration to others. The environment is one of four award categories for which initiatives are eligible for nomination.

#### **NUMBER OF ELECTRIC VEHICLES**

A close-up photograph of a red and orange electric vehicle charging cable plugged into a charging station. The cable is thick and flexible, with a red plastic housing at the end. The background is slightly blurred, showing parts of the charging station and a white surface.

**2,420**

2018

**1,853**

2017

**925**

2016



## GOING ELECTRIC

At the end of 2018, Swissport had some 2,500 electrically powered items of equipment in its fleet. In line with its strategy to procure electrically powered GSE, or eGSE, the number of electric vehicles in the Swissport Group has almost tripled since 2016. About 20% of group electric equipment is stationed in Germany, Switzerland and Austria, in the UK and Ireland region, and in the United States. Asian locations have been catching up.

### Environmental protection

A welcome side effect of the modernization of our fleet is that it comes with significant benefits for environmental management. The latest generations of fossil-fuel powered engines and electrical equipment have improved environmental footprints compared to older equipment. Swissport has made a strategic decision in support of environmentally friendly eGSE. "We purchase eGSE whenever it is appropriate to do so, and our experience has been positive," says David Burgess.

However, as with all next-generation equipment, there are challenges. Electric equipment requires an adequate battery charging infrastructure. If the required facilities are not yet available, Swissport engages with airport operators to encourage them to install charging facilities. "Whilst we would like to purchase eGSE, in some cases we are not yet able to do so. Moreover, there are technical limitations to consider as some eGSE do not yet have the required operational versatility," Burgess concludes.

Despite such restrictions, there is great demand across Swissport to continuously expand the share of eGSE. Swissport aims to procure electric equipment wherever technically feasible and economically viable. Categories range from small baggage tractors, to heavy vehicles for aircraft pushback services, to airport passenger buses. In our largest category of baggage tractor units some 52% of our purchasing volume in 2018 was electric.

Economics and the environment go hand in hand when it comes to eGSE. This works as an additional catalyst for the trend toward electrification in this segment.

#### **Innovative Solutions**

Technological progress goes beyond the power units, however. New safety-related features have become a part of the standard build specification of GSE. Aircraft proximity detection systems, which reduce aircraft damage incidents, for instance, are a standard feature of all GSE 'docking' with aircraft today. Telematics to 'right-size' our vast ground-support fleet will also be introduced in the coming years to further enhance operational capability, reduce fuel consumption and optimize equipment utilization.

Swissport is setting standards and leading the industry in fleet management regarding environmentally and safety-related innovations. Passengers may not consciously register such progress, but our airline clients, our employees and the environment will certainly experience the benefits of this approach, which enables efficient, reliable, safe and environmentally friendlier operation.

#### **One of the youngest fleets in Australia**

Swissport is also actively investing in the modernization of its fleet in Australia and New Zealand. "We have a comprehensive maintenance program in place and we continuously replace aged assets in favor of an advanced fleet with improved efficiency and safety features," says Rob D'Alessio, SVP Swissport Australia & New Zealand. "Swissport operates one of the youngest and most advanced GSE fleets in Australia."

Australian airports, in fact, have master plans in place with forecasts for airline and passenger growth, of which ground handling infrastructure is a key component. These plans establish the strategic direction for individual airports. There is usually a focus on ensuring that infrastructure investment will support growth and enhance the passenger experience, while also fulfilling other objectives such as a reduction of carbon emissions. At Brisbane Airport construction has been under way on a facility for maintenance and battery charging of the airport's fleet of eleven electric buses, which are managed by Swissport.

# ANNEX

## ABOUT THE REPORT

The present report is Swissport's fifth annual Sustainability Report. It focuses on 2018, with more recent events occasionally also covered.

The aim of this report is to provide stakeholders with relevant and transparent information on our sustainability performance, including management systems and selected KPIs.

The topics for this report were defined through the engagement of our various stakeholders. Material topics and concerns raised were:

- Employee and customer safety
- Service quality and customer satisfaction
- Human rights and labor principles
- Employee development
- Environmental protection and initiatives
- Equal opportunities
- Engagement in local communities

Swissport is in the process of introducing state-of-the-art reporting tools. Furthermore, the company is preparing to publish a revision of its environmental policy in 2020. Although these tools and processes have not yet been

fully implemented, the data available this year is already of a better quality than what was previously available, especially with regard to key performance indicators for the material topics. Future editions of the Sustainability Report can be expected to be further improved in this respect.

For 2018, Swissport uses the Sustainability Reporting Standards (SRS) of the Global Reporting Initiative (GRI) as a frame of reference. The GRI Sustainability Reporting Standards (GRI Standards) are the first and most widely adopted global standards for sustainability reporting. We expect to expand our coverage of relevant GRI Standards with each subsequent report. The GRI Content Index of this report can be found online at [www.swissport.com](http://www.swissport.com).

Swissport is a signatory to the United Nations Global Compact. This document therefore also serves as our annual reporting on progress to the UNGC.

Editorial deadline was July 2019.  
The next report will appear by mid-2020.



## GRI CONTENT INDEX

GRI STANDARDS	Page	Comment	UN GC Principle
<b>GRI 101: Foundation 2016</b>			
<b>GRI 102: General Disclosures</b>			
<b>Organizational profile</b>			
GRI 102-1: Name of the organization	22		
GRI 102-2: Activities, brands, products, and services	6/ 7		
GRI 102-3: Location of headquarters	35		
GRI 102-4: Location of operations	6/ 7		
GRI 102-5: Ownership and legal form	22		
GRI 102-6: Markets served	6/ 7		
GRI 102-7: Scale of the organization	6/ 7; CP p. 13-15		
GRI 102-8: Information on employees and other workers	36-37		6
GRI 102-9: Supply chain	12-13, 32		
GRI 102-10: Significant changes to the organization and its supply chain	6; CP p. 17		
GRI 102-11: Precautionary Principle or approach	29, 47-49		
GRI 102-12: External initiatives	47		
GRI 102-13: Membership of associations	9, 47		
<b>Strategy</b>			
GRI 102-14: Statement from senior decision-maker	4/ 5		1-10
<b>Ethics and integrity</b>			
GRI 102-16: Values, principles, standards and norms of behavior	21, 25, 29		10
GRI 102-17: Mechanisms for advice and concerns about ethics	29-30		10
<b>Governance</b>			
GRI 102-18: Governance structure	22-23, CP p. 8, 10-11		
GRI 102-19: Delegating authority	47		
GRI 102-20: Executive-level responsibility for economic, environmental, and social topics	47		

GRI STANDARDS	Page	Comment	UN GC Principle
<b>Stakeholder engagement</b>			
GRI 102-40: List of stakeholder groups	23		
GRI 102-41: Collective bargaining groups	39		3
GRI 102-42: Identifying and selecting stakeholders	23		
GRI 102-43: Approach to stakeholder engagement	23, 27, 39, 47		
GRI 102-44: Key topics and concerns raised	47, 54		
<b>Reporting practice</b>			
GRI 102-45: Entities included in the consolidated financial statements	CP p. 48		
GRI 102-46: Defining report content and topic Boundaries	54		
GRI 102-47: List of material topics	54		
GRI 102-48: Restatements of information	None		
GRI 102-49: Changes in reporting	None		
GRI 102-50: Reporting period	54		
GRI 102-51: Date of most recent report	54		
GRI 102-52: Reporting cycle	54		
GRI 102-53: Contact point for questions regarding the report	U3		
GRI 102-54: Claims of reporting in accordance with the GRI Standards	54		
GRI 102-55: GRI content index	55		
GRI 102-56: External assurance	None		
<b>Material topics</b>			
<b>GRI 201: Economic performance 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	21-23		7
GRI 201-1: Direct economic value generated and distributed	44-45, CP p. 47		
<b>GRI 205: Anti-corruption 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	21, 29-30, 32		10
GRI 205-2: Communication and training about anti-corruption policies and procedures	29-30	No quantitative information	10

GRI STANDARDS	Page	Comment	UN GC Principle
<b>GRI 302: Energy 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	11/ 12, 47-53		7-9
GRI 302-4 Reduction of energy consumption	27	No quantitative information	
GRI 302-5: Reductions in energy requirements of products and services	50		7-9
<b>GRI 305: Emissions 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	11/ 12, 47-53		7-9
GRI 305-5 Reduction of GHG emissions	12-15, 47-53		7, 8
<b>GRI 306: Effluents and waste 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	47-53		8
GRI 306-1: Water discharge by quality and destination	50	No quantitative information	8
GRI 306-3: Significant spills	50		
<b>GRI 307: Environmental Compliance 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	29, 47, 49		8
GRI 307-1: Non-compliance with environmental laws and regulations	49		8
<b>GRI 401: Employment 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	35, 37-38		6
GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees	41		
<b>GRI 402: Labor/Management Relations 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	39		3
GRI 402-1: Minimum notice periods regarding operational changes	39		3
<b>GRI 403: Occupational Health and Safety 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	11/ 12, 42-43		1, 6
GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	43	LTIF in year-on-year comparison only	
GRI 403-3: Workers with high incidence or high risk of diseases related to their occupation	18, 42		

GRI STANDARDS	Page	Comment	UN GC Principle
<b>GRI 404: Training and Education 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	27, 35, 40		6
GRI 404-1: Average hours of training per year per employee	40	Per 100 hours only	6
GRI 404-2: Programs for upgrading employee skills and transition assistance programs	40		6
<b>GRI 405: Diversity and Equal Opportunity 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	35, 38		1, 6
GRI 405-1: Diversity of governance bodies and employees	22		6
GRI 405-2: Ratio of basic salary and remuneration of women to men	41		6
<b>GRI 406: Non-discrimination 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	32, 35, 38		6
GRI 406-1: Incidents of discrimination and corrective actions taken	32		6
<b>GRI 407: Freedom of Association and Collective Bargaining 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	32, 39		2, 3
GRI 407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	32, 39		2, 3
<b>GRI 408: Child labor 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	32		2, 5
GRI 408-1: Operations and suppliers at significant risk for incidents of child labor	32		2, 5
<b>GRI 409: Forced or Compulsory Labor</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	32		
GRI 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	32		
<b>GRI 413: Local Communities 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	44-45		1
GRI 413-1: Operations with local community engagement, impact assessments, and development programs	44-45		1

<b>GRI STANDARDS</b>	<b>Page</b>	<b>Comment</b>	<b>UN GC Principle</b>
<b>GRI 414: Supplier Social Assessment 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	32		2
GRI 414-2: Negative social impacts in the supply chain and actions taken	32		2
<b>GRI 416: Customer Health and Safety 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	11-12, 27		
GRI 416-1: Assessment of the health and safety impacts of product and service categories	11-12, 27		
<b>GRI 418: Customer Privacy 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	30		
<b>GRI 419: Socioeconomic Compliance 2016</b>			
GRI 103: Management Approach 2016 (including 103-1, 103-2, 103-3)	29-31		
GRI 419-1: Non-compliance with laws and regulations in the social and economic area	29-31		

## CREDITS

### **Published by**

Swissport International AG  
Group Communications & Brand Management  
P.O. Box 5  
8058 Zurich-Airport  
Switzerland

### **Editorial team**

Christoph Meier  
Stefan Hartung

### **Concept, design and layout**

akzente kommunikation und beratung GmbH, Munich, Germany  
loveto GmbH, Agentur für Markenentwicklung und Design,  
Berlin, Germany

### **Photos**

Oliver Rösler/oro photography, Rödermark, Germany  
Stephanie Fraikin/Stephanie F. Photographer, Mechelen, Belgium  
Michèle Pauty/Michèle P. Photographer, Vienna, Austria

## CONTACT

### **Christoph Meier**

VP Group Communications & Brand Management  
+41 43 815 00 22  
[group.communications@swissport.com](mailto:group.communications@swissport.com)



