

SWISSPORT INTERNATIONAL AG

COMMUNICATION ON PROGRESS 2022 UN GLOBAL COMPACT



CONTENTS

CEO's statement	5
Description of practical actions and outcomes	6
Human rights principles	6
Labor principles	7
Environmental principles	15
Anti-corruption principles	18
Credits and contact	19



"We are convinced that sustainable business practices create opportunities and contribute to long-term value creation."

Warwick Brady, President & CEO

CEO'S STATEMENT

Dear readers,

At Swissport, we are convinced that sustainable business practices create opportunities and contribute to long-term value creation. Therefore, our new ESG agenda is closely aligned with Swissport's strategic road map and sets concrete sustainability goals in environmental, social, and governance matters.

To achieve our extensive decarbonization goals, we aim to reduce our carbon emissions by at least 42 percent between 2023 and 2032. The most important lever for achieving this is to increase the proportion of electric-powered vehicles in our fleet to at least 55 percent over the same period.

Regarding waste management, our primary goal is to avoid waste. Where this is not feasible, we strive to continuously improve on circularity and recycling. By 2025, disposable plastic tableware will be eliminated at all airport lounges operated by Swissport subsidiary ASPIRE Airport Lounges. In air cargo handling, we will introduce mandatory waste avoidance as part of a new waste management policy, which we plan to deploy at some 120 Swissport air cargo centers by 2027.

Continuous improvement of diversity and inclusion in our organization is high on our ESG agenda as well. Across Swissport's business units globally, one third of all employees are women. The same share has been reached in the Global Management team, the company's highest executive level. Currently, Swissport is focusing on the leadership levels below the C level, initially aiming for a proportion of at least 25 percent women there. Within five years, we intend to increase the share of women in management to 40 percent.

As a signatory since 2011, Swissport continues to support the ten principles of the United Nations Global Compact. We are committed to environmental care, the protection of human rights, the upholding of labor standards, and the fight against bribery and corruption.

Warwick Brady
President & CEO
Swissport International AG

DESCRIPTION OF PRACTICAL ACTIONS AND OUTCOMES

HUMAN RIGHTS PRINCIPLES

PRINCIPLE 1

Businesses should support and respect the protection of internationally proclaimed human rights; and

PRINCIPLE 2

make sure that they are not complicit in human rights abuses.



GUIDELINES

As a signatory to the UN Global Compact since 2011, Swissport is committed to upholding high human rights standards and combating all forms of human rights violations. Regardless of gender, sexual orientation, age, nationality, ethnicity, language, religion, political ideology, disability, or any other status, human rights are inherent to all human beings. They include such rights as the freedom of opinion and expression without discrimination.

Swissport commits to respecting all human rights in its Code of Conduct and other compliance policies. The Code of Conduct is part of an induction package that must be signed by every new employee. All employees are mandated to complete an online training course as well.

Just as we expect our own people to respect all human rights and adhere to our Code of Conduct, we require our suppliers to fully comply with the UN Universal Declaration of Human Rights and the International Labor Organization's (ILO) Core Conventions as well as to commit to non-complicity in any human rights abuses. We work to ensure this through various policy and certification stipulations.

At Swissport, we also acknowledge the legitimate role of trade unions and employee representatives and we have established appropriate mechanisms to enable the effective representation of our employees.

MEASURES AND OUTCOMES

The corporate Code of Conduct and the Swissport Supplier Code of Conduct must be recognized and adhered to by all employees and suppliers. They are based on several key principles, including:

- Avoidance of child labor and forced labor
- Rejection of any bribery or corrupt behavior
- Environmental management
- Freedom of association
- Freely chosen employment
- Health and safety
- Human rights
- Nondiscrimination

Using risk management and regulatory compliance solutions, we screen potential suppliers that present a risk regarding human rights, environmental criteria, or legal compliance before engaging with them. We also carry out additional research and investigation procedures or audits to ensure that these potential suppliers comply with Swissport's standards. For example, as we employ a large uniformed workforce, uniform suppliers are at the forefront of our human rights focus in the supply chain. Other relevant suppliers include manufacturers of ground support equipment and cleaning services.

In 2021, no instances of noncompliance with our standards by any significant suppliers were observed.

LABOR PRINCIPLES

PRINCIPLE 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

PRINCIPLE 4

the elimination of all forms of forced and compulsory labor;

PRINCIPLE 5

the effective abolition of child labor; and

PRINCIPLE 6

the elimination of discrimination in respect of employment and occupation.



GUIDELINES

Swissport strives to create a safe and inspiring working environment that allows our employees to unlock their full potential. We promote diversity and equal opportunity, and we expect mutual respect from all. Commitment and the pursuit of excellence are what drive us. We recognize that people are the foundation of our success and we support talented employees in learning and growing.

In our experience, diversity is a value driver. At our Zurich head office alone, 131 colleagues from 26 nations were employed at the end of December 2021. A diverse employee population can also positively contribute to problem-solving abilities, professional experience, skill sets, and overall creativity. At Swissport, we are convinced that competing ideas and diverse backgrounds will lead to better solutions.

Consequently, there is no room and zero tolerance for discrimination of any kind in our company. We are committed to fair and equal employment opportunities.

Swissport's vision, our Code of Conduct, the ten principles of the UN Global Compact, and our commitment to the consistent high quality of our service mirror our corporate culture and our values.

We highly value individual skills and personal growth. To help our employees progress and leverage their full potential, we offer them a wide range of training opportunities along with targeted talent-management programs.

Occupational health and safety as well as the continuous reduction of workplace-related incidents and accidents have the highest priority at Swissport. We apply a mix of measures to sensitize employees to issues of health and safety and to train them to follow approved workplace procedures. It is our aim to set the same high standards at all our locations across six continents.

MEASURES AND OUTCOMES

As of 31 December 2021, Swissport had 41,683 employees (2020: 44,312). The continued decline in the number of employees is a knock-on effect of the global aviation market collapse in the wake of the COVID-19 pandemic and the protracted recovery of travel demand. While the speed of the recovery and the ramping up of flight schedules by the airlines stretched our capacity to recruit and qualify new staff to the limit, we have been going to great lengths to support our more than 850 airline customers in ramping up their flight programs and delivering their services.

Based on the information available to us in our HR systems, 32.4 percent of our workforce is recorded as female and 67.6 percent as male. While other genders are not systematically recorded, they are fully respected. A similar share of women has been reached in the Global Management team, the company's highest executive level. Currently, Swissport is putting its focus on the leadership levels below, initially aiming for a proportion of at least 25 percent women there. For this reason, the company has joined IATA's 25by2025 initiative. The initiative aims to increase the proportion of women in senior management and in areas where women are currently underrepresented to 25 percent by 2025. Within five years, Swissport aims to increase the proportion of women in management to 40 percent.

Of our employees, 83.8 percent have permanent contracts, 36.2 percent work in the EMEA region, 52 percent in the Americas, and 11.8 percent in the APAC region. The shift in the proportion of employees from the EMEA region to the Americas is related to restructuring and downsizing measures in the wake of the COVID-19 pandemic and regional differences in the timing of the recovery of our business.

Headcount split

By region	2019	2020	2021
Americas	46.2%	42.8%	52.0%
Europe, Middle East, and Africa	45.1%	45.7%	36.2%
Asia-Pacific	8.7%	11.5%	11.8%

By function	2019	2020	2021
Operations	90.7%	89.6%	89.9%
Business support functions	7.5%	8.1%	7.9%
Local and country management	1.8%	2.3%	2.2%

By contract type	2019	2020	2021
Permanent	88.6%	90.3%	83.8%
Temporary	11.4%	9.7%	16.2%

By time worked	2019	2020	2021
Full-time	65.0%	68.4%	70.3%
Part-time	35.0%	31.6%	29.7%

By gender	2019	2020	2021
Male	66.1%	68.2%	67.6%
Female	33.9%	31.8%	32.4%

By gender and function	2019	2020	2021
Operations			
Male	66.6%	68.8%	68.1%
Female	33.4%	31.2%	31.9%
Business support functions			
Male	58.7%	59.2%	60.5%
Female	41.3%	40.8%	39.5%
Local and country management			
Male	71.8%	72.6%	73.4%
Female	28.2%	27.4%	26.6%

Recruitment and equal opportunity

Just as Swissport strives to be a partner of choice for airlines around the world, we also work to establish our brand as an employer of choice in aviation. Here, too, we want to firmly position Swissport as the clear sector leader. We want Swissport to be a great place to work and grow, and we aim to recruit highly motivated individuals from diverse backgrounds and qualifications. In our opinion, the desire for continuous learning is as important as any skill set, professional experience, and background. As an employer, we foster diversity and we encourage and support learning and personal development, both as a member of our team or as a current or future leader.

Impartiality and equal opportunities are cornerstones of Swissport's recruiting principles. Our processes build and focus on professionalism, quality, and efficiency. Regardless of the role or geographic location, we seek to give applicants and new employees an outstanding recruitment and induction experience.

In our recruiting and hiring processes, we comply with all relevant legal requirements in the various jurisdictions. In compliance with the law and our own corporate Code of Conduct, we treat applicants equally, regardless of their gender, ethnic origin, race or color, marital status, religion, or any other categories protected by law or our ethical principles. Needless to say, Swissport applies the same high standards to its existing staff. Discriminatory behavior of any kind constitutes a breach of our Code of Conduct and results in sanctions.

Due to continuing constraints brought about by the COVID-19 pandemic, hiring at Swissport continued to take place online. In 2021, the company hired 36,320 new staff, 34,501 of whom were employed in operations, 1,422 in support functions, and 397 in management roles. Because of the pandemic, hiring slowed down in the spring and summer months and only picked up again toward the end of the year.

Collaborative labor relations

By the nature of our business, we are active in a complex and dynamic operating environment. Swissport employs a large, diverse global workforce operating in many countries under a wide variety of jurisdictions. It is paramount that we meet all legal obligations. With this in mind, we strive to maintain an open and stable working relationship with all our employees and their representative bodies, including workers' councils and trade unions.

With currently over 100 active formal collective labor agreements (CLAs) in more than 20 countries, we have established appropriate framework conditions to enable effective staff representation. Our active CLAs currently cover over 30,000 employees, which represent around 70 percent of our global workforce.

In addition, a European Works Council was established in 2020 to ensure compliance with our obligations for the provision of information and consultation on transnational matters, in accordance with the relevant legal requirements within Europe.

Local and regional leadership teams are responsible for maintaining constructive and effective engagement with employees and their representatives, both through formal consultations with employee representatives and in direct exchange with employees themselves.

Participation and communication

We are committed to regularly sharing information with all our employees. Since the majority of our people do not have desk jobs, we decided to invest in a next-generation app solution to reach our staff via mobile devices. We have also set up terminals on which employees can access internal information. The introduction of the new app solution was delayed due to the COVID-19-related business challenges and investment reviews. It is now scheduled to be operational in 2022. This new, enhanced setup will serve the individual needs of our people and foster a culture of continuous and open communication and dialogue. We expect this to translate into significantly increased engagement and, ultimately, greater employee commitment and retention.

Swissport has been collecting employee ideas that enable operational improvements in a Good Practice Library. After a review by Swissport's Good Practice Committee, including technical specialists, as well as occupational health and safety experts, promising ideas are made available internally. Due to the pandemic, the project was paused in 2021. The team reactivated the initiative this year. The 47 ideas collected in the database are now being taken up and examined for the benefit of our customers, our employees, and Swissport.

Examples from this database include process improvements for cargo, ramp, and ground support equipment handling and operation as well as management process improvements around safety, training, or HR. Our "lost-time injury board" is one such example. It records and displays the number of incident-free days since the last incident. Teams strive to improve their previous score and achieve the goal of a zero-accident rate by continuously taking care to comply with all process rules and regulations and thereby minimize process deviations, as these could result in incidents and ultimately accidents. When a team improves its previous score, it is rewarded. Another example is the pre-departure checklist, a small card that employees keep on hand to ensure that every step has been completed and that the aircraft is ready for takeoff.

Training and qualifications

By investing in training and development at all levels of the organization, we aim to support our employees in improving their qualifications. We are working relentlessly toward the goal of zero accidents and zero work-related injuries and illnesses. We believe that the strict adherence to our established standard processes and the continuous focus on the prevention of procedural occurrences are the most important levers for preventing incidents and, ultimately, accidents. The reduction in occurrences will help keep our employees, our customers, and the people around us safe. In 2022, we merged our Global Training and Learning and Development organizations to establish the Swissport Academy, which focuses on developing and implementing technical training standards along with creating coherent, aligned learning experiences over the employment life cycle.

For every 100 hours worked, our operational employees receive 3.4 hours of training from Swissport, including basic training, specialized qualifications, and refresher courses. This technical training follows a modular approach and covers generic training topics such as human factors, fire prevention, active supervision, health and safety, hazardous goods, and security. It also meets all training and qualification requirements for the execution of the operational core services offered by Swissport, including leadership-development programs. Whenever an employee completes a training unit, this is recorded in a global system. Currently, we are working on making e-learning accessible to all employees.

Leadership development

Effective leadership requires managerial, interpersonal and functional skills and qualifications. Swissport's leadership programs aim to create a common understanding of leadership concerns and principles and to further improve leadership at all levels.

The leadership development architecture includes "Active Supervision," a training program for supervisors, which aims to improve the mastering of leadership challenges in daily operations. The "Frontline Leadership Program" (FLP) equips our frontline leaders with the knowledge, skills, and abilities to meet employees' needs by focusing on six key competencies: Coaching for Performance, Communication, Motivation, Collaboration & Teamwork, Performance Management, and Delegation & Prioritization. The "Active Leadership Program" (ALP) helps middle managers to reflect upon their abilities in the current business context, define their personal development journeys, and improve their leadership performance. For the "Senior Leadership Program" (SLP), senior and executive leaders create a customized agenda with the goal of maximizing the business impact of this program. The SLP strengthens transformational expertise, which can then be applied to complex business cases during the program.

In 2021, the FLP and ALP programs were offered online, in classrooms and in a hybrid version. By the end of the year, 130 managers had attended these programs. Both programs are to continue online and in person in 2022.

A particular focus was on the development program for station managers to strengthen our local managers in their roles and foster a common understanding of consistent service delivery. The program was launched in a mix of e-learning modules and online instructor-led workshops.

Performance reviews

Performance management, which includes goal setting as well as feedback and evaluations, is an important management and development tool that we use throughout the company. While Group HR initiates the process for a global population of 230 employees, from a certain management level upward, local performance management processes cover employees at lower management levels.

We continually adapt and refine the well-established performance review and development process to account for the workplace reality and to include new insights and trends. The continuous performance dialogue, which includes periodic check-ins among some 1,500 managers involved, has made the process more flexible. This has been very well received by managers and employees alike.

Compensation and benefits

Swissport's compensation strategy reflects our aim to be a competitive and fair employer. We offer our employees equal opportunities when it comes to recognition and career advancement. Compensation is based on the nature and responsibilities of the role and the required skill set, along with the qualifications and relevant experience individuals bring to their specific role.

We pay competitive salaries in line with the respective local market conditions and our internal compensation structure. Benchmarking surveys support us in ensuring that the total target compensation and benefit packages are competitive at every level of the organization and that they follow best market practices while respecting internal pay equity. In accordance with Swissport's compensation strategy, we are committed to establishing full parity between employees working in comparable positions.

We reward outstanding individual contributions to the company's business performance with success-related salary components that are reviewed annually. Global guidelines for management compensation are complemented with local incentive systems for our non-managerial employees.

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

Reducing health and safety risks

Our global standards for quality, health, safety, and environmental management are aligned with international industry standards (e.g., ICAO¹, IGOM², ISAGO³ and ISO 9001:2015). They set a framework for improving quality and providing services in a safe, efficient, and sustainable manner, thereby meeting and exceeding the expectations of our customers and other stakeholders.

To ensure compliance with these standards throughout the Swissport network, we have implemented an integrated management system at all our locations worldwide. We actively participate in the ISAGO audit program at a large number of locations including at our corporate head office and our local operation at Zurich Airport, Switzerland. In 2021, our operations at eight locations successfully underwent the ISAGO renewal audit. As of December 2021, 13 Swissport locations including the head office have been ISAGO-registered. At 15 locations, including our headquarters, our Swissport Management System also received ISO 9001:2015 certification. ISAGO is an independent assessment that is recognized across the industry and conducted every two years.

By introducing the Swissport Management System, we obtain ISO 9001 and ISAGO accreditation where it is mandated by local authorities. Elsewhere, we have a comprehensive audit program covering internal, customer, and regulatory audits.

Safety performance is reviewed with a monthly Global Safety Action Group (SAG) and a monthly Global Safety Review Board (SRB). Live safety performance data is available across the company through the use of Power BI. Trends are identified and action plans are implemented as required.

A Global Risk Register is used to identify key risks across the company with checks to ensure that mitigations are effective. The Risk Register is reviewed quarterly at SRB. In addition, there is a documented Management of Change (MoC) program to ensure that risks associated with changes in the company are identified and mitigated prior to the implementation of the change.

Swissport also has an established workplace inspection program that records almost 200,000 inspections annually across all Swissport activities.

¹ International Civil Aviation Organization (ICAO)

² IATA Ground Operations Manual (IGOM)

³ IATA Safety Audit for Ground Operations (ISAGO)

Targets for greater safety

Even with the most rigorous regulations and regular safety training, incidents still happen. However, we continue to work relentlessly toward our zero-accident goal. By addressing any deviations from our agreed-upon standard procedures, we aim to detect safety risks at their source so we can apply remedies before incidents occur. In 2021, the lost-time injury frequency rate (LTIFR) was 1.24 events per 100,000 hours worked. The 2022 target is a 10 percent reduction. Most lost-time injuries result from manual handling injuries.

In 2020, we finalized the integration of QHSE (Quality, Health, Safety, and Environment) data in a business-intelligence tool that provides visualizations of targets and trends for all levels of management, e.g., at local operations, clusters, or the head office. The data is extracted from multiple sources and fed into a business-intelligence tool. This has enabled us to improve visibility, transparency, communication, and data quality.

No fatalities due to work-related accidents occurred in 2021.

Employee health during the COVID-19 pandemic

In 2021, Swissport continued to be impacted by the knock-on effects of the COVID-19 pandemic. While flight numbers were still significantly lower than in pre-COVID 2019, cargo volumes have fully recovered. The variety and range of restrictions individually imposed by countries around the world made it challenging to plan for the operational start as the industry was often given very little notice that restrictions would be changing. This resulted in operations starting up and shutting down at very short notice. We continued with COVID-19 measures on our premises through 2021 with infection rates being monitored on a weekly basis.

ENVIRONMENTAL PRINCIPLES

PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges;

PRINCIPLE 8

undertake initiatives to promote greater environmental responsibility; and

PRINCIPLE 9

encourage the development and diffusion of environmentally friendly technologies.



GUIDELINES

We take active steps to reduce any adverse effects our operations may have on the environment by promoting high standards of environmental stewardship wherever we operate. We are relentless in our efforts to increase resource efficiency, improve planning, establish lean processes, and continuously invest in modern and environmentally friendly equipment and infrastructure.

Environmental care is an integral part of our planning and decision-making processes. We work to steadily improve our environmental management system and commit significant resources to environmentally friendly projects and initiatives. Our focus remains on environmental care – both in the management of our facilities and in the natural resources we rely on – and we are committed to continuously reducing the environmental impact of our operations. We work on preventing pollution, encourage proper waste handling and disposal, minimize waste generation, and recycle and reuse waste materials wherever feasible.

Our key impacts on climate change are through our local operations, so it is in this area that we are concentrating our efforts. We have a Group Policy on Quality, Health, Safety, and Environment (QHSE) that helps promote attitudes and actions that continuously improve QHSE performance through the active involvement of employees, customers, and stakeholders. We maintain an open dialogue with our customers and employees, as well as with airports in an effort to understand their needs and define compatible goals. Through our work on international committees, we promote good environmental practice in our sector.

Swissport complies with all local environmental laws, regulations and standards. During the reporting period, Swissport was neither involved in any rulings nor held liable for noncompliance with any environmental regulations.

MEASURES AND OUTCOMES

We have identified three main drivers for Swissport's environmental impact: operational, managerial, and behavioral. The emissions from carbon fuel burning of our ground support equipment (GSE) remain the focus area of our actions as the greatest and most influenceable impacts can be found there. With initiatives such as a "no idling" campaign, we aim to reduce GSE assets burning fuel.

As is typical in our industry, 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.

Fuel efficiency and emissions

For years now, Swissport has been deploying electrically powered and hybrid GSE (eGSE) wherever possible. Not only does eGSE decrease toxic exhaust emissions and reduce our carbon footprint, but it also leads to significant fuel cost savings. By the end of 2021, 16.5 percent of the equipment being used in Swissport's fleet comprised electrically and hybrid-powered vehicles. We continue to work toward further increasing our share of eGSE. To achieve our extensive decarbonization goals, we aim to reduce our carbon emissions by at least 42 percent between 2023 and 2032. The most important lever for achieving this is to increase the proportion of electric-powered vehicles in our fleet to at least 55 percent over the same period.

As with all next-generation equipment, eGSE also comes with challenges. Electric equipment requires appropriate battery-charging facilities. Where these do not exist, Swissport engages with the relevant airport authority to work collaboratively in getting them installed. There are also some technical limitations, as not all eGSE offers the required operational versatility. So, despite our willingness to use eGSE more widely, it is not yet always possible. These challenges are also reflected in regional differences; for example, 23.7 percent of our eGSE is used in the UK&I cluster.

Swissport aims to procure electric equipment wherever technically feasible and economically viable. Equipment types range from small baggage tractors to heavy aircraft pushback and towing tractors and from small utility vehicles to airport passenger buses.

In addition to eGSE, Swissport is exploring various ways of improving the environmental performance of its equipment. To allow for our GSE to be used as efficiently as possible, we have installed telematic systems at some locations in the UK, Ireland, and Switzerland. We are planning to implement and test a new system in North America and Continental Europe in 2022. This helps us to find the right size for our fleet, maximize utilization, and reduce engine idle running time (engines running while the equipment is not in use). This is achieved by sending alerts to relevant equipment managers at predefined times, notifying them that engines are running unnecessarily.

Furthermore, our fleet also includes GSE and vehicles that are powered by other more environmentally friendly sources, such as liquefied petroleum gas (LPG) and compressed natural gas (CNG). The greenhouse gas emissions of these sources are far lower than those of diesel or gasoline and thereby help to decrease our carbon footprint. In 2021, 18.7 percent of Swissport's GSE was eco-powered through electric, hybrid, LPG, or CNG power sources.

Share of electric and hybrid GSE¹

2021	16.5%
2020	14.6%
2019	15.3%

Share of eco-powered vehicles

2021	18.7%
2020	17.4%
2019	18.9%

¹ In the context of setting a specific goal for eGSE vehicles, we have also improved our equipment database. In contrast to the absolute numbers for eGSE stated in the previous sustainability report, we therefore must correct the values stated there. The correct numbers for eGSE vehicles are as follows: 2017: 1,846/2018: 2,155/2019: 2,279/2020: 2,116/2021: 2,397.

Emissions from our local airport operations

At Swissport, we are continuously working to improve data availability and quality when it comes to our carbon footprint. However, conditions around all our operations and activities were aggravated by COVID-19 over the past year, making it impossible for us to collect reliable new data regarding our carbon emissions. Please refer to our 2020 Sustainability Report, which covers 22 operations, for detailed information about our carbon footprint.

Waste management and circularity

Our primary goal is in the avoidance of waste. Where this is not feasible, we strive to continuously improve on circularity and recycling. By 2025, disposable plastic tableware will be eliminated at all airport lounges operated by Swissport subsidiary ASPIRE Airport Lounges. In air cargo handling, we will introduce mandatory waste avoidance as part of a new waste management policy, which we plan to deploy at some 120 Swissport air cargo centers by 2027.

De-icing and anti-icing

For the de-icing of aircraft, large quantities of glycol are typically used. Although pure glycol has a very low toxicity and rapidly breaks down within weeks in soil and water, Swissport continues to optimize the use of this substance. As standard procedure, Swissport uses a glycol mix to keep the required amount of glycol to a minimum. We frequently use this mix as it is a biodegradable de-icing agent that can be applied through sprinkler systems. Its use, however, depends on national laws and local regulations.

Fueling

Swissport is fully committed to meeting its customers' into-plane and GSE fueling and fuel-storage needs in a manner consistent with a clean environment. It is our key environmental concern and our goal to prevent any fuel releases. To ensure that we eliminate potential fuel

releases at the airports we serve, Swissport has implemented policies and procedures, such as the Environmental Policy Statement and the Environmental Management System, which are an integral part of our training and daily operations.

All incidents are to be reported and investigated. Should a major release occur, and depending on the type of material involved, an emergency plan must be activated. This plan is managed locally in line with the emergency plan of the specific airport. There were no major spills recorded in our operations in 2021.

Swissport also supports airline and oil company partners on several sustainable aviation fuel (SAF) projects that include designated flights fueled with SAF. In December 2021, for example, Swissport provided fueling services for the first-ever commercial passenger flight using 100 percent SAF. The United Airlines flight departed with more than 100 passengers from Chicago's O'Hare International Airport and landed at Washington, D.C.'s Reagan National Airport.

Transport and business travel

Due to the COVID-19-related global travel restrictions, online conferences almost completely replaced work-related travel in 2020. In 2021, we observed a return to face-to-face meetings both within the company and by our airline customers and their passengers. Business travel – and air travel in particular – continues to provide clear benefits, especially for a global player like Swissport. Traveling by train is an option in parts of Europe and Asia, but many journeys between our numerous locations worldwide can only be reasonably undertaken by air. Swissport managers and staff usually fly economy class, particularly on continental flights, as this is more space- and weight-efficient and therefore more ecologically favorable.

ANTI-CORRUPTION PRINCIPLES

PRINCIPLE 10

Businesses should work against corruption in all its forms, including extortion and bribery.



GUIDELINES

At Swissport, we foster corporate behavior based on honesty, integrity, and respect for the law. Bribery and corruption are strictly prohibited. This is clearly stated in Swissport's Code of Conduct and compliance policies, such as the anti-bribery and anti-corruption policy.

The overall responsibility for governance and compliance lies with the CEO and the General Counsel and Corporate Secretary; the responsibility is further shared with regional managers. Compliance activities are supported by the internal audit function.

The Code of Conduct is part of an induction package that is signed by every new employee and is available for all employees on a dedicated intranet page. All employees are informed if there are any changes to existing policies or if new compliance policies and guidelines are issued. We also mandate that all our employees complete an online Code of Conduct training.

The anti-bribery and anti-corruption policy contains clear guidelines on topics such as bribery, gifts and invitations, and dealing with third parties. Swissport employees are encouraged to attend dedicated online training courses to ensure they know and understand the rules and principles set out in the anti-bribery and anti-corruption policy.

MEASURES AND OUTCOMES

Swissport is committed to the rigorous handling of noncompliance cases. We urge our employees to report violations of the Swissport Code of Conduct and, in general, any other case of noncompliance and potential breach.

SpeakUp, an external hotline that was introduced at Swissport in 2019, enables all employees to report suspected compliance violations. This includes reporting individuals who are believed to have violated or who are suspected of preparing to violate the Code of Conduct. SpeakUp enables employees to report compliance concerns confidentially and anonymously. The hotline operates 24 hours per day, seven days per week in more than 20 languages and employees can access the hotline by email, telephone, or via a SpeakUp intranet page. Reports received via SpeakUp are investigated in accordance with our SpeakUp policy; employees reporting in good faith are protected against any form of retaliation.

In addition to a group-wide communication campaign in 2019 to support the launch of the SpeakUp portal, posters are displayed on our premises to draw the attention of our staff to the availability of the service and to direct them to a dedicated intranet page where the SpeakUp policy, as well as further guidance and information about the hotline, is available.

During the reporting period, all matters reported via SpeakUp were investigated and handled in accordance with Swissport's internal policies. Adequate actions (e.g., additional training, management guidance, warning letters, dismissals) were taken as required.

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Notes

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focuses on 2021, with more recent events
occasionally covered as well. The editorial
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