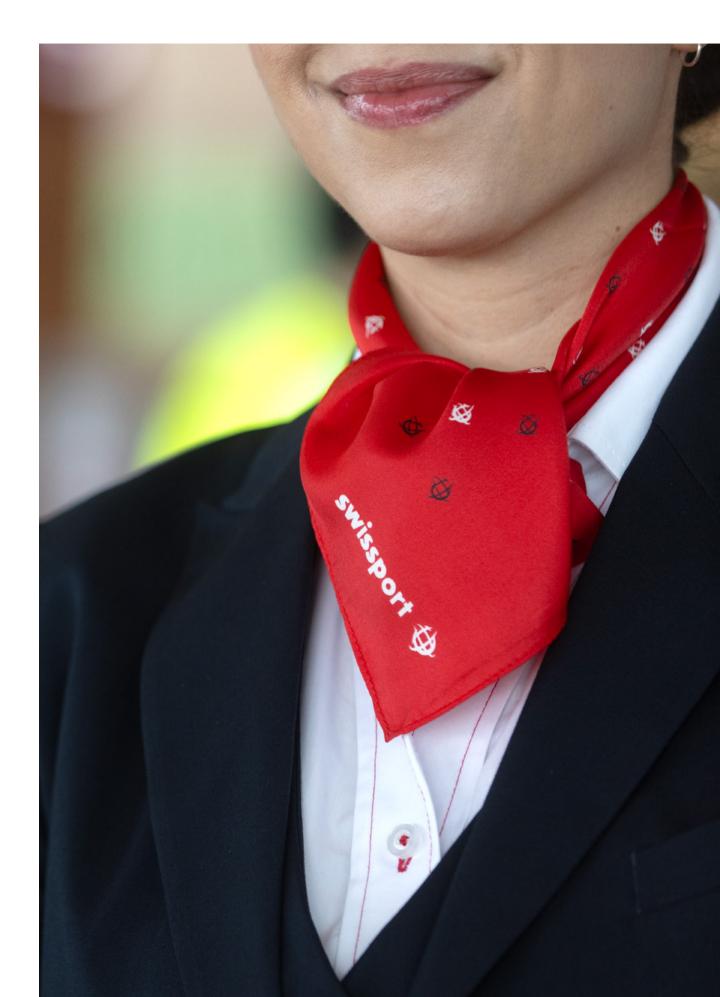


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Company Report 2023

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LETTER FROM THE CHAIROF THE BOARD OF DIRECTORS

Dear Shareholders, Dear Readers,

2023 marked a year of exceptional achievement for Swissport International AG. I am filled with immense pride in our company's progress on our goals and strategies and how we served our customers with continuously improving excellence. This has resulted in Swissport further strengthening its leadership position in global aviation services.

Reviewing the macro-environment in which we operate, encouragingly, the industry has seen a near-full recovery of aircraft movements, even if some carriers, markets, or routes will only fully recover in 2024 or 2025. The world, however, continues to face challenges from a geopolitical point of view, and we extend our heartfelt thoughts to all those families who have been tragically implicated and impacted by these conflicts, especially our employees, our customers, and their families living and working in these tragic circumstances.

In the vast majority of Swissport's portfolio, we remain very optimistic on how the global economy and the industry are developing. A steady stream of new aircraft in ground handling and the continued fast-paced development of global trade and e-commerce will continue to guarantee strong growth for the business. This will be accelerated as full-service and low-cost carriers increasingly focus on core activities and continue to source high-quality service providers like Swissport, benefiting from leadership scale and cost advantages to help them improve their supply chain operations.

Turning to Swissport's results for the year 2023, under the leadership of our President & CEO, Warwick Brady, we have delivered a year of very strong revenue growth, growing 18 percent

compared to 2022, with revenue in 2023 seven percent ahead of pre-Covid-19 levels. The growth is a result of Swissport's focus on excellence in operations and safety, as well as for its focus in offering great value and industry-leading solutions to customers.

Swissport has also significantly strengthened its balance sheet and reduced leverage close to investment-grade leverage criteria. The company is also deeply committed in continuing to strengthen its governance. The Board's Safety, Health, and ESG (SHESG) Committee, led by our CEO, is first and foremost focused on employee health and safety, providing oversight to the goals and plans on safety by management. The second priority is to make strong progress on our ambitious ESG agenda.

Further, to increase transparency on our sustainability efforts, we have greatly improved disclosures within our Company Report, and we have partnered with EcoVadis to provide us with independent ratings on our sustainability efforts. In December 2023, compared to summer 2023 (our first EcoVadis rating), we have improved 23 points in the EcoVadis cross-industry ranks on sustainability, thereby earning the "committed" status. The Board has also supported the initiative from management to sign up for the Science Based Targets initiative (SBTi) with a net-zero commitment by 2050.

We have appointed Janina Kugel as an independent non-executive director, chairing the Nomination and Remuneration Committee (NRC), effective July 2024. Alongside Regula Wallimann, the independent Chair of the Audit and Risk Committee since February 2022, and Julien Diaz Gonzalez, appointed as an independent Non-Executive Director in July 2024, this will further promote the highest standards of oversight and foster a culture of transparency at Swissport.



These are just a few examples to demonstrate our unwavering commitment to environmental and social responsibility, and our desire to build trust with all our stakeholders.

A key part of our success lies with the dedication of our people. We cannot thank them enough for the results they delivered in 2023 for the company and for our customers. Our dedicated team of employees is truly the heart and soul of Swissport. The Swissport family is centered around our nearly 300 stations, led by our station managers. We foster a culture of continuous improvement through the support of our global teams, be it commercial or operational, as we seek to implement best practices. The station-level performance-based governance and rewards system ensures that exceptional performance is recognized and rewarded, and that help is extended to those stations where further improvements are possible.

Finally, I want to extend my sincere gratitude to all stakeholders beyond our employees. To our shareholders, thank you for the alignment to the Swissport strategic agenda and your continued trust in our management team. To our customers and to our airports, thank you for your continued partnership. To our suppliers, thank you for continuing to innovate within our supply chain to help make Swissport a leading player. Together, we are poised to set even higher standards of excellence and deliver unparalleled service to our valued clients worldwide.

On behalf of the Board of Directors, I invite you to delve deeper into this report and explore the exciting journey that lies ahead for Swissport International AG.

Sincerely,

David Siegel

Chair of the Board of Directors, Swissport International AG 6 INTRODUCING SWISSPORT Swissport International AG

LETTER FROM THE CEO



Dear Shareholders, Dear Readers,

Swissport International AG achieved record-breaking results during 2023, solidifying its position as the industry leader. On the back of a strong recovery in aircraft movements and despite softness in global cargo markets, we surpassed pre-pandemic revenue levels by seven percent, significantly outpacing our competitors, with revenues in ground handling one percent ahead of 2019 and revenues in cargo handling 53 percent ahead of 2019.

This strong growth was anchored in our unwavering commitment to safety, operational reliability, and the best value that we bring to our customers. This growth and these operational results were delivered despite some of the challenges the industry has been facing, namely the grounding of aircraft due to strikes by air traffic control (ATC), engine issues, and the conflicts we unfortunately witnessed in the Near East and Eastern Europe.

Our continued improvements in operational reliability and safety came off the back of significant investments in our workforce, a workforce

Company Report 2023 INTRODUCING SWISSPORT

which was largely renewed during 2022 and which we continued to ramp up in 2023 in a labor environment that, in some markets, continued to be challenging. We invested proactively in staff ahead of peak demand, we invested in continued training of our employees, and we invested in the leadership of the company, the countries, and the stations making up the fabric of Swissport.

Swissport now commands 15 percent of the market in ground handling and 12 percent of the market in cargo handling, making it the largest airport service provider globally. But it is not our size we take pride in, as we are only as good as our track record in operations. Our lost-time injury frequency rate (LTIFR) of 1.05 events per 100,000 hours worked was a significant 11.1 percent lower than 2022 and 34 percent lower than 2019, with the highest reporting culture in the industry. Our adherence to customer servicelevel agreement (SLA) in terms of operational performance metrics was second to none. In our third year of measuring, our Net Promoter Score (NPS), which is measured weekly by station and customer combination, continued to improve year over year.

These achievements are credited uniquely to one family – the Swissport family of 60,000 dedicated employees operating the largest network of airports served in the industry. We thank them for the exceptional value and performance they deliver day in and day out to our customers.

In 2023, we also expanded this Swissport family. We signed joint venture agreements with Asyad Holding in Saudi Arabia and with Düsseldorf Airport in Germany. Across our 44 markets, we focused on like-for-like growth in stations while expanding our footprint into new airports, demonstrating our commitment to serving our customers where they look for consistent, high-quality solutions.

Under the governance of the Board and the leadership of my executive team, we have upped the ante for the industry – starting with ourselves – on sustainability. Actions speak louder than words. We are committed to setting the standard for environmental responsibility within the aviation industry, and the procurement of electric ground support equipment (GSE) now

dominates conventional motorized vehicles in many of our stations. Our rating from EcoVadis – which provides an independent cross-industry certification to our ESG efforts – improved from the 29th percentile to the 51st percentile in just six months. Our global average fleet electrification is set at 55 percent by 2032, and we are encouraged by the collaboration with airports in achieving these targets and enabling this through investment in infrastructure. Our ultimate goal remains ambitious yet achievable: net-zero carbon emissions by 2050.

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Looking ahead, I am incredibly optimistic. With the relentless dedication of our people in the front line, with the focus on unmatched service to our valued partners, and our unwavering commitment to safety, operational reliability, innovation, and sustainability, Swissport is poised to continue leading the aviation ground services industry well into the future.

Thank you for your continued support.

Warm regards,

Warwick Brady

President & CEO, Swissport International AG 8 INTRODUCING SWISSPORT Swissport International AG

2023 KEY FACTS

Our numbers reflect the dedicated efforts of our highly committed Swissport people – 60,000 employees at the end of 2023. Our Company Report tells the ambitions and stories behind the numbers.



Company Report 2023 INTRODUCING SWISSPORT





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OVERVIEW OF RESULTS

2023 BUSINESS PERFORMANCE

In 2023, Swissport achieved strong revenue growth on the back of sustained recovery in global air traffic and trade, notwithstanding the significant challenges presented by wage inflation, high interest rates, and the impact of geopolitical conflicts.

BUSINESS LINE PERFORMANCE

In 2023, Swissport achieved a significant milestone by generating 3.4 billion euro in revenue. This impressive performance represents a seven percent increase over our 2019 pre-pandemic revenue levels, underscoring our robust recovery and growth trajectory, reinforcing our market leadership, and demonstrating the effectiveness of our strategic investments.

AIRPORT GROUND SERVICES

At the end of 2023, Swissport operated at 286 airports in 44 countries. That is a broader global presence than our competitors can offer. Our airline customers and their passengers benefit from best-in-class services and unrivaled value for money.

Airport ground services accounted for 74 percent of the Swissport revenue, at 2.5 billion euro in revenue, a year-over-year growth of 24 percent. The number of passengers Swissport served in 2023 soared to 232 million, a 25 percent increase over 2022, reflecting the near-full volume recovery of demand for international travel. In the airport ground services segment, which includes check-in and gate services as well as ground movement of aircraft, baggage handling, lounges services, executive aviation services and aircraft de-icing, the number of flights handled rose to 3.9 million, an increase of 18 percent versus 2022.

On the back of continued strong demand for international air travel, Swissport grew ahead of key competitors and expanded its business with airline customers around the globe. Although the global labor shortage remained a challenge for the industry, Swissport was able to more quickly attract and train more and better talent than any of our competitors. This success was achieved by leveraging our industry-leading capabilities,

including integrated multichannel talent acquisition, employee training, engagement and retention plans, the deployment of resilient teams in the most challenging labor hotspots, and the use of our Swissport framework to provide consistency in our operations globally.

Despite the steep ramp-up in operations, Swissport delivered an increasingly safe, reliable, clockwork-type ground operation that airlines and airports seek. Our operational safety performance in 2023 continued to improve versus 2022 to 1.05 events of LTI (lost time injury) per 100,000 hours worked. This is a significant 11.1 percent improvement over 2022 and the third consecutive year of improvement with the highest self-reporting standards in the industry. Swissport's continued focus and investment in safety training, safe practices, state-of-the-art equipment and general safety awareness are key to helping to improve safety in the workplace.

Our operational performance – measured across key metrics like on-time performance (OTP), first-bag, and last-bag performance – is now ahead of pre-Covid-19 performance across our portfolio of stations. Swissport is partnering with airports and airlines to improve the performance in the industry in some of the most challenging hotspots where incoming air traffic may face delays, air traffic control may be underresourced, or airport infrastructure not yet fully ramped up to deal with the surge in demand.

Under our Aspire Executive Lounges brand, Swissport welcomed more than 5.2 million customers worldwide in 69 lounges in 20 countries. 2023 also marked the opening of several new lounges around the world, including in Toronto, Canada; Helsinki, Finland; Seoul, South Korea; and a reopening of the Aspire lounge in Brisbane, Australia.

AIR CARGO HANDLING

At the end of 2023, Swissport operated 115 air cargo centers, adding new cargo centers in Sydney and Zaragoza. Of these, 21 are Swissport Pharma Centers. Our Pharma Centers feature state-of-the-art infrastructure investments and are certified by IATA CEIV, MHRA, or Swissport's own rigorous internal audit process. They are complemented by an additional 66 pharma-capable air cargo warehouses around the globe.

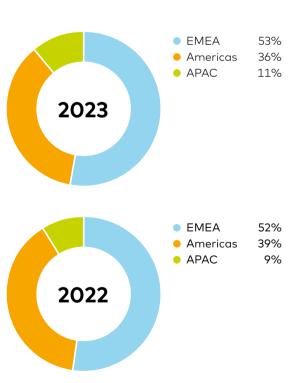
Air cargo handling accounted for 23 percent of the Swissport revenue, at 0.8 billion euro in revenue in 2023. Our cargo business handled goods totaling 4.7 million metric tons in 2023, almost in line with the volume of 4.8 million metric tons in 2022 and a small increase from 4.6 million metric tons in pre-Covid-19. Cargo revenue in 2023 grew by one percent versus 2022, a good result given the overall softness in the cargo market in 2023. Swissport cargo team continued to receive commendations from customers and industry partners.

When it comes to mid- and long-term growth prospects, we are confident in the direction of the industry and we continue to actively pursue ambitious expansion plans in cargo handling. We have made significant investments in the construction of new warehouse infrastructure, including temperature-controlled cargo terminals and air cargo centers for special cargo shipments such as perishables and pharmaceuticals.

REGIONAL PERFORMANCE

Swissport's global presence on six continents, in combination with our knowledge of the local markets and our comprehensive service portfolio, is the basis of our continuous success in a highly competitive environment. We proudly serve more than 850 corporate clients with aviation ground services. EMEA is our largest region, accounting for 53 percent of our portfolio. The Americas account for 36 percent of revenue, with the balance of the revenue in APAC.

REVENUE PER REGION



EUROPE, MIDDLE EAST AND AFRICA

In 2023, EMEA revenue climbed to 1.8 billion euro from 1.5 billion in the previous year, reflecting a growth of 20 percent. Swissport served 8.5 million passengers, a 13 percent rise from 7.5 million in 2022. Flight movements rose by four percent, reaching 135,000 compared to 130,000 in 2022. Cargo volume grew by three percent totaling 234,000 metric tons, up from 228,000 the previous year. Additionally, we performed 24,000 fuel operations, marking a 55 percent increase over 2022.

Swissport expanded its cargo network to five stations in Spain with the addition of a new state-of-the-art cargo facility in Zaragoza, one of the country's most vital cargo hubs. The new terminal, encompassing 4,000 square meters and featuring 14 truck docks, enhances our capacity for swift air freight pick-up and delivery. In Belgium, we added Liège to our network of growing Swissport Pharma Centers. The IATA CEIV Pharma-certified facility, part of a larger air cargo center totaling some 6,000 square meters, makes it one of the leading hubs for pharmaceutical shipments in Europe. In Ireland, Swissport opened a new temperature-controlled 400-square-meter warehouse at Dublin Airport, supporting the country's position as one of the largest net exporters of medicinal and pharmaceutical products within the European Union.

Growth in Africa was driven by our expansion in Kenya, where Swissport integrated Mombasa into its global network with the launch of passenger services and ramp handling. In Nairobi, we invested further in upgrading our air cargo facility. A new 750-square-meter facility at Jomo Kenyatta International Airport now features an interconnected cold storeroom, allowing direct access from the perishables hub to the airside. The expansion comes on the heels of Swissport's innovative "flower corridor," a cool-chain initiative that – for the very first time – brings together all the stakeholders of the flower export line to extend the shelf life of fresh-cut flowers.

New lounge developments supported the region's growth. In Finland, Swissport opened up a second Aspire Lounge at Helsinki-Vantaa Airport. And at EuroAirport Basel-Mulhouse, Swissport has been granted an extension of its operational license for the well-known Skyview Lounge until 2030, with plans to introduce a new service concept catering to different guest categories.

To complement organic growth, Swissport also has an ambitious M&A agenda, both as an active consolidator in the aviation services sector and via partnerships and global joint ventures. In Germany, we strengthened our presence by acquiring a majority stake in Düsseldorf Airport's cargo handling unit. The joint venture, under the name Swissport DUS Cargo Services GmbH, began operations in autumn. In November, Swissport and the Saudi ASYAD Holding signed binding transaction agreements, marking the start of a strategic partnership to jointly drive the development and growth of the aviation ground services sector in Saudi Arabia towards achieving Saudi Vision 2030.

THE AMERICAS

Revenue in the Americas grew to 1.3 billion euro, up from 1.1 billion euro the previous year, representing a growth rate of 10 percent. In the US and Canada, Swissport performed 43,000 flight movements, a 13 percent increase from 38,000 the year before. Cargo volumes rose to 134,000 metric tons, a 10 percent increase from 122,000 metric tons in 2022. In Latin America, flight movements increased by five percent, reaching 92,000 movements compared to 88,000 in 2022.

In the United States, Swissport's largest market in the region, we served 2.3 million passengers, marking a 15 percent increase from two million the previous year. Cargo volume rose by nine percent, reaching 127,000 metric tons compared to 117,000 metric tons in 2022. Additionally, the number of lounge visitors increased by 24 percent.

In Canada, Swissport added a new Pharma Center to its global network. With the IATA CEIV Pharma certification of our facility at Toronto Pearson International Airport, Swissport now operates Pharma Centers at both Toronto and Montreal airports, further solidifying our role as a leader in pharmaceutical handling in the country. Additionally, under the Aspire brand, Swissport and Air Canada launched the Aspire | Air Canada Café at Billy Bishop Toronto City Airport.

In Chile, Swissport took market leadership in ground handling, now delivering 35,000 flights per annum. We added Antofagasta (ANF), Balmaceda (BBA), Iquique (IQQ), La Serena (LSC), Puerto Montt (PMC), Valdivia (ZAL), and Osorno (ZOS) to our network in the country.

In Mexico, we started operations in Felipe Ángeles International Airport (NLU) serving the Greater Mexico City area. In Brazil, we started operations in São José dos Campos (SJK), and in Argentina at San Fernando Airport (FDO).

ASIA-PACIFIC

Revenue in the Asia-Pacific region grew to 0.4 billion euro, up from 0.3 billion euro the year before, representing an increase of 33 percent. In terms of volume the number of flight movements grew by 19 percent to 51,000 from 43,000 in 2022. Meanwhile, cargo volume grew by 14 percent to 33,000 from 29,000 the previous year.

A significant portion of our growth in the region is driven by Japan. Despite maintaining strict border controls for most of 2022 and lifting its travel restrictions later than the rest of the world, it has shown remarkable recovery and contribution to our success. In November, Swissport added New Chitose Airport (CTS) serving the Sapporo metropolitan area to its network of airports.

In South Korea, Swissport extended its lounge presence. Under its Aspire Executive Lounges Brand, we partnered with the global airline alliance oneworld to inaugurate the first-ever oneworld lounge experience in Seoul. Opened in December, daily operations of the lounge are managed wholly by Swissport Korea.

In Australia, 2023 saw the launch of Swissport's air cargo handling operations in the country. The kickoff of cargo operations at Sydney Airport complements Swissport's successful ground services business in the country and is expected to help strengthen trade routes between Australia and Asia by enabling cargo customers in Australia to expedite imports and exports between the two continents. Final work on an air freight center in Melbourne is currently also underway, with the start operations planned for early 2024.

| Airports | Countries Employe | |
|----------|-------------------|----------------|
| 140 | 16 | 28,200 |
| 116 | 24 | 25,500 |
| 30 | 4 | 6,300 |
| 286 | 44 | 60,000 |
| | 140 116 30 | 116 24 30 4 |

As of 31 December 2023

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MARKET TRENDS

In the fast-growing aviation services market, Swissport is the global leader and partner of choice for airlines and airports wishing to outsource their ground services or cargo handling.

In 2023, the global economy shifted from the turbulent post-pandemic recovery of 2022 to a sustainable growth trajectory akin to pre-Covid-19 times. The ground services segment excelled throughout the year. Cargo handling was resilient despite a slowdown in global air cargo. With GDP recovery and adjustments in air freight pricing observed in the final months of 2023, we anticipate a strong recovery. Overall, Swissport's outlook remains promising, buoyed by several favorable market trends.

STRONG SECTOR GROWTH

In ground handling, we have witnessed a passenger growth to GDP growth multiplier of 1.6x from 1970 to 2019. Anticipating global GDP growth of over three percent in 2024 and 2025, we expect strong growth levels in ground handling. This is underpinned by robust growth in aircraft deliveries, averaging nearly four percent annually until 2032, resulting in a doubling of the aircraft count within 20 years.

Historically, air cargo volumes have outperformed global GDP growth by more than 50 percent. This trend will continue, bolstered by robust developments in global commerce and e-commerce. According to a Roland Berger industry report and various market analyses, the air cargo sector is anticipated to achieve an average annual growth rate of seven percent by 2028, primarily driven by increasing volume. Additionally, air cargo handling is projected to maintain a growth rate of six percent per annum through 2028.

Moreover, the Roland Berger industry report highlights a strong correlation between passenger traffic and GDP growth. With GDP expected to expand at an average annual rate of three percent, the travel services sector is poised for notable growth. This is particularly evident in aviation. According to Oliver Wyman's "Global Fleet and MRO Market Forecast," the global fleet is projected to exceed 38,100 aircraft by 2032, growing annually at four percent from 2022 to 2032. This growth mirrors broader economic trends, emphasizing the link between economic well-being and the demand for air travel and cargo services. As the global leader with operations worldwide, Swissport is well-positioned to capitalize on this sectoral expansion.

INCREASED PARTNERSHIPS AND OUTSOURCING OPPORTUNITIES

Global players seek global partners, and Swissport is exceptionally positioned to cater to global airlines, forwarders, airport operations, and large e-commerce enterprises.

The ongoing trend among airlines and airports to outsource passenger services, airport ramp operations, lounge operations, and cargo handling operations to the leading global player contributes significantly to our business growth. The accessible handling market now encompasses an estimated 45 percent of the total handling market. Studies indicate potential savings ranging between 10 and 25 percent for airlines and airports that partner with a leading service provider boasting dedicated management, expertise, processes, and systems. Each year, an



increasing number of airlines and airports embrace this outsourcing strategy, with many currently evaluating such options, reflected in Swissport's robust pipeline.

For airlines contemplating outsourcing, Swissport emerges as a preferred choice, particularly for intricate hub and large base operations. We offer optimal value by ensuring reliable, secure, technologically advanced, and globally consistent operations, catering to both network airlines and low-cost carriers. The complexity we manage in our hubs equip us with insights and expertise that enhance our competitiveness and efficiency within and beyond major hub airports. Through leveraging Swissport's scale, network, and expertise, our airline partners can bolster their growth, fostering mutual expansion.

By selecting Swissport, airlines align with a partner prioritizing the safety of its personnel, airlines, and customers, alongside aircraft integrity and the punctuality of airline operations. Swissport effectively lowers costs for its partners while delivering vastly improved operational efficiency.

INDUSTRY CONSOLIDATION

With the top three players representing less than 35 percent of the global accessible market revenue in ground handling and approximately 40 percent in the cargo sector, significant consolidation opportunities remain.

Since its incorporation in 1996, Swissport has spearheaded global consolidation efforts, expanding through organic growth, joint ventures, and M&A activities.

Our M&A strategy is highly selective, as our robust organic expansion model enables us to compete effectively in any market alongside existing incumbents. This approach is poised to drive industry consolidation, with our anticipated growth outpacing that of our competitors. Swissport also prioritizes investments in cutting-edge technology, systems, and processes sought after by our industry partners.

In 2023, our growth was predominantly organic, reaching nearly 18 percent, surpassing the growth of our competitors. Our sole acquisition during this period was a joint venture with Flughafen Düsseldorf Cargo GmbH, the cargo handling unit at Düsseldorf Airport, strategically enhancing our business.

OUR CORPORATE STRATEGY

Swissport is the global market leader in airport ground services and air cargo handling. Airlines can choose from a broad offering of services that includes industry-leading hub and large base operations. Serving our airlines and airport partners with high levels of excellence at the most competitive value will reward Swissport with strong shareholder returns.

OUR AMBITION AND GOALS

Our ambition is to be the best and leading airport service provider in the world for our customers, airports, and their customers.

We stand for an unwavering commitment to safety, operational excellence, exceptional service, best value, and leading solutions. We are part of the success of our customers and airports and shape a future where air travel thrives on reliability, efficiency, and an enjoyable customer experience.

OUR AMBITION IS TO BE THE LEADING AIRPORT SERVICE PROVIDER GLOBALLY

We aspire to be industry-leading on sustainability. We have committed to make our operations carbon-neutral by 2050 with a medium 2032 target to reduce emissions by 42 percent. As part of our sustainability governance, we have aligned to SBTi methodologies and have partnered with EcoVadis to assess our disclosure and rate us relative to our peers.

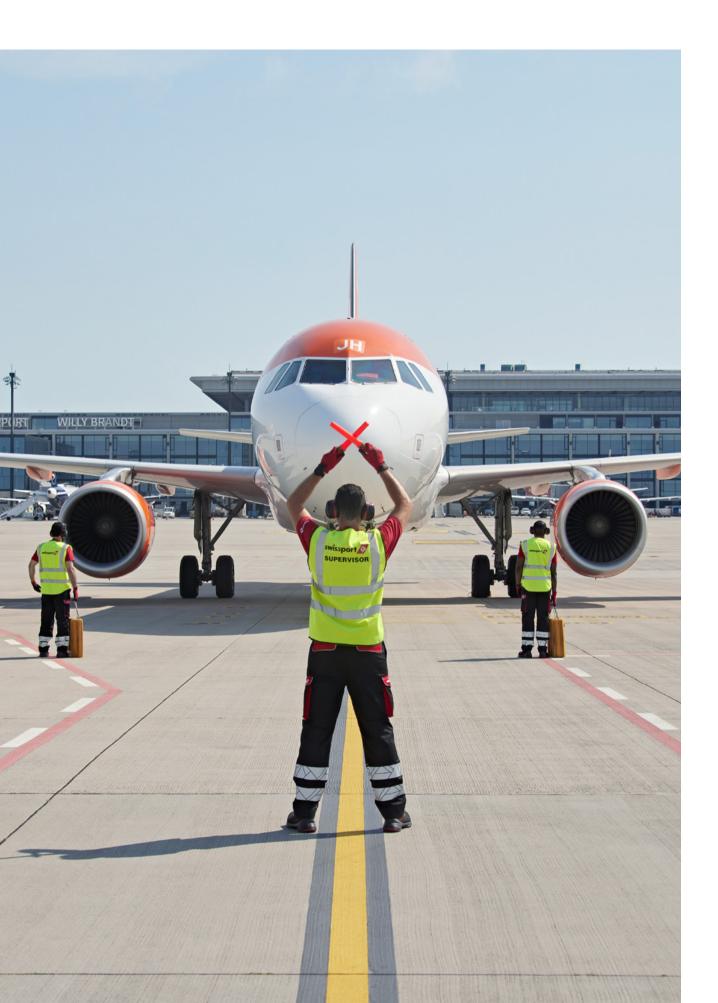
Our goals are brought to life through two cornerstone strategies. The first strategy focuses on our operational domains – where we play – encompassing our business lines and expertise in specific aviation services, such as large base and complex

hub management. We provide the broadest area of services leading globally in many of them. This allows airlines and airports to have a one-stop shop for their services, giving them access to the effectiveness and efficiency achieved through the interdependence of these airport services.

The second strategy is our unwavering commitment to excellence, embodied by the Swissport framework, which includes key factors that enable us to create sustainable value for our customers, partners, and stakeholders. The framework covers a full range of air transportation services, with a focus on operational excellence alongside competitive pricing and sustainability. With engaged employees and strategic partnerships, we succeed and unlock benefits and efficiencies for our customers while maintaining cost competitiveness due to our scale and experience.

If we do this well, our stakeholders will reward us and we will achieve our goals, high single-digit growth within the ground handling and cargo handling market segments, while ensuring a fair and sustainable return for our shareholders.

The following pages provide an overview of how we deliver long-term, sustainable value to our customers through our strategic framework and one-stop shop portfolio of mission-critical airport ground services.



OUR SWISSPORT FRAMEWORK

DELIVERING SUSTAINABLE VALUE TO OUR CUSTOMERS

Swissport is committed to creating long-term value for our customers through a unique combination of six key strengths:

Unparalleled breadth of services

We offer a comprehensive suite of ground and cargo handling solutions, ensuring a one-stop shop for all airline needs.

Operational excellence

Our unwavering dedication to quality and efficiency translates to a seamless and reliable ground handling experience.

Competitive pricing

We deliver exceptional value by optimizing costs while maintaining the highest standards.

Engaged and enabled workforce

Our team of 60,000 dedicated professionals are empowered with the skills and resources to excel.

Strategic partnership approach

We go beyond service provision, acting as a trusted advisor and collaborator to drive success.

Sustainability leadership

Our commitment to environmental responsibility aligns with our airline customers sustainability goals and positions us both for the future.

By leveraging these core strengths, Swissport crafts a sustainable value proposition that empowers both our airline customers and airport partners to optimize their operations, enhance efficiency, and strengthen their financial performance.





SERVICE RANGE COVERED GLOBALLY

Elevating efficiency for airlines and airports

Swissport is a world leader in ground services, offering airlines a comprehensive suite of solutions under one roof. Our unparalleled scale and expertise ensure best-in-class services across all aspects of ground handling.

For airlines, Swissport offers a unique value proposition. Our dense network translates to economies of scale, while our integrated service portfolio unlocks synergies that cannot be replicated by competitors. This translates to a streamlined experience and cost savings for our airline customers.

Airports also benefit from partnering with Swissport. We take over handling operations, elevating them to industry-leading standards. This not only enhances the airport's attractiveness to airlines but also improves the overall customer experience for passengers. Our global network and extensive portfolio of ground and cargo handling solutions further elevate the airport's profile, making it a more desirable destination for airlines.



OPERATIONAL EXCELLENCE

Meeting the needs of every airline

In today's competitive aviation landscape, airlines demand excellence across a broad spectrum of handling and hospitality services. Full-service carriers prioritize high-quality partners who can elevate customer satisfaction and operational reliability, particularly at complex hubs. Low-cost carriers seek efficient, high-speed turnarounds to maximize aircraft utilization and drive traffic growth through competitive fares.

Swissport addresses these diverse needs through its comprehensive approach and unwavering commitment to quality. We are the leading player invested in all key areas of a successful handling operation: people, equipment, facilities, and technology. This ensures consistent, high-level service for every airline we partner with.

Safety first

Safety is the cornerstone of operational excellence at Swissport. It guides every aspect of our business, from aircraft handling and passenger service to cargo processing. Our relentless pursuit of zero accidents and zero work-related injuries has positioned us as a recognized global leader in health and safety. Dedicated safety teams, a deeply ingrained safety culture, and a robust reward system all contribute to this achievement.

We believe in a Just Culture where open communication is paramount. Our employees are encouraged to report unsafe acts, conditions, incidents, and accidents, anonymously if desired, through our independent SpeakUp hotline established in 2019.

Continuous improvement

Swissport utilizes the Station Performance Scorecard to holistically assess performance across key metrics, including safety, on-time performance, baggage handling, customer satisfaction, and fleet readiness. This comprehensive tool provides individual stations with a clear picture of their performance against global benchmarks, fostering a culture of continuous improvement.

The Scorecard tracks eight key performance indicators (KPIs) for every station within our global network. Weekly reviews and monthly discussions with senior leadership ensure that all stations receive the support they need to achieve best-inclass results. This approach has demonstrably yielded industry-leading operational performance across the entire Swissport network.



COMPETITIVE COST AND PRICE

Enhancing airline efficiency and customer experience

Swissport plays a critical role in the success of airlines by delivering reliable ground operations. We are not just an operator; we are an extension of the airline product, ensuring a positive experience for their passengers. Our expertise and global scale allow us to achieve this excellence consistently, while maintaining the most competitive costs in the industry.

Beyond cost savings: the value of reliability

The benefits of partnering with Swissport extend far beyond cost savings. Our reliability translates into tangible advantages for our airline customers. Reliable ground handling operations improve turnaround times, leading to increased operational efficiency. Furthermore, our commitment to safety further enhances reliability, minimizing disruptions and associated costs for airlines. Ultimately, these factors contribute to a positive customer experience, reflected in a higher Net Promoter Score (NPS) for airlines.

Unlocking efficiency through outsourcing

Our extensive track record and strong airline partnerships demonstrate the limitless potential of outsourcing ground handling services to Swissport. Studies show that airlines and airports can achieve 15–20 percent cost efficiencies through outsourcing compared to in-house operations. This is due to our deep industry expertise and the application of specialized tools, systems, and processes. We handle tasks and challenges that fall outside the core competencies of airlines and airports, allowing them to focus on their core business: delivering exceptional air travel experiences.



PEOPLE ENGAGED AND ENABLED

Our greatest asset is our people – 60,000 dedicated individuals who form the very fabric of Swissport. We are committed to fostering their growth and development, ensuring they are well-equipped to drive future success.

Investing in leadership

Station managers are the cornerstones of our operational excellence. Each year, we convene all station managers and senior leaders for a weeklong, immersive training program. This program leverages diverse learning methods, including case studies and practical training, to build knowledge, enhance skills, and establish best practices. Additionally, ongoing resources support them in daily decisionmaking, ensuring consistently high performance across our global network.

Empowering our workforce

Development and multi-skilling are core tenets of our approach. We offer a comprehensive training curriculum that extends beyond leadership to equip all employees with the skills they need to thrive.

Red Rules: a commitment to our people

Our Red Rules are fundamental commitments that guide our relationship with employees. A key example is ensuring competitive and fair compensation with alignment to local market conditions. Data demonstrably shows that when these rules are meticulously implemented, employee engagement soars, leading to maximized potential across the workforce.

Communication and engagement

To effectively communicate with our dynamic, mobile workforce, we utilize a cutting-edge mobile application. This platform serves as a central hub for a wide range of topics, including company news, local initiatives, rosters, training opportunities, safety campaigns, and more. This innovative tool also enables us to monitor employee engagement diligently.

Swissport Values: the guiding principles

Our corporate values are the bedrock of our culture and guide every action and decision we make. These values not only reflect who we are as a company but also serve as a road map to delivering exceptional value across all aspects of our business.

- "Show You Care": This principle emphasizes the importance of perspective. We strive to ensure that our actions are perceived and valued by those around us, including colleagues, customers, and passengers.
- "Do the Right Things": We are committed to actions that hold value for our stakeholders. We are trained to operate safely, and are empowered to make ethical decisions in any circumstance.
- "Win as a Team": Collaboration is at the heart of our success. We believe that by working together as a team, we can achieve more and overcome any obstacle.

These values are an embodiment of the Swissport spirit – a spirit of dedication, collaboration, and unwavering commitment to excellence. By continuously investing in our people, we fuel the engine that drives Swissport's success.



STRONG CUSTOMER RELATIONSHIPS

Beyond service: a strategic partnership with airlines

Swissport transcends the role of a service provider. We are a trusted strategic partner to our airline customers. As airlines increasingly refocus on core competencies – safety, network optimization, schedule quality, and in-flight services – they rely on leading suppliers like Swissport to drive efficiency and innovation throughout their entire value chain.

We partner with airlines to achieve three key objectives:

- Optimizing ground handling operations: Airlines leverage our expertise and dense network to achieve superior quality and cost-efficiency in ground handling, even at their home bases. Our service agents, for instance, can efficiently handle multiple airlines due to minimal idle time between flights.
- Growth acceleration in new markets: Expanding into new network points often requires rapid establishment of ground handling capabilities.
 Swissport's global presence ensures a seamless transition and facilitates faster growth for our airline partners.

Expert outsourcing of complex operations: Airlines increasingly outsource complex and large-scale base operations to Swissport. This allows them to focus on core strengths while benefiting from our proven expertise and economies of scale.

Continuous improvement through partnership

A cornerstone of our partnership approach is continuous improvement. We utilize a Net Promoter Score (NPS) system, gathering weekly customer feedback on Swissport's performance at each location. This data serves as a platform for ongoing dialogue, best practice sharing, and addressing common challenges. Combined with dedicated global account management, this cycle fosters a collaborative environment that strengthens our relationships and fuels mutual success.

By partnering with Swissport, airlines gain a strategic partner committed to optimizing their operations, accelerating growth, and navigating the complexities of an evolving industry.



SUSTAINABLE FLEET AND FOOTPRINT

Since outlining our ambitious sustainability goals in 2022, these objectives have become the cornerstone of our business strategy. Reducing carbon emissions is a top priority for global aviation, and Swissport is firmly committed to leading the industry's transition towards net zero by 2050.

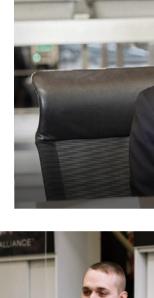
A comprehensive overview of our sustainability agenda and detailed plans can be found in the following chapter.

WHERE WE PLAY OUR ONE-STOP PORTFOLIO

Swissport is the world's leading independent provider of mission-critical airport ground services and air cargo handling based on revenue and the number of airports served.

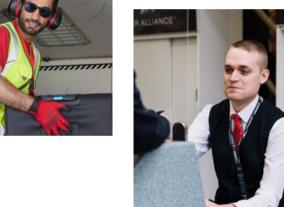
Our service portfolio ranges from passenger services and lounge hospitality to ramp handling and cargo handling. The two core businesses – airport ground services and air cargo handling – complement each other and function as a natural hedge to external demand volatility.



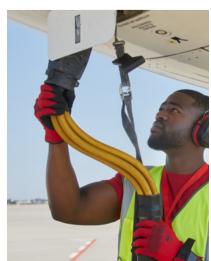






















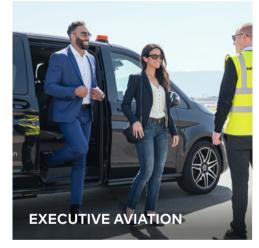






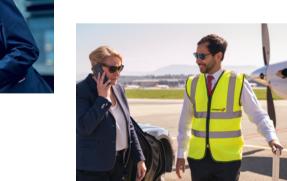












HUB MANAGEMENT

OVER 20 YEARS EXPERIENCE IN HUB OPERATIONS

As a leading provider of airport ground services our comprehensive service portfolio serves as a one-stop shop, delivering significant operational benefits and cost-effectiveness for our customers. We excel in our businesses, ensuring the highest standards of service across all operations, from ramp handling to passenger services, lounge hospitality to fueling, and executive aviation to cargo services.

WHERE WE PLAY - ONE-STOP SHOP FOR CRITICAL SERVICES

Swissport has over 850 customers worldwide and services around 300 airports globally. This includes hub airlines seeking to offer a premium experience to their customers, low-cost airlines striving for ever-more efficiency in turnaround times and aircraft utilization, and cargo customers aiming to deliver efficient and undisrupted cargo operations and value-added cargo services. This includes airports seeking partnership with the leader in the industry to provide a reliable and enjoyable experience as gateway in and out of their country, region or city.

Hubs are integral to Swissport's DNA. Founded in 1996 as a service subsidiary of the former Swissair, Swissport has managed a significant portion of ground operations at the Zurich hub since its inception. Today, we operate complex hubs and large bases for over a dozen carriers, including Swiss International Air Lines in Zurich, Lufthansa in Munich, Qantas in Sydney and Melbourne, and Azul Linhas Aéreas Brasileiras at São Paulo's Viracopos-Campinas Airport. Across the Americas, Europe, and Australia, we provide comprehensive ground handling, air cargo handling, and hub management services.

Effective hub management presents unique challenges and requires specific strategies. Hubs are tightly coordinated systems of arriving and departing flights, highly sensitive to delays. Optimized connection times allow a small window – 35 to 55 minutes – for passengers and baggage. At any hub, the airport, the hub airline, and the ground service company must collaborate closely to ensure smooth operations.

With over 20 years of experience in hub management, Swissport stands out from its competitors. Our service agents, for example, can efficiently move between departure gates and can serve multiple airlines in short sequence, thereby reducing idle time to a minimum. Particularly in bustling hubs, our operations play a crucial role in minimizing aircraft turnaround time. This expertise enhances our competitiveness and efficiency, even outside major hub airports. Our ability to leverage economies of scale provide our airline customers with significant cost advantages without compromising on safety and operational excellence.

"The complexity we manage in our hubs provides us with insights and expertise that make our business more competitive and efficient in and outside major hub airports."

Bruno Stefani – CEO Switzerland, Italy & France

MAJOR HUB OPERATIONS



PASSENGER SERVICES



RAMP HANDLING



UELING

27



CARGO HANDLING



LOUNGE HOSPITALITY



EXECUTIVE AVIATION

| Amazon – Houston, Denver, Atlanta, Chicago | | | | |
|--|---------|------|--------|---|
| Azul Linhas Aéreas Brasileiras – Viracopos, Belo Horizonte, Rio de Janeiro | | | | |
| easyJet – Berlin, Basel, Geneva | η̈́δΩ̈́ | | | |
| GOL – São Paulo, Brasília, Rio de Janeiro | | 27/0 | | |
| ITA Airways – Rome | ήåÅ | 27/0 | | Ф |
| Lufthansa – Munich (regional fleet) | | 27/0 | | |
| Qantas – Sydney, Melbourne | | 27/0 | | |
| Ryanair – Manchester, Berlin | ήåÅ | 27/0 | | |
| Salam Air - Muscat | ήåÅ | 27/0 | | |
| Sky Airline – Santiago de Chile | ήåÅ | 27/0 | | |
| Swiss International Air Lines – Zurich | | 27/0 | | Ф |
| Swiss International Air Lines – Geneva | μος | 27/0 | | Ф |
| TUI - Manchester | ή̈́βÅ | 2/2 | | |
| United Airlines – Newark, San Francisco, Los Angeles, Washington Dulles | | | \Box | |
| Volaris – Mexico City, Cancun | | 2/2 | | |

As of December 2023

AIRPORT GROUND SERVICES

MEETING INDIVIDUAL CUSTOMER NEEDS

Swissport is dedicated to delivering exceptional airport ground services, including comprehensive ramp handling and passenger services. On behalf of its more than 500 airline customers, Swissport services seven passengers per second, handles an average of 600,000 pieces of luggage daily, and completes one aircraft turnaround every 16 seconds.

Ramp handling includes baggage services, turnaround coordination, moving of aircraft, aircraft cleaning, and other specialized, mission-critical services such as de-icing, into-plane fueling, and the operation of entire fuel farms. Swissport also offers load control services, which the company has centralized in dedicated load control offices.

On the passenger-facing front, Swissport provides ticketing; check-in, gate, security, and lost and found services; as well as adjacent services like lounge hospitality and executive aviation. Our airline customers can freely combine the services they wish to source, ranging from a single service to full hub outsourcing.

RAMP HANDLING

At Swissport, we take pride in offering a comprehensive range of ramp handling services designed to ensure the smooth operation of airlines worldwide. With a steadfast commitment to efficiency, safety, and environmental sustainability, we strive to exceed expectations at every turn.

OUR CUSTOMERS UNLOCK VALUE BY ENTRUSTING THEIR HANDLING OPERATIONS TO US

PUSHBACK AND AIRCRAFT TOWING

Operating at 214 airports globally, Swissport's pushback and towing services are second to none. Our qualified staff utilizes over 850 pushback tractors, boasting up to 500 horsepower, to effortlessly maneuver aircraft of all sizes. As we look to the future, we are dedicated to reducing our carbon footprint by transitioning at least 55 percent of our ground support equipment (GSE) to electric power by 2032, thus contributing to a greener aviation industry.

DE-ICING AND ANTI-ICING

In the challenging winter months, Swissport's de-icing and anti-icing services play a pivotal role in ensuring the safety of airline operations. Across 61 airports, we provide expert de-icing treatments to over 12,500 aircraft annually, employing a range of fluids blended with water and glycol. Swissport is committed to environmental stewardship, and we continually optimize our glycol usage and recovery processes through cutting-edge technologies, striving for sustainable operations without compromising safety.

29





BAGGAGE SERVICES

Handling an average of 600,000 pieces of luggage daily for over 500 airlines across 215 airports, Swissport's baggage services are unmatched in their efficiency and reliability. Annually, we handle a staggering 219 million pieces of luggage, ensuring seamless transitions for travelers worldwide.

AIRCRAFT CLEANING

Our professional cleaning teams go above and beyond to maintain the pristine condition of our customers' aircraft. From thorough cabin cleaning to waste disposal and the provision of fresh blankets and cushions, we tailor our services to meet the unique needs of each aircraft and turnaround time. With Swissport, travelers can trust that every flight begins in a clean and comfortable environment.

LOAD CONTROL

Beyond operational tasks which make up the bulk of our service delivery, Swissport experts also provide critical back-office support for several of its customers, one example being load control services. In our load control centers, more than 200 Swissport specialists create around 175,000 load sheets per year for some 35 airlines across the Swissport network.

Having multiple Central Load Control (CLC) locations allows Swissport to offer a strong business continuity plan to our customers. It also allows us to ensure minimal to no delays when producing load sheets if one CLC location cannot work due to sickness or any reason of force majeure.

Airlines that use Swissport's load control services benefit in several ways. On the one hand, they can concentrate on delivering an attractive flight schedule, safe flight operations, and quality passenger services. On the other hand, they know they are in the care of specialists who have professionalized this task and can deliver it in large volumes at an attractive price.

1.9 m

AIRCRAFT TURNAROUNDS IN 2023

600,000

PIECES OF LUGGAGE HANDLED DAILY

PASSENGER SERVICES

Swissport's passenger services ensure that travelers at airports around the world have a seamless and stress-free journey from check-in to boarding. Committed to making every journey an exceptional experience, Swissport's passenger services agents cater to the different needs of each individual passenger.

CHECK-IN AND GATE

At check-in counters and boarding gates across more than 218 airports worldwide, Swissport takes pride in being the premier point of contact for travelers from all corners of the globe. In 2023 alone, our dedicated service agents, representing over 500 airline partners, catered to the needs of 232 million airline passengers – an increase from the 186 million served in 2022.

PASSENGER MOBILITY

For passengers with reduced mobility (PRM), Swissport offers specialized assistance services. Our PRM service is designed to aid travelers whose mobility is hindered by physical or mental disabilities or related limitations. Our specially trained staff provide invaluable support, accompanying passengers through the airport to and from the aircraft. From wheelchair assistance to the use of electric carts and specialized vehicles, we ensure seamless navigation and comfort for every PRM.

SECURITY SERVICES

In addition to our passenger-centric services, Swissport's aviation security services stand as a trusted guardian of safety at 38 airports across 15 countries. Our comprehensive security solutions encompass a range of vital services, including document verification, passenger screening, aircraft security services such as guard and search operations, as well as cargo and baggage screening. With Swissport, our customers have the flexibility to choose security solutions tailored to their specific needs, whether on a local or global scale.

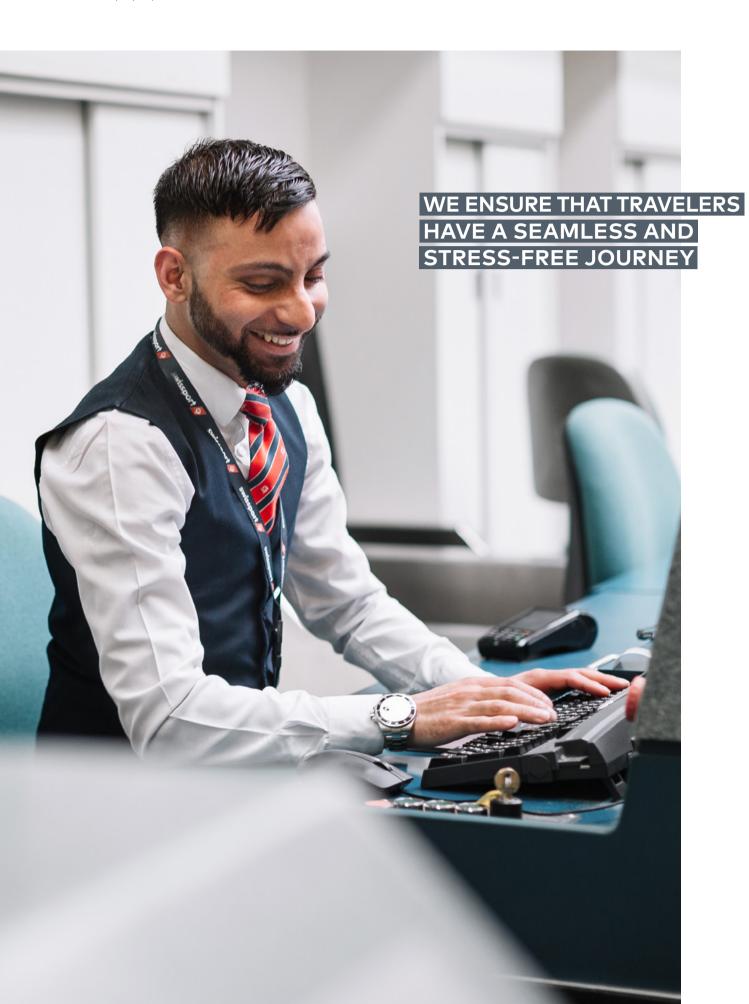
LOST AND FOUND

Swissport's lost and found services provide efficient and dedicated assistance to travelers who encounter delayed luggage during their journey. With advanced tracking systems and transparent communication, Swissport ensures the swift retrieval and safe return of items, offering peace of mind to passengers worldwide.

232 m

PASSENGERS IN 2023

33



AIR CARGO HANDLING

CUTTING-EDGE TECH AND QUALITY SERVICES

With some 4.7 million metric tons of cargo handled, Swissport is one of the global market leaders in this business segment. At the end of 2023, we operated 115 air cargo centers, providing airlines with a range of services for general freight, mail, and documents in addition to specialist shipments such as express services and pharmaceuticals.

Air cargo is of fundamental importance to our airline customers and the global supply chain. As such, Swissport is continually strengthening its air cargo business, the development of which is overseen by a Global Cargo Chair, who brings together Swissport's cargo experts from across the network in a cargo committee to share best practices and develop joint global strategies.

In addition to the handling of general and special cargo, Swissport operates a growing network of state-of-the-art temperature-controlled air cargo centers dedicated to the handling of temperature-sensitive cargo such as pharmaceuticals. Hub handling, express services, and forwarder handling complete Swissport's portfolio of cargo-related services.

Our experience and expertise in cargo handling allow us to provide solutions tailored to our customer airlines' individual needs, whether it be logistics or infrastructure management on behalf of airlines at their hubs. Swissport also offers express service solutions to couriers and shippers, enabling ultra-fast processing and a timely delivery of air cargo when a shipment is needed as quickly as possible. Furthermore, we offer handling services tailored to the needs of freight forwarders: our import and export services facilitate the acceptance, control, consolidation, and transportation-ready handover to ground handling agents and trucking companies. If required, Swissport can arrange door-to-door transport for shipments.

Innovations such as our Cargo App, automated guided vehicles, Speedcargo artificial intelligence, kiosks, door management systems, slot booking, and Bluetooth ULD tracking all give Swissport an edge in the efficient and intelligent handling of air cargo. Swissport has been connecting several

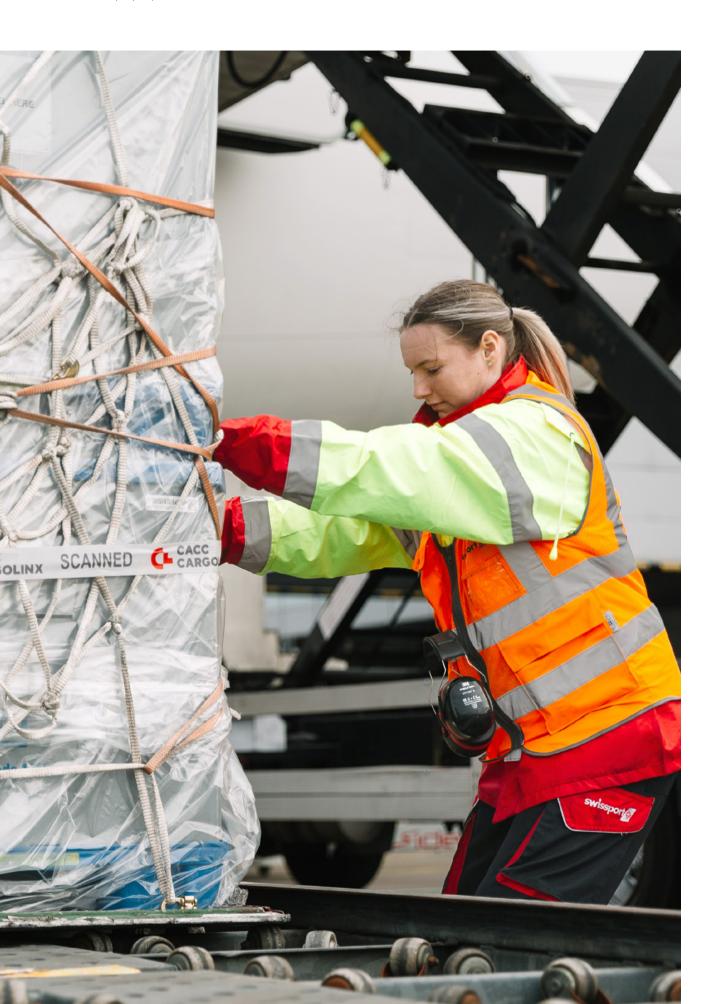
of these systems with a variety of airport community systems at Amsterdam, Brussels, Liège, Frankfurt, and Johannesburg, just to name a few. This allows forwarders to use the cargo community system across all handling agents.

Swissport has invested heavily in the digitalization of its air cargo handling business. For this, we have received multiple recognitions from our airline customers, including 2023 Cargo Ground Handler of the Year by Air Cargo Belgium and Best Partner 2023 by Hainan Airlines Cargo.

GENERAL AND SPECIAL CARGO HANDLING

Swissport manages the freight flows for airlines, forwarders, and shippers at 115 cargo centers worldwide. Our service includes cargo acceptance, screening and documentation, buildup and breakdown of pallets, container handling, integrator handling and the loading and unloading of aircraft. We play a pivotal role in the cargo chain as a crucial intermediary between airlines, freight forwarders, and customs. In the export chain, Swissport facilitates the smooth transition of cargo from the freight forwarder to the airline. Conversely, in the import chain, Swissport receives cargo from airlines and ensures efficient processing before handing the cargo over to freight forwarders for distribution to the consignee.

Swissport focuses on continuous innovation in its cargo business and actively looks for opportunities to improve its procedures and equipment. This includes investing and upgrading mobile devices, weighing tools, self-service kiosks, software such as gate and slot-management systems, infrastructure, ULD tracking, and auditing.



"Swissport has innovation built into its DNA.
The recent upgrades to our air cargo facilities are significant steps and we will continue to further enhance our solutions."

Dirk Goovaerts - CEO Swissport CEMEAI and Global Cargo Chair

DIGITAL TRANSFORMATION

To help our customers and their customers track the progress of their import, export, and transit shipments in near real-time, we are increasing the use of handheld devices across our global cargo operations. Currently, 65 percent of our warehouses are using mobile devices to allow for easier performance monitoring. In early 2023, we processed the first cargo shipment using ONE Record, a new data-sharing standard that allows access to much more data around individual shipments. We also recognize the potential in flight optimization applications and are actively engaged in discussions with several solution providers and developers.

FROM PAPER DATA-CAPTURING TO INTEGRATED WEIGHING SOLUTION

When it comes to weighing solutions, in the past, ULDs and weights were often captured with pen and paper. To improve efficiency and eliminate paper data-capturing, Swissport developed the Integrated Weighing Solution (IWS), an application that links shipment and ULD weighing scales directly to Swissport's handling system. The IWS also assists with the identification of critical details. For example, based on the unit's content, the IWS automatically generates regular or dangerous goods pallet tags that are then attached to the unit. This innovative solution was recognized as a Highly Acclaimed Innovative Logistics Solution in Air Cargo by STAT Times.

UNLOCKING EFFICIENCY WITH AI AND MACHINE LEARNING

Most recently, Swissport became the first air cargo handler to adopt Cargospot-neo, a next-generation cargo operations and terminal management solution by CHAMP Cargosystems. Cargospot-neo uses built-in machine learning and AI technologies to help unlock an efficiency boost that is estimated to reach 30 percent of Swissport's global network. The application programming interface (API) interconnectivity will enable data flow between internal devices and allow the direct sharing of information with airlines, forwarders, and other stakeholders in the air cargo chain. Furthermore, the API will allow Swissport to connect directly with our customers' platforms, marking a significant enhancement in the technological infrastructure of our air cargo business.

The joint co-creation and development phase with CHAMP is one example of Swissport's ongoing commitment to driving technological innovation in the air cargo industry. It is expected that with Cargospot-neo, Swissport will benefit from the tools that speed up warehouse processes and increase transparency across more than 100 air cargo centers. Specifically, a new task manager module will transform the allocation of resources, allowing Swissport to dynamically assign tasks to workers' handheld devices such as shipment buildup, truck loading, and special cargo checks for pharmaceuticals or dangerous goods. The addition of a new customer portal module will increase transparency for airlines and freight forwarders, facilitate smooth slot scheduling and per experience to the next level through digital verification, which will eliminate queues and reduce waiting times for truckers. All this will contribute to a significant leap in efficiency.

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PHARMACEUTICALS AND TEMPERATURE-CONTROLLED HANDLING

Swissport plays a key role in the supply chain of temperature-sensitive air freight. To offer its customers the same elevated level of end-to-end quality, we invest in cooling infrastructure and processes in our warehouses for perishables, life-saving organs, and pharmaceuticals.

At the end of 2023, 87 of the 115 air cargo centers which Swissport operates around the globe are equipped to handle sensitive pharmaceuticals. In 2015, the first Swissport cargo facility was certified by the IATA Center of Excellence for Independent Validators in Pharma Logistics (CEIV Pharma). Currently, 21 of our air cargo centers are certified by the IATA CEIV Pharma standard, the British Medicines and Healthcare Products Regulatory Agency (MHRA), another industry-recognized association, or by Swissport's own rigorous internal auditing process. These certified centers are bundled under the Swissport Pharma Center label and are benchmarks within our network. Linking air and ground transportation with safe warehouse logistics is where Swissport Pharma Centers play a key role in the growing global pharma logistics chain.

SWISSPORT'S PHARMA CARGO BUSINESS

The amount of pharmaceutical cargo which passed through the Swissport network has grown significantly over the past years. In 2023, Swissport handled more than 464,000 metric tons of pharmaceuticals. Investments in state-of-the-art infrastructure and a highly reliable service delivery have been instrumental in supporting the continuous growth of this specialized segment. Swissport's global network and expertise play a significant role in the safe and timely distribution of life-saving pharmaceuticals.

WE PLAY A SIGNIFICANT
ROLE IN THE SAFE AND
TIMELY DISTRIBUTION
OF LIFE-SAVING
PHARMACEUTICALS

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The end-to-end cooling solution comprises three steps. In the first step, pharmaceuticals are on-and off-loaded at specialized cooled truck docks. Next, temperature-controlled and dedicated warehousing ensures sensitive cargo remains within the required temperature range. Temperature-controlled Swissport facilities fall within three ranges: 15–25°C, 2–8°C, and -20°C. Lastly, during the loading process, specialized cooling containers ensure temperature-controlled transport on the apron and during loading.

When it comes to innovation in Swissport's pharma cargo business, our pharma-handling capabilities are standardized and published on Validaide, a platform that supports the pharma logistics

industry with digital solutions for lane risk assessments and supplier qualification. Furthermore, real-time and accurate data about pharma shipments, flights, storage capacity, and individual ULDs are available to customers in our Cargo Portal.

Have a look inside the Swissport Pharma Center in Brussels, Belgium:





KENYA'S FRESH-CUT FLOWER CORRIDOR

Each year, almost 10,000 tons of roses travel from the fields of the Kenyan highlands to Europe via Swissport's industryleading "flower corridor," an advanced logistics process. In the world of flower exports where time sensitivity and freshness are non-negotiable, Swissport is a key player in the complex door-to-door logistics. Every week, 400 to 500 metric tons of cargo, 85 percent of which are fresh flowers, pass through the company's 10,400-square-meter cargo center in Nairobi, Kenya. This volume increases by more than 50 percent in the weeks leading up to Valentine's Day. The facility in Nairobi, certified by IATA's CEIV Fresh, meticulsously ensures the safe handling of the perishable goods.

The flowers' journey at Swissport begins with the delivery truck docking at the hermetically sealed gateway that connects to a temperature-controlled warehouse dedicated to perishables. After unloading, they undergo a temperature screening to ensure the cold chain's integrity. Inside the facility, the flowers are assembled onto unit load devices (ULDs) based on carrier bookings, with some also undergoing optional vacuum cooling. Next, they are transported to the cold room for aircraft loading. Swissport's cargo facilities in Nairobi offers advanced endto-end cooling and boasts a 110-pallet interconnected cold room that guarantees seamless transport from the landside to airside. A vacuum cooler with the power to cool down two main-deck pallets from 24°C to 2°C in 22 minutes completes the innovative perishables center. Apart from the shortening of handling times, Swissport mitigates the risk of temperature impact on the sensitive cargo, ensuring that every flower arrives at its destination as fresh as the moment it was harvested.



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LOUNGE HOSPITALITY

EUROPE'S LARGEST BRAND OF AIRPORT LOUNGES

With more than 30 years of airport hospitality experience, Aspire Executive Lounges is a leading international brand of airport lounges. In 2023 we welcomed more than 5.2 million customers worldwide. Swissport's lounge network continues to grow and currently includes 69 lounges in 20 countries.

SWISSPORT'S LOUNGE BRANDS

Our signature brand, Aspire Executive Lounges, is Europe's leader in the airport lounge business. At the end of 2023, Aspire was present at 69 locations in 20 countries in Africa, Asia, Australia, Europe, and North America. Our flagship Aspire lounges exemplify the rising trend of pay-per-use lounges, which are increasingly popular at international airports worldwide. These lounges offer passengers, irrespective of their ticket class, a dedicated sanctuary to unwind, rejuvenate, and prepare themselves before embarking on a long journey. With amenities ranging from comfortable seating and complimentary Wi-Fi to refreshments and shower facilities, the lounges elevate the pre-flight experience for travelers, ensuring a more comfortable and seamless transition between destinations.

In addition to our flagship Aspire Executive Lounges, Swissport operates more distinguished lounges at prime locations under its esteemed Club Aspire, No1 Lounges, Clubrooms, and MyLounge brands across the UK. Moreover, Swissport has expanded its footprint by acquiring the Australian business of No1 Lounges, further solidifying its presence with premium lounges strategically located at Sydney and Melbourne airports.

Swissport Aspire also partners with airlines and airline alliances such as oneworld Alliance in Incheon and, more recently, Amsterdam, as well as Star Alliance in Amsterdam located in the Schengen area of the terminal. Through these partnerships, we extend our commitment to delivering unparalleled lounge experiences to travelers worldwide.

GROWTH STRATEGY

Swissport's ambition for Aspire Executive Lounges is clear and simple: to transform the passengers' experience at airport lounges into a hotel guest experience. We aim to achieve commercial growth through unparalleled service excellence, delighting our guests, exceeding their expectations, and driving preference for our partners and guests. The lounge product and experience must not only be the best but also superlative within the hospitality sector.

Swissport aims to further leverage its network and actively seeks opportunities to open additional lounges, ideally at airports where we are already active with the company's core business lines. This enables us to respond even more specifically to our customers and partners and the passengers of our airline customers, providing them offerings tailored to their needs.

69

LOUNGES IN 20 COUNTRIES

5.2 m

GUESTS WORLDWIDE IN 2023



We also take over the lease of existing lounge space from airlines and continue to operate these facilities either in their name or bring them under our own Aspire lounge brand. Swissport ensures the desired space for the airlines' customers while also opening the lounges to other travelers. Both we and our airlines can benefit from this dual concept through greater efficiency in the use of lounge space – especially at smaller airports with fewer flights. Swissport is continuously exploring acquisition opportunities that could complement our lounge portfolio and network.

Following extensive market research into understanding what travelers truly want, Swissport – under its Aspire brand – unveiled the first-ever three-tier service product in aviation hospitality, providing travelers with the best passenger experience according to their travel style and needs. We have also launched groundbreaking new branded lounge experiences together with aviation partners such as Air Canada in Toronto and oneworld in Seoul.

"Our ambition is to translate the premium hotel experience into the executive lounge experience.
We are fully committed to becoming the world's leading airport hospitality brand."

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FUELING

A FULL-SERVICE SOLUTION FOR FUELING NEEDS

A leading provider of aviation services, Swissport also delivers fueling solutions to global airline clients across 39 airports spanning seven countries, one flight fueled every 14 seconds. At the largest locations such as Seattle, Chicago, Phoenix, Miami, and Minneapolis, over 500 aircraft are fueled per day.

> With a focus on quality and independence, we offer comprehensive fuel handling services for airlines, airports, and fuel suppliers, covering both on- and off-airport fuel storage and distribution systems. Our track record underscores our expertise in providing high-quality into-plane services and maintaining aviation fuel systems, emphasizing safety, on-time performance, cost efficiency, inventory management, and environmental responsibility.

> Swissport Fueling Services is dedicated to excellence in maintaining aviation fuel systems, ensuring safety, cost efficiency, and environmental compliance. With a proven track record, our team demonstrates a deep understanding of the complexities involved, prioritizing safety protocols and stringent quality control measures. Our comprehensive approach covers all aspects of fuel management, from storage and distribution to into-plane fueling services. Our specialized expertise extends beyond fueling operations,

offering valuable insights and support to clients in designing, constructing, and commissioning aviation fueling facilities and related infrastructure.

Compliance with industry standards is at the core of our operations. Swissport Fueling Services adheres strictly to the highest standards of Health, Safety, and Environment (HSE), aligning our policies and procedures with industry requlations such as the International Air Transport Association (IATA) 103 Specification and the Joint Inspection Group (JIG) Guidelines for Aviation Fuel Quality Control & Operating Procedures.

In addition to our core services of into-plane fueling and maintenance of airport fuel systems, Swissport Fueling Services offers a range of specialized services. These include DOT-regulated pipeline management, ground support equipment (GSE) maintenance and refueling services, and fuel consortium financial management.

SUSTAINABLE AVIATION FUEL

Swissport places paramount importance on sustainability across its business and in its fueling operations and has implemented various environmental policies and procedures. They are an integral part of training and daily operations. Moreover, the company supports airlines and oil company partners on sustainable aviation fuel (SAF) projects.

On 1 December 2021, Swissport provided fueling services for the first-ever commercial passenger flight using 100 percent Sustainable Aviation Fuel (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. We played an important role as the into-plane fueling services provider, supporting our long-time customer United Airlines with this milestone towards greener airways.

Swissport was also involved with United's earlier test flights in 2016 and 2019 and in trials with Alaska Airlines. This takes a collaborative effort between the airline, fuel supplier, and the intoplane service provider, where Swissport intends to play its role as an enabler for expanding the use of SAF today and in the future.

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EXECUTIVE AVIATION

PREMIUM SERVICES FOR VIPS

Swissport Executive Aviation specializes in delivering premium ground handling services tailored for VIP passengers, crews, and private jets at airports worldwide. Launched in 2001, our extensive network now spans 77 destinations across 24 countries on six continents.

At our strategically located Fixed Base Operations (FBOs), we offer a comprehensive suite of ground handling and luxury services. Our teams, consisting of carefully selected experts and service agents, are equipped with extensive training in hospitality services and possess a profound understanding of the intricacies of business aviation. Committed to personalized care and discretion, they stand prepared to deliver all required services with utmost professionalism and attention to detail.

When it comes to passenger and crew services, our FBOs offer a comprehensive range of amenities to enhance the travel experience, including executive terminal access, customs and immigration assistance, passenger and crew assistance, VIP lounges, crew lounges, 24/7 personalized service delivery, limousine and car rental services, and hotel and restaurant reservations.

Regarding operations and aircraft services, Swissport Executive Aviation can help ensure seamless flight operations and superior service delivery. With around-the-clock availability, fast turnaround times, assistance with traffic rights and landing permits, meticulous flight planning and weather monitoring, airport and runway slot allocation, catering and fueling arrangements, deicing services by Swissport, availability of ground support equipment (GSE) for all aircraft types, and assistance with aircraft charter reservations, Swissport Executive Aviation provides comprehensive support to meet the diverse needs of our clients, maintaining the highest standards of efficiency, reliability, and professionalism in every aspect of our operations.

EXECUTIVE AVIATION IN MOROCCO



At Marrakech's Menara Airport, Swissport Executive Aviation is located in a dedicated terminal for VIP flights and executive aviation. The facility, which opened as a fixed-based operation in February 2020, offers state-of-theart infrastructure that make arrivals, stopovers, and departures convenient and hassle-free. It is Swissport's second facility of this kind in Morocco after the Casablanca FBO which opened in 2018. The VIP terminal includes a building from the Moroccan Airports Authority ONDA for police and customs.

Over 500 square meters, the stylish facility offers relaxing lounge spaces for up to 40 passengers, including a bar and a media corner. The terminal also includes a VVIP lounge for up to nine guests. The first floor is reserved for crew members and can accommodate up to 18 people. Here, they can relax and prepare for their flights.

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MEMBERSHIPS, CERTIFICATIONS, AND AWARDS

At Swissport, we believe that partnerships within and beyond our industry are critical to addressing key issues such as sustainability. Collaboration with industry leaders and organizations drives progress and innovation. In addition, we seek independent verification through certifications to ensure transparency of our sustainability efforts and overall business practices.

MEMBERSHIPS

AIRPORT SERVICES ASSOCIATION (ASA)

Swissport has taken on a leading role in ASA, the industry association for ground handling services. We are driving ASA's transformation into an aviation services organization and a strategic partner. Our aim is to promote structural changes that will help ASA acquire a strong voice in advocating for industry standards, particularly in ESG matters. We also seek to establish a dependable partnership with key aviation partners such as ICAO, IATA, ACI, and others. Moreover, we are championing ESG values throughout the airport services industry and advocating for transparency and uniformity in reporting practices. Swissport recognizes its role as a market leader and is fully committed to leading the industry's ESG journey.

IATA 25BY2025

Swissport joined the IATA gender balance initiative 25by2025 in June 2022. The initiative aims to increase female representation in aviation to at least 25 percent in senior management and underrepresented areas.

INSTITUTE OF HOSPITALITY

Swissport has joined the Institute of Hospitality (IoH), the world's leading membership body for professionals working and studying in the hospitality leisure and tourism industry. Aspire Executive Lounges, Swissport's airport hospitality brand, becomes the first business partner from the airport lounge hospitality sector to join the Institute of Hospitality.

MOHAMMED VI INTERNATIONAL ACADEMY OF CIVIL AVIATION

Swissport entered into a Cooperation Agreement with Morocco's Mohammed VI International Academy of Civil Aviation, further strengthening the global aviation services company's commitment to the education and training of future aviation professionals and leaders in the MEA region.

PHARMA.AERO

Swissport joined Pharma. Aero, a cross-industry collaboration platform jointly launched by Brussels Airport Company, Changi Airport Group, and Latin America Cargo City for pharmaceutical shippers, CEIV-certified cargo communities, airport operators, and other cargo industry stakeholders to work on projects and initiatives to improve the supply chain of pharmaceuticals around the globe.

THE INTERNATIONAL AIR CARGO ASSOCIATION (TIACA)

Swissport is a voting member of TIACA, actively shaping the future of the air cargo industry together with representatives of other stakeholders such as carriers, forwarders, and authorities. TIACA is a key forum connecting Swissport with other industry bodies, amplifying our voice as a ground handling agent within the larger air cargo community. For example, Swissport was a launch customer of TIACA's Bluesky program, a comprehensive sustainability label for participants in the air cargo supply chain. More recently, Swissport has also took on a guiding role in coordinating emerging e-commerce standards through TIACA.

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TENT PARTNERSHIP FOR REFUGEES

Swissport initiated its involvement with the Tent Partnership for Refugees in May 2022. The organization plays a vital role in the integration of refugees into their new communities by connecting them to work. Currently, Swissport is a member of the Tent Partnership for Refugees in the United States.

UN GLOBAL COMPACT SWITZERLAND AND LIECHTENSTEIN

Swissport became a member of the UN Global Compact in 2011. Adhering to the Ten Principles of the UN Global Compact constitutes a fundamental element of Swissport's ESG strategy.

WOMEN'S EMPOWERMENT PRINCIPLES

In March 2024, Swissport became a signatory of the Women's Empowerment Principles (WEPs), established by UN Women and the UN Global Compact. These principles guide businesses in promoting gender equality. We firmly believe that gender equality is not only an ethical requirement but also a strategic advantage for Swissport.

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CERTIFICATIONS

CEIV PHARMA BY IATA, BRITISH MHRA, AND LOCAL PHARMA AUTHORITIES

Our air cargo operations in Amsterdam, Barcelona, Basel, Brussels, Dublin, Frankfurt, Helsinki, Liège, London Heathrow, Manchester, Miami, Montreal, Nairobi, Tel Aviv, and Toronto are currently certified by IATA's CEIV Pharma, by the British MHRA, or other recognized industry associations. These certifications guarantee air freight customers the highest quality and temperature-control standards for sensitive pharmaceutical products.

ECOVADIS

EcoVadis, a renowned global provider of reliable sustainability ratings and insights, assessed Swissport for the first time in 2022 to evaluate our sustainability status and provide guidance on areas of improvement. We have committed to annual recertification and are striving to progress every year. With substantial investments in sustainability, we have recently achieved the Committed badge and anticipate a noteworthy improvement in our rating at the latest by our 2024 submission. Our aim is to achieve at least one of the medal ratings.

ISAGO

Swissport's corporate head office has been ISAGO-registered (IATA Safety Audit for Ground Operations) since 2010. In 2023, 11 locations successfully underwent the audit. As of December 2023, 16 locations, including the head office, have been ISAGO-registered.

ISO

The Swissport Management System has been ISO 9001-certified since 1999. By the end of 2023, 22 locations were ISO 9001-certified under a global multi-site agreement, including the head office. There were 19 locations equipped with an ISO 14001-certified environmental management system. In addition, 18 locations implemented ISO 45001-certified management systems for occupational health and safety. By the end of 2024, all our stations will be certified with all three ISO certifications. Additionally, we have achieved the ISO 27001 certification for information security in 2023.

SCIENCE BASED TARGETS INITIATIVE

In 2023, Swissport committed to both near-term and net-zero targets through the Science Based Targets initiative (SBTi), joining more than 5,000 other companies in meeting the initiative's high standards for carbon reporting. Through our commitment, we pledge to establish a detailed path to reduce our climate emissions in line with the goals of the Paris Agreement.

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AWARDS

BEST AIRPORT LOUNGE IN OCEANIA

The Aspire Lounge at Perth Airport's Terminal 1 was named the Best Airport Lounge in Oceania at the World Travel Awards in 2023.

BEST PARTNER 2023 AWARD BY HAINAN AIRLINES

Swissport Cargo team in Belgium has been recognized as the Best Partner 2023 by Hainan Airlines Cargo for their outstanding collaboration and service.

CARGO GROUND HANDLER OF THE YEAR 2023 AWARD FROM AIR CARGO BELGIUM

Air Cargo Belgium has awarded Swissport with the Cargo Ground Handler of the Year Award. The recognition highlights Swissport's outstanding performance in general air cargo operations.

EXCELLENCE AWARD 2023 BY EXPEDITORS

Swissport's Shannon Cargo Services team has been honored with the Recognition of Service Excellence 2023 award by Expeditors in recognition of their dedicated efforts and exceptional performance throughout the year.

INTERNATIONAL GROUND HANDLER OF THE YEAR 2023 BY STAT TRADE TIMES

Swissport was named International Ground Handler of The Year by STAT Trade Times, the leading international news source for shipping, transport, aviation and tourism, at the Air Cargo Africa conference in Johannesburg, South Africa.



SUSTAINABILITY REPORT

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OUR COMMITMENT TO ESG

A message from our Head of ESG, Manuel Berger.

Our commitment to sustainability has never been stronger. As the leading provider of airport services worldwide, we acknowledge our responsibility to drive industry transformation. We have prioritized ESG and integrated it into our company goals and strategies. It is now an integral part of our plans, supported by a comprehensive road map structured around three pillars: People (Social), Planet (Environmental), and Policy (Governance).

People are at the heart of our operations, and our foremost concern is the health and safety of our employees, our partners, and their customers and employees. Our goal is to continuously reduce work-related injuries. We are pleased to report that we achieved a significant reduction of 11.1 percent in 2023. Furthermore, we are reinforcing our safety culture with a renewed campaign to ensure that our six cardinal safety rules remain at the forefront of our employees' minds. This will help us maintain our positive safety record in the years ahead. Furthermore, to ensure the highest retention and engagement of our current workforce as well as to attract new colleagues to support our growth, we have established global standards known as the six Red Rules for the benefit of our employees. The six Red Rules ensure that we maintain minimum but ambitious standards across all of our 286 stations globally. These stations remain at the core of our operational delivery and serve as a family to Swissport employees. We have made it a priority to foster diversity and inclusion amongst our people. To this end, we have introduced employee resource groups and a female leadership mentorship program.

We are dedicated to environmental stewardship and have pledged to achieve net-zero carbon emissions by 2050. In alignment with the Science Based Targets initiative (SBTi), we began reporting our carbon emissions across all scopes in 2022. We are continuously enhancing data granularity

to ensure we meet our SBTi objectives. Significant progress has been made in electrifying our ground support equipment as part of our 10-year decarbonization road map. At the end of 2023, 20.8 percent of our ground support equipment was electrified, with a target of reaching 55 percent by 2032. Additionally, Swissport has entered into a strategic partnership with the NUS Consulting Group to accelerate our transition to clean energy across our global network. This partnership leverages the expertise of NUS Consulting Group in cutting-edge energy management and sustainability solutions.

ACHIEVE NET-ZERO CARBON EMISSIONS BY 2050

Our commitment to ethical conduct remains unwavering. As a member of the UN Global Compact since 2011, we adhere to its Ten Guiding Principles, reflected in our Code of Conduct for employees and suppliers, as well as in further policies. We comply with all relevant legal requirements and are actively striving to meet upcoming nonfinancial reporting obligations, including those outlined in the Corporate Sustainability Reporting Directive (CSRD).

To ensure transparency for all our stakeholders with regards to our ESG progress, we have partnered with EcoVadis and undergo re-assessment at least annually. We recently achieved the Committed badge, placing us in the 51st percentile of companies across all industries on sustainability, and above the average for companies in our industry segment, service activities incidental to air transportation. This is a significant improvement from our previous submission in June 2023, when



Swissport's ranking was in the 29th percentile of all companies across all industries. We will continue to raise the bar every single year to meet the increasing expectations of our stakeholders.

Our pipeline of sustainability initiatives remains robust. By the end of 2024, we will have externally certified our quality management, environmental management, and occupational health and safety standards across the entire Swissport network according to the respective ISO standards. This is a significant expansion from our previous approach, which involved certification at select locations. In 2023, we attained ISO 27001 certification in information security. These certifications will provide objective validation of the strength and global consistency of our market-leading

operational framework, regardless of the station or country of operation. They will also demonstrate our commitment to service excellence in sustainability.

I am grateful for the progress Swissport has made in such a short time, and look forward to leading the market with our sustainability efforts by the end of 2024. We will continue our close collaboration with stakeholders across the aviation industry and beyond. We believe that embracing sustainability not only enhances resilience but also presents long-term competitive advantages for our business, benefiting all stakeholders.

OUR ESG STRATEGY

Sustainability is at the heart of our goals and strategy, with environmental, social, and governance priorities integral to Swissport's proposition. As a leading provider in the airline service industry, serving 286 airports across 44 countries, we are committed to achieving our ambitious, industry-leading goals and inspiring key partners to fulfill their roles. Our ESG strategy and plan are based on extensive stakeholder engagement and through an assessment of what is material in our business lines.

EXTENSIVE STAKEHOLDER ENGAGEMENT FORMS THE FOUNDATION OF OUR ESG STRATEGY AND PLAN

We have brought this strategy to life through three central pillars: People (Social), Planet (Environmental), and Policy (Governance). Each pillar corresponds with a component of the ESG framework. We have set overarching ambitions as well as specific targets for each area, working relentlessly to achieve our bold goals.

We put people first. People are at the heart of Swissport's business and any change agenda. Without people, there is no change. We promise to keep our people safe at work, offer comprehensive training, uphold fair labor practices, and foster a diverse and inclusive working environment, while also giving back to our communities.

Equally, we are fully committed to protecting and preserving the planet. We have defined a 10-year decarbonization plan aimed at reducing carbon emissions from our own operations by at least 42 percent by 2032, primarily through the gradual electrification of our fleet. In addition, we are committed to certifying all our stations with the ISO 14001 standard for environmental management, launching various environmental actions including waste and circularity initiatives that involve all employees.

"Do the Right Things" is one of Swissport's core values. Our Policy pillar ensures proper governance for both our business and ESG strategy. We are fully compliant with laws and regulations, uphold human rights, enforce a zero-tolerance policy against bribery and corruption, and protect our data and systems with advanced information security. We also involve and assess our suppliers on their ESG commitments.

Our sustainability strategy is founded on a comprehensive double materiality assessment, ensuring that we align with the evolving ESG risks and opportunities in our environment – both present and forthcoming. To conduct our most recent double materiality assessment, we relied on the expertise and guidance from Accenture, a global leader in sustainability services and solutions.

As part of our strategy, we are also preparing Swissport for compliance with upcoming ESG regulation, including the Corporate Sustainability Reporting Directive (CSRD) and any emerging regulations in the markets we operate in.

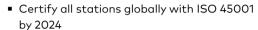
Ambition Targets SDG¹

PEOPLE



People and their safety are at the heart of our ESG strategy. We ensure a safe and inclusive work environment for all our employees, protecting them from harm and allowing them to reach their full potential no matter who they are. In addition, we provide fair working conditions, offer comprehensive training, and give back to communities around us.

 Reduce work-related injuries (LTIs) year on year by five percent until 2027



- Align labor practices with the Ten Principles of the UN Global Compact by reporting annually on our progress
- Provide at least three hours of training per 100 hours worked to our operational staff
- Increase proportion of women leaders² to 40 percent by 2027
- Reach 100 stations with regional social outreach programs in health care, charity, environmental protection, and career development by 2027









PLANET



We take our impact on the planet seriously and are fully committed to protecting the environment. Our efforts are aligned with recognized standards such as the Science Based Targets initiative and ISO 14001 and we partner with stakeholders across the value chain to reach our own goals as well as those of aviation overall.

- Reduce Scope 1 and 2 carbon emissions by at least 42 percent by 2032
- Reach net-zero carbon emissions by 2050
- Increase share of e-powered vehicles in the Swissport fleet to 55 percent by 2032
- Certify all stations globally with ISO 14001 by 2024
- Eliminate single-use plastic tableware from all Aspire Lounges by 2025









POLICY



We uphold the highest standards of integrity, transparency, and accountability in how we conduct business and foster a culture of acting ethically. We aspire to continually strengthen our governance processes, ensure full compliance with legislation, and adhere to core international principles.

- Strengthen our corporate culture
- Comply fully with all required legislation and train all relevant employees annually on our compliance program
- Uphold certification against ISO 27001 and further increase our cybersecurity protection
- Ensure our suppliers adhere to Swissport's standards in terms of sustainability and business conduct



¹ Sustainable Development Goals

 $^{^{\}mathrm{2}}$ Includes general managers at the airport level and CEOs, CFOs, COOs, and CHROs at the country level.

OUR ESG GOVERNANCE

We have robust governance mechanisms to ensure effective and rigorous oversight and monitoring by the Board, which are key drivers in executing our ESG strategy. Additionally, we have seamlessly integrated ESG-related risks into our overarching Enterprise Risk Management framework and principal risks. Our Enterprise Risk Management

is updated twice per year, during which we define and monitor mitigation actions. These principal risks and mitigation actions are then reported to our Audit and Risk Committee prior to final approval by the Board of Directors. Further details on our corporate risk framework and the risks relating to the Group can be found in our Effective Risk Management section.

BOARD OF DIRECTORS

approves the company ESG strategy and annual sustainability report

SAFETY, HEALTH, AND ESG COMMITTEE

reviews the sufficiency and progress of all ESG priorities, including the safety plan, at least quarterly

AUDIT AND RISK COMMITTEE

reviews the progress towards ESG regulatory compliance and oversees ESG reporting and disclosures

EXECUTIVE LEADERSHIP TEAM

reviews the ESG program at least quarterly, ensuring necessary resources are allocated for progress on the ESG road map

EXECUTIVE SPONSORS FOR ESG

ELT sponsors for ESG: Jourik Hooghe, Group CFO (for overall ESG and Environment), and Ilse De Loof, General Counsel & Group Secretary (for Social and Governance)

ESG TEAM

Dedicated ESG Team led by the Head of ESG Manuel Berger that coordinates ESG activities across the organization and ensures alignment of the road map with the defined ESG strategy

STAKEHOLDER ENGAGEMENT

At Swissport, we engage with our key stakeholders to ensure an integrated value-creation approach based on strong partnerships. This enables us to achieve sustainable success in the marketplace. Our key stakeholders include groups benefiting from or affected by our operations, as well as those with the potential to impact these operations.

EXAMPLES OF ENGAGEMENT IN 2023 AND 2024



OUR CUSTOMERS

Focus areas

- Health & safety
- Operational excellence
- Decarbonization
- Sustainability certification

How we engage

- Weekly customer feedback at every station
- Quarterly reviews with airlines
- Selected in-depth workshops

Considerations and outcomes

- Safety is our top priority. Our stringent safety-first culture integrates six fundamental safety rules into our operations. We communicate with customers to emphasize that safety takes precedence over service when conflicting factors arise. We also engage with customers to exchange and implement best practices, learning from them and applying relevant aviation practices from others in the industry.
- We have strengthened our corporate values and improved our employee value proposition as part of our ongoing commitment to provide customers with top-tier teams and services.
- An increasing number of our customers have made strong sustainability commitments such as Science Based Targets initiative (SBTi) net-zero commitments and have begun reporting on their Scope 3 emissions. In 2022, we took the initiative to establish our own emissions baseline and in 2023, we committed to validating our targets through SBTi.
- To maintain transparency regarding our sustainability efforts and progress, we have subscribed to EcoVadis, a globally recognized sustainability rating program that provides our customers with insights into our sustainability performance.

OUR AIRPORTS

Focus areas

- Sustainability
- Fleet electrification

How we engage

- Regular check-ins between station and airport authorities
- Top 50 airports approached to align on electrification plans
- Selected in-depth workshops

Considerations and outcomes

- Recognizing the growing emphasis on sustainability at the airports we serve, we are committed to externally certifying our quality, environmental, and occupational health standards across all of our stations, not just where locally required, by implementing ISO 9001, ISO 14001, and ISO 45001 standards network-wide.
- In order to implement our fleet electrification plans, close collaboration with airports is imperative. We are intensifying collaborations with airports to align on our plans and facilitate the implementation of necessary charging infrastructure.



OUR PEOPLE

Focus areas

- Employee engagement
- Fair working conditions
- Diversity and inclusion

How we engage

- Regular interaction with representatives of our front line colleagues (e.g., union representatives)
- Regular internal communication campaigns
- Internal employee communications app
- Monitoring of topics arising from the SpeakUp channel
- Employee surveys

Considerations and outcomes

- Recognizing that most of our employees are not accessible via email due to the nature of their roles, we have launched the oneApp, an internal employee communications app. This tool facilitates seamless engagement via mobile devices and serves as an employee portal for accessing rosters and salary slips.
- Ensuring optimal work environments and rest areas is crucial for our employees' performance. We have established six fundamental rules across the Swissport network, including commitments to fair wages, attractive break rooms, and stable shift schedules, to nurture confidence and competence at work.
- At Swissport, we firmly believe that individuals thrive in an environment where they can express their true selves. With this belief, we have identified diversity and inclusion (D&I) as one of our key ESG priorities, supported by initiatives such as Employee Resource Groups and a Female Leadership Mentorship Program.





OUR SUPPLIERS

Focus areas

- Sustainable procurement
- Procurement of GSE

How we engage

- Regular exchanges
- Contact with key suppliers managed centrally

Considerations and outcomes

- We require our suppliers to align with our sustainability goals through their adherence to the Supplier Code of Conduct, which reflects Swissport's core values.
- To increase the engagement with our suppliers regarding sustainability, we are currently implementing an ESG questionnaire and on-site audits for our largest and most strategic suppliers.
- Our annual supplier event, launched in 2023 and successfully repeated in 2024, fosters direct interaction between suppliers, our Leadership Team, and 300 station managers. The event aims to improve collaboration and faster innovation across our value chain and publicly reinforce sustainable practices among suppliers.



OUR INVESTORS

Focus areas

- Operational and financial performance
- Sustainable value creation

How we engage

- Monthly meetings
- Bi-weekly updates
- Quarterly committee meetings including Audit and Risk Committee and Safety, Health & ESG Committee

Considerations and outcomes

- We maintain regular communication with current and prospective investors, providing them with updates on Swissport's strategy and performance.
- Sustainability is critical to our investors. Therefore, we have implemented a robust ESG action plan to keep them informed of our progress and actively engage them in strategic adjustments.



OUR COMMUNITIES

Focus areas

- Local employment
- Charitable activities

How we engage

- Direct engagement from station managers
- Local outreach programs

Considerations and outcomes

- In many locations where we operate, we play a major role as employers within the local communities. Therefore, we actively support and encourage our employees to initiate and participate in local community initiatives.
- During crises, we stand by our employees and the local communities we serve. For instance, in 2023, amidst devastating earthquakes in Turkey, Syria, and Morocco, Swissport collaborated with recognized aid organizations and customers to manage humanitarian cargo transportation and provide financial aid and physical support, such as tents.

MATERIALITY-DRIVEN PRIORITIES

DOUBLE MATERIALITY

The concept of double materiality is a fundamental aspect of reporting under the Corporate Sustainability Reporting Directive (CSRD). It encompasses two perspectives on materiality: first, an inside-out view which considers the impacts a company and its value chain have on people and the planet (impact materiality); second, an outside-in view considering the risks and opportunities arising from ESG-related factors for the company and its value chain (financial materiality).

While Swissport is only mandated to report according to CSRD standards starting from the financial year 2025, we conducted our first double materiality assessment for our 2023 report. We conducted our last materiality assessments in 2022, focusing on impact materiality. Our inaugural double materiality assessment this year will guide our future plans and methodology.

OUR PROCESS

For our double materiality assessment, we adhered to the European Sustainability Reporting Standards (ESRS), aligning our procedures with the guidance document issued by the European Financial Reporting Advisory Group (EFRAG). We sought guidance on any necessary interpretation from an expert external partner, Accenture, a global leader in sustainability services and solutions. Our process comprised five steps:

- 1 Selection of material topics: We utilized the predefined table in the ESRS standards and ensured the completeness of topics, considering certifications relevant to Swissport such as EcoVadis, our stakeholders in the aviation industry, and reporting standards we adhere to such as the Global Reporting Initiative (GRI).
- 2 Materiality assessment (IRO definition and scoring): We conducted a comprehensive inventory of impacts, risks, and opportunities (IROs) across all identified topics. Following EFRAG guidance, we devised a scoring methodology encompassing scope, scale, irremediability, and likelihood for impacts, as well as magnitude and likelihood for risks and opportunities. Topics with at least one material IRO were deemed material to Swissport.
- 3 Engagement with stakeholders: We involved internal subject matter experts to inform our materiality assessment and verify and calibrate the outcomes. Additionally, we aligned the overall process with our statutory auditors. We also leveraged insights from our extended stakeholder engagement (see section "Stakeholder Engagement") to complement the inputs from our internal stakeholders.
- Validation of results: The results of our double materiality assessment were validated and approved by our Executive Leadership Team and by the Safety, Health, and ESG Committee.
- Documentation of results: We thoroughly documented our double materiality assessment and ensured repeatability in the coming years.

We will annually refresh our double materiality assessment to reflect the current state of the company. In 2024, we are aligning our assessment with our enterprise risk management and we will continue to incorporate direct feedback from our internal and external stakeholders.

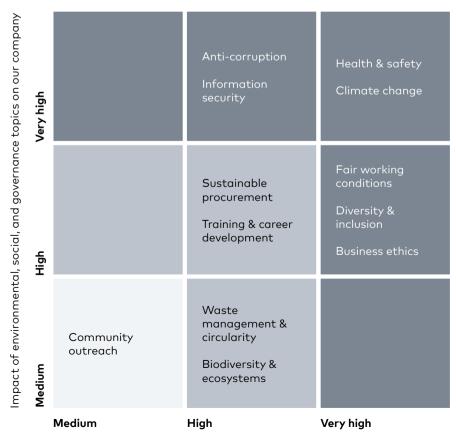
THE OUTCOME

In the process of our double materiality assessment, we identified 76 topics, of which we deemed 56 material to Swissport. We aggregated these topics into 12 material topics that guide our sustainability activities. For these topics, we have defined policies, including targets; we have measures in place, and we track progress through reporting.

Given our workforce of more than 60,000 employees, we consider employee-related topics a key priority in ensuring employee well-being, engagement and retention. Social material topics include health and safety as well as fair working conditions, diversity and inclusion, and professional development. As a major employer at many of the locations where we operate, we are keen to give back to the communities around us.

The environmental impacts we identified are more granular than in our previous materiality assessment. Given our large fleet as well as aviation's overall decarbonization road map, we consider climate change the highest priority among these topics. Others include waste management and circularity, biodiversity, and ecosystems – which encompass pollution and water management.

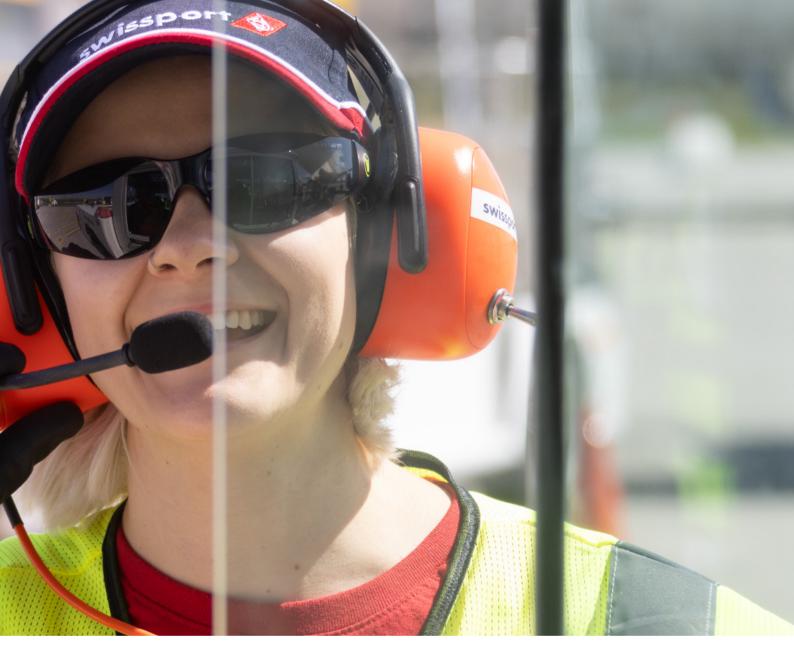
As a multinational corporation, we acknowledge the multifaceted implications and risks associated with governance. Hence, we prioritize business ethics, encompassing our whistleblowing protocol, alongside initiatives targeting anti-corruption measures while simultaneously bolstering information security. Integral to our approach is aligning our supply chain standards with those maintained in our internal operations, ensuring consistency and integrity across all facets of our enterprise.



Impact of our company on environmental, social, and governance topics



People are the bedrock of all we do at Swissport. They are the key to our success, enabling us to deliver our high-quality services no matter the circumstances. Our goal is fully engaged employees who support each other and who are committed to delivering the best service to our customers. We work relentlessly to prioritize employee safety, promote fair working practices, provide comprehensive training, foster a diverse and inclusive culture, and give back to local communities.



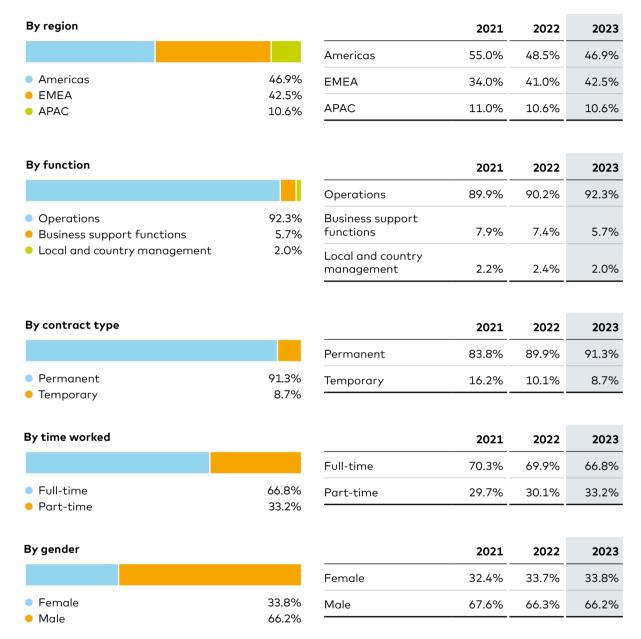
2023 ACHIEVEMENTS

- Implemented six Safety Commitments to strengthen our safety culture
- Decreased lost time injury rate by 11.1 percent compared to previous year
- Launched road map to certify all stations globally with ISO 9001 and 45001
- Implemented six Red Rules detailing global minimum standards for working conditions to be provided to all our staff
- Rolled out the Swissport oneApp globally to increase employee engagement
- Provided 4.9 hours of training per operational employee for every 100 hours worked
- Supported local communities, for example, after earthquakes in Morocco, Syria, and Turkey
- Joined the Focus Africa initiative

2024 ROAD MAP

- Launch Hearts & Minds campaign to continue strengthening our safety culture
- Certify all stations globally with ISO 9001 and 45001 standards by the end of the year
- Implement a comprehensive global human rights policy underpinned by related supplementary policies (i.e. labor relations policy)
- Increase employee enrollment in the Swissport oneApp
- Introduce inclusive leadership trainings
- Launch Employee Resource Groups and a female leadership mentorship program
- Expand community outreach programs to additional stations in our global network

HEAD COUNT SPLIT 2023¹



¹ Correction of prior years' data: the 2022 and 2021 global workforce data have been corrected to reflect new information which came in after the editorial deadline for the Company Report 2022.

HEALTH AND SAFETY

Ensuring the health and safety of our colleagues and partners is our top priority. We work relentlessly toward our goal of zero accidents and zero work-related injuries. Strict adherence to our established processes and a continuous focus on compliance are key to incident prevention and, ultimately, accident prevention. We therefore have committed to validate our Swissport processes in all our stations with ISO 9001 and 45001 certifications.

WE WORK RELENTLESSLY
TOWARD OUR GOAL OF
ZERO ACCIDENTS AND ZERO
WORK-RELATED INJURIES

OUR SAFETY-FIRST CULTURE AND APPROACH

At Swissport, we prioritize safety in everything we do, from local operations to global management and customer interactions. Every key meeting, including those of our Executive Leadership Team, begins with a Safety Moment to reinforce the critical importance of safety. Our safety culture is deeply rooted in our company values: "Show You Care," "Do the Right Things," and "Win as a Team."

We have implemented robust global health and safety standards. Our QHSE Policy Statement publicly affirms our commitment to safety.





You can read the full version of our **QHSE Policy Statement** here.

In addition, we have a comprehensive Safety Management System that integrates quality and safety into one framework. This system includes procedures, training, reporting, and a detailed Global Health and Safety Manual that outlines all relevant safety processes and procedures.

Our global standards are aligned with the four leading international industry benchmarks: the International Civil Aviation Organization (ICAO), the IATA Ground Operations Manual (IGOM), the IATA Safety Audit for Ground Operations (ISAGO), and ISO 9001 and ISO 45001. Swissport was the first ground handling company to register its corporate headquarters under ISAGO (Edition 6). In addition, 16 stations in our global network are ISAGO-certified. In 2024, we will have all our stations worldwide certified with ISO 9001 and ISO 45001.

SAFETY ACCOUNTABILITY AND RESPONSIBILITY

To maintain our commitment to safety, we have established a robust governance framework with comprehensive and transparent reporting. At the heart of these efforts is our dedicated QHSE (Quality, Health, Safety, and Environment) team. Led by our Global Head of QHSE, who reports directly to our President & CEO, the team includes approximately 160 colleagues working at the regional, country, and station levels to ensure expertise is effectively applied.

Our safety performance is reviewed monthly by the Global Safety Action Group (SAG), chaired by our Global Head of QHSE; and the Global Safety Review Board (SRB), chaired by our CEO. We use real-time safety performance data accessible via Power BI to identify trends and implement action plans. A global risk register, reviewed quarterly at SRB meetings, identifies key risks and assesses the effectiveness of mitigating actions. In addition, we use a Management of Change (MoC) program to ensure that risks associated with business changes are identified, documented, and mitigated.

OUR SAFETY MEASURES

The Swissport safety philosophy is supported by a set of safety commitments. These safety commitments are designed to be meaningful and easily applied by all colleagues.

Our six safety commitments

- I wear my personal protective equipment (PPE).
- I follow procedures and do only what I am trained to do.
- I am responsible for stopping any activity I feel is unsafe.
- 4 I never walk past an unsafe situation without addressing it.
- 5 I report any incident.
- 6 I always prioritize safe operation over on-time performance.

The six safety commitments are the cornerstones upon which the safety culture can be built. We have implemented a comprehensive safety campaign around the commitments which are part of the ongoing drive to continuously improve the Swissport safety culture.

Proactive hazard management

We continuously analyze our safety performance to create clear development plans and align individual goals with our global safety vision. At the station level, we maintain a robust workplace inspection program and conducted approximately 425,000 inspections in 2023. Colleagues are encouraged to report incidents or near misses through the Swissport Safety Reporting Tool, and positive safety performance is rewarded. We promote health and safety best practices and conduct surveys to assess knowledge and satisfaction on these topics. Hazards and risks are proactively assessed and controlled, with a policy in place to conduct risk assessments at all stations at least every three years.

Swissport managers conduct regular Safety Walks as part of our hazard management. These walks include visual inspections and safety discussions with colleagues to identify areas for improvement. Safety Walks demonstrate that safety is a top priority at all levels, which increases colleague accountability; provide managers with first-hand insight and an opportunity for colleagues to voice concerns; provide immediate corrective action; and promote a safety-oriented culture through management involvement.

Swissport actively participates in Airport User Committees. Some of the objectives include staying informed about airport infrastructure changes and advocating for airports to invest in automation and other technologies in baggage halls to minimize or eliminate manual handling. Additionally, Swissport has collaborated with a specialist manual handling company in the UK to pilot customized training for colleagues, which has proven effective in other sectors of the industry.

67



Incident management

Swissport is committed to thoroughly investigating all significant safety incidents to identify root causes and prevent recurrence. All incidents are reported in our Swissport Safety Reporting Tool. The Global QHSE Team oversees and supports the investigation of significant incidents. Our investigation requirements include:

- Ishikawa and root cause analyses using the 5 Whys technique
- 2 Establishing corrective and preventive action plans
- Reviewing calls with station, cluster, and global management to update customers
- 4 Sharing of lessons across the network

Safety alerts and procedural updates are distributed and discussed in weekly operational meetings and monthly Safety Action Group meetings. We always apply a Just Culture philosophy to ensure maximal reporting and learning from events.

Quality assurance and control

We have independent global and regional audit teams covering safety, security, and environmental compliance. Audits are based on a station's performance, size, and risk level. In 2023, 128 stations were audited. We use iAuditor for workplace audits. Audit results and status are analyzed during monthly Global Safety Action Group meetings. Global QHSE chairs a quarterly meeting, enabling data-driven trend analyses and targeted safety and quality improvement campaigns.

Safety communication

Effective communication is critical to maintaining good safety performance. We engage managers through regular internal safety meetings. To reach all colleagues, we use multiple communication channels, including our new oneApp. We also provide information and guidance through internal websites and mobile devices with monthly safety topics and weekly safety tips. We prioritize safety compliance and emphasize our six safety commitments, supported by volunteers from operations who serve as safety ambassadors.

-11.1%

LOST TIME INJURIES IN 2023

-5%

COMMITMENT TO IMPROVE LTIFR BY 5% PER YEAR UNTIL 2027

SAFETY FIRST ON THE APRON

At our locations worldwide, Swissport teams regularly conduct foreign object debris (FDO) cleanups to ensure a safe and clean working environment. Foreign object debris includes any items left in a location within the airport that could potentially damage equipment or injure passengers and personnel. We regularly partner with the local airport and wider airport community to search for and collect debris from the area between the taxiway and aircraft runway.



OUR SAFETY PERFORMANCE

In 2023, LTIFR stood at 1.05 events per 100,000 hours worked, marking a notable improvement from the 1.18 events recorded in 2022. Our goal for the end of 2024 is to reduce our LTIFR by a further five percent per year until at least 2027.

In July 2023, we experienced a tragic loss at Congonhas Airport (CGH) in São Paulo, Brazil. A dear colleague and highly valued member of the local cleaning team was involved in a fatal accident with a third-party fuel truck on the tarmac while performing her duties. The incident was fully investigated by both Swissport and the Brazilian national authority. It was confirmed that our colleague was walking on a designated pedestrian

walkway when she was struck by a vehicle driven and operated by a third-party provider. While it has been concluded that Swissport had respected all necessary safety guidelines and was not at fault regarding the incident, it does not detract from the extremely sad loss of an esteemed colleague. Our deepest condolences and support go out to the family, friends, and colleagues affected by this heartbreaking event. Our local HR team has supported the affected family in every way possible. Counseling services were provided to our local team to help them cope with this tragedy. The safety and well-being of our employees remain our top priority, and we are committed to taking all possible measures to prevent such accidents in the future.

HEALTH AND SAFETY-RELATED KPIS

| KPI | 2021 | 2022 | 2023 |
|---|--------|--------|--------|
| Lost-time injury frequency rate of injuries (number of lost time injuries per 100,000 hours worked) | 1.24 | 1.18 | 1.05 |
| Lost-time injury severity rate of injuries (number of days lost due to injuries x 1,000/total hours worked) | 0.16 | 0.12 | 0.11 |
| Number of work-related injuries ¹ | 2,981 | 4,216 | 5,432 |
| Number of days lost due to work-related injuries and ill health | 9,029 | 10,531 | 11,063 |
| Number of work-related fatalities | 0 | 0 | 1 |
| Number of employees trained on health and safety² | 44,000 | 60,000 | 60,000 |
| Percentage of all operational sites for which an employee health and safety risk assessment was conducted | 100% | 100% | 100% |

¹Refers to both injuries and accidents

²All Swissport employees receive training in health and safety, therefore the figure represents our total workforce.

FAIR WORKING CONDITIONS

With approximately 60,000 employees, we take our responsibility to provide fair working conditions and a positive working environment at Swissport seriously. We set global minimum standards for all our stations, actively work with trade unions and employee representatives, and ensure that we reach all our employees through our employee app. These measures help position Swissport as an employer of choice.

SETTING MINIMUM STANDARDS: **OUR SIX RED RULES**

Introduced in 2023, the Red Rules are the result of extensive engagement with our employees. To understand the needs, characteristics, and wishes of our workforce, we conducted an employee survey involving more than 80 employees. The insights we gathered heavily influenced the definition of our Red Rules, our employee value proposition, and the formulation of our three new core values: "Show You Care," "Do the Right Things," and "Win as a Team."

These six Red Rules show our commitment to setting minimum standards for working conditions to be applied at every station for the benefit of every employee. The objective is to foster a positive work environment where Swissport managers adhere to and continuously improve on the following principles:

Pay a fair wage

We ensure our wages align with local market standards and comply with legal minimums.

- Allow your team to plan their lives We commit to increasing the stability of shift plans by transitioning to a 28-day rostering
 - system, enabling our shift workers to better plan their lives.
- Create a safe space to recharge We provide clean break rooms with space for relaxation during breaks.
- Give people reasons to be proud of their job We provide our employees with uniforms to instill a sense of pride in their work.
- Ensure competence and confidence We offer extensive training to equip our employees with the necessary skills to excel in their roles.

6 Share the workload

We maintain a manageable average workload for our staff, even during peak travel seasons.

These Red Rules are centrally monitored and reported monthly to the Group ELT to ensure sustained focus on the working environment for both our front line and office staff. Our goal is to ensure our colleagues' well-being and job satisfaction, leading to their high engagement and motivation, which are crucial for excellent customer service.

To continue our work on protecting the minimum standards for our staff, we are participating in the UN Global Compact's Business and Human Rights Accelerator. This six-month program helps companies put their commitment to human and labor rights into action by implementing a human rights due diligence process. As part of this commitment, we pledge to implement a global human rights policy in 2024.

COLLECTIVE BARGAINING AND SOCIAL DIALOGUE

Swissport operates in a complex and dynamic environment. We employ a large, diverse global workforce across many countries, each with its own legal framework. 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. These principles are embedded in our Global Labor Relations Policy.

WE STRIVE FOR CONTINUOUS
IMPROVEMENT THROUGH
CONSTRUCTIVE DIALOGUE
AND FEEDBACK

Currently, we have over 100 active formal collective labor agreements (CLAs) in 27 countries, establishing a framework for effective staff representation. Our active CLAs cover around 57 percent of our global workforce. These CLAs demonstrate our commitment to ensuring that staff have the freedom of association with trade unions and may actively engage in collective bargaining with staff representatives. Many of our supplementary framework agreements provide specific processes for consultation and engagement between management and staff representatives while ensuring workers are able to raise concerns over any workplace practices and have the right to submit arievances without fear of retaliation.

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

Local and regional leadership teams are responsible for maintaining constructive and effective engagement with employees and their representatives in all countries. This is achieved through formal consultations with employee representatives and direct exchanges with employees themselves. We have additional channels in place, such as SpeakUp, to ensure the rights of employees are protected.

57%

OF THE WORKFORCE COVERED BY COLLECTIVE LABOR AGREEMENTS

COMPENSATION AND BENEFITS

Swissport aims to be the employer with the most competitive employee value proposition. This commitment is reflected in our compensation strategy. We offer our employees equal opportunities for recognition and career advancement. Compensation is based on the nature and responsibilities of the role, the required skill set, and the qualifications and relevant experience individuals bring to their specific roles.

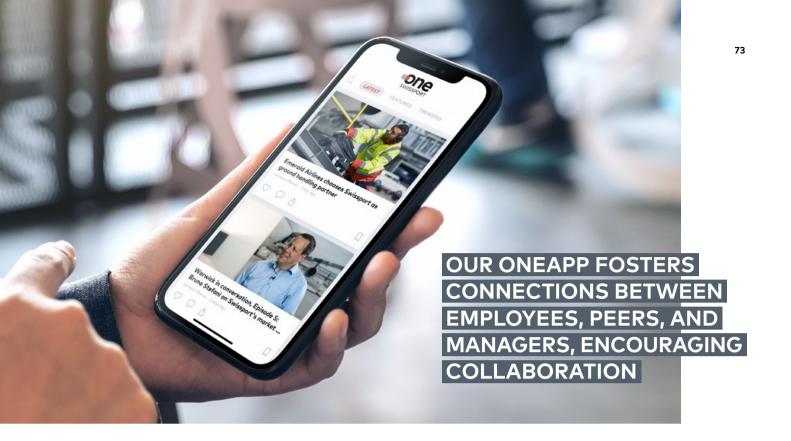
We pay competitive salaries in line with local market conditions and our internal compensation structure. To ensure that total target compensation and benefit packages are competitive at every level of the organization, we use benchmarking surveys while respecting internal pay equity. In line with Swissport's compensation strategy, we are committed to establishing full parity among employees in comparable positions.

For example, in the Gender Pay Gap Report 2022/23, Swissport in the UK revealed a decrease in the mean gender pay gap to 6.8 percent, down from 7.1 percent in 2020. We are working toward reducing these gaps even further. The implementation of a Global Job Architecture has provided the foundation for the development of an effective strategy to prepare Swissport for future regulatory changes, including the European Pay Transparency Directive.

Swissport rewards outstanding individual contributions to the company's business performance with success-related salary components, which are reviewed annually. Global guidelines for management compensation are complemented by local incentive systems for our non-managerial employees. We regularly assess our employment terms and conditions, as well as local salary packages and incentive systems, to ensure compliance with corporate standards and local employment laws.

In 2023, we completed the first phase of Swissport's Global Benefits Project and have implemented new competitive incentives for station managers and our commercial team. Moving forward, we will continue to assess and review benefit programs as well as Swissport competitiveness in the complex and dynamic context in which we operate. This will ensure we can attract, retain, and motivate our people and potential new talent.

ESG plays a key role in Swissport's future. The executive team has included QHSE targets as a performance objective for the annual management bonus in 2024. In addition, all job descriptions have been updated with specific QHSE responsibilities to ensure each colleague across the organization is engaged with our health and safety culture.



EMPLOYEE PARTICIPATION AND COMMUNICATION

Ensuring employee engagement requires consistent communication and information-sharing across our organization. Since many Swissport employees do not have desk jobs and computer access, we invested in the Swissport oneApp, a mobile solution that connects employees via their personal devices.

The oneApp serves Swissport, frontline and back-office employees worldwide. It keeps teams up to date on Swissport news and workplace

initiatives. The app also fosters connections between employees, peers, and managers, encouraging collaboration. Employees can access work-related information and benefits directly through the app.

The app was launched in Germany and Austria in December 2022 and rolled out globally in 2023. The rollout of the app led to a significant increase in employee engagement and retention.

FAIR WORKING CONDITIONS-RELATED KPIS

| КРІ | 2021 | 2022 | 2023 |
|--|--------|--------|--------|
| Percentage of total workforce covered by formal collective agreement concerning working conditions | 70% | 65% | 57% |
| Percentage of total workforce covered by formally elected employee representatives | 70% | 65% | 57% |
| Number of employees covered by collective agreements/employee representatives¹ | 30,800 | 39,000 | 34,200 |
| Number of employees receiving social benefits² | - | - | 19,410 |
| Number of reported instances of child labor, forced labor, and human trafficking | 0 | 0 | 0 |

¹Based on the number of staff at the end of 2023.

²Includes health/medical benefits and flexible benefits.

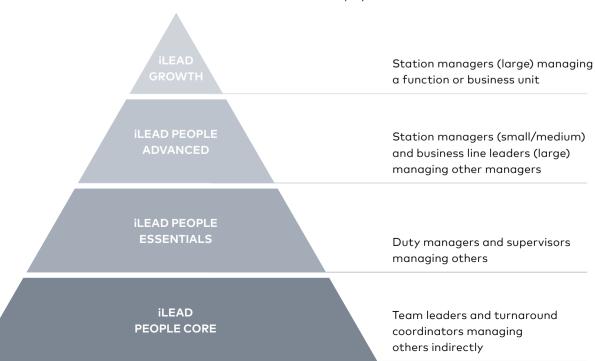
TRAINING AND CAREER DEVELOPMENT

At Swissport, training and employee development are crucial for maintaining a skilled workforce, delivering excellent service, and ensuring safety. We invest in training programs at all levels to enhance the skills of our employees. Strict adherence to standardized processes and a continuous focus on preventing procedural errors are vital to avoiding incidents and accidents. Through comprehensive safety training, we prioritize the safety of our employees, customers, and communities.

TRAINING OF OPERATIONAL STAFF

Training our operational employees, who represent nearly 90 percent of our workforce, is a priority. On average, our operational employees receive 4.9 hours of training for every 100 hours worked, exceeding our target of three hours.

Our training program takes a modular approach, typically including basic training, specialized skills, and refresher courses. It covers essential topics such as human factors, fire prevention, iLead (supervision training), health and safety, dangerous goods, and security. This comprehensive training covers all the necessary requirements to perform Swissport's core operational services. To ensure seamless monitoring, the completion of each training unit is recorded in a centralized global system. In addition, we are currently working to make e-learning available to all employees.



LEADERSHIP DEVELOPMENT

At Swissport, leadership development is a cornerstone of our success, fostering a culture of continuous improvement, excellence, and sustainability. Effective leadership, at all levels, is crucial for achieving our strategic goals, maintaining a competitive edge, and investing in our colleagues and communities.

Our comprehensive suite of leadership programs meets the unique needs of Swissport leaders at every stage of their careers, from frontline supervisors to senior executives:

- iLEAD People Core Program: Equips our frontline leaders with the essential skills to navigate daily operational challenges, inspire their teams, and promote a culture of sustainability and ethical practices.
- iLEAD People Essentials Program: Supports
 frontline supervisors as they progress, refining
 their leadership capabilities and aligning their
 personal development with the evolving demands
 of the business, emphasizing social responsibility
 and environmental stewardship.

- iLEAD People Advanced Program: Designed for our senior-level leaders to maximize their strategic impact, refine their people skills, and drive sustainable growth and positive societal impact.
- iLEAD Growth: Dedicated to our business-level leaders, we create personalized development plans tailored to each leader's specific needs.

All iLEAD leadership programs ensure our leaders possess the confidence and expertise to deliver consistent service excellence, uphold our rigorous safety standards, and cultivate a positive working environment for our teams. By investing in leadership development, Swissport is committed to creating a sustainable future for our employees, customers, and communities we serve.

All programs are continuously evaluated and improved based on the evolving needs of our leaders and are designed in English but translated based on language needs.

TRAINING AND CAREER DEVELOPMENT-RELATED KPIS

| KPI | 2021 | 2022 | 2023 |
|---|---------|---------|---------|
| Training hours received per operational employee for every 100 hours worked | 3.4 | 3.2 | 4.9 |
| Percentage of the total workforce who received career- or skills-related training | 100% | 100% | 100% |
| Number of training sessions delivered | 564,979 | 796,957 | 856,866 |
| Number of training programs delivered | 1,306 | 1,406 | 1,478 |

DIVERSITY AND INCLUSION

Diversity and inclusion (D&I) are key components of Swissport's culture and success. We strongly believe that diverse backgrounds and perspectives drive innovation, enhance the quality of our decisionmaking, and ultimately contribute to our collective success across our 286 global locations. Our employees represent a rich tapestry of genders, ethnicities, religions, and other diverse backgrounds, all converging under the umbrella of a global company. We are committed to creating a workplace where everyone feels accepted, valued, supported, and invited to be their authentic selves as they contribute to unlocking the full potential of Swissport as the global leader in aviation services.

OUR DIVERSITY AND INCLUSION PROGRAM

Swissport has launched a comprehensive D&I program led by General Counsel & Company Secretary Ilse De Loof and supported by our Executive Leadership Team and Board of Directors. This initiative aligns with our new company values and the Ten Principles of the UN Global Compact, especially Principle 6, which advocates eliminating discrimination in employment. Our commitment is detailed in our Code of Conduct, applicable to all employees, and our Supplier Code of Conduct.

The program is backed by global and local policies, with our global diversity and inclusion policy at the forefront. This policy commits us to fostering an inclusive environment, maintaining zero tolerance for harassment or bullying, providing equal growth opportunities, promoting workplace equality, and regularly monitoring policy effectiveness. Our anti-harassment and SpeakUp

policies reinforce these commitments. Any discrimination or harassment breaches our Code of Conduct and can be reported through our SpeakUp channel, leading to sanctions.

20,000 WOMEN COMPRISE ONE-THIRD OF OUR DEDICATED WORKFORCE

Swissport's fair employment practices policy ensures impartiality and equal opportunities in recruitment and employment. We do not discriminate based on ethnicity, color, religion, sex, sexual orientation, gender identity, pregnancy, age, national origin, disability, genetic information, veteran status, or any other protected characteristics. This policy covers all employment stages, including recruitment, promotion, training, compensation, and benefits. We also comply with local legal requirements during recruitment and hiring.

In our D&I program, we focus on four dimensions: gender balance, pride, abilities, and support for refugees. To support our D&I program, we introduced Employee Resource Groups (ERGs) for women, LGBTQ+, and disabled colleagues. These groups promote personal and career development, amplify diverse voices, and raise awareness of various viewpoints. Run by volunteer staff across regions and levels, each group has an Executive Leadership Team sponsor. In 2024, we will also launch unconscious bias training, starting with our Executive Leadership Team and extending to all leaders at Swissport.

Swissport also currently holds a Level 2 Broad-Based Black Economic Empowerment (B-BBEE) rating certificate, a key document in South Africa reflecting our compliance with the Broad-Based Black Economic Empowerment Act. Level 2 is the second-highest rating of the certificate. Swissport's activities include the recruiting and training of interns, supporting skills development programs for digital and workplace readiness, an enterprise and supplier development program for blackowned small and medium enterprises, as well as charitable contributions. These efforts not only enhance our compliance with the B-BBEE Act but also demonstrate Swissport's dedication to fostering an inclusive and equitable business environment in South Africa. This Act is part of a broader initiative by the South African government to redress historical economic imbalances and enhance the participation of black South Africans in the economy.

OUR FOCUS ON GENDER BALANCE

With over 20,000 women making up one-third of our workforce, Swissport is committed to fostering equality. We aim for a gender-balanced workforce at all levels and have set a target of 40 percent women in management by 2027. This includes leadership roles at our stations and in country operations.

We support the IATA 25by2025 initiative and the Women Empowerment Principles. The IATA 25by2025 aims to increase female representation in aviation to at least 25 percent in senior management and underrepresented areas. The Women's Empowerment Principles, set by UN Women and the UN Global Compact, guide businesses in promoting gender equality. Both initiatives provide external guidance and a platform for stakeholder engagement and knowledge-sharing to enhance our gender-related efforts.

Swissport is implementing two key initiatives for women. We launched an Employee Resource Group for women, providing a platform for exchange and initiatives to promote women. We also introduced a female leadership mentorship program, pairing aspiring women with senior female leaders to help advance their careers. Additionally, we report on our gender pay gap in Switzerland and the UK as required by regulators.

We actively communicate on gender diversity. We celebrate International Women's Day with all-female crews across our network. We also host roundtable discussions with female leaders and highlight their achievements via the Swissport oneApp.

FEMALE LEADERSHIP IN ALGERIA

In our organization, we are committed to promoting female leadership at all levels. A prime example of our commitment can be seen in our operations in Algeria. In partnership with the Chambre de Commerce et d'Industrie Algéro-Suisse, we have actively promoted female leadership and highlighted women in leadership as role models. One notable initiative was the production of a video featuring our Airside Manager, Sihem Kouhil, who leads a team of more than 200 male ramp

agents at Algiers Airport. This video was shared with our local, regional, and global employees to position her as an inspiring role model for other women within our organization. Swissport also co-sponsored a follow-up event to International Women's Day in Algeria in collaboration with other companies. Awards were presented in the categories of Female Leadership and Projects Led by Women. This initiative underscores our ongoing commitment to promoting and recognizing the contributions of women leaders in our industry.





EXTENDING OUR FOCUS TO PRIDE, ABILITIES, AND SUPPORT FOR REFUGEES

In addition to our focus on gender balance, we are currently expanding our D&I program to encompass pride, abilities, and support for refugees. We established an Employee Resource Group (ERG) to serve as a platform for exchange and to launch initiatives aimed at fostering an accepting, bias-free workplace for all sexual orientations and gender identities.

Swissport already ensures compliance with all local legal requirements concerning persons with disabilities and strives to reasonably accommodate the known disabilities of both employees

and applicants. However, we aim to take further steps in supporting the needs of all employees, whether their disabilities are visible or not. To this end, we launched an ERG specifically focused on persons with disabilities.

Regarding our support for refugees, we have been a member of the Tent Partnership for Refugees since 2022. This partnership mobilizes the private sector to support refugees and integrate them into the workforce. In 2024, we will set concrete targets for integrating refugees into our workforce.

SWISSPORT AND UICI COLLABORATE ON INCLUSIVE EMPLOYMENT PROJECT FOR THE VISUALLY IMPAIRED

A partnership between UICI and Swissport will debut at Rome Fiumicino Airport in summer 2024, promoting professional integration for visually impaired individuals in airport ground handling. The project was unveiled in May 2024 in Rome with Alessandra Locatelli, the Italian Minister for the Disabled.

For the first time in Italy, visually impaired people will be working in passenger assistance at an airport. Following their training,

they will be deployed at Rome Airport from July 2024, where Swissport handles more than 50 percent of flights and provides ground handling services for 35 airlines, including ITA Airways.



The initiative involves an initial seasonal deployment aimed at laying the foundations for integrating visually impaired individuals. Aside from Rome Fiumicino, this project can be extended to Milan-Linate and other airports where Swissport operates.

OUR DIVERSITY AND INCLUSION PERFORMANCE

Globally, more than a third of our colleagues are women across all our business units. We also achieved a 33.2 percent representation of women in management positions, putting us on track to reach a 40 percent representation of women in management by 2027. Based on these results, we have already surpassed the targets set by the IATA 25by2025 initiative by reaching more than 25 percent of female representation in our overall workforce as well as in management.

DIVERSITY AND INCLUSION-RELATED KPIS¹

Head count split by gender

| KPI | 2021 | 2022 | 2023 |
|--------|-------|-------|-------|
| Female | 32.4% | 33.7% | 33.8% |
| Male | 67.6% | 66.3% | 66.2% |

Head count split by gender and function

| KPI | 2021 | 2022 | 2023 | |
|----------------------------|-------|-------|-------|--|
| Operations | | | | |
| Female | 31.9% | 33.1% | 33.1% | |
| Male | 68.1% | 66.9% | 66.9% | |
| Business support functions | | | | |
| Female | 39.5% | 41.9% | 45.5% | |
| Male | 60.5% | 58.1% | 54.5% | |
| Management ² | | | | |
| Female | 26.6% | 32.0% | 33.2% | |
| Male | 73.4% | 68.0% | 66.8% | |

33.8%

WOMEN IN THE WORKFORCE

33.2%

WOMEN IN MANAGEMENT

Executive Leadership Team and Board of Directors

| KPI | 2021 | 2022 | 2023 |
|------------------------------|--------|-------|-------|
| Executive Leadership Team | | | |
| Female | 12.5% | 20.0% | 14.3% |
| Male | 87.5% | 80.0% | 85.7% |
| Board of Directors | | | |
| Female | 0.0% | 12.5% | 12.5% |
| Male | 100.0% | 87.5% | 87.5% |

Head count split by ethnicity (USA only)

| KPI | 2021 | 2022 | 2023 |
|---|-------|-------|-------|
| Native American or Alaska Native | 0.4% | 0.6% | 0.6% |
| Asian | 10.5% | 8.6% | 9.7% |
| Black or African American | 42.2% | 46.1% | 41.7% |
| Hispanic or Latino | 25.0% | 22.2% | 24.7% |
| Native Hawaiian or other Pacific Islander | 2.3% | 2.9% | 3.2% |
| Two or more ethnicities³ | 2.1% | 2.0% | 2.3% |
| White | 17.5% | 17.6% | 17.8% |

¹Correction of prior years' data: the 2022 and 2021 global workforce data have been corrected to reflect new information which came in after the editorial deadline for the Company Report 2022.

²Includes general managers at the airport level and CEOs, CFOs, COOs, and CHROs at the country level.

³Excl. Hispanic or Latino

COMMUNITY OUTREACH

As a major employer at many airports, we are committed to giving back to the communities in which we operate. It is a fundamental part of our "Show You Care" corporate value. We participate in local community programs and support our employees, their families, and communities in times of need. We are also committed to IATA's Focus Africa initiative, a collaborative effort to support the transformation and growth of the aviation sector in Africa.

LOCAL COMMUNITY OUTREACH PROGRAMS

Each year, our Swissport teams participate in local community outreach programs. In addition to their regular duties, these teams work with local organizations, host events, and spearhead positive initiatives within their communities. Here are two examples from across our global network:

Swissport Cyprus

Since 2012, Swissport Cyprus has supported the Larnaca Children's Shelter, which houses orphaned children awaiting foster care or adoption, as well as those removed from their parents by social services. We raise funds through team-organized events, and our employees actively volunteer. Recent initiatives include painting the shelter, renovating the playground, and purchasing a new van. Every Christmas, we host a special event for the children, and during Easter we visit with gifts and sweets. Recently, funds from an employee bake sale sponsored a trip to Riverland Bio Farm, where the children enjoyed traditional meals and participated in activities like animal feeding.

OF OUR "SHOW YOU CARE" VALUE

As part of its corporate and social responsibility, Swissport Cyprus has established an action team. This volunteer group has organized two beach cleaning days: one at Mackenzie Beach in cooperation with the Municipality of Larnaca, and one at Timis Beach in cooperation with the Paphos Community Council.

Swissport South Africa

Swissport Durban chose to focus on the Haven of Rest in Tongaat, KwaZulu-Natal. This organization provides shelter for the homeless and orphans, cares for the infirm, offers meals to the underprivileged, and serves as a safe haven for abused women and children. It serves people of all ethnicities, colors, creeds, and religions.

Swissport Port Elizabeth's Mandela Day initiative included donating appliances and food to Bright Little Minds in the Walmer Township, Gqeberha. This organization supports young people who have dropped out of school, addresses drug addiction, and assists young children with their studies, homework, reading, and goal setting. Their mission is to provide a safe environment for children and young people to learn, receive support, and develop holistically.

DISASTER RELIEF

In times of need, we stand in solidarity with our employees, their families, and communities. We use our expertise, resources, and networks to respond quickly and provide humanitarian aid in emergencies. In times of crisis, every contribution counts and we do not hesitate to help.

In 2023, Swissport responded to two major earth-quakes: in Syria and Turkey in February, and in Morocco in September. These events had a significant impact on local communities, and Swissport provided support. For instance, we facilitated the transport of humanitarian aid from Nairobi to Gaziantep in Turkey in collaboration with the Turkish Embassy, the UN's International Organization for Migration (IOM), and Turkish Airlines. This included essential supplies such as tents, sleeping mats, and bedsheets on three flights. The aid was distributed by the local Disaster and Emergency Management Authority (AFAD). As a sign of solidarity, Swissport donated EUR 50,000 to UNICEF to aid in the relief efforts.

JOINING FOCUS AFRICA

In 2023, Swissport joined the Focus Africa initiative of the International Air Transport Association (IATA). This major commitment aims to support the transformation and growth of aviation in Africa. Africa's aviation sector offers huge opportunities, with a youthful demographic and the potential to triple its economic footprint over the next two decades. However, it also faces significant challenges, such as limited infrastructure, high operating costs, regulatory issues, and an urgent need for sustainable practices.

As a partner of IATA's Focus Africa initiative, Swissport will help improve connectivity, safety, and sustainability in African aviation. Partners and stakeholders are encouraged to support the objectives and projects of Focus Africa through financial investment, time, research, and participation in task forces. Together, these efforts aim to create a promising future for African aviation and unlock economic opportunities that will benefit the entire region.





As the world's largest aviation services provider, we are committed to protecting the environment. We have implemented a robust environmental management system, intensified our actions to decarbonize our operations, and spearheaded further initiatives both on the ground and within our offices. We are also implementing a wide range of environmental measures in waste management, biodiversity, and pollution aligned with ISO 14001, because we believe that a sustainable business is a successful business.



2023 ACHIEVEMENTS

- Launched road map to certify all stations globally with ISO 14001 under the leadership of a Global Environmental Manager
- Calculated and disclosed 2022 emissions for Scope 1, Scope 2, and Scope 3
- Committed to net-zero carbon emissions by 2050 and to target validation with SBTi
- Increased share of electric vehicles to 20.8 percent through significant investments globally making progress towards our 2032 target of 55 percent
- Signed NUS Consulting Group as partner in energy management and green transition
- Piloted uniforms produced with recycled fabrics in Australian operations

2024 ROAD MAP

- Launch state-of the-art environmental policy and implement comprehensive measures addressing all pertinent environmental topics
- Train staff comprehensively on environmental topics aligned with ISO 14001
- Certify all stations globally with ISO 14001 standard by end of the year
- Submit carbon emissions targets for validation to the SBTi
- Increase share of electric vehicles to at least
 23 percent by end of year
- Increase data granularity for emissions data of Scopes 1 and 2

ENVIRONMENTAL MANAGEMENT

As part of our commitment to the environment, we are enhancing our environmental management system to meet the ISO 14001 standard, a leading benchmark in the field. By the end of 2023, 19 of our sites were certified. Using the lessons learned from these sites, we aim to achieve full coverage by the end of 2024. This updated system will improve both our internal and external reporting capabilities and significantly increase our contribution to environmentally responsible operations at the airports we serve.

WE ARE ENHANCING OUR ENVIRONMENTAL MANAGE-MENT SYSTEM TO MEET THE ISO 14001 STANDARD

We have made significant progress over the past year. Environmental management has become an integral part of our comprehensive Quality, Health, Safety, and Environment (QHSE) management system. Swissport's dedicated team of QHSE experts is leading this effort. To further strengthen the environmental component of QHSE, we have appointed a Global Environmental Manager to drive our environmental initiatives centrally.

Swissport has also carried out enhanced risk assessments on environmental aspects. These assessments cover all our business units and take a life cycle perspective – from product sourcing to distribution, service provision, and final disposal. We evaluate their environmental impact and quantify their significance. For significant impacts, Swissport implements preventive measures to eliminate or mitigate them. We update the as-

sessments at least once every three years and review them following significant changes in operations, infrastructure, regulations, processes, or environmental events.

Based on this assessment, we have implemented enhanced global environmental standards. Our QHSE Policy Statement publicly affirms our commitment to environmental protection. In addition, we have established a comprehensive environmental management system that leverages our existing quality and safety system to ensure a consistent QHSE approach. This system includes procedures, training, reporting, self inspections, and a detailed Global Environmental Manual that outlines all relevant environmental processes and procedures aimed at reducing environmental impacts. Key focus areas of our manual include climate change, waste management, natural resource consumption (water, electricity, fuel, and paper), effluent discharges, biodiversity and ecosystem impact, and air pollution control.

To ensure global implementation of our enhanced environmental standards, we are currently training our regional and local QHSE teams and station personnel. We are also rolling out our improved procedures, processes, and environmental goals to all sites. By the end of the year, we will have completed training, implemented updated processes, and undergone external certification to validate our approach in line with ISO 14001.





You can read the full version of our **QHSE Policy Statement** here.

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CLIMATE CHANGE

The direction of air travel is clear: decarbonization and transformation at every stage of the value chain. At Swissport, we have a 10-year plan for decarbonization, collaborating within our ecosystem to inspire and implement change. For our 60,000 employees around the world, we want to adapt the equipment they use and the way they work to drive our business transformation. We have also pledged to achieve net-zero carbon emissions by 2050, aligning our efforts with the broader aviation industry and the Science Based Targets initiative.

OUR CARBON EMISSIONS

In 2023, we made a significant commitment to our carbon emissions strategy. We committed to both near-term and net-zero targets through the Science Based Targets initiative (SBTi), joining more than 5,000 other companies in meeting the initiative's high standards for carbon reporting. Through our commitment, we pledge to establish a detailed path to reduce our climate emissions in line with the goals of the Paris Agreement.

For the second year, we are comprehensively reporting our global carbon emissions, including Scope 3 emissions. To establish our baseline in 2022, we worked with ERM, the world's largest sustainability consulting firm. Their expertise helped us ensure accurate data collection, calculate our carbon footprint according to current standards, and create a repeatable annual reporting system. In 2023, we used this system to calculate our emissions and received external assurance from Ricardo to verify its proper application.

Our reporting covers operations in all countries and stations active at the end of 2023. It strictly adheres to the internationally recognized standards of the Greenhouse Gas (GHG) Protocol, using appropriate emissions factors for accurate calculations. We measured emissions for all three scopes, focusing on the most relevant categories for Swissport's Scope 3 reporting.

Scope 1

- Stationary combustion
- Refrigerants
- Mobile combustion

Scope 2

Electricity

Scope 3

- Purchased goods and services (Category 1)
- Capital goods (Category 2)
- Fuel- and energy-related activities (Category 3)
- Waste generated in operations (Category 5)
- Business travel (Category 6)
- Employee commuting (Category 7)
- Investments (Category 15)

The data for our reporting stem from two primary sources. Essential information was extracted from our financial systems. In cases where this information was unavailable, we utilized operational data, such as head count or surface area per location, to supplement the figures using extrapolations, ensuring compliance with the rigorous standards of the GHG Protocol.

The majority of our Scope 1 emissions originate from the operation of fuel-powered ground support equipment (GSE). A smaller portion is attributed to our cooling centers in warehouses, which utilize refrigerants and heating systems. Our Scope 2 emissions encompass electricity usage across all our locations, including our offices. With respect to our Scope 3 emissions, we have updated our reporting based on the latest input from our thirdparty verification partner, Ricardo. We have concluded that jet fuel emissions related to our fueling business are not part of our Scope 3 emissions. Swissport does not sell nor purchase jet fuel but solely provides transportation and logistics for aircraft fueling. Therefore, we have revised our disclosure for both 2022 and 2023 and excluded Category 11. We have also updated our emissions related to employee commuting (Category 7) based on the most recent input.

CORPORATE CARBON FOOTPRINT

| Total CO₂ equivalents in metric tons | 20221 | 2023 |
|--------------------------------------|---------|---------|
| Total Scope 1 | 147,217 | 139,815 |
| Total Scope 2 | 47,548 | 53,516 |
| Total Scope 1 and Scope 2 | 194,765 | 193,332 |
| Total Scope 3 | 208,488 | 233,723 |
| Total carbon emissions | 403,253 | 427,054 |

| Underlying total electricity consumption (kWh) | 153,718,677 | 175,860,572 |
|--|-------------|-------------|
| Underlying total water consumption (million liters) | 1,005 | 1,173 |
| Underlying total amount of waste (metric tons) | 341 | 391 |
| Underlying total amount of wastewater (million liters) | 955 | 1,114 |

¹In accordance with the recommendations from our third-party assurance provider, we have updated our 2022 carbon footprint to ensure consistency with our 2023 emissions reporting.

From 2022 to 2023, we observed a slight decrease of approximately one percent in our Scope 1 and 2 emissions. We achieved this decrease despite the resumption of our business activities post-Covid-19. For example, the number of flights we handled increased by nearly 20 percent, and the number of passengers we handled increased by almost 25 percent compared to the previous year. Despite this significant business growth, we successfully moderated the growth rate of our emissions relative to our operational expansion. Our Scope 3 emissions increased by approximately 12 percent, which was also below the growth rate of our overall business.

Moving forward, we are focusing on two key priorities: enhancing our reporting and detailing our carbon reduction plan. Following the successful replication of our emissions reporting in 2023, we are now focusing on improving the granularity of our data. We have partnered with NUS Consulting Group to monitor invoice-level electricity, natural gas, and water consumption across our global stations. This supports our decarbonization targets and submission plan to SBTi by the end of 2024.

To refine our carbon reduction plan, we will review each scope in detail. Our Scope 1 strategy aims for 55 percent electrification of our motorized fleet by 2032. For Scope 2, we will work with NUS Consulting Group to transition to green electricity, collaborating closely with airports and utility companies, our main energy suppliers in ground handling. Early successes include Liège, Belgium, and Nairobi, Kenya, where we use solar panels on our cargo warehouses for electricity. With regard to Scope 3, our primary focus will be on further refining our reporting, which will allow us to implement targeted initiatives to reduce emissions.

FLEET ELECTRIFICATION

The largest contributor to our direct emissions is our fleet, so increasing the use of electric vehicles wherever possible is essential to reducing our footprint. To facilitate this change, it is critical that our supply chain has the necessary infrastructure to support this shift, including the availability of battery charging facilities.

For years, Swissport has been using electrically powered ground support equipment (eGSE) wherever possible. Switching to eGSE not only reduces toxic emissions and our carbon footprint, but also results in significant fuel cost savings. We are working to further increase our share of eGSE and aim to have 55 percent eGSE in our powered fleet by 2032.

OUR COMMITMENT IS TO HAVE 55% OF eGSE IN OUR MOTORIZED FLEET BY 2032

We have developed a robust electrification road map to accelerate our fleet's transition. The technology available for the services we provide is highly advanced. As a result, we have established an electrification policy applicable to all our countries and stations to guide the transition to all-electric equipment procurement. For many of our equipment categories, such as baggage tractors, belt loaders, stairs, and forklifts, electric procurement is now our standard approach and will be mandatory by 2025. This policy extends to all asset types by 2027, contingent upon available charging infrastructure and electric capabilities.

Working with airports is critical for us. We need their support to build the necessary infrastructure. At the moment, one of the main challenges hindering our progress is the lack of battery-charging infrastructure. Where these facilities are lacking, Swissport is working with the airport authorities to encourage investment in the essential infrastructure.

Electrifying our fleet not only reduces Swissport's carbon emissions. It also reduces the amount of air pollutants emitted and the noise caused by diesel engines. Furthermore, it reduces the vibration exposure of our employees, as no alternative internal combustion is taking place inside the asset and the number of moving parts is reduced by at least 40 percent.

The purchase of electric GSE is just one step in the process of achieving our fleet goal. We are also exploring the possibility of retrofitting some of our fossil-fueled fleet with batteries. This requires close collaboration with our supply base.

In addition to electric GSE, Swissport is exploring various ways to improve the environmental performance of its equipment. To optimize the use of our GSE, we have piloted new telematics systems. We have developed a comprehensive Telematics Governance Model to expand technology use. This aims to optimize fleet size, maximize utilization, reduce engine idling, and enhance operational safety with multiple alert mechanisms for employees.

In addition, our fleet includes vehicles powered by environmentally friendly sources such as liquefied petroleum gas (LPG) and compressed natural gas (CNG). The greenhouse gas emissions of these sources are significantly lower than those of diesel or gasoline, helping to reduce our carbon footprint.

We also support our partners' initiatives to use biofuels as a transition option. For example, Schiphol Airport in the Netherlands completely transitioned to using the biofuel HVO100 starting in January 2023. Consequently, Swissport has replaced all fossil fuel use in its GSE with HVO100 at this airport.

By the end of 2023, 20.8 percent of Swissport's ground support equipment (GSE) was electric and 24.3 percent was eco-powered, powered by environmentally friendly sources including electric, hybrid, biofuels, liquefied petroleum gas (LPG), and compressed natural gas (CNG). Going forward, our objective is to expand our electric fleet, with the goal of reaching 23 percent of the motorized equipment in Swissport's fleet being electrically powered by the end of 2024. In conjunction with the implementation of our electrification policy, this will bring us on track to reach our target of 55 percent eGSE by 2032.

| КРІ | 2021 | 2022 | 2023 |
|-----------------------------------|-------|-------|-------|
| Share of electric GSE | 18.6% | 19.0% | 20.8% |
| Share of eco- powered vehicles | 22.5% | 24.9% | 24.3% |



INTRODUCTION OF eGPUS IN SWITZERLAND

Swissport is consistently committed to reducing CO_2 emissions. This dedication is evident in the recent introduction of new electric ground power units (eGPUs) and additional electric vans. At Swissport Basel, the share of electric ground support equipment (eGSE) is set to increase to 49 percent by the end of 2024, thanks to these new eGPUs and ongoing investments in fleet modernization. Meanwhile, Swissport Geneva, which already boasts a fleet with 53 percent electric vehicles, plans to further expand its electric vehicle portfolio. By the end of 2024, Swissport Geneva aims to raise the proportion of the electric share of its fleet to 58 percent.

WASTE MANAGEMENT AND CIRCU-LARITY

We are committed to minimizing waste in all areas of our business. We generate various types of waste, including plastic foil wrap and wood in cargo handling, uniforms in ground handling and paper in offices. In addition, we manage hazardous waste, particularly in our fleet workshops. As a result, waste management is a critical component of our newly implemented Global Environmental Manual and a primary focus of our environmental road map at Swissport.

OUR APPROACH AND MEASURES

Our Global Environmental Manual outlines our approach to waste management with a simple strategy:

- Reduce the waste we generate
- Reuse materials and items until they can no longer be used
- Recycle waste only after reduction and reuse options have been exhausted

This policy applies to the environmental aspects identified in the Environmental Impact Assessment (EIA) and promotes measures to prevent the generation of waste and to mitigate its adverse effects on human health and the environment. It also aims to improve the efficiency of resource use.

Our Global Environmental Manual also categorizes the various waste streams at Swissport, including glass, paper, plastic, general waste, organic waste, cardboard, metal, and hazardous waste. Additional segregation is applied where required by local legislation. Sorting and disposal are carried out according to these waste streams.

Swissport has specific procedures for the management of hazardous waste, including the provision of appropriate containers, proper labeling, and appropriate temporary storage away from water sources and municipal sewers until disposal. For fleet assets that have reached the end of their economic life, we ensure that they are disposed of in the most environmentally sound manner, either by sale or scrapping to prevent soil contamination.

Typically, waste management is provided by the airport. If no such service is available, we enter into maintenance contracts with local waste management companies to dispose of the waste.

INNOVATIVE PRACTICES TO MANAGE WASTE AND IMPROVE CIRCULARITY

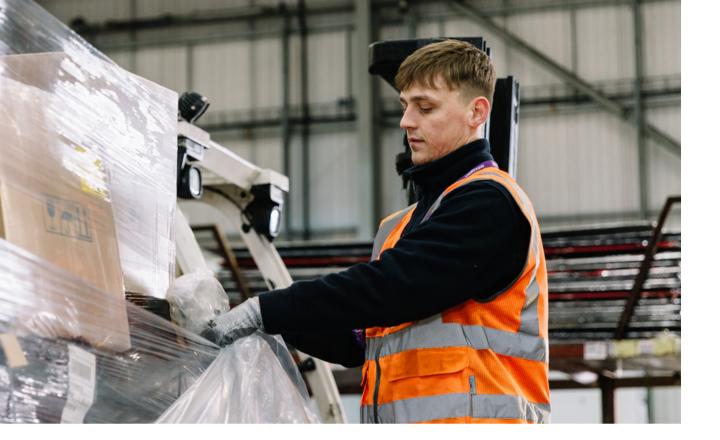
Across our global network, Swissport engages in various innovative initiatives. Three key examples are waste management in our European cargo centers, implementing polo shirts made from recycled materials in Australia, and recovery of our solid waste in Peru.

In air cargo handling, Swissport has integrated waste avoidance into our waste management policy. We have successfully implemented waste reduction initiatives at our largest warehouses in Austria, Belgium, Finland, and Germany. We are now applying these lessons to other warehouses worldwide.

One key initiative involves collecting and recycling used foil wrap in Brussels, Frankfurt, and Helsinki. Every year, we produce 60 tons of plastic foil waste. Instead of disposing of it, we have implemented a system to collect and recycle 100 percent of the plastic foil. The recycled foil is then used to wrap new pallets, creating a closed-loop process that minimizes resource consumption and waste. Due to its success, this initiative has also been introduced in Stuttgart and Vienna.

Additionally, we have prioritized the reuse and upcycling of old or damaged wooden pallets. Instead of discarding them, we extend their lifespan by transforming them into new pallets. This approach reduces the demand for new pallets and allows us to use existing resources more efficiently.

In several German locations, we have introduced SquAIR timber pallets made from 100% recycled cardboard. These pallets are fully recyclable and can be repurposed or returned to the recycling process at the end of their life cycle.



In Australia, Swissport has tested recycled fabrics for uniforms for our ramp teams. We piloted polo shirts made from recycled polyester. After the successful completion of this pilot, we rolled out these shirts for our entire Australian operations and are now testing their expansion into other countries.

Starting in 2024, we will also participate in the LATAM airline's Second Flight social program. By joining this program, we will increase the recovery of solid waste, specifically from uniforms, which will be used as raw material to manufacture various items by local associations. This initiative aligns our environmental goals with our efforts to support local communities. Additionally, Cargo Peru is committed to recycling organic solid waste, converting it into pig feed or compost as appropriate.

CASH FOR TRASH: CIRCULARITY IN GSE WORKSHOPS IN SAUDI ARABIA AND BEYOND

In our GSE workshops in Jeddah and Medina, we are working with local companies to improve the circularity of materials, particularly hazardous substances.

As an example, we sell oil drums containing a combination of used oils, lubricants, and fuels to local companies. These materials are then processed and refined back into lubricants, raw materials for the petrochemical industry, and heating oil for residents in remote areas of Saudi Arabia where winters necessitate heating.

Furthermore, we have formed a partnership with another company to repurpose scrap metals, battery cells, and damaged tires. This collaboration has resulted in over 50 tires being diverted from landfills, along with multiple metric tons of scrap metal, batteries, starter motors, and dynamos being recycled and reused in manufacturing processes.

Building on our experience in Saudi Arabia, we are implementing a "cash for trash" program on a global scale.



BIODIVERSITY AND ECOSYSTEMS

At the airports we serve, our operations are often located close to areas of biodiversity, which can impact the surrounding ecosystems. In accordance with our commitment to responsible airport operations, we adhere to all policies and procedures set by the airports. Furthermore, we integrate biodiversity protection into our own environmental management practices, with a particular focus on preventing pollution from fuel spills and deicing or anti-icing activities.

OUR APPROACH AND MEASURES

We work closely with airports and follow their policies and procedures to protect nearby sensitive environments. Our Global Environmental Manual outlines procedures to prevent pollution from fuel spills and de-icing/anti-icing activities (see below). We also have procedures in place for economic water consumption and controlling effluent discharge into groundwater, water sources, or a city's sewage system. Additionally, we consider our impact on forests and wildlife, recognizing that trees and hedgerows around our stations provide crucial habitats for wildlife and are often protected by local laws.

We have implemented specific measures to mitigate the risk from invasive species. For our cargo operations, we procure wooden pallets that meet ISPM 15 standards, ensuring no pests are transported via international flights. Additionally, we adhere strictly to international flight waste management protocols, processing cabin waste separately from domestic waste to minimize the impact on local ecosystems.

PREVENTION OF FUEL SPILLAGE

Swissport is fully committed to meeting its customers' in-plane fueling, GSE fueling, and fuel storage needs while maintaining a clean environment. Fuel spills can enter the stormwater drain system, run off the property, and pollute stormwater runoff, enter the sanitary sewer system, or discharge into waterways like streams or lakes.

To prevent potential fuel spills at the airports we serve, Swissport has implemented policies and procedures, such as the QHSE Policy Statement and the Global Environmental Manual. These are integral parts of our training and daily operations. The station environmental manager will inspect spillage control equipment at least every six months to ensure compliance with these procedures. Additionally, we have established spill response procedures to mitigate environmental impacts in the event of a spill.

We also implemented site-specific measures. For example, at our fueling operations in Canada, we have implemented three key measures to prevent major spills and potential water contamination. First, our tanks are surrounded by a dike to prevent a major fuel spill from spreading to the surrounding area. Second, a geomembrane liner was installed under the storage tanks to prevent any spill from reaching the groundwater. Finally, a drainage system is in place to collect any spillage and separate it from the water, preventing fuel from contaminating water sources or entering the city's sewer system. Additionally, we have fences in place surrounding our tank farm to prevent wild-life from entering.

All incidents must be reported and investigated. In the event of a major release, an emergency plan must be activated, depending on the type of material involved. This plan is managed locally in line with the specific airport's emergency plan.

Moreover, Swissport collaborates with airline and oil company partners on various sustainable aviation fuel (SAF) initiatives, including designated flights fueled with SAF.

DE-ICING AND ANTI-ICING

To remove ice, snow, or frost from an aircraft or to prevent their formation, de-icing and anti-icing fluids are employed. These fluids are composed of two key elements: water and food-grade glycol, which acts as a freezing point depressant. Due to the natural properties of glycol, when mixed with water it is possible to decrease the freezing point of water and act as an anti-icing agent. While the chemical compound is not a pollutant to the environment directly, it is dependent on oxygen (O₂) to decompose, making it harmful to aquatic ecosystems if incorrectly disposed.

Swissport adheres to all airport policies and environmental regulations in the operation of its de-icing and anti-icing procedures. The operation is conducted in accordance with the specifications set forth by the airport authorities. These are primarily centralized de-icing pads that are designed to direct the captured spent fluid to storage tanks or filtration units. Swissport utilizes specialized equipment, namely glycol recovery vehicles, to remove the excess liquid and prevent any environmental harm. These vehicles have access to any location on the ramp where an aircraft has been de-iced. The glycol collection program is designed to collect as much fluid runoff as possible, or to target only the most concentrated runoff, depending on the specific requirements.

Furthermore, we have introduced a more sustainable de-icing and anti-icing fluid at two of our locations: Sofia, Bulgaria, and Amsterdam, Netherlands. We have partnered with a supplier that procures the main ingredient for the fluids, monopropylene glycol, extracted from either vegetable oil or animal fat, as opposed to a crude oil derivative.



SUSTAINABILITY IN OUR LOUNGES

Sustainability is a fundamental aspect of our Aspire lounges. We are committed to operating our lounges in a sustainable manner and incorporating sustainability into their construction. These initiatives align with our Aspire Way philosophy, which is designed to provide a distinctive lounge experience.

SUSTAINABLE BUILDING

Sustainable building practices are a fundamental aspect of our lounge concept. This is exemplified by our recent lounge openings in Toronto and Amsterdam. The Aspire | Air Canada Café, a joint branded lounge between Swissport's Aspire Lounge brand and Air Canada, launched in June 2023 in Toronto. The café was constructed to meet LEED ID+C standards, a globally recognized certification for sustainable building practices. From the outset, the design team focused on compartmentalizing the space to optimize the efficiency and environmental impact of the new building, its equipment, lighting, materials, and furniture. This approach not only resulted in a LEED-certified airport lounge, but also set a precedent for other industry players to follow similar steps.

In February 2024, Swissport opened a new Aspire Executive Lounge in Amsterdam. The lounge covers 625 square meters and features design elements inspired by the Amsterdam School and the basalt stones of Dutch dikes. It offers an oasis of well-being for 178 travelers. Where we were able, items of furniture were repurposed and upcycled, showcasing Swissport's commitment to sustainable practices and emphasizing sustainability.

SUSTAINABLE OPERATIONS

In our lounges, we are committed to sustainable operations. Waste management is a key concern for us. Across our network of lounges operated by Swissport's subsidiary Aspire Lounges, we are committed to eliminating single-use plastic tableware by 2025. In its place, we will provide recyclable or reusable products such as those in use in our to-go area in the Aspire | Air Canada Café, with cutlery made from agave plants and compostable kraft paper packaging. Additionally, we will adjust our bar to offer wine on tap, eliminating the need to transport and recycle an estimated 9,000 glass wine bottles per year. By the end of 2023, 62 out of our 69 lounges have already eliminated single-use plastic tableware, representing 90 percent of our lounge network. Furthermore, we ensure the proper segregation of physical waste for recycling, both for our guests and for our operations.

In addition to waste management, we prioritize efficient energy management. This includes the use of low-energy lighting, such as LED systems, and the implementation of processes to save energy, such as switching off items when not in use, automatic lighting controls based on movement, Energy Star-rated equipment, and low VOC materials and coatings. Furthermore, we endeavor to incorporate local elements into our offerings for our customers, encouraging our supply chain to source products from local suppliers while maintaining quality and consistency.

90%

OF LOUNGES DO NOT USE SINGLE-USE PLASTIC TABLEWARE









At Swissport, we are dedicated to maintaining the highest standards of integrity, transparency, and accountability. Our robust compliance process ensures strict adherence to all relevant legislation and upholds human rights principles, including the Ten Principles of the UN Global Compact. These standards are not only upheld internally, but our ambition is to extend them also to our suppliers, ensuring a sustainable and responsible supply chain.



2023 ACHIEVEMENTS

- Introduced new corporate values "Show You Care," "Do the Right Things," "Win as a Team"
- Showed zero tolerance of corruption and bribery with zero confirmed cases in 2023
- Implemented a new anti-fraud policy and assessment
- Achieved the SGE21 standard for an ethically and socially responsible management system in Spain
- Certified the delivery of Swissport Global IT services to ISO 27001
- Obtained independent auditing with the NIST cybersecurity framework
- Achieved 100 percent of new targeted strategic suppliers committed to Swissport Supplier Code of Conduct

2024 ROAD MAP

- Ensure compliance with all applicable legislations
- Extend corruption risk assessments across all stations globally
- Certify Swissport HQ office with the ISO 37001 standard
- Integrate fraud risk along our enterprise risk management
- Validate ISO 27001 certification
- Re-audit maturity of the organization against NIST cybersecurity framework
- Roll out supplier questionnaire to assess ESG maturity of at least 100 suppliers
- Conduct on-site audits to assess ESG maturity of largest suppliers in depth

BUSINESS ETHICS

At Swissport, we promote business conduct based on honesty, integrity, and respect for the law. Overall responsibility for fair competition, anti-corruption and human rights issues rests with the CEO and the General Counsel & Company Secretary, with responsibility further delegated to regional managers within the company. However, all Swissport employees are expected to do the right things and maintain a culture of compliance and professional conduct. We therefore ensure that all relevant employees receive mandatory compliance training.

WE ENSURE THAT ALL CONCERNED EMPLOYEES RECEIVE MANDATORY COMPLIANCE TRAINING

OUR COMPLIANCE PROGRAM

Our business ethics are reflected through a comprehensive set of company policies designed to foster transparency, accountability, and integrity in all our operations. These policies include:

- Code of Conduct
- Anti-Bribery and Anti-Corruption Policy
- Third-Party Anti-Corruption Compliance Procedure
- Anti-Fraud Policy
- Enterprise Risk Management Policy
- Antitrust and Competition Law Policy
- Sanctions Compliance Policy
- SpeakUp Policy
- Supplier Code of Conduct
- Compliance Committee Charter

Swissport has created a Compliance Committee which, together with the Head of Compliance and Data Privacy Officer, are the owners of the policies and have ultimate responsibility for implementation and supervision of the same. The Compliance Committee is responsible for:

- General oversight of Swissport's Compliance,
 SpeakUp line, and related investigations
- Facilitate the development, implementation, and operation of an effective ethics and compliance program
- Stay alert of emerging risks and changes to regulations that may impact the business

Our General Counsel & Company Secretary, Ilse De Loof, also serves as the Chief Compliance Officer for Swissport. The Head of Compliance and Data Privacy Officer, an internal, autonomous, and independent role, reports to her. This Officer is responsible for managing SpeakUp hotline complaints and conducting necessary investigations in coordination with the Head of Internal Audit and the Head of Human Resources, except in cases of conflict of interest. Furthermore, the Officer provides support to the Compliance Committee and is responsible for implementing and monitoring the Fraud Risk Plan and the Enterprise Risk Management Policy.

Employees receive training on our Code of Conduct and Anti-Bribery and Anti-Corruption Policy during their induction. Additionally, we provide extensive annual compliance training, including anti-bribery and anti-corruption, to all relevant employees, especially local, regional, and global management.



CODE OF CONDUCT AND WHISTLEBLOWER PROCESS

The Company's ethical and business standards apply to all employees and to those who act on our behalf. These principles are outlined in our Code of Conduct, which is complemented by more detailed standards, policies, and guidelines. They are aligned with the Ten Principles of the UN Global Compact, which we have adhered to since 2011.

The Code of Conduct is included in the orientation package for each new employee. It was last updated in June 2024 and specifically states a zerotolerance policy for any legal or ethical violation, including any form of discrimination. Employees receive training on our Code of Conduct as part of their induction training.





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

We urge our employees to report all violations of the Swissport Code of Conduct, as well as serious compliance violations, through the SpeakUp channel. SpeakUp is an external hotline introduced at Swissport in 2019 that enables all employees as well as other affected stakeholders to report suspected violations. This includes reporting individuals who are believed to have violated or are suspected of preparing to violate the Code of Conduct.

SpeakUp includes both an online and telephone service that allows employees to report compliance concerns confidentially and anonymously. The hotline is available 24 hours a day, seven days a week, and in more than 20 languages. Reports are received by a dedicated team at Swissport and reviewed within seven working days. Reports received through SpeakUp are investigated in accordance with our SpeakUp Policy and Investigation Manual, and employees who report in good faith are protected from any form of retaliation.

During the reporting period, all matters reported through SpeakUp have been or are being investigated and dealt with in accordance with Swissport's internal policies. Appropriate actions, such as additional training, management guidance, warnings, and dismissals, have been taken where necessary.

ANTI-BRIBERY AND ANTI-CORRUPTION

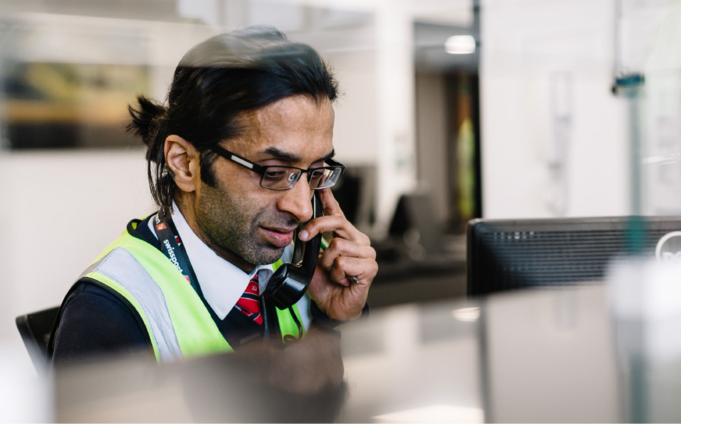
Swissport has a zero-tolerance policy for bribery and corruption and therefore forbids all its people from engaging in bribery or corrupt practices. We are in full compliance with the Foreign Corrupt Practices Act (FCPA), the UK Antibribery Act, the Swiss Criminal Code, as well as anti-corruption directives from the European Union and beyond.

Our anti-corruption compliance program is an integral part of the overall compliance plan of the company. Our Anti-Bribery and Anti-Corruption Policy sets forth our zero-tolerance toward bribery and corruption and provides general rules, guidelines, and principles of behavior for compliance. Our commitments include:

- Act in compliance with the anti-corruption regulations
- Ensure that Swissport's employees and third parties understand Swissport's compliance policies and carry out business on our behalf in a legal, ethical, and professional manner according to the anti-corruption regulations
- Monitor and punish any conduct fostering corruption in any of its manifestations
- 4 Maintain effective mechanisms to encourage our employees and third parties raising concerns in good faith, or on the basis of a reasonable belief, in confidence and without fear of reprisal
- Effectively implement compliance policies through procedures or rules, appropriate training, and other methods

Our SpeakUp channel enables all employees to report any suspected violations. We have a corruption risk assessment in place and we will extend it to all our stations in the course of 2024. Moreover, we are planning to certify our antibribery management system the ISO 37001 standard by the end of 2024.

Consistent with the Swissport Anti-Bribery and Anti-Corruption Policy, Swissport has implemented a Third-Party Anti-Corruption Compliance Procedure to ensure we engage only qualified, reputable third parties and we implement appropriate controls to mitigate anti-corruption risks related to our third parties.



ENTERPRISE RISK MANAGEMENT AND ANTI-FRAUD

We conduct regular reviews of our processes and corporate environment to identify potential risks and threats. This helps us anticipate and respond to changes in our environment. We implement appropriate risk management strategies to avoid or reduce risks and define safeguards to retain them. Swissport also has an Anti-Fraud Policy in place and is currently developing a fraud risk management procedure.

Swissport fosters an open reporting culture and has implemented operational risk management in accordance with the recommendations of the International Civil Aviation Organization (ICAO) for an integrated management system. The incidents recorded in the Swissport Management Tool (SMT) provide a comprehensive and transparent safety incident history. The SMT has streamlined the reporting of accidents, unsafe conditions, unsafe acts, and near misses, making it easier and more accessible for employees. Realtime monitoring and notification are available to management.

BUSINESS ETHICS-RELATED KPIS

| КРІ | 2021 | 2022 | 2023 |
|--|------|------|------|
| Number of confirmed corruption cases | 0 | 0 | 0 |
| Number of reports related to whistleblower procedure | 189 | 423 | 542 |
| Number of whistleblower cases related to discrimination and harassment | 66 | 132 | 246 |
| Percentage of total workforce trained on business ethics issues ¹ | 99% | 99% | 99% |

¹ We aim to train every colleague at least once as part of their induction or Code of Conduct training. The training ratio is based on the compliance ratio of new joiners in the reporting year.



INFORMATION SECURITY

Swissport handles a significant volume of personal data from employees, suppliers, and customers. This includes air freight documents and passengers' travel data, which requires careful handling. Given that most of this data is managed electronically, IT security represents a vital aspect of our data protection strategy.

ISO 27001-CERTIFIED INFORMATION SECURITY

Swissport has been certified by the British Standards Institution (BSI) for implementing an effective Information Security Management System (ISMS) in accordance with the ISO 27001 standard. This certification serves to underscore our commitment to safeguarding sensitive information and ensuring data confidentiality, integrity, and availability. Our ISMS protects data assets from various threats and enhances the resilience of our global operations.

Swissport also has a Data Protection Policy and a Data Retention Policy that are implemented globally and are part of mandatory training for all employees. This training is refreshed every two years. Both policies are particularly relevant for personal data originating from the EU and the UK, which are subject to the General Data Protection Regulation (GDPR), the UK GDPR, or comparable data protection legislations.

MEASURES TO ENSURE INFORMATION SECURITY

Swissport's global IT infrastructure is subject to continuous review and improvement to maintain the highest standards of information security. We collaborate with units worldwide to classify and protect information from cyberattacks in an accurate and effective manner.

Considering the constantly evolving cybersecurity landscape, we have increased our security level and placed a greater emphasis on supply chain security. We integrate cybersecurity best practices into Swissport's corporate culture through tailored awareness training and initiatives for our workforce, our primary line of defense against

cyberattacks. Mandatory information security training for all IT users enhances our resilience and helps prevent security incidents.

Ensuring the robustness of our IT systems is a key focus, especially in light of the increasing sophistication and frequency of cyberattacks. We undergo independent audits against the NIST cybersecurity framework to assess our maturity and obtain recommendations for continual improvement.

Regular penetration testing and red team exercises enable us to assess our exposure and address vulnerabilities promptly. We collaborate closely with the IT and application teams to maintain optimal security and availability levels, continuously implementing best-practice improvements.

WE UNDERGO INDEPENDENT AUDITS AGAINST THE NIST CYBERSECURITY FRAMEWORK

Swissport has also an Incident Response Plan (IRP) in place. The IRP designates individual responsibilities and actions to be taken in responding to suspected or confirmed security incidents.

INFORMATION SECURITY- RELATED KPIS

| KPI | 2021 | 2022 | 2023 |
|--|------|------|------|
| Number of confirmed information security | 0 | 11 | 0 |
| incidents | U | Τ, | U |

¹ On 3 February 2022, certain Swissport systems were affected by a cybersecurity incident impacting a European data center in Germany managed by Swissport's third-party service provider. The ransomware attack resulted in certain Swissport files being encrypted. When Swissport learned of the incident, it launched an investigation, notified law enforcement, and engaged cybersecurity experts to help assess the scope of the incident and to take steps to mitigate the potential impact. In the meantime, Swissport's IT and operational systems have been fully restored, and the investigation launched by Swissport has been closed. No claims have been made against Swissport in connection with the ransomware attack.

SUSTAINABLE PROCUREMENT

We place a high priority on sustainability and responsibility in our supply chain. This allows us to effectively manage climate-related challenges, resource availability, and the safety and integrity of our employees and partners.

The commitment of our Executive Leadership
Team and the Board is essential for achieving our
sustainability goals. These goals are set through
collaboration with stakeholders and include:

- Using sustainability indicators when choosing suppliers
- Avoiding suppliers that fail to meet high standards for human rights, labor, and environmental practices, or violate our Code of Conduct
- Adopting fair communication practices and regularly monitoring supplier performance

In 2023, we worked with over 8,213 direct and 11,753 indirect suppliers. The total spend in procurement goods and services has been 1.1 billion euro. The primary beneficiaries of our procurement activities were the United States (39.6 percent), Switzerland (19.2 percent) and the United Kingdom (12.1 percent).

Our goal is to extend sustainability beyond our operations, fostering resilient and responsible supply chains.

SUPPLIER CODE OF CONDUCT

The Swissport Supplier Code of Conduct must be recognized by all suppliers and is based on several key principles, including:

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





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

Suppliers surpassing a threshold (typically above 50,000 euro) are selected by our Strategic Procurement team and are considered as our targeted strategic suppliers. In the reporting year, 90 percent of these suppliers and 100 percent of new targeted strategic suppliers endorsed our Supplier Code of Conduct or equivalent, which includes a commitment to respecting human rights and the environment. This charter outlines the fundamental environmental, labor, and human rights standards for working with Swissport.

As a signatory to the UN Global Compact, Swissport upholds high human rights standards and combats all forms of violations. Human rights are inherent to all individuals, regardless of gender, sexual orientation, age, nationality, ethnicity, language, religion, political ideology, disability, or any other status. These rights include freedom of opinion and expression without discrimination. Our Supplier Code of Conduct requires suppliers to respect these human rights, comply with the UN Declaration of Human Rights and the International Labor Organization's Core Conventions, and commit to non-complicity in any human rights abuses. We also recognize the role of trade unions and employee representatives and have mechanisms for effective representation of employees at our suppliers.

Environmental sustainability is crucial to us. We encourage suppliers to promote environmentally friendly production and service delivery. The existence of an environmental management system and adherence to standards like ISO 14001 are part of our assessment criteria when selecting key suppliers. As part of our certification with ISO 45001, we also include health and safety criteria in our vendor selection.

In 2024, we will further increase our focus on sustainable procurement. We have integrated mandatory ESG criteria into our supplier selection process and will include sustainable procurement goals in the procurement team performance reviews. In addition, we will implement specific training on sustainable procurement for our team. In 2024, 21 members of our procurement team have already completed the training, representing 50% of the strategic procurement team.

We are also introducing an ESG supplier questionnaire and on-site audits in 2024. The ESG supplier questionnaire will assess the ESG maturity of our key suppliers. Of our new strategic suppliers, 100 percent are targeted, and we will assess at least 100 of them through the questionnaire in 2024. On-site audits will deepen these assessments for selected suppliers and will be conducted based on the four pillars of the SMETA standard. In 2024, we will assess 10 suppliers mainly in our European and Asian markets.

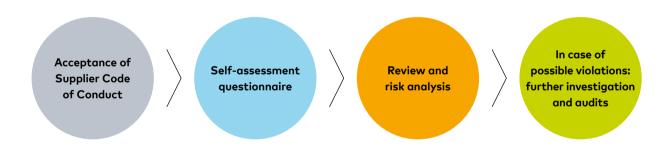
SUPPLIER DIVERSITY

Swissport has begun to integrate supplier diversity in its procurement decisions. For example, for our International Women's Day celebrations at Swissport headquarters, we partnered with a women-owned catering company. In addition, for our St. Nicholas Day event, our Zurich station contracted a Swiss foundation focusing on the integration of people with disabilities into working life and society. Going forward, we will continue to emphasize supplier diversity in our procurement process.

SCREENING PROCESS FOR POTENTIAL SUPPLIERS

We utilize risk management and regulatory compliance solutions to screen potential suppliers for human rights, environmental criteria, and legal compliance before engaging with them. Additional research or investigations are conducted to ensure that suppliers meet Swissport's standards.

Key suppliers include ground support equipment manufacturers and cleaning service providers. During the reporting period, we did not observe any instances of non-compliance with our standards by any significant suppliers.



SUSTAINABLE PROCUREMENT-RELATED KPIS

| KPI | 2021 | 2022 | 2023 |
|--|------|------|------|
| Percentage of targeted strategic suppliers that adhered to the Supplier Code of Conduct ¹ | 80% | 80% | 90% |
| Percentage of targeted strategic suppliers with contracts that include clauses on environmental, labor, and human rights requirements ¹ | 80% | 80% | 90% |

 $^{^{\}mathrm{1}}$ Includes all new contracts and contract renewals of the respective year that were handled by global procurement.

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CORPORATE GOVERNANCE

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CORPORATE GOVERNANCE'S STRUCTURE

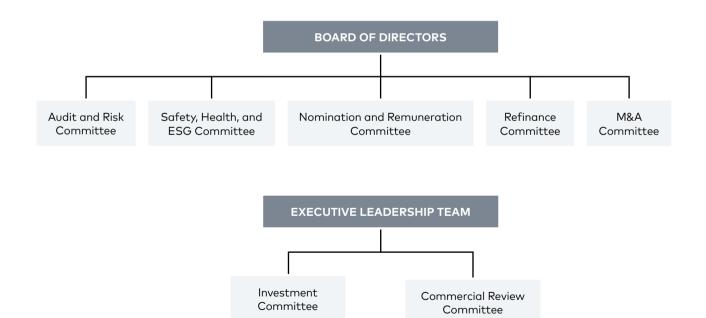
Swissport has a robust corporate governance structure to support transparency, stakeholder dialogue and a sound control and decisionmaking process.

THE BOARD AND COMMITTEES

The Board consists of 10 members, five non-executive directors representing the shareholders, four independent non-executive directors, and one executive director. The Board sets the strategic priorities of the Swissport Group and continuously reviews and develops the corporate governance

framework, policies, and procedures to support the business activities and be compliant with corporate governance recommendations and statutory requirements.

The Board receives monthly financial and operational reporting and is briefed on important matters in between Board meetings.



AUDIT AND RISK COMMITTEE

The Audit and Risk Committee is responsible for assisting the Board in overseeing the integrity of Swissport's financial statements and ESG reporting, compliance with legal and regulatory requirements, the external auditor's qualifications and independence, the performance of the company's internal audit function, internal controls, as well as risk management processes.

To achieve the above, the Committee has the following duties:

- Evaluation of the external financial and ESG reporting, material accounting policies, significant accounting estimates and judgments related to impairment tests, divestments, deferred tax and revenue, as well as customer receivables
- Review and monitoring of the Group's internal audit function and controls
- Review and monitoring the Group's ethics and compliance function, policies and the whistleblower line (SpeakUp), and business integrity matters
- Review and monitoring of the Group's risk function, claims and litigation register of insured and non-insured claims, as well at the enterprise risk management (ERM) system and process

SAFETY, HEALTH, AND ESG COMMITTEE

The purpose of this Safety, Health, and ESG Committee is to encourage and assist the Group's executive management in achieving and maintaining industry-leading performance in health, safety, and environment.

The role and responsibilities of this Committee are:

- Review with and support executives in their effective management of health, safety, and environment in line with the Group's policies
- Review and approve the Group's health, safety, and ESG procedures and working practices and obtain assurance that they meet or exceed legal obligations and that those policies, procedures, and working practices become and remain industry-leading

- Approve the Group's health, safety, and ESG strategy and plan, ensuring that it adequately addresses the principle health, safety, and environmental risks of the organization; is sufficient for the size and complexity of the business; and is appropriately resourced
- Review continuously the improvement plan for safety incident rates and review remedial actions and measures

NOMINATION AND REMUNERATION COMMITTEE (NRC)

The NRC makes determinations and recommendations on all matters concerning nominations to the Board and executive management members, as well as the general remuneration policy of the company and fees of the Board and executive teams.

M&A COMMITTEE

The M&A Committee provides the Board with a forum to consider and evaluate issues relating to mergers and acquisitions, growth opportunities, and divestments for the Swissport Group. The M&A Committee plays a key role in assisting management with its responsibility to identify, assess the pipeline, and execute potential growth transactions. The M&A Committee also sets the strategy and makes recommendations to the Board for approval of transactions.

REFINANCE COMMITTEE

The Refinance Committee reviews and assists with the execution of material financing, refinancing, or material variations of existing financing and hedging policies and proposals for equity of debt issuance.

EXECUTIVE LEADERSHIP TEAM (ELT) AND ITS COMMITTEES

The ELT is responsible for the day-to-day management of the Group, including:

- Developing and implementing strategic initiatives as well as Group policies and procedures
- Monitoring the Group's performance
- Designing, developing, and implementing the organizational structure
- Evaluating and executing investments, acquisitions, divestments, and material contracts
- Assessing whether the Group has sufficient capital resources and liquidity to meet its current and future obligations
- Establishing procedures for accounting, IT organization, risk and compliance management, as well as internal controls

The ELT has the following committees:

INVESTMENT COMMITTEE (IC)

The Investment Committee deals with the approval of OPEX and CAPEX commitments submitted by any entity belonging to the Swissport Group. Members of the IC are Swissport's CEO, CFO, General Counsel, and regional managers. The IC gathers on a weekly basis to discuss the material that has been submitted beforehand to its members for an informed decision. To ensure compliance with Group Directives and approval thresholds, Swissport Group has implemented a tool, the Request for Approval Portal (RFA), for ensuring the standardization of processes.

COMPLIANCE COMMITTEE

The mission of the Compliance Committee is to embed a culture of compliance and ethics across the Swissport Group. Members of the committee are the General Counsel & Chief Compliance Officer, Head of Internal Audit, and Global Head of Compliance. The committee reports quarterly to the Audit and Risk Committee. The Compliance Committee has general oversight of the company's compliance program and SpeakUp line as well as related investigations. It facilitates the development, implementation, and operation of an effective ethics and compliance program, and reviews the compliance policies at least annually to ensure that they continue to serve the needs of the business. It also reviews the internal audit reports.

SPEAKUP POLICY

Our SpeakUp Policy is supported by a reporting system available in 35 languages in 44 countries. The SpeakUp system also includes a staffed hotline with local and toll-free numbers, enabling whistleblowers to speak to someone independent of the Swissport Group. The system enables employees of the Swissport Group, business partners, and other stakeholders to report concerns anonymously. Any whistleblower who raises a concern using SpeakUp is protected (confidentiality and non-retaliation) if the report is done in good faith. All business integrity and ethics issues identified through SpeakUp or other sources are handled by the Compliance Committee composed of the General Counsel & Chief Compliance Officer, Chief People Officer, Head of Internal Audit, and Group Compliance Officer. The Compliance Committee reports to the Board on all matters that have been subject to an investigation. During 2023, reports into the SpeakUp system have led to disciplinary actions, including dismissals.

All employees, business partners, and stakeholders are encouraged to report potential violations of law, non-compliance with Swissport's Code of Conduct and Group Compliance Policies, conflicts of interest, or unethical conduct by a Swissport personnel or agent.

COMMERCIAL REVIEW COMMITTEE

The Commercial Review Committee aims to ensure the implementation and monitoring of uniform standards in all commercial contracts within the Swissport Group. The Committee meets on a weekly basis to review and approve the commercial contracts' strategy across the entire organization. In particular, the Commercial Committee has developed a submission and approval process to ensure effectiveness and compliance of commercial contractual terms. The members of the committee are the General Counsel, Chief Commercial Officer, Head of Legal, and Head of Global Sales Operations.

FILINGS ASSURANCE COMMITTEE (FAC)

The FAC is headed by the CFO and CEO and has several members. The FAC is responsible for implementing and monitoring the processes that are designed to ensure compliance with relevant regulatory reporting and filing provisions, and internal controls over financial reporting (ICFR). The FAC also verifies the effectiveness of reporting tools and checks that information provided in the Consolidated Company Report to relevant authorities is adequate, correct, and complete.

INTERNAL AUDIT (IA) FUNCTION

The Group has an independent internal audit function with the Global Head of Internal Audit reporting dually to the Chair of the Audit and Risk Committee (ARC) and Group CFO with meetings being held regularly in private with the Chair of the ARC, without management. A riskbased audit program is executed during the year. It covers a global remit with access to all areas of the company. In 2023, our IA function conducted engagements covering various aspects of our business, including country audits, group function audits, advisory reviews, and forensic investigations. We use Auditboard as a governance, risk, and compliance platform and have robust processes of Quality Assurance and of management follow-up. Audit results and status are reviewed at quarterly Audit and Risk Committee (ARC) meetings. This helps the ARC understand the processes, issues, and corrective actions being taken. The ARC approves the Internal Audit Charter, Annual Plan and Budget of Internal Audit activities. External providers can be engaged where specific skills are required. A continuous improvement plan is in place and the internal audit function will undergo an independent External Quality Assessment in Q4, 2024.

INTERNAL CONTROLS SYSTEM

A second-line Internal Controls System (ICS) process operates in compliance with the Swiss Code of Obligations. The ICS process includes controls self-assessment by the global entities of Swissport and review by the ICS and executive management. Key internal controls over financial reporting are updated regularly and tested. ICS governance, control framework, and controls reports are discussed and approved annually by the Audit Committee.

NON-EXECUTIVE DIRECTORS



David Siegel (American)Chair of the Board of Directors
Appointed June 2022

David became Chairman of the Board at Swissport in June 2022. He also holds chairman positions at Atlas Air and Volotea and serves as a Senior Advisor at Apollo Global Management. Previously, he was CEO at several leading companies including AWAS, Frontier Airlines, XOJET Aviation, gategroup, US Airways, and Avis Budget Group. David earned an MBA from Harvard Business School and a Bachelor of Science in Applied Mathematics – Economics from Brown University.



Regula Wallimann (Swiss)Non-Executive Board Member
Appointed February 2022

Regula became a non-executive member of the Board at Swissport in February 2022 and Chair of the Audit and Risk Committee. She also serves as a non-executive member on the Boards of The Adecco Group¹, Helvetia Insurance Group¹, Swissgrid AG, and Straumann Group¹. Additionally, she is a member of the Advisory Board of the Institute for Accounting, Controlling, and Auditing (ACA) at the University of St. Gallen in Switzerland. Previously, Regula spent over two decades at KPMG in Switzerland, including as a global lead partner. She holds a master's degree in business administration, economics, and accounting from the University of St. Gallen, and is a certified accountant in both Switzerland and the USA.



Janina Kugel (German)
Non-Executive Board Member
Appointed July 2024

Effective July 2024, Janina is joining Swissport as a member of the Board and Chair of the Nomination and Remuneration Committee. She also serves on the boards of Kyndryl¹ and TUl¹, and on the board of trustees of German AIDS Foundation and Labor Mobility Partnerships. She is a Senior Advisor at Boston Consulting Group. Previously, she was a member of the board and Chair of the HR Committee at Konecranes, and served as a member of the Managing Board and Chief Human Resources Officer at Siemens. Janina studied at Johannes Gutenberg University Mainz in Germany and at Università degli Studi di Verona in Italy. She holds a master's degree in economics.



Julian Diaz González (Spanish) Non-Executive Board Member Appointed July 2024

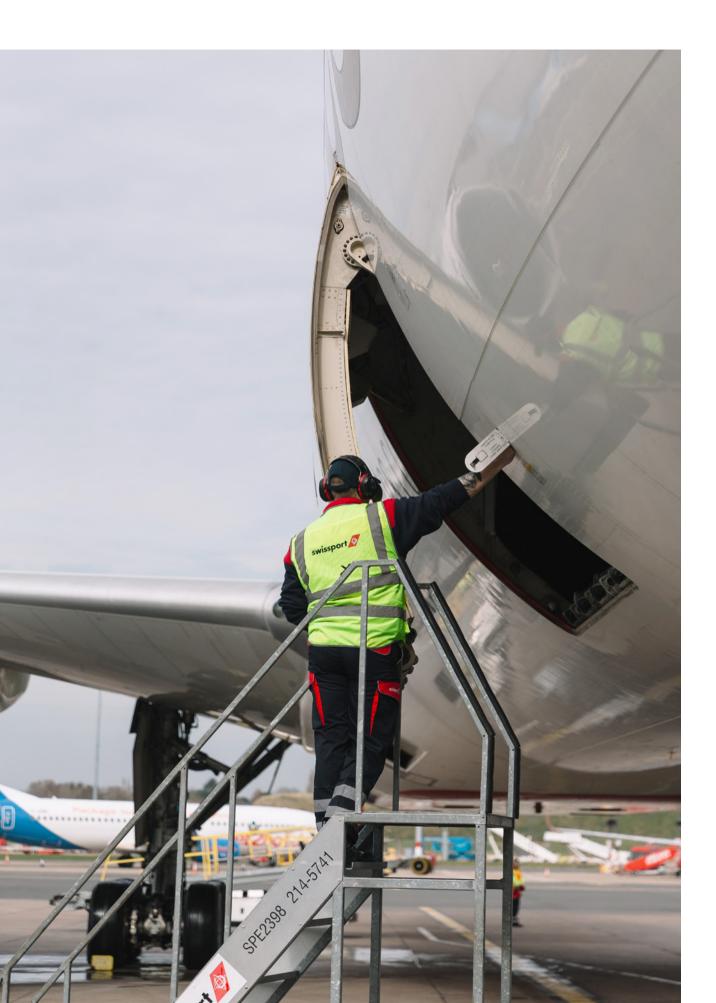
Effective July 2024, Julian is joining Swissport as a member of the Board. Julian previously served as the CEO of Dufry AG from 2004 until 2022. Previously, he served as General Manager of Latinoamericana Duty Free as well as various managerial positions at Aeruboutiques de Mexico. He holds a degree in business administration from the Comillas Pontifical University ICADE in Madrid, Spain.

SWISSPORT SHAREHOLDERS

Swissport's shareholder base is comprised of prominent investment firms including Strategic Value Partners, LLC (SVP), Ares Management (Ares), and others such as CrossOcean, KingStreet, and Fortress. These shareholders bring substantial financial expertise and strategic direction to Swissport, bolstering its position as a global leader in aviation services.

Strategic Value Partners, LLC (SVP) is a global alternative investment firm with a strong track record in the industrial, power, and infrastructure sectors. Since its inception in 2001, SVP has invested over 47 billion US dollars across nearly 800 transactions worldwide, with more than 18 billion US dollars directed towards European markets. With over 200 employees located in the USA, UK, and Japan, SVP manages assets worth 18.4 million US dollars. The firm's investment strategy focuses on fundamentally sound businesses, taking an active role in transactions to drive financial turnarounds and enhance company performance through strategic and operational improvements.

Ares Management (Ares) is a global investment manager known for providing both primary and secondary investment solutions across various asset classes including credit, private equity, real estate, and infrastructure. Founded in 1997, Ares boasts a workforce of approximately 2,855 employees and 990 investment professionals spread across more than 35 offices worldwide. Listed on the NYSE with a market capitalization of 37.9 billion US dollars and managing assets worth 419 billion dollars, Ares partners with high-quality companies in core industries such as industrials, services, healthcare, and consumer sectors. The firm employs an all-weather, flexible capital deployment strategy, targeting the best relative value opportunities across both private and public markets. Ares positions itself as a catalyst for positive change, working closely with companies and management teams as a preferred partner.



EXECUTIVE LEADERSHIP TEAM

GROUP MANAGEMENT



Warwick Brady (British/South African)
President & Chief Executive Officer

Joined Swissport: 1 May 2021

Before joining Swissport, Warwick served as CEO of Esken Limited. Prior to this, he held the position of Chief Operating Officer at easyJet. His earlier roles at easyJet include Group Operations Director and Procurement Director. He also served as Chief Executive Officer of Mandala Airlines in Indonesia, Chief Operating Officer at Kingfisher Airlines in India, and Deputy Operations Director at Ryanair plc. Additionally, he held board positions at FirstGroup and NATS. Warwick holds an MBA from Henley Business School in the UK and is a trained commercial pilot.



Jourik Hooghe (Belgian/Swiss)
Chief Financial Officer

Joined Swissport: 9 January 2023 Jourik joined Swissport from Wiz

Jourik joined Swissport from Wizz Air, where he served as Executive Vice President and Group CFO. Prior to this, he was Senior Vice President Group Strategy, Finance, and Accounting at the Adecco Group. He also held various senior finance leadership roles at P&G across Europe, Asia, and the US. Jourik holds a Master of Commercial Engineering and Business Strategy from KU Leuven in Belgium.



Guillaume Halleux (French)
Chief Commercial Officer

Joined Swissport: 18 September 2023

Guillaume joined Swissport from Qatar Airways Cargo, where he served as Chief Officer Cargo. Previously, he was Vice President Cargo Asia-Pacific at the same airline. Previous roles include General Manager Sales & Business Development at Bolloré Logistics Singapore, Regional Director Hong Kong and South China with Air France, and Sales Director for NorthEast USA at SkyTeam Cargo. Guillaume holds an MBA from the ICN Business School in France.



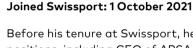
Ilse De Loof (Belgian)
General Counsel & Company Secretary

Joined Swissport: 1 April 2022

Ilse joined Swissport from LBC Tank Terminals Group, where she served as Group General Counsel & Company Secretary. Prior to that, she was Regional Counsel for Belgium, Singapore, and China at Jacobs Engineering. She also held a board position and was the chair of ACC Europe. Ilse holds a Master of Law from KU Leuven, Belgium.



Chris Rayner (British)
Chief People Officer



Before his tenure at Swissport, he held several key leadership positions, including CEO of APSA International Ltd. He also served as CEO of SSP Latin America and CEO of Asia-Pacific. Additionally, he was the Group Human Resources Director at SSP and Group HR Development Director at Compass Group. Chris holds a Master of Philosophy from Revans University.



Nathan Lang (British)
Chief Transformation Officer

Joined Swissport: 2 February 2022

Nathan joined Swissport from Nets Group, where he served as Senior Vice President. His prior roles include Head of Space, Range, and Price at Sainsbury's, Investment Director at Talomon Capital, and Principal at Boston Consulting Group. Nathan holds an MA in Economics from the University of Cambridge and an MBA from the Kellogg School of Management in the USA.



Dave Lynch (British)Chief Information Officer

Joined Swissport: 14 November 2022

Dave joined Swissport from FirstGroup, where he served as CIO. His previous roles include Group Technology & Procurement Director at Go Ahead PLC, Managing Director of Effective Technology Management, Business Development Manager at Sema Group, and Managing Director of Meridian Information Systems. Dave holds a BA in Business & Finance from the Central Lancashire University in the UK.



Frank Dobbelsteijn (Dutch) Global Head of Operations

Joined Swissport: 1 January 2024 Frank joined Swissport from Menzi

Frank joined Swissport from Menzies, where he served as Vice President of their largest operation at London Heathrow Airport. His previous roles at Menzies include General Manager West Coast USA and General Manager Low Cost Airlines in Amsterdam. Notably, he also served as a Senior Station Operations Manager at Amazon in Los Angeles, overseeing the company's third-largest US distribution center. Frank holds a Bachelor of Industrial and Organizational Psychology from the University of Amsterdam.



David Clark (British/Irish)
Head of Quality, Health, Safety, and Environment

Joined Swissport: 1 May 2024

David joined Swissport from SATS, where he served as Global Head of Health, Safety, Security, and Environment. Prior to this, he held the same position at Worldwide Flight Services (WFS). He began his career with British Airways, serving in various roles including Head of Ground Operations Quality & Training, and General Manager of Operations Quality & Compliance. David holds a Bachelor of Aeronautical Engineering from the University of Glasglow in the UK.

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EXECUTIVE LEADERSHIP TEAM

BUSINESS LEADERS



Bruno Stefani (Swiss) Switzerland, Italy & France

Joined Swissport: 16 August 1996

Bruno has been with Swissport since the company's incorporation in 1996 and has held various management positions within the passenger services division in Zurich before being appointed CEO of Swissport Losch Munich. He was subsequently named CEO and Senior Vice President of Swissport Zurich and then Head of Switzerland before taking on responsibility for the company's operations in France and Italy. Bruno holds a Master of Arts in Service Industry from the University of St. Gallen in Switzerland.



Brad Moore (Australian) Asia-Pacific

Joined Swissport: 1 April 2020 Brad joined Swissport from Qat Senior Vice President Ground (

Brad joined Swissport from Qatar Airways, where he served as Senior Vice President Ground Operations. Prior to that, he was Director Performance & People at Ingams Group. Brad has also held senior positions at Air Canada and Qantas, leading the commercial and operational ground handling businesses of both airlines. Brad holds a Master of Science in Organizational Development from Pepperdine University in the USA.



Dirk Goovaerts (Belgian)Continental Europe, Middle East,
Africa & India/Global Cargo Chair

Joined Swissport: 1 September 2021

Before joining Swissport, Dirk served as the CEO of the Asia-Pacific region at dnata, part of the Emirates Group. Prior to that, he was COO at SGS Saudi Ground Services. In addition, Dirk spent over 15 years at Menzies Aviation, holding positions such as SVP Europe, SVP Continental Europe, VP Western Europe, and Managing Director for the Netherlands. Dirk holds a Bachelor of Science in Finance, Accounting and Information Technology from the Thomas More University of Applied Sciences in Belgium.



Rene Pascua (American/Honduran) Latin America & Caribbean

Joined Swissport: 1 September 2021

Prior to joining Swissport, Rene was Senior Vice President of Triangle Services' Ground Handling Aviation division. He also held various leadership roles in cargo and ground operations at LATAM Airlines, including Regional Director of North America and the Caribbean, Airport Director Miami, and Senior Manager Cargo Operations. Rene holds an MBA from the University of Miami and a BS in Industrial Engineering from Purdue University in the USA.



Karen Cox (British)UK & Ireland

Joined Swissport: 1 April 2023

Karen joined Swissport from easyJet, where she spent over 17 years in various leadership roles within the company, including Director Ground Operations & Customer Management Centers, Director of Ground Operations, Head of Ground Operations, and Regional General Manager Operations for the UK.



Nelson Camacho (American) US & Canada

Joined Swissport: 1 July 2023

Prior to joining Swissport, Nelson served as COO of GAT Airline Ground Support. Previous experiences include VP Airports, Customer Experience, and Customer Facing Technology at Copa Airlines; General Manager Americas at CAE; General Manager Europe, Middle East, Asia, and Africa at CAE; and Managing Director International Operations at US Airways (now American Airlines). Nelson has an Executive MBA from the Cox School of Business in the USA.

EFFECTIVE RISK MANAGEMENT

OUR CORPORATE RISK MANAGEMENT

The Board of Swissport Group oversees and approves the company's risk management, with the Audit and Risk Committee monitoring its effectiveness. Supported by a comprehensive Enterprise Risk Management framework, the senior leadership team identifies, categorizes, and assesses risks, ensuring strategic goals are met without compromising operations.

The Board oversees and approves Swissport Group's risk management, with the Audit and Risk Committee delegated to monitor the adequacy and effectiveness of the Group's risk management process and systems. Supported by a comprehensive Enterprise Risk Management (ERM) framework, risks are identified, categorized, and assessed for likelihood and impact using qualitative and quantitative methods. The senior leadership team reviews risks and evaluates controls, determining responses aligned with risk categories and our risk appetite – from "cautious" to "tolerant" – ensuring strategic goals remain achievable without jeopardizing operations.

The Executive Leadership Team, as final risk owners, meets regularly with Compliance and Internal Audit functions at least two times annually to review and update emerging and principal risks and assess response plans. The resulting risk report undergoes review by the Audit and Risk Committee and approval by the Board, affirming a robust assessment of risks that could impact the Group's business model, performance, solvency, liquidity, or strategic goals.

Recently, the Company conducted a comprehensive risk assessment encompassing top-down, bottom-up, and emerging risks by the end of 2023. Identified principal risks were presented to and ratified by the Audit and Risk Committee, fulfilling obligations under Article 663b.12 of the Swiss Code of Obligations to compile a risk report.

RISKS RELATING TO THE GROUP

The principal risks identified by the Group's Executive Leadership Team fall into nine broad groupings, consisting of External, People, Commercial, Financial, Technology & Cyber, Health & Safety, Environmental Social Governance, Legal, and Regulatory & Compliance, which are largely consistent with the groupings of the 2022 financial year. Additionally, climate risks have been separated from social and governance risks, facilitating enhanced risk and opportunity identification, as well as more effective action planning in each respective domain.

The nine corporate risks fall into six corporate risk themes:

SECURITY, SAFETY, AND OPERATIONAL EXCELLENCE

At Swissport, safety is our number one priority. Every meeting at Swissport starts with a safety moment. Fatalities and injuries to our staff, third-party partners, customers, or members of the public is an inherent risk in our line of business. By adopting industry standards, providing robust induction training, and leveraging technology, we maintain industry-leading standard operating procedures that minimize risks through standardization, governance, continuous improvement, and best practice application. We investigate incidents and adopt learning through robust inspection and a quality audit program with senior management oversight of findings and actions taken. Safety performance is closely monitored at regular meetings, including the Safety Review Board. There is visibility of ongoing performance, trends, and opportunities to raise concerns about performance.



The safety and security of our customers, colleagues, and contractors is always our top priority, demonstrated by our safety management culture of reporting any incident, no matter how small. Safety culture is promulgated from the CEO down to the entire organization. The delivery of safe and secure operations also meets the needs and expectations of our customers. This is critical to being the global market leader.

Besides training and reporting, we have moved safety even closer to our hearts, minds, management, and our business in general. We have defined a set of six commitments on safety. This is critical to our strategy in delivering safe and reliable operations to meet the needs and expectations of customers as the global market leader in aviation services. We are running safety campaigns amongst our personnel, like the Bring Him Home campaign, reminding people to be safe at work so they can return safely to home and to their families.

OUR SWISSPORT COLLEAGUES

Our number one asset is our people. We are keen to recruit the right amount and the right caliber of people and to retain them. Ninety-seven percent of our workforce is multi-skilled, and continued development of our people is key not only for retention, but also for the higher productivity of

our workforce. We want to ensure that we keep up with the continued growth of our business and of the customers we serve, and this requires a constant focus and investment in our workforce. An insufficient number of operational staff and the inability to find, develop, and retain the appropriate staff represent two of the most critical risks in this area. Labor cost inflation is dynamic in the global economy and imperatively, it must be managed as a part of our contracts with our customers.

Our talent acquisition strategy is to attract the right people and create a learning environment where our people can grow their careers with us. We work hard to ensure that we can recruit the right quality and the right number of colleagues to support our ambitions to grow. Retention of employees is also a critical objective. Our staff are highly trained as they are required to operate in a complex and dynamic airport environment, and we ensure that once recruited, they remain engaged and motivated. We have deployed Red Rules, which are key ingredients to a motivated and highly engaged workforce. These six Red Rules are inviolable. While showing respect to these rules, we show respect towards our people and their values. Furthermore, we proactively engage with unions and employee representation wherever relevant and ensure fairness in our policies.

An engaged workforce is crucial to mitigating the risks of industrial action, which can lead to service disruptions, revenue loss, and reputational damage. While our engagement efforts primarily target our Swissport teams, we remain vulnerable to the impacts of general national or sector strikes, as well as strikes involving our customers' employees.

MACROECONOMIC AND GEOPOLITICAL RISKS

The aviation industry is sensitive to macroeconomic and geopolitical changes that can impact our financial performance. Whereas the airline industry is subject to several macroeconomic inputs such as kerosene prices, currency movements, consumer demand, and consumer pricing, our business's most important input risks relate to labor costs and geopolitical conflicts, interest rate changes, as well as movements in exchange rates. The potential bankruptcy of customers or vendors can significantly impact Swissport's net profit. To mitigate this risk, we ensure our commercial contracts include labor inflation clauses. Additionally, we naturally hedge against currency risk by aligning billing and cost currencies in each market. Furthermore, the Group has implemented hedges to mitigate transactional foreign exchange and interest rate exposure.

From a geopolitical point of view, given our large and diversified global footprint, local geopolitical conflicts will impact our operation somewhere in the world. Our diverse portfolio of countries, stations, and customers limits our risk exposure created by these unfortunate events.

In addition, Swissport assesses political stability as part of its current operational and growth strategy to ensure it addresses and accounts for potential challenges and uncertainties associated with operating or investing in a particular country.

DIGITAL SECURITY

Swissport's operational performance and consistency of service excellence increasingly relies on state-of-the-art systems, either developed inhouse or integrated with third-party solutions, generating data from its own operations or sharing data with airline, airport, or supply chain partners.

The ever-increasing sophistication of serious organized crime groups, terrorists, nation-states, and even lone parties means that Swissport will inevitably retain an element of vulnerability regarding the availability, confidentiality and integrity of its systems, data, and information.

Due to increasing IT dependence and the complexity of the IT landscape, cyber- and data security are critical elements of our operations and are closely and regularly monitored by our Board. As cybersecurity is a constantly evolving challenge, we have continued to invest in and strengthen relevant processes, systems, and policies. We maintain a compulsory training program for all colleagues, and our cybersecurity team consists of skilled professionals with extensive experience in the field, focusing on the people, process, and technology aspects.

Protecting our own and our customers' data and ensuring the availability of operations-critical systems is essential in a significantly escalating threat landscape. Potential malicious access to company-hosted systems could compromise company data and systems, leading to significant business impact. To strengthen our defenses, the company has conducted penetration testing and vulnerability assessments. In addition to being ISO 27001-certified, we have benchmarked our security against recognized industry standards, such as NIST.

LEGISLATIVE AND REGULATORY LANDSCAPE

Swissport operates in multiple jurisdictions. Both country and Group oversight monitor legislations, uphold good standards of corporate governance, and provide awareness and training on Group policies and procedures. A compliance function monitors risks associated with data protection and GDPR, ensuring we remain compliant with regulations affecting our business and operations. We remain agile in reacting to changing governmental actions due to the slowing economic landscape as well as evolving policies related to sustainability, taxation, and more. Group legal ensures law changes are addressed in advance, and financial reporting ensures appropriate disclosures are made.

Swissport operates in a regulatory environment where governments tender licenses or certificates to operate at airports. There is an intrinsic risk of losing licenses or certificates during such processes, which the company mitigates through governance and the tracking of key service level agreement metrics, both with customers (in the form of NPS) and with airports.

CLIMATE CHANGE AND SUSTAINABILITY RISKS

Environmental risks require significant focus from the company. During the 2023 fiscal year, we reassessed the risks together with independent sustainability experts to ensure an objective analysis. A double materiality assessment was conducted which covered all the business areas, and the main climate risks were identified. More details on this can be found in the Sustainability section of this report.

The Board oversees climate-related risks and opportunities through regular sustainability updates and specific discussions to approve key climate-related decisions, such as material "green" fleet orders for ground support equipment.

As customers, airports, and the aviation industry accelerate their minimum requirements – such as reaching net-zero, or operating along specific standards like ISO 14001 or ISO 45001 and legal requirements such as the EU Corporate Sustainability Reporting Directive (CSRD) -Swissport is aligned and actively working to meet these objectives. The Safety, Health, and ESG Committee meets regularly to monitor progress against key targets. Our goal is to meet the growing demand for environmental protection and consciousness, mitigate emerging transitional and physical risks, and create a sustainable, climate-friendly service for our customers while always respecting the planet. As the market leader, we prioritize transparently disclosing our progress versus our goals, firmly believing that actions speak louder than words.



TAX STRATEGY OVERVIEW

At Swissport, our vision for tax is to ensure we maintain strong tax administration practices that include accurate and timely filing of returns and payment of taxes. This vision is supported by:

- Strong governance and internal tax control framework
- Proactive management of tax risks and compliance with both the letter and the spirit of tax laws
- Commitment to compliance and fostering a culture of openness and transparency when dealing with stakeholders, including tax authorities

We strive to build strong relationships with both our internal and external stakeholders and recognize our key role in supporting the business in making the right decisions.

ROLE OF THE TAX TEAM

The role of the Tax team is to ensure Swissport can meet all tax reporting and compliance obligations in the territories in which we operate. For us, compliance means paying the right amount of tax in the right place at the right time and claiming reliefs and incentives in line with the provisions of the tax law, where available. In ensuring its robust approach to tax administration is maintained, Swissport's Tax team works closely with the business and is also supported by other functions of the business such as the finance, operations, and HR departments. Together, they identify and manage tax risks as they arise, and ensure tax processes are up to date and support accurate and timely compliance. Our tax objectives are underpinned by Swissport's Ethical Values and Code of Business Principles, and are essential in helping us stay true to our vision.

APPENDIX

| GRI CONTENT INDEX | 132 |
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| CARBON FOOTPRINT ASSURANCE STATEMENT | 140 |
| ABOUT THE REPORT | 142 |
| CREDITS | 142 |
| CONTACT | 143 |

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GRI CONTENT INDEX

Swissport has reported the information cited in this GRI content index for the period 1 January 2023 to 31 December 2023 with reference to the GRI Standards Guidelines.

| GRI S | TANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|---|------------------------|---|------|--------------------|
| GRI 2: | : General disclosures | | | | |
| The or | rganization and its reporting | | | | |
| 2-1 | Organizational details | 8-9, 12-15, 110-123 | | | |
| 2-2 | Entities included in the organization's sustainability reporting | 8-9, 12-15 | | | |
| 2-3 | Reporting period, frequency and contact point | 142-143 | | | |
| 2-4 | Restatements of information | 64, 79, 87 | | | |
| 2-5 | External assurance | 140-141 | For our Company Report 2023, we have received external assurance on our carbon emissions. | | |
| Activi | ties and workers | | | | |
| 2-6 | Activities, value chain and other business relationships | 8-9, 24-45, 104-106 | | 8, 9 | |
| 2-7 | Employees | 15, 64, 79 | | 5, 8 | 6 |
| 2-8 | Workers who are not employees | 15, 64, 79 | | 8 | 6 |
| Gover | nance | | | | |
| 2-9 | Governance structure and composition | 110-123 | | 16 | |
| 2-10 | Nomination and selection of the highest governance body | 111 | | 16 | |
| 2-11 | Chair of the highest governance body | 112 | | 16 | |
| 2-12 | Role of the highest governance body in overseeing the management of impacts | 110-111 | | 16 | |
| 2-13 | Delegation of responsibility for managing impacts | 56, 110–111 | | 16 | |
| 2-14 | Role of the highest governance body in sustainability reporting | 56, 110–111 | | 16 | |
| 2-15 | Conflicts of interest | 98-99, 112-113 | | 16 | |
| 2-16 | Communication of critical concerns | 98-99, 110-111 | | 16 | |
| 2-17 | Collective knowledge of the highest governance body | 114-115 | | 16 | |
| 2-18 | Evaluation of the performance of the highest governance body | 110-111 | | 16 | |
| 2-19 | Remuneration policies | 72, 110–111 | | 16 | |
| 2-20 | Process to determine remuneration | 111 | | 16 | |
| 2-21 | Annual total compensation ratio | | n/a | 16 | |

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| GRI ST | randards | Page | Comment | SDGs | UN GC Principle |
|--------|--|------------------------|---|---|--------------------|
| Strate | gy, policies, and practices | | | | |
| 2-22 | Statement on sustainable development strategy | 6–7 | | 3, 5, 7, 8, 9, 10, 12, 13, 16, 17 | 1–10 |
| 2-23 | Policy commitments | 98-101 | | 16 | |
| 2-24 | Embedding policy commitments | 56, 98–101, 110–123 | | 16 | |
| 2-25 | Processes to remediate negative impacts | 98-99, 112-113 | | 16 | |
| 2-26 | Mechanisms for seeking advice and raising concerns | 98-99, 112-113 | | 16 | |
| 2-27 | Compliance with laws and regulations | | To the best of our knowledge there were no significant instances of non-compliance with laws and regulations in 2023. | 16 | |
| 2-28 | Membership associations | 46-49 | | 17 | |
| Stakel | holder engagement | | | | |
| 2-29 | Approach to stakeholder engagement | 57–59 | | 17 | |
| 2-30 | Collective bargaining agreements | 71 | | 17 | 3 |
| GRI 3: | Material topics | | | | |
| 3-1 | Process to determine material topics | 60-61 | | 16 | |
| 3-2 | List of material topics | 60-61 | | 16 | |
| GRI 20 | 00: Economic | | | | |
| GRI 20 | 01: Economic performance | | | | |
| 3-3 | Management of material topic | 12-25 | | 8 | |
| 201-1 | Direct economic value generated and distributed | 12-15 | | 8 | |
| 201-2 | Financial implications and other risks and opportunities due to climate change | 60-61, 124-127 | | 8 | 7, 8, 9 |
| 201-3 | Defined benefit plan obligations and other retirement plans | 72–73 | | 8 | |
| 201-4 | Financial assistance received from government | | Swissport benefited from governmental subsidy programs related to fleet electrification in jurisdictions such as Switzerland and the United States. | 8 | |
| GRI 20 | 02: Market presence | | | | |
| 3-3 | Management of material topic | 8-9, 16-17 | | 5, 8, 10, 11 | |
| 202-2 | Proportion of senior management hired from the local community | 118-123 | Pages 118-123 specify the nationality of our Executive Leadership Team. | 8, 10, 11 | 6 |

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| GRI ST | ANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|---|---------|---|-----------|--------------------|
| GRI 20 | 3: Indirect economic impacts | | | | |
| 3-3 | Management of material topic | 80-81 | | 8, 10, 11 | |
| 203-2 | Significant indirect economic impacts | 80-81 | As an integral part of airport operations, Swissport contributes to the connectivity and economic prosperity of communities. In addition, as a major employer at many airports, we are committed to giving back to the communities in which we operate. Examples of our community outreach programs include local initiatives, disaster relief and Swissport's participation in IATA's Focus Africa initiative. | 8, 10, 11 | |
| GRI 20 | 4: Procurement practices | | | | |
| 3-3 | Management of material topic | 104-106 | | 8, 10, 12 | |
| 204-1 | Proportion of spending on local suppliers | 104–106 | | 8, 10, 12 | |
| GRI 20 | 5: Anti-corruption | | | | |
| 3-3 | Management of material topic | 100 | | 16 | 10 |
| 205-1 | Operations assessed for risks related to corruption | 100 | | 16 | 10 |
| 205-2 | Communication and training about anti-corruption policies and procedures | 100 | | 16 | 10 |
| 205-3 | Confirmed incidents of corruption and actions taken | 100 | | 16 | 10 |
| GRI 20 | 6: Anti-competitive behavior | | | | |
| 3-3 | Management of material topic | 98 | | 16 | |
| 206-1 | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | | To the best of our knowledge there were no legal actions for anti-competitive behavior, anti-trust, and monopoly practices in 2023. | 16 | |
| GRI 20 | 7: Tax | | | | |
| 3-3 | Management of material topic | 129 | | 16 | |
| 207-1 | Approach to tax | 129 | | 16 | |
| 207-2 | Tax governance, control, and risk management | 124–129 | | 16 | |
| 207-3 | Stakeholder engagement and management of concerns related to tax | 129 | | 16 | |
| 207-4 | Country-by-country reporting | 129 | | 16 | |

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| GRI ST | ANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|---|-----------|---------|-----------|--------------------|
| GRI 30 | 0: Environmental | | | | |
| GRI 30 | 2: Energy | | | | |
| 3-3 | Management of material topic | 84, 86–87 | | 12, 13 | 7, 8, 9 |
| 302-1 | Energy consumption within the organization | 86–87 | | 12, 13 | 7, 8, 9 |
| 302-2 | Energy consumption outside of the organization | 86-87 | | 12, 13 | 7, 8, 9 |
| 302-4 | Reduction of energy consumption | 86-89 | | 12, 13 | 7, 8, 9 |
| 302-5 | Reductions in energy requirements of products and services | 86-89 | | 12, 13 | 7, 8, 9 |
| GRI 30 | 3: Water and effluents | | | | |
| 3-3 | Management of material topic | 84, 92–93 | | 12, 13 | 7, 8 |
| 303-1 | Interactions with water as a shared resource | 84, 92–93 | | 12, 13 | 7, 8 |
| 303-2 | Management of water discharge- related impacts | 84, 92–93 | | 12, 13 | 7, 8 |
| 303-3 | Water withdrawal | 87 | | 12, 13 | 7, 8 |
| 303-4 | Water discharge | 87 | | 12, 13 | 7, 8 |
| 303-5 | Water consumption | 87 | | 12, 13 | 7, 8 |
| GRI 30 | 4: Biodiversity | | | | |
| 3-3 | Management of material topic | 84, 92–93 | | 13, 15 | 7, 8 |
| 304-1 | Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas | 92-93 | | 13, 15 | 7, 8 |
| 304-2 | Significant impacts of activities, products, and services on biodiversity | 92-93 | | 13, 15 | 7, 8 |
| GRI 30 | 5: Emissions | | | | |
| 3-3 | Management of material topic | 84, 86–87 | | 7, 12, 13 | 7, 8, 9 |
| 305-1 | Direct (Scope 1) GHG emissions | 86-87 | | 7, 12, 13 | 7, 8, 9 |
| 305-2 | Energy indirect (Scope 2) GHG emissions | 86-87 | | 7, 12, 13 | 7, 8, 9 |
| 305-3 | Other indirect (Scope 3) GHG emissions | 86-87 | | 7, 12, 13 | 7, 8, 9 |
| 305-5 | Reduction of GHG emissions | 86–87 | | 7, 12, 13 | 7, 8, 9 |

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| GRI ST | ANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|--|-----------|---|-------|--------------------|
| GRI 30 | 6: Waste | | | | |
| 3-3 | Management of material topic | 84, 90–91 | | 12 | 7, 8, 9 |
| 306-1 | Waste generation and significant waste-related impacts | 90-91 | | 12 | 7, 8, 9 |
| 306-2 | Management of significant wasterelated impacts | 90-91 | | 12 | 7, 8, 9 |
| 306-3 | Waste generated | 87 | | 12 | 7, 8, 9 |
| GRI 30 | 7: Environmental compliance | | | | |
| 307 | Disclosure on management approach | 84 | | | |
| 307-1 | Non-compliance with environmental laws and regulations | | To the best of our knowledge there were no significant instances of non-compliance with environmental laws and regulations in 2023. | | |
| GRI 30 | 8: Supplier Environmental Assessment | | | | |
| 3-3 | Management of material topic | 104-106 | | 12 | 7, 8, 9 |
| 308-1 | New suppliers that were screened using environmental criteria | 104-106 | | 12 | 7, 8, 9 |
| | | | | | |
| | 0: Social | | | | |
| | 1: Employment | | | | |
| 3-3 | Management of material topic | 70-73 | | 8 | 6 |
| 401-1 | New employee hires and employee turnover | 15, 64 | No quantitative information | 8 | 6 |
| 401-2 | Benefits provided to full-time employees that are not provided to temporary or part-time employees | 72–73 | Swissport complies with all local legislation in terms of benefits. | 8 | 6 |
| 401-3 | Parental leave | 72–73 | Swissport follows all local guidance and requirements for employee parental leave. Our parental leave benefits are dictated by employment location and status due to the nature of our global business. | 8 | 6 |
| GRI 40 | 2: Labor/management relations | | | | |
| 3-3 | Management of material topic | 70-73 | | 8, 10 | 3 |
| 402-1 | Minimum notice periods regarding operational changes | 71 | | 8, 10 | 3 |
| GRI 40 | 3: Occupational health and safety | | | | |
| 3-3 | Management of material topic | 65–69 | | 3 | |
| 403-1 | Occupational health and safety management system | 65–69 | | 3 | |
| 403-2 | Hazard identification, risk assessment, and incident investigation | 65-69 | | 3 | |

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| GRI ST | ANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|--|---------------|---|-------|--------------------|
| 403-3 | Occupational health services | 65-69 | | 3 | |
| 403-4 | Worker participation, consultation, and communication on occupational health and safety | 65-69 | | 3 | |
| 403-5 | Worker training on occupational health and safety | 65–69 | | 3 | |
| 403-6 | Promotion of worker health | 65-69, 103 | | 3 | |
| 403-7 | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 65–69 | | 3 | |
| 403-8 | Workers covered by an occupational health and safety management system | 65–69 | | 3 | |
| 403-9 | Work-related injuries | 65-69 | | 3 | |
| 403-10 | Work-related ill health | 65-69 | | 3 | |
| GRI 40 | 4: Training and education | | | | |
| 3-3 | Management of material topic | 74–75 | | 4, 8 | 6 |
| 404-1 | Average hours of training per year per employee | 74–75 | | 4, 8 | 6 |
| 404-2 | Programs for upgrading employee skills and transition assistance programs | 74–75 | | 4, 8 | 6 |
| 404-3 | Percentage of employees receiving regular performance and career development reviews | 74–75 | | 4, 8 | 6 |
| GRI 40 | 5: Diversity and equal opportunity | | | | |
| 3-3 | Management of material topic | 76–79 | | 5, 10 | 6 |
| 405-1 | Diversity of governance bodies and employees | 76–79 | | 5, 10 | 6 |
| 405-2 | Ratio of basic salary and remuneration of women to men | 72, 76–79 | We are committed to fair and equal employment opportunities and have started reporting on our gender pay gap in Switzerland and the United Kingdom as required by the respective regulators. Swissport's vision, our Code of Conduct, and our commitment to the ten principles of the UN Global Compact all mirror our pledge to a diverse and inclusive workforce. | 5, 10 | 6 |
| GRI 40 | 6: Non-discrimination | | | | |
| 3-3 | Management of material topic | 76–79, 98–101 | | 5, 10 | 6 |
| 406-1 | Incidents of discrimination and corrective actions taken | 98–101 | | 5, 10 | 6 |

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| GRI ST | TANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|---|----------------|---|----------|--------------------|
| GRI 40 | 7: Freedom of association and collective bargaining | | | | |
| 3-3 | Management of material topic | 71 | | 8, 10 | 2, 3 |
| 407-1 | Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk | 71, 104–106 | | 8, 10 | 2, 3 |
| GRI 40 | 8: Child labor | | | | |
| 3-3 | Management of material topic | 70–73, 104–106 | | 3, 8, 10 | 5 |
| 408-1 | Operations and suppliers at significant risk for incidents of child labor | 70–73, 104–106 | | 3, 8, 10 | 5 |
| GRI 40 | 9: Forced or compulsory labor | | | | |
| 3-3 | Management of material topic | 70-73, 104-106 | | 3, 8, 10 | 4 |
| 409-1 | Operations and suppliers at significant risk for incidents of forced or compulsory labor | 70–73, 104–106 | | 3, 8, 10 | 4 |
| GRI 41 | .0: Security practices | | | | |
| 3-3 | Management of material topic | 65-69, 100-101 | | 3, 4 | 1 |
| 410-1 | Security personnel trained in human rights policies or procedures | 98-99 | Our Code of Conduct is a mandatory part of our induction training for all employees. | 3, 4 | 1 |
| GRI 41 | 3: Local communities | | | | |
| 3-3 | Management of material topic | 80-81 | | 8, 11 | 1 |
| 413-1 | Operations with local community engagement, impact assessments, and development programs | 60-61, 80-81 | In our double materiality assessment, we considered local communities as one group of affected stakeholders. As a major employer at many airports, we are committed to giving back to the communities in which we operate. Examples of our community outreach programs include local initiatives, disaster relief and Swissport joining IATA's Focus Africa initiative. | 8, 11 | 1 |
| 413-2 | Operations with significant actual and potential negative impacts on local communities | 80-81 | | 8, 11 | 1 |

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| GRI ST | ANDARDS | Page | Comment | SDGs | UN GC Principle |
|--------|---|---------|--|-----------|--------------------|
| GRI 41 | 4: Supplier social assessment | | | | · |
| 3-3 | Management of material topic | 104-106 | | 8, 10, 12 | 2 |
| 414-1 | New suppliers that were screened using social criteria | 104–106 | | 8, 10, 12 | 2 |
| 414-2 | Negative social impacts in the supply chain and actions taken | 104–106 | | 8, 10, 12 | 2 |
| GRI 41 | 5: Public policy | | | | |
| 3-3 | Management of material topic | 46-47 | | 16, 17 | |
| 415-1 | Political contributions | 46-47 | Swissport supports and promotes international organizations that encourage sunstainable development and is an active member of the UN Global Compact initiative. | 16, 17 | |
| GRI 41 | .6: Customer health and safety | | | | |
| 3-3 | Management of material topic | 65-69 | | 3 | |
| 416-1 | Assessment of the health and safety impacts of product and service categories | 65–69 | | 3 | |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | 65–69 | | 3 | |
| GRI 41 | 8: Customer privacy | | | | |
| 3-3 | Management of material topic | 103 | | 16 | |
| 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | 103 | | 16 | |

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Date:16th July 2024

Carbon Footprint Assurance Statement

Ricardo has been working with Swissport International AG (Swissport) to independently assure its Scope 1, 2 and 3 carbon footprint for 2023. This statement summarises the outcome of the review.

Assurance period

The Swissport carbon footprint assurance review has been conducted for the 2023 reporting year, covering the period from January 1st 2023 to December 31st 2023.

Level and scope of assurance

Ricardo has conducted a limited-level assurance review of a sample of primary data and estimation methodologies on which the 2023 footprint is based.

The assurance exercise has been carried out to cover the following Scope 1, 2 and 3 emissions categories associated with Swissport's activities.

| Scope | Emissions Source ¹ |
|---------|-------------------------------------|
| Scope 1 | Natural gas (stationary combustion) |
| Scope 1 | Transport fuels (mobile combustion) |
| Scope 1 | Refrigerants |
| Scope 2 | Electricity |
| Scope 3 | Purchased goods and services |
| Scope 3 | Purchased capital goods |
| Scope 3 | Fuel-related emissions |
| Scope 3 | Waste generated in operations |
| Scope 3 | Business travel |
| Scope 3 | Employee commuting |
| Scope 3 | Investments |

It should be noted that no visits were made to any of the Swissport premises to review the data and systems.

Methodology

In undertaking the assurance exercise, Ricardo has reviewed Swissport's carbon footprint data collection and calculation process against the requirements of the ISO 14064-3 (specification with

¹ Scope 3 Category 11 (Use of Sold Products) is not included as part of Swissport's footprint, as it was deemed not to be applicable to the operations of the business. Swissport do not buy or sell aviation fuel – handling the fuel and carrying out the refuelling process do not meet the minimum criteria required to account for the combustion of these fuels in aircraft, as defined by the GHG Protocol.

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guidance for the validation and assurance of greenhouse gas assertions) and the Greenhouse Gas (GHG) Protocol Corporate Standard.

Materiality threshold: Materiality has qualitative and quantitative components. Quantitative materiality is an error exceeding 5% of the total inventory / GHG statement. Qualitative materiality refers to intangible issues that affect the GHG statement and could influence the intended user.

The evidence was reviewed to conclude whether material misstatements could influence the intended user.

The separate document *Swissport Assurance Report*, gives full details of the assurance and methodology used, as well as the results assured by Ricardo.

Ricardo's opinion

Based on the process and procedures conducted, there is no evidence that Swissport's 2023 GHG assertion:

- is not materially correct and is not a fair representation of GHG data and information, and
- has not been prepared in accordance with ISO 14064-1, the GHG Protocol Corporate Standard, and the Companies (Directors' Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

Swissport should consider annual assurance of its GHG emissions and implement the recommendations contained within Ricardo's assurance report.

Independence and competence

Ricardo is one of the world's leading energy and climate change consultancies, with over 1,000 internationally respected experts in the fields of energy, air quality, resource efficiency, transport, sustainability, and economics. It has been involved in ground-breaking technical and policy development across the environmental spectrum for the last 40 years. It continues to play a lead role as an advisor to governments and major corporations.

Validity of statement

This statement is valid for the carbon footprint assurance review from January 1st 2023 to December 31st 2023.

Ricardo accepts no liability whatsoever to any third party for any loss or damage arising from any interpretation or reliance upon this assessment.

Ricardo

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ABOUT THE REPORT

CREDITS

The aim of this report is to provide stakeholders with relevant and transparent information about our business and sustainability performance, including management systems and selected KPIs. The present report focuses on the year 2023, with more recent events in 2024 occasionally also covered.

This report was approved by Management and Board of Directors on 10 July 2024.

The editorial deadline was 10 July 2024.

The next report will be published by mid-2025.

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Notes

The terms Swissport International AG, Swissport, Swissport Group, and the Group are used synonymously in this report, unless otherwise explicitly stipulated. The use of any content (text, image, or video), even in excerpts, requires the written permission of the publisher and includes the obligation to cite Swissport International AG as the source. We also ask that a specimen copy be sent to us.

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