



Swissport International AG

# Company Report

2024

SWISSPORT.COM





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# Letter from the Chair of the Board of Directors

Dear Stakeholders and Readers,

The aviation industry's continued growth is vital to the global economy, and Swissport is proud to play a key role in driving its momentum. Our commitment to operational excellence, sustainability, innovation, and always acting with integrity and responsibility is a huge enabler for the industry. Few industries show such strong promise across macro-economic indicators as aviation, with growth in passenger traffic and air cargo fueled by new fleets, global trade, e-commerce and cutting-edge technology. Swissport is well-positioned to lead in this exciting future.

2024 was another record year for Swissport, reinforcing our global leadership. Under the strong leadership of our President & CEO, Warwick Brady, we achieved an 11 percent revenue increase compared to 2023. This success demonstrates the value of our commitment to operational excellence and safety for our customers.

Our responsibility extends beyond our customers. We are dedicated to the communities where we operate and to protecting our environment. In 2024, we earned EcoVadis Platinum status, reflecting our strong progress in sustainability. We are committed to our environmental goals, including electrifying 55 percent of our fleet by 2032 and achieving net-zero emissions by 2050. We are also focused on diversity, equity, and inclusion, aiming to increase women leaders to 40 percent by 2027.

We recognize the ongoing environmental and geopolitical challenges facing the world. Our thoughts are with those impacted by natural disasters and conflicts, especially our employees, customers, and their families. In these times, we understand the importance of supporting global trade and passenger movement, connecting people and fostering innovation.

In 2024, we strengthened our board with the appointments of three independent non-executive directors: Janina Kugel, Julian Diaz González, and Detlef Trefzger. Their expertise enhances our governance and positions us for future strategic growth.

On behalf of the Board of Directors, I would like to thank our customers, partners, and shareholders for their support. A special thank you to our dedicated employees — your commitment makes our achievements possible.

We invite you to explore this report and join us on our journey.

Sincerely,

*David Siegel,*

Chair of the Board of Directors,  
Swissport International AG



*David Siegel,  
Chair of the  
Board of Directors*



# Letter from the CEO

Dear Stakeholders and Readers,

2024 was a landmark year for Swissport. We achieved record results and made significant strides toward our Vision 2030, solidifying our position as the leading aviation services provider.

Our goal is simple: to deliver unmatched reliability, efficiency, and exceptional experiences for our airline and airport partners and their customers. We maintain the highest safety standards across our operations, prioritizing the well-being of our teams and passengers. We're committed to ensuring the health and safety of our staff and airline passengers, innovation, sustainability, and developing our talented team.

Today, we are the world's largest aviation ground services provider, holding 15 percent of the airport ground operations market and 12 percent of the air cargo services market. We've surpassed our 2023 revenue by an impressive 11 percent, driven by increased aircraft movements. Our ground services revenue grew by 11 percent, and cargo services by 12 percent. We consistently meet customer service standards, and our Net Promoter Score continues to rise.

Our 62,000 dedicated employees are the heart of our success. Their hard work allows us to serve our customers across the most extensive global network in the industry.

We also welcomed new members to the Swissport family in 2024, expanding our global reach. We now operate at 279 airports, supporting approximately four

million flights annually. A key achievement was securing a seven-year contract at Frankfurt Airport, reinforcing our leadership in airport operations.

In cargo, we handled 5 million tons at 117 air cargo centers and joined Airbus's OpenCargoLab initiative, collaborating with industry leaders to drive innovation through AI and sensor technologies.

Our hospitality services are expanding, with 11 new Aspire Executive Lounges opening in 2025 across nine airports, following a major license win in Morocco.

We also remain highly committed to sustainability, achieving EcoVadis Platinum status in November 2024. We're on track to electrify 55 percent of our fleet by 2032 and achieve net-zero emissions by 2050.

With a clear vision and a strong strategy focused on safety, excellence, growth, innovation, and sustainability, Swissport is poised for another successful year.

Thank you for your continued trust and support.

Warm regards,

*Warwick Brady,*

President and CEO,  
Swissport International AG



*Warwick Brady, President & CEO*



# 2024 key facts

Our numbers reflect the dedication of our 62,000 Swissport employees as of 2024. Our company report showcases the ambitions and stories behind these figures.

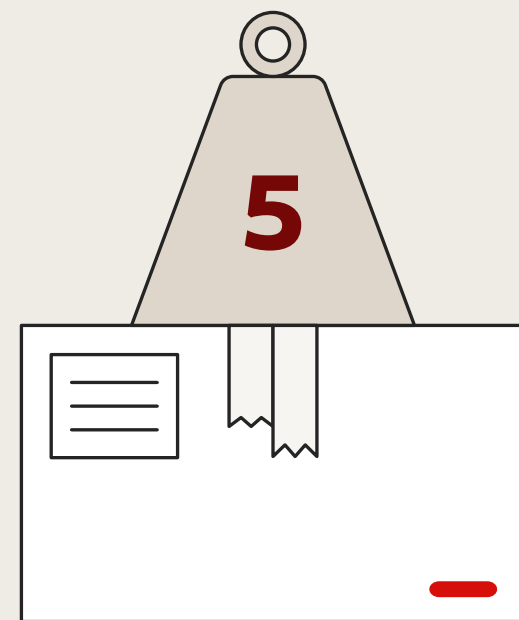
**4M**

flights handled



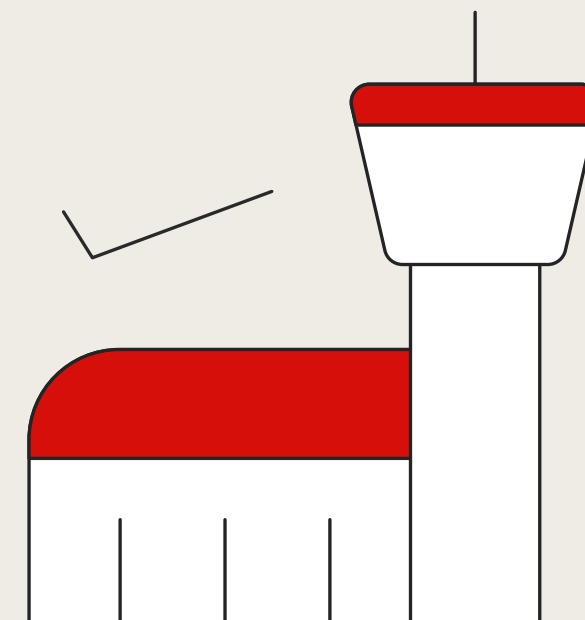
**78**

airport lounges



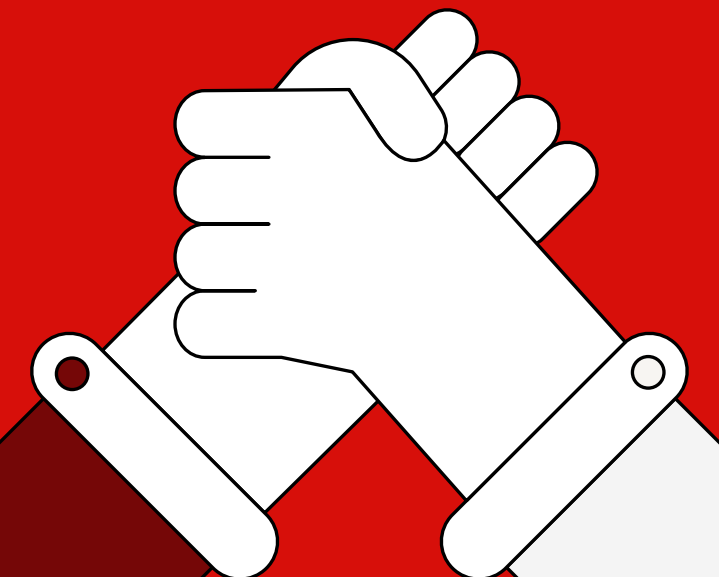
**279**

airports



**850**

customers



**5M**

cargo tons handled



**62,000**

employees worldwide



**247M**

passengers served



# Business report

2024 BUSINESS PERFORMANCE



MARKET TRENDS



OUR CORPORATE STRATEGY



OUR SWISSPORT FRAMEWORK



OUR ONE-STOP PORTFOLIO



MEMBERSHIPS, CERTIFICATES, AND AWARDS



*Teamwork drives success, delivering exceptional performance*





# 2024 business performance

Swissport delivered a strong performance in 2024, achieving record revenue levels fueled by a full recovery in global air traffic and trade. Despite facing ongoing challenges such as shortage of talent on labor markets, supply chain disruptions in the airline industry, geopolitical uncertainties, and trade tensions, the company remained resilient, showcasing the effectiveness of its strategic initiatives.

## Business line performance

In 2024, Swissport achieved a significant milestone, generating 3.7 billion euros in revenue, reflecting an 19 percent increase on our 2019 pre-pandemic revenue levels and 11 percent growth on 2023. This remarkable growth underscores our robust recovery and growth trajectory and the effectiveness of our strategic investments, reinforcing our position as the global leader in aviation ground services. At the end of 2024, Swissport operated at 279 airports in 45 countries.


**airport ground operations**  
swissport

**2.7B**

euros in revenue


**air cargo services**  
swissport

**0.9B**

euros in revenue


**airport hospitality**  
swissport

**0.1B**

euros in revenue

### Airport ground operations

Our airport ground operations, including passenger services and ramp handling, made up 74 percent of Swissport's total revenue, reaching 2.7 billion euros. This is an 11 percent increase on the previous year. We served 247 million passengers in 2024, a 6.1 percent rise, showing that international travel demand has fully recovered. We also handled 4 million flights, a 3.1 percent increase compared to 2023.

Thanks to strong international travel demand, Swissport served and handled record levels of passengers, aircraft and cargo, and welcomed more guests to its lounges than any year in its history. We also expanded our partnerships with airlines worldwide. While the industry faced a global labor shortage in 2024, Swissport successfully attracted and trained more talent than others. We achieved this by using our strong recruitment, training, and retention strategies, and by deploying adaptable teams in areas with labor challenges.

Even with a larger network, Swissport provided safe and reliable ground operations that airlines and airports need. Our safety record stood at 1.08 lost-time injuries per 100,000 hours worked in 2024. Our focus and investment in safety training, safe practices, and modern equipment are key to improving workplace safety.

Our operational performance, measured by on-time performance and baggage handling, is now better than before the pandemic. Swissport is working with airports and airlines to improve performance in challenging areas where air traffic may be delayed, air traffic control may be understaffed, or airport infrastructure is still catching up with increased demand.



## Air cargo services

By the end of 2024, Swissport operated 117 air cargo centers worldwide, with new additions in Cape Town, Dar Es Salaam, Liège, and Melbourne. Among these, 23 are advanced Swissport Pharma Centers, equipped with modern facilities and certified by industry standards. We also have 65 other warehouses capable of handling pharmaceutical cargo.

Air cargo services contributed 23 percent of Swissport's revenue, reaching 0.9 billion euros in 2024. This is a 12 percent increase compared to 2023.

Our cargo teams handled 5.0 million metric tons of goods in 2024, a 6.1 percent improvement over the previous year. We continued to receive positive feedback from customers and industry partners.

Looking ahead, we are confident in the air cargo industry's growth and are actively expanding our cargo business. Our investments in new warehouse facilities, including temperature-controlled terminals and specialized centers for perishable and pharmaceutical goods, along with our e-commerce expertise, position us for long-term success.

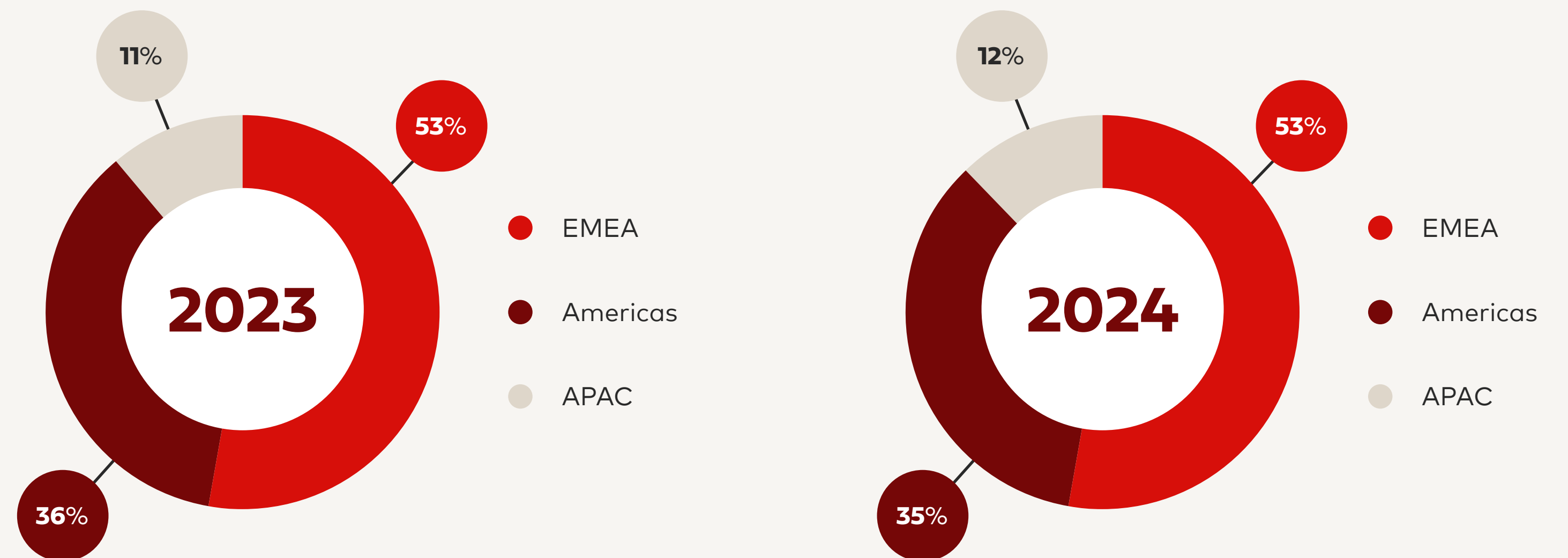
## Airport hospitality

Swissport also continued to expand its premium lounge offering, with over 5.9 million customers served in 78 lounges across 21 countries. This included the opening of several new lounges and the enhancement of existing ones, such as the new three-tier service product in Newcastle, UK, and the refurbished Aspire ONE Lounge in Zurich, Switzerland.

# Regional performance

Swissport's global presence across six continents, combined with our understanding of local markets and our full range of services, ensures our ongoing success in a competitive industry. We proudly serve over 850 business clients with aviation ground services. Europe, the Middle East, and Africa (EMEA) is our largest region, accounting for 53 percent of our business. The Americas contribute 35 percent of our revenue, with the remaining revenue coming from the Asia-Pacific (APAC) region.

## Revenue per region





Europe, Middle East and Africa

In 2024, Swissport's operations in Europe, the Middle East, and Africa (EMEA) performed strongly. Revenue increased to 2.0 billion euros, up from 1.8 billion the previous year, a 13.1 percent growth. This was driven by increased passenger numbers, which rose to 120 million, a 10.0 percent increase. Flight movements also increased, reaching 1,759,992. Cargo volume grew by 13.7 percent, totaling 3.1 million metric tons, and we performed 370,469 fuel operations.

Swissport expanded its presence in the region in 2024. In Saudi Arabia, we added Al-Ula, a growing tourism destination, marking our sixth airport in the country. In Spain, we began operations at Palma de Mallorca, a major European tourist hub, with a team of 300 and a fleet of vehicles, nearly 65 percent of them electric. We also expanded to Fuerteventura and strengthened our presence in Morocco with new operations. In Germany, we secured a license to provide ground handling at Frankfurt Airport.

Our cargo operations in Africa grew significantly, with new warehouses in Cape Town and Dar Es Salaam. In Germany, we started offering freight forwarder handling, a new service we plan to expand globally. In Basel, Switzerland, we opened a new "cool+connect" terminal for temperature-sensitive goods. In Belgium, we added a third cargo center in Liège, increasing our warehouse capacity.

We are also improving passenger experiences through our Aspire Executive Lounges. In the UK, we opened a new lounge at Newcastle Airport with enhanced services. In Switzerland, we updated lounges at EuroAirport Basel-Mulhouse and Zurich Airport. In Morocco, we won a contract to open eleven lounges at nine airports, starting in 2025, significantly expanding our lounge business.

The Americas

In 2024, our revenue in the Americas increased to 1.3 billion euros, up from 1.2 billion, a 6.3 percent growth. In the United States, our largest market in the region, we handled 454,773 flights, a 7.3 percent increase on the previous year. Cargo volume remained stable at 1.2 million metric tons, similar to the 1.4 million metric tons in 2023. In Latin America, flight movements increased by 2.7 percent, reaching 541,077.

Swissport expanded its presence in the region. We became the first ground operations provider at the new Felipe Carrillo Puerto International Airport in Tulum, Mexico, which will support tourism development in the Yucatan Peninsula. We also started operations at Raleigh-Durham International Airport in North Carolina, serving the Research Triangle area, and expanded to São José dos Campos in the state of São Paulo, Brazil. In 2024, we became the market leaders in Ecuador, expanding with the opening of four new locations in Baltra, San Cristobal, Coca, and Manta.

Asia Pacific

In the Asia-Pacific region, Swissport's revenue increased to 0.4 billion euros in 2024, a 19.1 percent growth compared to the previous year. This was driven by a 6 percent increase in flight movements, reaching 606,699. Cargo volume also grew by 11.2 percent, reaching 0.4 million metric tons. Japan and South Korea were major contributors to this growth.

In Australia, our largest market in the region, revenue increased to 0.2 billion euros, a 9.6 percent growth. We also expanded our cargo network with a new warehouse in Melbourne. This facility at Tullamarine Airport offers direct airside access and covers 9,366 square meters, including nearly 5,000 square meters of warehouse space. It features temperature-controlled storage for perishable and pharmaceutical goods, providing a competitive advantage. We also increased our warehouse space in Narita, Japan.

Global presence	Airports	Countries	Employees
Americas	146	17	28,900
EMEA	96	24	26,400
APAC	37	4	6,700
Total	279	45	62,000

\*as of December 31, 2024







# Market trends

As the global leader in aviation services, Swissport is a trusted partner for airlines and airports seeking to outsource ground operations and cargo services.

In 2024, the global economy recovered strongly, allowing the aviation industry to return to its pre-pandemic growth. This growth is driven by a rising middle class, increased urbanization, and higher disposable incomes, leading to strong consumer demand. Global trade and business also continued to expand. The airport ground operations sector performed well throughout the year, and the air cargo market saw strong performance due to increased international passenger and freight capacity.

With these positive trends, Swissport's future looks promising. We are well-positioned to take advantage of the growing opportunities in the aviation services market.

## Strong sector growth

The airport ground operations market has grown significantly in recent years. According to The Business Research Company, it is expected to increase from 26.75 billion euros in 2024 to 28.75 billion euros in 2025, with an annual growth rate of 7.5 percent. This growth is supported by the consistent increase in air travel.

Airbus predicts that air travel will grow by an average of 4 percent per year through 2033, more than doubling flight trips in two decades. This increase will be driven mainly by Eastern Asia, South Asia, and Africa. Key trends shaping the future include digitalization, automation, personalized services, sustainability, enhanced security, adaption to new airline business models, data analysis, and predictive maintenance.

Similarly, the global air cargo market is growing, with Boeing forecasting a 4 percent annual increase over the next 20 years. This growth will be driven by economies in South Asia, China, Southeast Asia, and Africa, as well as the expansion of e-commerce and express networks. The rapid growth of e-commerce significantly boosted air cargo growth in late 2023 and 2024, highlighting the importance of fast global delivery for the digital economy.

Global e-commerce revenue is expected to grow by about 9 percent annually through 2029, with the fastest growth in emerging markets like South Asia and Southeast Asia. Air cargo networks will play a crucial role in this expansion.



# Increased partnerships and outsourcing opportunities

As the aviation industry changes, more airlines and airports are looking for global, dependable partners to manage their ground operations and cargo services. Swissport is a top choice for airlines, freight companies, and large e-commerce retailers due to our extensive reach, expertise, and consistent service.

The growing trend of outsourcing passenger services, ramp handling, airport lounges, and cargo services is a key factor in our business growth. Research indicates that airlines and airports can save 15 to 20 percent by outsourcing to a leading provider like Swissport, which offers dedicated management, expertise, and efficient systems. Our strong pipeline of new business shows that more companies are choosing this strategy.

Airlines, especially those with complex hub operations, rely on Swissport for safe, reliable, and technologically advanced services worldwide. By partnering with us, airlines benefit from our global scale and cost-effectiveness, leading to smoother operations, better performance, and increased value. We serve both major airlines and budget carriers, helping them improve operations and deliver excellent service. Our experience managing complex hubs provides us with valuable insights, enabling us to support our airline partners and drive mutual growth both within and beyond major airports.

# Industry consolidation

Since our incorporation in 1996, Swissport has led the way in global expansion, growing through internal development, partnerships, and acquisitions. We are careful in our approach to acquisitions, as our strong internal growth allows us to compete effectively in any market. We are ready to lead the next phase of industry consolidation.

Swissport also continues to invest in advanced technologies, systems, and processes, driving innovation and ensuring we remain a leading partner in the industry. These investments strengthen our market position and help shape the future of aviation services.





# Our corporate strategy

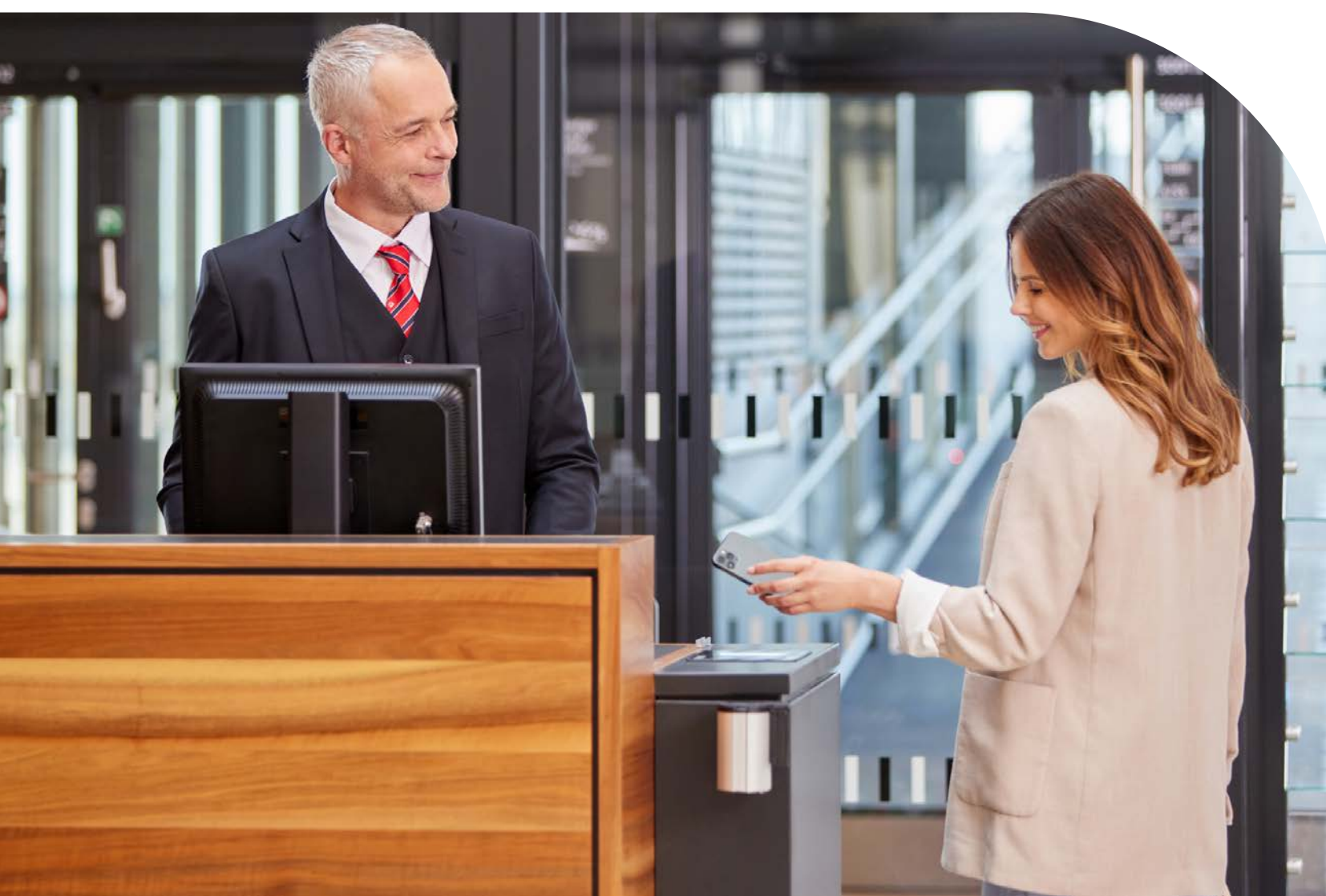
Swissport is the world's leading provider of airport ground operations and air cargo services, measured by revenue and the number of airports we serve. Airlines can select from a broad range of aviation services, including our specialized hub and large base operations. We are dedicated to providing excellent service, ensuring the highest standards of safety and reliability, and delivering competitive value to our airline and airport partners and their customers, which in turn drives strong returns for our shareholders.

## Our ambition and goals

Our goal is to be the world's best aviation service provider, helping our customers and airport partners succeed and ensuring reliable, efficient, and positive air travel. Our growth plan includes expanding our global locations, cargo network, and airport lounges. We will invest in training our people, using technology, and focusing on sustainability to maintain our leadership and ensure high customer satisfaction.

Our strategy is built on two main pillars. First, we offer a wide range of services, with expertise in managing large and complex operations, providing airlines and airports with complete, efficient solutions. Second, we focus on excellence through the Swissport framework, which emphasizes operational efficiency and safety, competitive pricing, and sustainability.

With dedicated employees and strong partnerships, we deliver value, improve efficiency, and maintain competitive costs through our size and experience.





# 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:

### Safety and operational excellence

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

### Global service coverage

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

### Competitive cost and price

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

### Empowerment of our people

Our team of 62,000 dedicated professionals are empowered with the skills and resources to excel.

### Strong customer relationships

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

### Sustainable fleet and footprint

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

*Our framework for success*

**1** Safety and operational excellence

**2** Global service coverage

**3** Competitive cost and price

**4** Empowerment of our people

**5** Strong customer relationships

**6** Sustainable fleet and footprint



## 1 Safety and operational excellence

### Best-in-class standards on quality and speed of turnaround

In today's competitive aviation world, airlines need excellent ground handling and hospitality services. Major airlines focus on quality and reliability for customer satisfaction, while budget airlines need fast turnarounds to keep flights on schedule and fares low.

Swissport meets these different needs with a comprehensive approach and a focus on quality. As a leader, we invest in our people, equipment, facilities, and technology to ensure consistent, high-quality service for all our airline partners

### Safety first

Safety is our top priority at Swissport, guiding everything from aircraft handling to passenger service and cargo processing. We aim for zero accidents and work-related injuries. We support this with dedicated safety teams, a strong safety culture, and a reward system. We believe in open communication, encouraging employees to report safety concerns through our confidential SpeakUp hotline.

### Continuous improvement

Swissport uses the Station Performance Scorecard to track key metrics such as safety, on-time performance, baggage handling, customer satisfaction, and equipment readiness. This tool helps our locations compare their performance to global standards and improve continuously.

The Scorecard tracks eight key performance indicators (KPIs) for each location. We conduct weekly reviews and monthly leadership meetings to ensure top-quality results and drive industry-leading performance across our network.

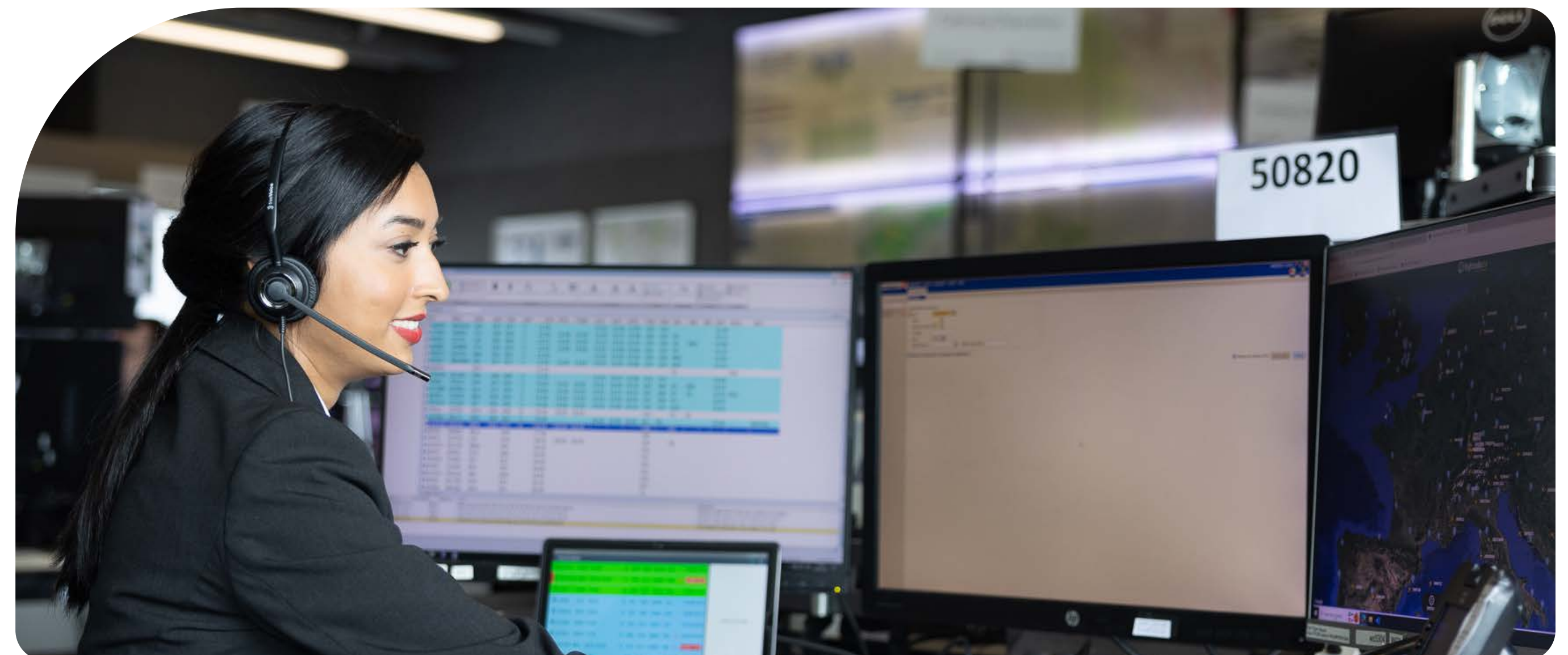
## 2 Global service coverage

### Improving efficiency for airlines and airports

Swissport is a world leader in ground services, providing airlines with a full range of solutions. Our extensive size and expertise ensure top-quality ground handling.

Airlines save money through our large-scale operations, integrated services, and the use of technology combined with our deep expertise. Airports benefit by improving their handling operations to meet industry standards, attracting more airlines, and enhancing the passenger experience.

Our global network and wide range of services make airports more attractive to airlines.





## 3 Competitive cost and price

### Improving airline efficiency and passenger experience

Swissport is crucial to airline success, providing reliable ground operations that improve the passenger experience. Our global size, consistent use of technology, and expertise ensure high-quality service at competitive prices.

### More than cost savings: the value of reliability

Beyond saving money, Swissport's reliability speeds up turnaround times and improves operational efficiency. Our focus on safety minimizes disruptions and costs. This leads to a better customer experience, reflected in higher Net Promoter Scores (NPS) for airlines.

### Boosting efficiency through outsourcing

Research shows that airlines and airports can achieve 15 to 20 percent cost savings by outsourcing their ground handling to Swissport. We provide this by offering industry expertise, specialized technology, and efficient processes. This allows airlines and airports to concentrate on their core business: providing excellent air travel experiences.

## 4 Empowerment of our people

Our greatest asset is our people – our 62,000 dedicated employees are the heart of Swissport. We are committed to supporting their growth and development, ensuring they have the skills to drive our future success.

### Investing in leadership

Station managers are crucial to Swissport's operational excellence. Each year, we provide a week-long training program for station managers and senior leaders to build skills, share knowledge, and establish best practices. Ongoing leadership support ensures effective decision-making and maintains high performance across our global network.

### Empowering our workforce

Training and skill development are central to our approach. We offer a comprehensive training program for all employees, not just leaders, to help them succeed.

### Red Rules: Our commitment to employees

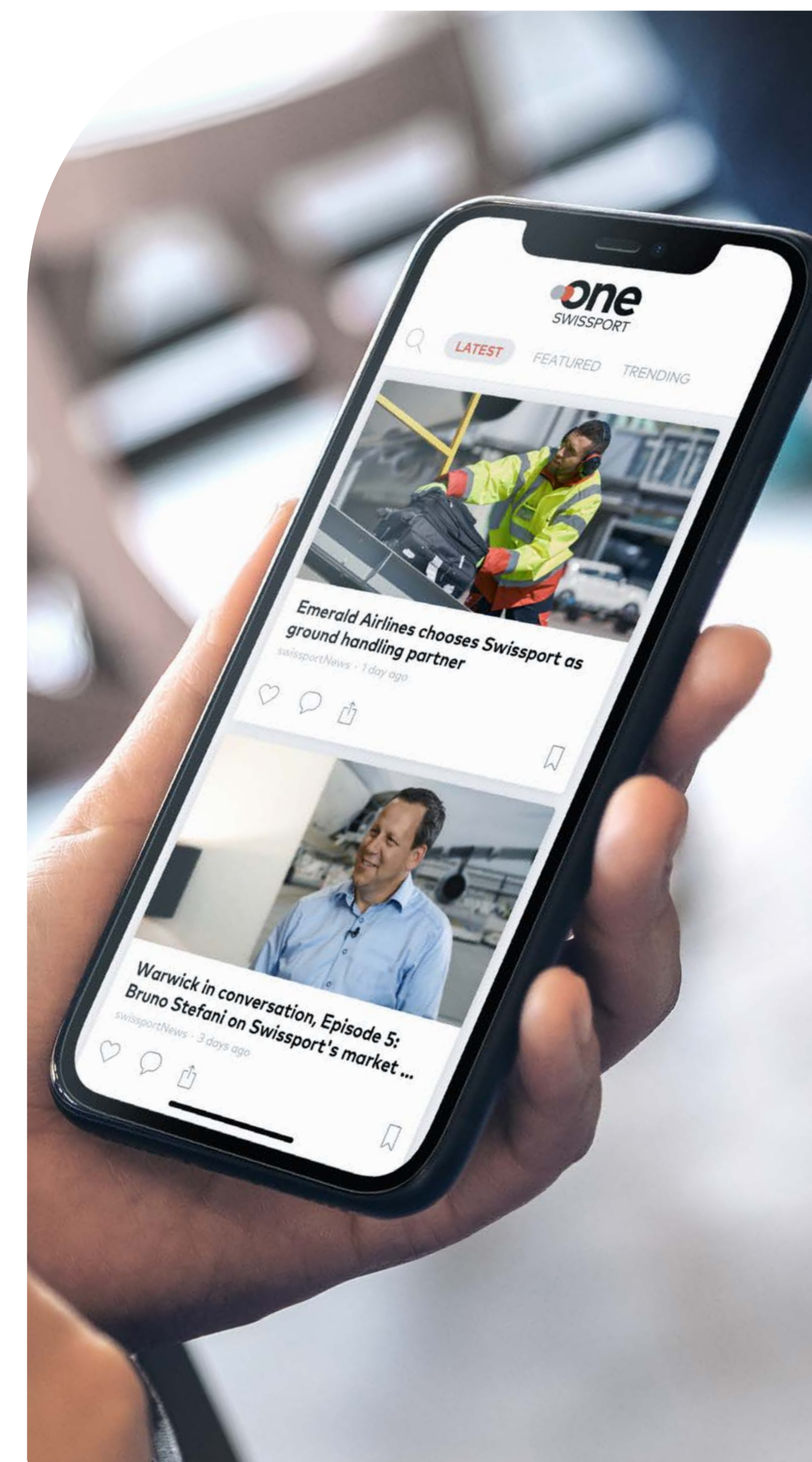
The six "Red Rules" reflect our dedication to establishing minimum standards for working conditions across all locations. Our objective is to prioritize the well-being and job satisfaction of our colleagues, fostering high levels of engagement and motivation, which are essential for delivering exceptional customer service.

### Communication and engagement

We use a mobile app to communicate effectively with our workforce. This platform provides company news, local updates, schedules, training opportunities, safety campaigns, and more. It also helps us collect data to manage employee engagement.

### Swissport Values: Our guiding principles

Swissport's core values – "Show You Care," "Do the Right Things," and "Win as a Team" – guide our actions and decisions, promoting teamwork and a commitment to excellence. By investing in our people, we ensure Swissport's continued success.





## 5 Strong customer relationships

### More than service: a strategic partnership with airlines

Swissport is more than just a service provider: we are a trusted strategic partner to airlines. As airlines focus on key areas like safety and network efficiency, they depend on Swissport to improve their overall operations.

Swissport helps airlines achieve three main goals:

- **Optimizing ground handling:** Our expertise and global network ensure high-quality, cost-effective ground handling, even at their main hubs, with quick turnarounds
- **Expanding into new markets:** Our global presence allows airlines to quickly set up ground handling services and expand into new locations.
- **Outsourcing complex operations:** Airlines outsource large-scale operations to Swissport, allowing them to focus on their core strengths while benefiting from our expertise and cost advantages.

### Continuous improvement through partnership

Swissport believes in continuous improvement through strong partnerships. We use a Net Promoter Score (NPS) system to collect weekly customer feedback at each location and with each airline. This feedback drives ongoing discussions, sharing of best practices, and problem-solving. This collaborative approach strengthens relationships and leads to shared success.

By partnering with Swissport, airlines gain a strategic ally dedicated to improving their operations, accelerating their growth, and navigating the complexities of the aviation industry.

## 6 Sustainable fleet and footprint

Since our sustainability goals were established in 2022, they have become central to our business strategy. Reducing carbon emissions is a key focus for the global aviation industry, and Swissport is dedicated to leading the transition to net zero by 2050. You can find more details about our sustainability plans in the sustainability section.





# Our one-stop portfolio

Swissport's service portfolio ranges from hub management and airport ground operations to air cargo handling and airport hospitality. The two core businesses – airport ground operations and air cargo services – complement each other and function as a natural hedge to external demand volatility.

HUB MANAGEMENT



AIRPORT GROUND OPERATIONS



AIR CARGO SERVICES



AIRPORT HOSPITALITY



## airport ground operations

### Passenger services

- ✓ Check-in and gate
- ✓ Transfer services
- ✓ Passengers with reduced mobility
- ✓ Security services

### Ramp handling

- ✓ Turnaround coordination/airline supervision
- ✓ Moving of aircraft
- ✓ Loading and unloading of aircraft
- ✓ Aircraft cleaning
- ✓ Load control
- ✓ De-/Anti-icing

### Fueling

- ✓ Into-plane services (fueling and defueling)
- ✓ Water testing
- ✓ Tank farm management
- ✓ Fuel transportation

### Baggage services

- ✓ Lost and found
- ✓ Lost property

## air cargo services

- ✓ General and special cargo handling
- ✓ Handling of temperature-sensitive perishables
- ✓ Hub handling
- ✓ Express services
- ✓ Forwarder handling
- ✓ E-commerce

## airport hospitality

Executive lounges

Executive aviation







## Hub management

### Almost 30 years of experience in complex hub and large base operations management

As a leading aviation services provider, we offer a complete range of services that improve operations and reduce costs. We maintain the highest standards across all our services, including passenger services, ramp handling, fueling, air cargo services, lounge hospitality and executive aviation.

## A one-stop shop for critical services


Swissport serves over 850 customers at some 279 airports worldwide. This includes major airlines focused on premium service, budget airlines seeking efficiency, and cargo customers needing reliable operations. We also partner with airports to ensure a smooth and pleasant experience for travelers. Managing airport hubs is a core part of Swissport's expertise. Since our founding in 1996 as a part of Swissair, we've handled ground operations at Zurich and Geneva hubs, and now manage complex hubs for airlines such as Swiss International Airlines, Lufthansa, Qantas, and Azul Linhas Aéreas Brasileiras across the Americas, Europe, and Australia. We offer complete ground operations, cargo services, and hub management.

Effective hub management requires tight coordination to optimize connection times, usually between 35 and 55 minutes. With almost 30 years of experience, Swissport excels in hub management. Our service teams efficiently handle multiple airlines, minimizing downtime and speeding up aircraft turnarounds. This expertise and our ability to leverage economies of scale provide our airline customers with significant cost savings while maintaining safety and operational excellence.



Our major hub operations

With almost 30 years of experience in hub management, Swissport stands out from its competitors. Our ability to leverage economies of scale provide our airline customers with significant cost advantages without compromising on safety and operational excellence.



Passenger services



Cargo handling



Ramp handling



Lounge hospitality

**Air Tanzania** - Dar es Salaam Services



**Amazon** - Denver, Chicago



**Azul Linhas Aéreas Brasileiras** - Viracopos, Belo Horizonte, Rio de Janeiro, São Paulo Congonhas, São Paulo Guarulhos



**easyJet** - Berlin, Basel, Geneva



**GOL** - São Paulo, Brasília, Rio de Janeiro



**ITA Airways** - Rome



**Lufthansa** - Munich (regional fleet)



**Qantas** - Sydney, Melbourne



**Ryanair** - Manchester, Berlin



**Sky Airline** - Santiago de Chile



**Swiss International Air Lines** - Zurich



**Swiss International Air Lines** - Geneva



**TUI** - Manchester, Amsterdam, Birmingham



**United Airlines** - San Francisco, Los Angeles, Washington Dulles



**Virgin Australia** - Perth Services



**Volaris** - Mexico City, Cancun





“

The complexity we manage in our hubs provides us with insights to unlock efficiencies and cost savings, empowering us to stay competitive and deliver **exceptional value** to our customers.

Bruno Stefani, CEO Switzerland, Italy and France



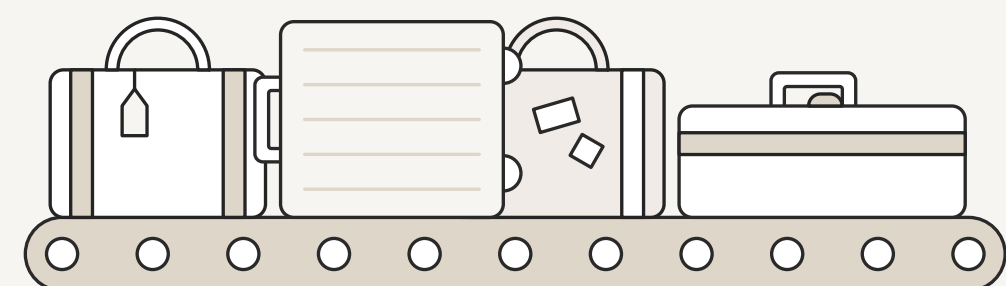
# Airport ground operations

## Meeting individual customers needs

Swissport provides excellent airport ground operations, including passenger services, ramp operations, and baggage handling. Serving over 500 airlines, we handle 673,000 pieces of luggage daily and complete an aircraft turnaround every 15.6 seconds. Our airline customers can choose the specific services they need, from a single service to full hub outsourcing.

For passengers, we offer ticketing, check-in, gate services, and document checks. We also enhance the travel experience with premium services such as airport lounges and executive aviation support.

Ramp operations include turnaround coordination, aircraft movement, cleaning, load sheet production, and critical services like de-icing and fueling. In addition to local load sheet production, we offer centralized load control services from our centers in Casablanca and Nairobi. Baggage services include lost and found, lost property, and repair or replacement services.



# 247M

passengers in 2024



## 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 216 airports worldwide, Swissport takes pride in being the premier point of contact for travelers from all corners of the globe. In 2024 alone, our dedicated service agents, representing over 500 airline partners, catered to the needs of 247 million airline passengers — an increase from the 232 million served in 2023.

### Transfer services

Swissport's transfer services ensure seamless connections for passengers, offering check-in assistance for connecting flights and efficient baggage handling. In the event of irregularities, such as missed connections, our team swiftly manages rebooking, accommodation, and all necessary arrangements, ensuring a smooth and stress-free travel experience for our passengers.

### Passengers with reduced mobility

Swissport offers specialized assistance services for passengers with reduced mobility (PRM) at 157 airports, supporting those with physical or mental disabilities. Our trained staff provide essential aid, including wheelchair assistance, electric carts, and specialized vehicles, ensuring smooth navigation and comfort throughout the airport.

### Security services

Besides passenger-centric services, we also provide aviation security services at 43 airports across 16 countries. Our offer includes vital solutions like document verification, passenger screening, aircraft security, and cargo and baggage screening. Our customers can choose tailored security solutions to meet their specific needs, locally or globally. In 2024, Swissport launched Matchbox, a cutting-edge digital system that simplifies online check-in by verifying travel documents and validating the required API data for airlines.



“

We ensure that travelers have a **seamless and stress-free** journey.





# Ramp handling

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.

BB  
 Our customers unlock value by **entrusting** their handling operations to us.

## Turnaround coordination/airline supervision

Swissport's turnaround coordination and airline supervision go beyond standard ground handling, ensuring every aspect of the turnaround process is professionally managed. With the declining presence of local airline station managers, we step in to represent the airline, acting on their behalf to oversee and fulfill all operational needs, ensuring smooth and efficient flight operations, and cost savings for airline customers.

## Moving of aircraft

Swissport offers pushback and towing services at 216 airports worldwide. Our skilled team utilizes over 1040 pushback tractors, boasting up to 500 horsepower, to effortlessly maneuver aircrafts of all sizes. Looking ahead, we aim to reduce our carbon footprint by transitioning 55 percent of our motorized ground support equipment to electric power by 2032, supporting a greener aviation industry.

## Loading and unloading of aircraft

Handling an average of 673,000 pieces of luggage daily for over 500 airlines across 216 airports, Swissport's baggage services are unmatched in their efficiency and reliability. Annually, we handle 245 million pieces of luggage, ensuring smooth transitions for travelers worldwide.

## Aircraft cleaning

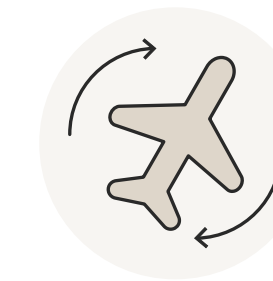
Our professional cleaning teams ensure aircraft remain in pristine condition. From thorough cabin cleaning to waste disposal and the provision of fresh blankets and cushions, we tailor our services to meet the unique needs of each customer. With Swissport, travelers can trust that every flight begins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

## Load control

Swissport experts provide critical back-office support, including load control services. In addition to our load control services provided locally, Swissport operates two central load control (CLC) centers in Casablanca and Nairobi, producing 170,000 load sheets annually for 50 airlines across the network. This service is also available to customers at airports where Swissport does not operate.

## De-icing and anti-icing

Swissport's de-icing and anti-icing services ensure the safety of airline operations during winter. At 52 airports, we treat over 17,982 aircraft annually using a range of fluids blended with water and glycol. Committed to sustainability, we optimize glycol usage and recovery through advanced technologies to maintain safety while minimizing environmental impact.



4M

flights handled in 2024



673,000

pieces of luggage handled daily





## Baggage services

Swissport recognizes the critical importance of timely and safe baggage handling, which is why we've elevated it to a dedicated business line. While baggage has always been integral to ramp services, the introduction of our state-of-the-art Ritriva product in late 2024 marks a new era in baggage services. This innovative solution delivers a professional and technologically advanced service, enhancing the experience for both airlines and passengers.

## 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.

## Lost property

At Swissport, we understand that losing personal items can cause stress and frustration. That's why 41 percent of our ground operations locations offer lost property services, either directly to passengers or on behalf of airports. We strive to transform these stressful situations into positive experiences, helping passengers recover lost belongings and ensuring a smooth, reassuring process.

LATE 2024

Our state-of-the-art Ritriva product was introduced.



# Fueling

A leading provider of aviation services, Swissport also delivers fueling solutions to global airline clients, handling 2.2 million flights in 2024 across 38 airports spanning eight countries, with one flight fueled every 14 seconds. At the largest locations such as Chicago, Phoenix, Miami, Seattle and Minneapolis, over 500 aircraft are fueled per day.

## Comprehensive fuel handling

Swissport Fueling Services provides comprehensive fuel handling for airlines, airports, and fuel suppliers, managing both on- and off-airport fuel storage and distribution systems. With a proven track record, we specialize in high-quality into-plane services and the maintenance of aviation fuel systems, emphasizing safety, cost efficiency, inventory management, on-time performance, and environmental responsibility.

Our team demonstrates deep expertise in managing complex fueling operations, adhering to strict quality control measures and safety protocols. We support clients with designing, constructing, and commissioning aviation fueling facilities and infrastructure. Compliance with industry standards is central to our operations, including adherence to the Air Transportation Association (ATA) Specification 103, Canadian BS and NFPA 407. Specification and the Joint Inspection Group (JIG) Guidelines for Aviation Fuel Quality Control & Operating Procedures.

In addition to our core services, we offer specialized solutions such as DOT-regulated pipeline management, Ground Support Equipment (GSE) maintenance and refueling services, and fuel consortium financial management.





# Air cargo services

## Cutting-edge tech and quality services

With some 5 million tons of cargo handled, Swissport is one of the global market leaders in this business segment. At the end of 2024, we operated 117 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 crucial to both our airline customers and the global supply chain. Swissport is continuously enhancing its air cargo services. Our Global Cargo Chair brings together Swissport's cargo experts from across the network in a cargo committee to share best practices and develop global strategies.

Swissport handles general and special cargo, with a growing network of temperature-controlled centers for sensitive items such as pharmaceuticals. During 2024 the company also made significant investments to grow and improve its e-commerce handling capabilities.

“

At Swissport, we're not just moving cargo — we're connecting the world. With cutting-edge technology and a global network of experts, we **continuously innovate** to ensure reliable, efficient solutions for our customers.

Dirk Goovaerts, CEO Swissport CEMEAL and Global Cargo Chair





# General and special cargo handling

Swissport manages freight flows for airlines, forwarders, and shippers at 117 cargo centers globally. Our Cargo iQ certified services include handling of import, export and transit cargo, screening, documentation, pallet handling, and aircraft loading/unloading. Acting as a key intermediary, we ensure smooth cargo transitions in both export (from forwarder to airline) and import (from airline to forwarder for distribution) operations.

Swissport focuses on innovation, continuously improving procedures and equipment through investments in mobile devices, self-service kiosks, software systems, ULD tracking, and infrastructure upgrades.

## Digital toolkit

The Cargo Digital Toolkit encompasses a range of solutions and applications designed to enhance safety, efficiency, and service quality on a global scale. In 2024, the focus was on optimizing the use of key applications, while the cargo team continued to develop and refine its tools, preparing for significant upcoming changes.

A cornerstone of the Cargo Digital Toolkit is the use of mobile devices. With 75 warehouses worldwide operating over 900 devices, our customers can now track their shipments and key Cargo iQ milestones in real time. These mobile devices streamline warehouse operations and play a pivotal role in reducing paper consumption across Swissport locations.

Another key tool is the Integrated Weighing Solutions (IWS), which connects shipment and ULD weighing scales directly to Swissport's handling system. To date, over 250 scales have been integrated with this award-winning technology. By the close of 2024, more than 75 percent of export ULDs were processed using IWS.

## Next-generation cargo handling system

In early 2024, Swissport partnered with CHAMP Cargosystems on a co-development initiative to launch the next-generation cargo handling

system, Cargospot Neo. Experts from various departments are working together on the development and testing of this innovative system. Cargospot Neo will introduce unique features designed to further elevate Swissport's capability to provide exceptional air cargo services.

## Investing in warehouse infrastructure

In 2024, Swissport undertook a range of infrastructure improvement projects. Notable upgrades to ULD handling capabilities were implemented in cities including Amsterdam, Barcelona, Brussels, Liège, London Stansted, Madrid, and Sydney. Our global objective is to ensure that all shipments and ULDs at every Swissport station are handled and stored in full compliance with industry standards and regulatory requirements. This commitment will enhance operational efficiency and safety, while the use of the appropriate tools and equipment will significantly reduce the risk of shipment damage during processing.

## Shaping the future of e-commerce logistics

Swissport is committed to collaborating closely with the entire e-commerce ecosystem to develop handling solutions that are specifically designed for the needs of e-commerce shippers. As an active stakeholder in the ongoing effort to reduce total handling times in e-commerce, we aim to drive efficiency and innovation across the sector. At various locations, such as Liège, Brussels, and Basel, Switzerland, we've launched our integrated e-commerce handling product, expanding the range of physical handling services we offer. This initiative's primary objective is to further reduce lead times and create operational synergies that benefit the entire supply chain.

As part of our integrated E-Commerce handling solutions, Swissport combines traditional Ground Handling activities with additional steps in the supply chain which are otherwise executed in second-line facilities (such as preparation for customs clearance and sorting for last-mile delivery). Through this, we are able to generate substantial operational synergies for our customers and improve handling times.





# Pharmaceuticals and temperature-controlled handling

Swissport plays a pivotal role in the supply chain for temperature-sensitive air freight, investing significantly in cooling infrastructure to support the transport of perishables, life-saving organs, and pharmaceuticals.

By the close of 2024, 65 of our 117 global air cargo centers were fully equipped to handle sensitive pharmaceuticals. Since 2015, Swissport has been a leader in pharma logistics, with 23 centers certified by the IATA Center of Excellence for Independent Validators in Pharma Logistics (CEIV Pharma), the British Medicines and Healthcare Products Regulatory Agency (MHRA), or our own stringent internal auditing processes. These certified centers, under the Swissport Pharma Center label, are integral to the growing global pharma logistics network, ensuring safe and efficient air and ground transportation and warehouse logistics.

## Swissport's pharma cargo business

The amount of pharmaceutical cargo which passed through the Swissport network has grown in recent years. In 2024, Swissport handled more than 521,994 metric tons of pharmaceuticals. Key investments in advanced infrastructure and reliable service delivery have supported this growth, ensuring the safe and timely distribution of life-saving pharmaceuticals.

Our end-to-end cooling solution includes specialized cooled truck docks for loading and unloading, temperature-controlled warehousing in three ranges (15–25°C, 2–8°C, and -20°C), and cooling containers for transport ensuring temperature-controlled transport on the apron and during loading.

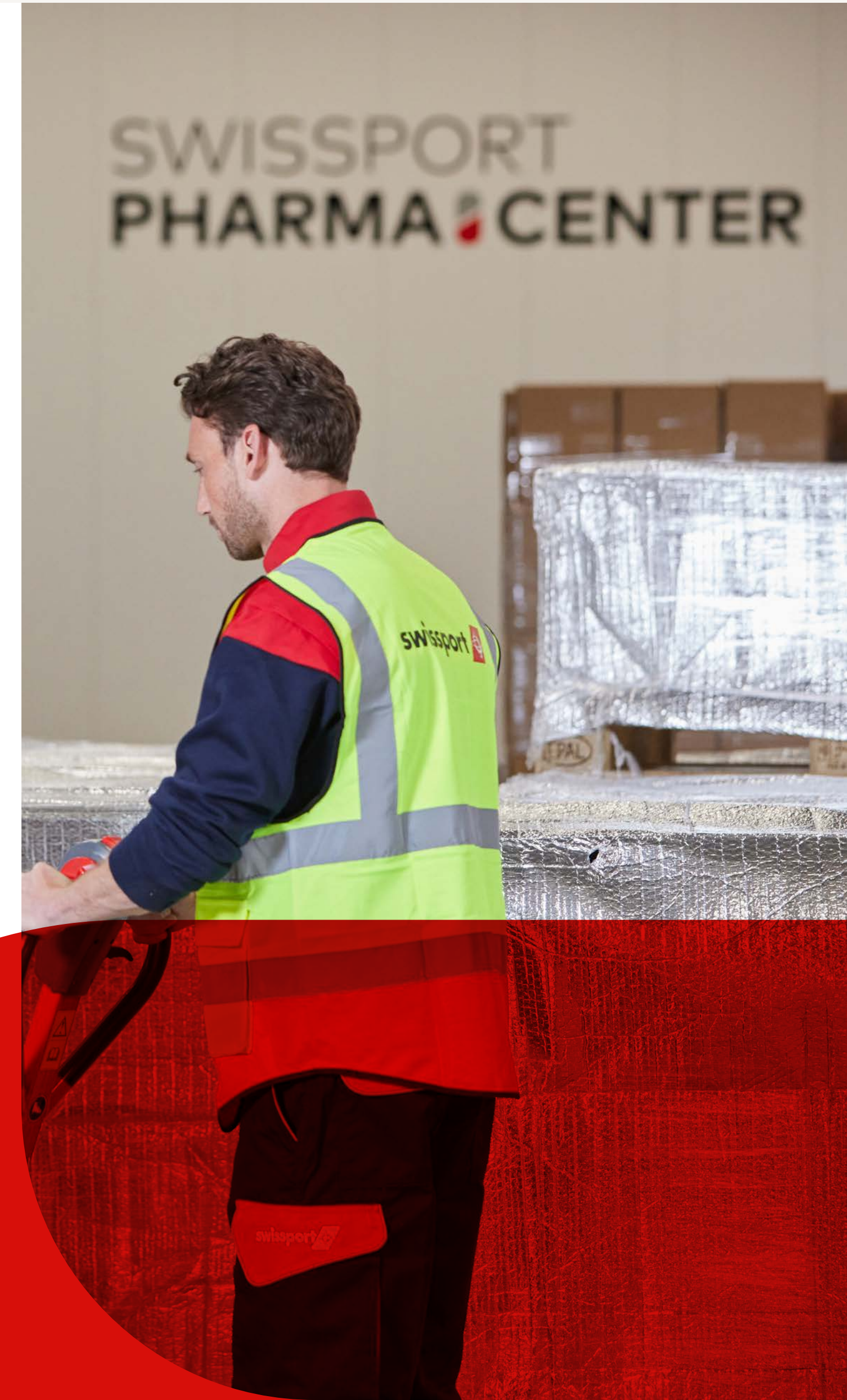
When it comes to innovation in Swissport's pharma cargo business, our pharma-handling capabilities are standardized and published on Validade, a platform that supports the pharma logistics industry with digital solutions for lane risk assessments and supplier qualification. Real-time data on pharma shipments, flights, storage, and ULDs is available to customers via our Cargo Portal.

33

We play a significant role in the **safe and timely** distribution of life-saving pharmaceuticals.



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







## CASE STUDY

# 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 industry-leading "flower corridor," an advanced logistics process critical to maintaining freshness. At the Nairobi cargo center, 400 to 500 tons of cargo, 85 percent of which are fresh flowers, pass through weekly, with volume increasing by over 50 percent before Valentine's Day. The facility, certified by IATA's CEIV Fresh, ensures the safe handling of these perishables.

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), with some undergoing vacuum cooling. Transported to a cold room for aircraft loading, the facility features a 110-pallet interconnected cold room and a vacuum cooler. It rapidly reduces temperatures, with the power to cool two main-deck pallets from 24°C to 2°C in 22 minutes, minimizing handling times and ensuring flowers arrive fresh and on time.



# Airport hospitality

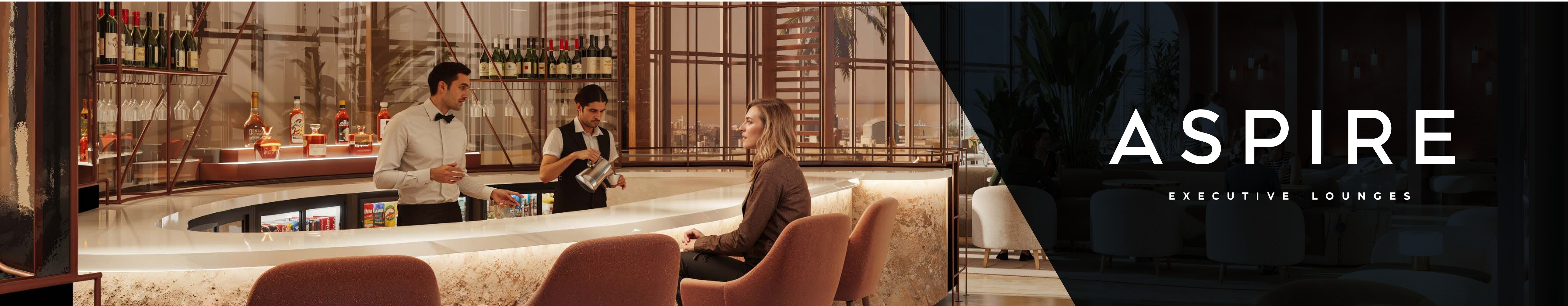
## Premium guest experience

Swissport is committed to enhancing the passenger experience with its world-class airport hospitality services, offering both comfort and convenience through its premium lounge facilities and executive aviation services.

Swissport's airport hospitality services include a broad portfolio designed to elevate the travel experience, translating the hotel guest experience into the airport passenger experience. Our Aspire Executive Lounges, along with joint ventures under separate branding, provide travelers with an inviting environment, offering luxury and comfort across 78 lounges in 21 countries. Additionally, our executive aviation services cater to the needs of private jet passengers, ensuring seamless and personalized experiences. These services are a testament to Swissport's dedication to excellence in hospitality, meeting the diverse needs of our customers around the globe.







## Lounge hospitality

With more than 35 years of airport hospitality experience, Aspire Executive Lounges is a leading international brand of airport lounges. In 2024 we welcomed some 5.9 million customers worldwide. Swissport's lounge network continues to grow and currently includes 78 lounges in 21 countries. In 2024 we signed 22 new lounges, taking our confirmed 2025 network to 100.

Swissport's flagship brand, Aspire Executive Lounges, leads Europe's airport lounge market. By the end of 2024, Aspire Executive Lounges, along with joint ventures under separate branding, operated a total of 78 lounges across 21 countries spanning Africa, Asia, Australia, Europe, and North America. These pay-per-use lounges cater to all passengers, offering a dedicated space to relax with amenities such as comfortable seating, complimentary Wi-Fi, refreshments, and shower facilities, enhancing the pre-flight experience.

### Swissport's lounge brands

In early 2024, Aspire Executive Lounges, unveiled the world's first three-tier service product across the expanded lounge space at Newcastle Airport. As part of its strategy to bring innovation and an enhanced customer experience, Aspire Executive Lounges complemented its core offering with two new options. Luxe by Aspire offers exclusive 'upscale lifestyle' food and premium beverage selections and private or open workspaces for business travelers. The Suite by Aspire offers 5-star, first-class cabin hospitality, where guests are welcomed by dedicated staff and enjoy an à la carte dining service.

In addition to our flagship Aspire Executive Lounges, Swissport operates premium lounges under the Club Aspire, No1 Lounges, Clubrooms, and MyLounge brands across the UK. Swissport Aspire also partners with airline alliances, such as Star Alliance in Amsterdam's Schengen area, ensuring a world-class lounge experience for travelers globally. In 2024, Aspire Executive Lounges was commissioned with creating the first business and first-class lounges for the oneworld alliance in Incheon, South Korea, and Amsterdam, the Netherlands.



## Redefining hospitality at airport

Swissport's ambition for Aspire Executive Lounges is to transform the airport lounge experience into a "Hotel Guest Experience." We aim for commercial growth through exceptional service, exceeding guest expectations, and driving preference for our partners. Our aim is not only to offer the best lounge product and experience, but also to become superlative within the hospitality sector.

Swissport is actively expanding its lounge network, prioritizing airports where we are already present with core business lines, enabling us to tailor offerings to customers and partners. We also take over existing lounge leases from airlines, operating them either under the airline's name or the Aspire Executive Lounge brand. This dual approach maximizes space efficiency, especially at smaller airports with fewer flights. Swissport continues to explore acquisition opportunities to enhance its lounge portfolio.

## 2024 highlights

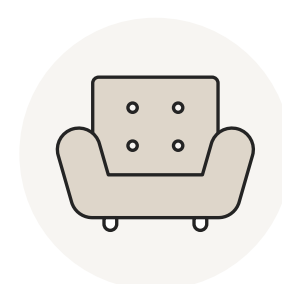
Aspire Executive Lounges made significant strides in expanding and enhancing its offerings in 2024. Most recently, Swissport unveiled the revamped Sky Lounges by Aspire at EuroAirport Basel-Mulhouse and celebrated the reopening of the Aspire Executive Lounge at Zurich Airport, both featuring modern designs and a focus on exceptional guest experiences. Aspire also won a competitive tender by the Moroccan airport authority ONDA for the next ten years, securing eleven lounges across nine airports, set to open in 2025.

Earlier in 2024, Aspire Executive Lounges took on the daily operations of the second oneworld

alliance lounge at Schiphol Airport, Amsterdam, alongside its own redesigned and completely refurbished Aspire Executive Lounge. To increase efficiency, the lounges share a kitchen where fresh dishes are prepared daily.

Aspire Executive Lounges strengthened its industry position by joining the Institute of Hospitality (IoH), the leading global membership body for hospitality professionals. As the first airport lounge business to join, Aspire fosters valuable expertise exchange, benefiting from IoH's network while contributing insights to shape future trends in airport and hotel management.

Additionally, Aspire celebrated its partnership with EHL Hospitality Business School, collaborating on two business-enhancing research projects. These initiatives are shaping the future of aviation hospitality by driving innovative research and empowering the next generation of hospitality leaders.



# 78

lounges in 21 countries



# 5.9M

guests worldwide in 2024

“Our **ambition and purpose** is to translate the hotel guest experience into the airport passenger experience.”

David Collyer, Global Senior Vice President of Executive Lounges





# Executive aviation

Swissport Executive Aviation specializes in delivering premium ground handling services tailored for VIP passengers, crews, and private jets. Launched in 2001, our extensive network now spans 52 destinations across 14 countries.

Swissport Executive Aviation (SEA) has been a trusted provider of dedicated ground handling services for executive aviation customers for over 20 years. With operations at over 52 destinations globally, SEA manages 5 dedicated Fixed Base Operations (FBOs) at strategic locations including Morocco, New Zealand, Switzerland, and Algeria. SEA offers a comprehensive suite of ground handling and luxury services with a strong focus on personalized, high-end care for passengers and crew, all delivered with professionalism and discretion.

## Premium services for VIPs

At each of our FBOs, we provide a wide range of premium services, including exclusive executive terminal access, customs and immigration assistance, VIP and crew lounges, and 24/7 concierge services such as hotel and restaurant reservations, transportation, and limousine services. Additionally, we support aircraft operations with services such as flight briefing packages, traffic rights and landing permits, and fast turnaround times. Our ramp services, catering, fueling, de-icing, and Ground Support Equipment (GSE) ensure seamless flight operations.

SEA's commitment to operational excellence is further exemplified by our around-the-clock availability, assisting clients with aircraft and helicopter charter arrangements, meticulous flight planning, weather monitoring, and airport slot allocation. 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.



“At Swissport Executive Aviation, we've built a legacy of **over 20 years** delivering exceptional ground handling services for VIP passengers. Our dedication to excellence and personalized care guarantees a seamless journey from over 50 destinations worldwide.

**Josua Hildbrand**, Global Vice President of Executive Aviation





#### CASE STUDY

## 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-the-art infrastructure that makes 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 provided by the Moroccan Airports Authority ONDA for police and customs.

Over 500 sqm, 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.



# 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 in our sustainability efforts and overall business practices.



## Memberships

### Airport Services Association (ASA)

Swissport is playing a key role in transforming ASA into an aviation services organization and strategic partner. We are driving structural changes to strengthen ASA's advocacy for industry standards, particularly in sustainability matters, and we are establishing strong partnerships with key aviation organizations such as the ICAO, IATA, and ACI.

### Diversity Charter in Spain (Carta de la Diversidad)

Swissport joined a distinguished group of organizations signing the Diversity Charter in Spain (Carta de la Diversidad) in November 2024. As part of our journey toward sustainable and inclusive practices, this milestone further aligns Swissport with global initiatives, reinforcing our dedication to creating an inclusive workplace for all.

### IATA 25by2025

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

### Institute of Hospitality

In February 2024 Swissport 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, was 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, influencing the future of the air cargo industry alongside carriers, forwarders, and authorities. TIACA serves as a key platform for Swissport to amplify its voice within the air cargo community. Swissport was a launch customer of TIACA's BlueSky sustainability program and is now playing a guiding role in coordinating emerging e-commerce standards through TIACA.

## 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 sustainability strategy.

## The Valuable 500

Swissport joined The Valuable 500, a global movement dedicated to driving meaningful change in disability inclusion, in October 2024. As part of our commitment, our President & CEO has pledged to prioritize disability inclusion at the senior leadership level. This includes ensuring equal employment opportunities through non-discriminatory hiring practices, offering diversity and inclusion (D&I) training and awareness programs, and introducing well-being initiatives.

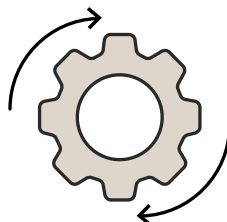
## Women's Empowerment Principles

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.



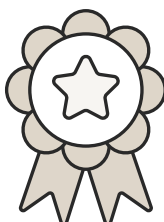


# Certifications



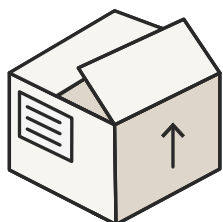
## ISAGO

Swissport's Management System and corporate head office has been registered under ISAGO (IATA Safety Audit for Ground Operations) since 2010. In 2024, 17 individual locations in our network held station-level ISAGO registration.



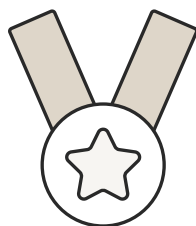
## B-BBEE Level 1

Swissport South Africa has been B-BBEE (Broad-Based Black Economic Empowerment) certified since 2004 when the legislation was introduced and is proud to have achieved recertification as a Level 1 contributor – the highest level - in November 2024. This milestone underscores our continued commitment to creating a more equitable and inclusive economic landscape for previously disadvantaged race groups and women.



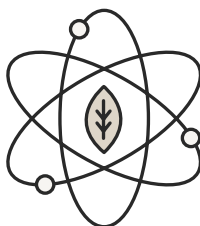
## CEIV Pharma by IATA, British MHRA, and local pharma authorities

Our air cargo operations in Amsterdam, Barcelona, Basel, Brussels, Dublin, Frankfurt, Helsinki, Liège, London Heathrow, Madrid, 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.



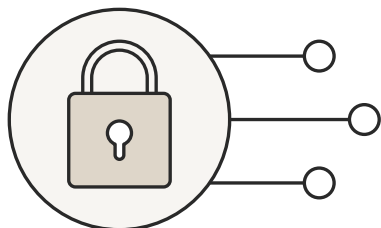
## EcoVadis

Swissport's sustainability efforts were first assessed by EcoVadis in 2022. Committed to annual recertification, we made significant investments in sustainability. As a result, we were awarded the Platinum Medal from EcoVadis for our most recent submission, ranking us in the top 1 percent of all rated companies across industries and territories in the past twelve months.



## 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 6,000 other companies in meeting the initiative's high standards for carbon reporting. Through our commitment, we pledged to establish a detailed path to reduce our climate emissions in line with the goals of the Paris Agreement and have our targets validated by the SBTi. We submitted our SBTi-aligned targets in December 2024 and they have been successfully validated by SBTi in March 2025.



## ISO

The Swissport Management System has been ISO 9001-certified since 1999. Throughout 2024, all locations, including the head office, were certified with ISO 9001 (quality management systems), ISO 14001 (environmental management systems), and ISO 45001 (occupational health and safety management systems). New locations will be gradually integrated into the certification.\* In addition, we received ISO 27001 certification for information security in 2023 and ISO 37001 certification for the anti-bribery management system in 2024. In both cases, the scope of the certification extends to the global activities and processes of the rest of the Swissport organization at Swissport headquarters.

\*By the end of 2024, four locations were not yet covered by the certification and will be gradually added. Joint ventures in which Swissport holds a minority share are not covered.



# Awards

## 28th Louis Braille Prize

As a testament to our efforts in fostering an inclusive workplace, we are proud to have received the 28th Louis Braille Prize for our "Flying Beyond Sight" project at Rome Fiumicino Airport. This initiative has opened new career opportunities for people with visual disabilities, reaffirming our commitment to creating possibilities for everyone.

## Air Cargo Services Agent of the Year 2024

Swissport was honored as the 2024 Air Cargo Services Agent of the Year at the prestigious ACW World Air Cargo Awards held in Shanghai, China. This award highlighted Swissport's industry-leading expertise and commitment to excellence in global air cargo operations.

## American Airlines Customer Cup

Winning the American Airlines Customer Cup for the third quarter of 2024 in Dublin was a testament to our team's dedication to safety, performance, teamwork, and customer focus. Our collaboration with American Airlines has been outstanding, and this award inspires us to keep striving for even greater success.

## Best Airport Lounge in Oceania

The Aspire Lounge at Perth Airport's Terminal 1 was named the Best Airport Lounge in Oceania for the 3rd consecutive year at the World Travel Awards in 2024.

## Best Ground Handling Agent at Cheongju International Airport

Swissport was awarded the title of Best Ground Handling Company at Cheongju International Airport by Korea Airport Corporation, the organization responsible for managing all regional airports in Korea. In addition, Swissport was also recognized for excellence in safety and operations, further demonstrating our commitment to the highest industry standards.

## Best International Airport Award by Delta

Swissport was recognized by Delta with the "Best International Airport" award at Cancun International Airport (CUN) in January 2024. The award was a testament to the hard work and commitment of our team at CUN, ensuring a top-tier experience for Delta's passengers.





## Edinburgh JetBlue Cup

Swissport Edinburgh earned significant recognition at the JetBlue Partner Summit 2024, winning two awards, including the prestigious JetBlue Cup. This achievement reflected the dedication and teamwork of the Edinburgh team, whose efforts were key to this success.

## Employee of the Year by Alaska Airlines

Leslie Izurieta, a dedicated cargo employee at O'Hare International Airport (ORD), was named Employee of the Year for the second consecutive year by Alaska Airlines. This well-deserved recognition highlights Leslie's continued commitment to excellence, which plays a vital role in the success of Alaska Airlines' operations.

## "Excellence in Customer Service" and "Ground Cargo Handler of the Year" awards

Swissport Ghana was honored with the prestigious "Excellence in Customer Service" award and was a joint winner of the "Ground Cargo Handler of the Year" at the Ghana Shippers Awards 2024. These awards underline our unwavering commitment to exceptional customer service and operational excellence.

## Lufthansa Innovator Award

The Lufthansa Innovator Award celebrates exceptional achievements within the Lufthansa Group. In 2024, Swissport Zurich received recognition in two categories. In "Excellence in Efficiency," the new Bag Drop system, developed in collaboration with SWISS, was highlighted for its ability to drastically speed up baggage handling, reducing airport processing times. In the "Digital Pioneer" category, the Gate App earned second place, praised for streamlining daily tasks for our gate teams with a focus on efficiency and customer centricity.

## Singapore Airlines Award

Singapore Airlines measures station performance across various categories, and Zurich ranked second in the category for locations with seven flights per week. The evaluation considered factors such as punctuality, safety, and baggage handling.

## Swiss Skytrax Award Lounge

The Swiss First-Class Lounge at Dock E was named the best First Class Lounge in the world at the 2024 Skytrax World Airline Awards. The award, based on over 21 million customer reviews from approximately 350 airlines, considers both on-board services and airport facilities, highlighting Swissport's excellence in luxury passenger care.

## Swissport Lufthansa Group Collaboration and Customer Care Awards

Swissport celebrated a double victory at the Lufthansa Group Service Partner Conference Awards 2024, with wins in two prestigious categories. The Boston team earned the Customer Care Award, while the Nairobi team received the Collaboration Award, both recognizing Swissport's commitment to outstanding service and teamwork.

## Tianjin Airlines Best Ground Handler at Chubu Centrair International Airport

Swissport at Chubu Centrair International Airport was honored with the prestigious Award of Tianjin Airlines' Best Ground Handler for 2024. Swissport stood out among all ground handling companies for its high-quality service, rigorous attitude, and professional approach to airport operations.

## United Airline's Award

Miami International Airport (MIA) was recognized with United Airlines' Mail Station of the Year award for its outstanding performance in handling mail services.

## United Gold Safety Award

This prestigious distinction highlighted Swissport Geneva's outstanding performance in aviation safety, further solidifying its reputation as a provider of safe and reliable airport services. The award underscores Swissport's steadfast commitment to maintaining the highest safety standards in its operations.

# Summit Awards

October 25<sup>th</sup> 2024





*Building a sustainable future, together.*

# Sustainability report

OUR COMMITMENT TO SUSTAINABILITY



OUR PEOPLE



OUR PLANET



OUR POLICY





# Our commitment to sustainability

In 2024, Swissport made significant progress in advancing our sustainability.

We focused on three key priorities: solidifying the foundation of our sustainability program, driving meaningful progress towards our targets, and fostering deeper collaborations with our partners. The momentum we have built positions us to continue accelerating our journey toward sustainability in the years to come.

We made a significant investment in our sustainability foundations, ensuring that our operational practices meet the highest standards. Most prominently, we certified all our locations globally under leading ISO standards – ISO 9001 (quality management systems), ISO 14001 (environmental management systems) and ISO 45001 (occupational health and safety management systems). We also strengthened our cybersecurity management systems to meet ISO 27001 standards and expanded our anti-fraud management. These certifications represent our unwavering commitment to quality, safety, and environmental stewardship as well as business ethics, and we are dedicated to upholding these rigorous standards across our global network.

We have also driven tangible progress toward achieving our sustainability targets. A key area of focus has been the electrification of our fleet. In 2024, we increased our electric ground support equipment (GSE) from 20.8

percent to 24.2 percent of the total fleet. In parallel, we launched a project to procure renewable energy for our operations, furthering our commitment to reducing our carbon footprint. We also took significant steps in fostering a culture of diversity and inclusion, including the launch of employee resource groups that are open to all employees and a mentorship program designed to support female leadership.

Equally important has been our commitment to strengthening our relationships with external stakeholders. Over the past year, we have deepened our engagement with airline customers and airport partners, discussing shared sustainability goals and collaborating on initiatives. Our participation in the World Sustainability Symposium in September 2024 highlighted the increasing importance of collective action in achieving our sustainability targets.

Externally, our progress has not gone unnoticed. In recognition of our efforts, EcoVadis awarded us the prestigious Platinum Medal, placing Swissport in the top one percent of companies rated globally across all industries. This represents a significant leap from our previous standings. In July 2023, Swissport was only ranked in the 29th percentile. Our progress is a testament to the dedication of our team and the strategic direction we are taking in embedding sustainability throughout our operations, and especially our drive to continue to make progress every day.

*A message from Manuel Berger, Head of Sustainability*





Looking ahead to 2025, we are energized by the momentum we have built and the goals we have set. We are focused on maintaining the integrity of our sustainability foundations, including upholding our ISO certifications through regular surveillance audits. We have already received target validation through the SBTi and will continue to electrify our fleet while expanding our use of renewable energy. We will maintain our strong focus on health and safety and put additional emphasis on diversity and inclusion, reviewing all our processes to ensure that we attract diverse talent. Finally, we will work towards increased readiness for compliance with the Corporate Sustainability Reporting Directive (CSRD).

Our sustainability journey is more than just a strategy; it is a commitment to long-term success, to the resilience of our business, and to creating lasting value for all our stakeholders. By continuing to embrace sustainability at every level of our organization, we are positioning Swissport for continued growth, and we are proud of the positive impact we are making – not just for today, but for the future.

NOVEMBER 2024

Swissport was ranked in the **top one percent** of all companies rated by EcoVadis and was awarded the **Platinum Medal**. We annually submit to EcoVadis, a global sustainability rating.



## Driving sustainable impact

Sustainability is at the heart of our goals and strategy, with environmental, social, and governance priorities core to the proposition of Swissport. Given our leading role in the airline service industry, serving 279 airports in 45 countries, we are moving at full speed to deliver against our ambitious industry-leading sustainability goals to ensure we inspire the key partners in our industry to play their role.

Our approach is grounded in **extensive stakeholder engagement**.

We have brought our sustainability strategy to life through three central pillars: **Our People** (Social), **Our Planet** (Environmental), and **Our Policy** (Governance). Each pillar corresponds to a component of the ESG framework. We set an overall ambition as well as targets for each of these areas and are working relentlessly toward achieving our bold goals. This approach is grounded in extensive stakeholder engagement and a thorough assessment of the material issues within our business lines.

We put people first. People are at the heart of Swissport's business and any change agenda. We undertake to keep our people safe at work, offer them comprehensive training, and provide fair working conditions as well as a diverse and

inclusive working environment, while at the same time giving back to our communities.




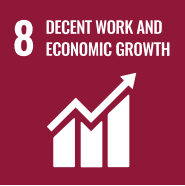

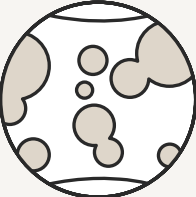






Equally, we are fully committed to protecting our planet. We defined a 10-year decarbonization plan to reduce the carbon emissions of our own operations by 51 percent by 2032, primarily through fleet electrification. In addition, we are committed to ensuring that our locations uphold the ISO 14001 standard for environmental management. That includes a wide range of environmental actions, including waste and circularity initiatives that require the support of all our employees.

*Doing the right things...*

is one of the core values of Swissport. Our policy pillar provides the right governance, for the business and the sustainability strategy to ensure compliance with laws and regulations as well as human rights. We have a zero-tolerance policy toward bribery and corruption, and we protect our data and systems with advanced information security. We involve and assess our suppliers on their sustainability commitments.

Our sustainability strategy is founded on a comprehensive double materiality assessment, ensuring that we align with the evolving sustainability impacts, risks, and opportunities in our environment — both present and future. As part of our strategy, we are also preparing Swissport for compliance with upcoming sustainability regulation, including the Corporate Sustainability Reporting Directive (CSRD).



Pillar	Ambition	Targets	Related SDGs
<div>Our People</div> <div></div>	<p>People and their safety are at the heart of our sustainability 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.</p>	<ul style="list-style-type: none"><li>• Reduce work-related injuries (LTIs) year on year by 5 percent until 2027.</li><li>• Maintain certification of all locations globally with ISO 9001 and ISO 45001.</li><li>• Align labor practices with the core principles of the UN Global Compact and report annually on our progress.</li><li>• Provide at least three hours of training per 100 hours worked to our operational staff.</li><li>• Increase the proportion of women leaders to 40 percent by 2027.</li><li>• Reach 100 locations with regional outreach in health, charity, environment, and careers by 2027.</li></ul>	<div><div></div><div></div><div></div><div></div></div>
<div>Our Planet</div> <div></div>	<p>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 we partner with stakeholders across the value chain to reach our own goals as well as those of aviation overall.</p>	<ul style="list-style-type: none"><li>• Reach net zero carbon emissions by 2050.</li><li>• Reduce Scopes 1 and 2 carbon emissions by at least 51 percent by 2032.</li><li>• Increase the share of e-powered vehicles in the Swissport fleet to 55 percent by 2032.</li><li>• Maintain certification of all locations globally with ISO 14001.</li><li>• Eliminate plastic tableware from all Aspire Lounges by 2025.</li></ul>	<div><div></div><div></div><div></div><div></div></div>
<div>Our Policy</div> <div></div>	<p>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.</p>	<ul style="list-style-type: none"><li>• Comply fully with all required legislation and train all relevant employees annually on our compliance program.</li><li>• Maintain certification with ISO 27001 and further build out our cybersecurity protection.</li><li>• Maintain certification with ISO 37001 and ensure relevant employees are trained on anti-corruption.</li><li>• Ensure our suppliers adhere to Swissport's standards in terms of sustainability and business conduct.</li></ul>	<div><div></div></div>



# Our sustainability governance

## Board of Directors

ultimately oversees and approves the sustainability strategy and delegates preparatory work to its board committees; the Board of Directors approves the annual sustainability report

### Safety, Health, and ESG Committee

reviews sufficiency of and progress toward all sustainability priorities including the safety plan at least quarterly

### Audit and Risk Committee

reviews progress towards regulatory compliance related to sustainability and oversees sustainability reporting and disclosures

## Executive Leadership Team

reviews sustainability program at least quarterly, and ensures necessary resources are allocated for progress on the sustainability roadmap

### Executive Sponsors for Sustainability

ELT sponsors for sustainability: Jourik Hooghe, Group CFO (for overall sustainability and environment) and Ilse De Loof, General Counsel and Company Secretary (for social and governance)

## Sustainability Team

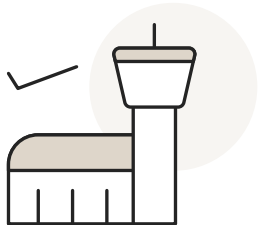
dedicated Sustainability Team led by the Head of Sustainability Manuel Berger that coordinates sustainability activities across the organization and ensures alignment of the roadmap with the defined sustainability strategy



# Strong partnerships for shared success

At Swissport, we engage with our key stakeholders to ensure an integrated value-creation approach founded on strong partnerships. This enables us to generate shared value and achieve sustainable success in the marketplace. We define our key stakeholders as those groups that benefit from, are affected by, or can influence our operations.

## Examples of engagement in 2024



### Our airports

#### Focus areas

- Fleet electrification
- Decarbonization
- Sustainability certification

#### How we engage

- Regular check-ins between station and airport authorities
- Selected in-depth workshops and meetings
- Industry conferences

#### 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 and safety standards across all our locations. Therefore, we certified all locations globally with the ISO 9001, ISO 14001, and ISO 45001 standards in 2024.
- In order to implement our fleet electrification plans, close collaboration with airports is imperative. We are intensifying our partnerships with airports to coordinate the implementation of necessary charging infrastructure and align on decarbonization plans.



### Our customers

#### Focus areas

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

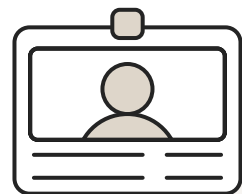
#### How we engage

- Weekly customer feedback at every station
- Quarterly reviews with airlines
- Selected in-depth workshops and meetings
- Industry conferences
- Sustainability disclosures

#### 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.
- Many of our customers have committed to sustainability goals, including net-zero targets, and reach out to suppliers to provide data for their Scope 3 emissions reporting. In response, we began reporting our carbon emissions in 2022 and have validated our carbon emission targets through the Science-Based Targets initiative. We are now in a position to provide our customers with emissions data for their Scope 3 calculation.
- To ensure transparency regarding our sustainability efforts, we submit annually to EcoVadis, a globally recognized sustainability rating that provides our customers with insights into our sustainability performance. In 2024, we were awarded the Platinum Medal, placing us in the top one percent of companies rated globally across all industries.
- We also provide additional sustainability-related disclosures to our customers, including dedicated questionnaires, ensuring they receive the necessary information to enhance transparency in their supply chain.





Our people

Focus areas

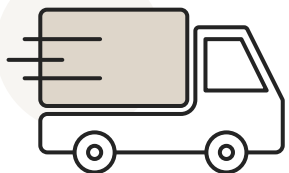
- Fair working conditions
- Employee engagement
- Diversity and inclusion

How we engage

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

Considerations and outcomes

- Ensuring optimal work environments and rest areas is crucial for our employees' performance. Therefore, 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. See further details in our section "Fair working conditions".
- Recognizing that most of our employees cannot be reached via email due to the nature of their roles, we have implemented an internal employee communications app: oneApp. This innovative tool enables us to effectively engage with our entire workforce through their mobile devices. The app also serves as an employee portal where employees can retrieve their rosters or salary slips.
- 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 as one of our sustainability priorities and have implemented significant actions including employee resource groups and a female leadership mentorship program.



Our suppliers

Focus areas

- Sustainable procurement
- Procurement of GSE

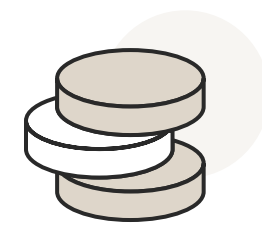
How we engage

- Regular exchanges
- Contact with key suppliers managed centrally
- Annual supplier event

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 implemented a sustainability questionnaire.
- 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. We have also implemented a Supplier Sustainability Award, recognizing one supplier each year for their outstanding contribution to sustainability in our supply chain.





## Our investors

### Focus areas

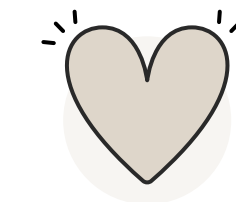
- Operational and financial performance
- Sustainable value creation

### How we engage

- Monthly board meetings
- Quarterly committee meetings
- Sustainability roundtables
- Sustainability disclosures

### Considerations and outcomes

- We maintain regular communication with current and prospective investors, providing them with updates on Swissport's strategy and performance.
- Sustainability is a crucial concern for our investors. Consequently, we have implemented a robust sustainability action plan to keep our investors updated on progress and actively involve them in any strategic adjustments.
- We also provide additional sustainability-related disclosures to our investors, including dedicated questionnaires, ensuring they receive the necessary information to enhance transparency in their investments.



## 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 times of crisis, we stand by our employees and the local communities we serve. For instance, in 2024 we responded to the devastating effects of the flash floods in Spain. We donated EUR 30,000 to the Spanish Red Cross, an organization dedicated to providing vital support, from shelter and food to emergency medical care.

“

At Swissport, we are deeply committed to supporting the communities where we operate, especially in times of crisis.

Jorge Garcia, CEO of Swissport Spain

Photo by: © Cruz Roja Española





# Defining our sustainability roadmap

## 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 considering 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 sustainability-related factors for the company and its value chain (financial materiality).

Swissport is not yet subject to CSRD reporting requirements for the 2024 financial year. Nevertheless, we took a proactive step by already conducting a comprehensive double materiality assessment. This strategic move strengthens our early preparedness for upcoming regulatory requirements and provides valuable insights to further refine our sustainability roadmap and strategy.

## The process

For our double materiality assessment, we adhered to the European Sustainability Reporting Standards (ESRS) and aligned our procedures with the guidance document issued by the European Financial Reporting Advisory Group (EFRAG). To ensure full compliance, we relied on an expert external partner, Accenture, who guided our process and reviewed our work.

We will refresh our double materiality assessment annually to reflect the current state of the company.

## Our double materiality assessment process:

1

**Selection of material topics:** We utilized the predefined table in the ESRS standards and ensured that all topics were covered. Additionally, we considered certifications and ratings relevant to Swissport such as EcoVadis, views of 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 asked 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 "Strong partnerships for shared success") to complement the inputs from our internal stakeholders.

4

**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 Board Committee.

5

**Documentation of results:** We thoroughly documented our double materiality assessment and ensured repeatability in the coming years.



The outcome

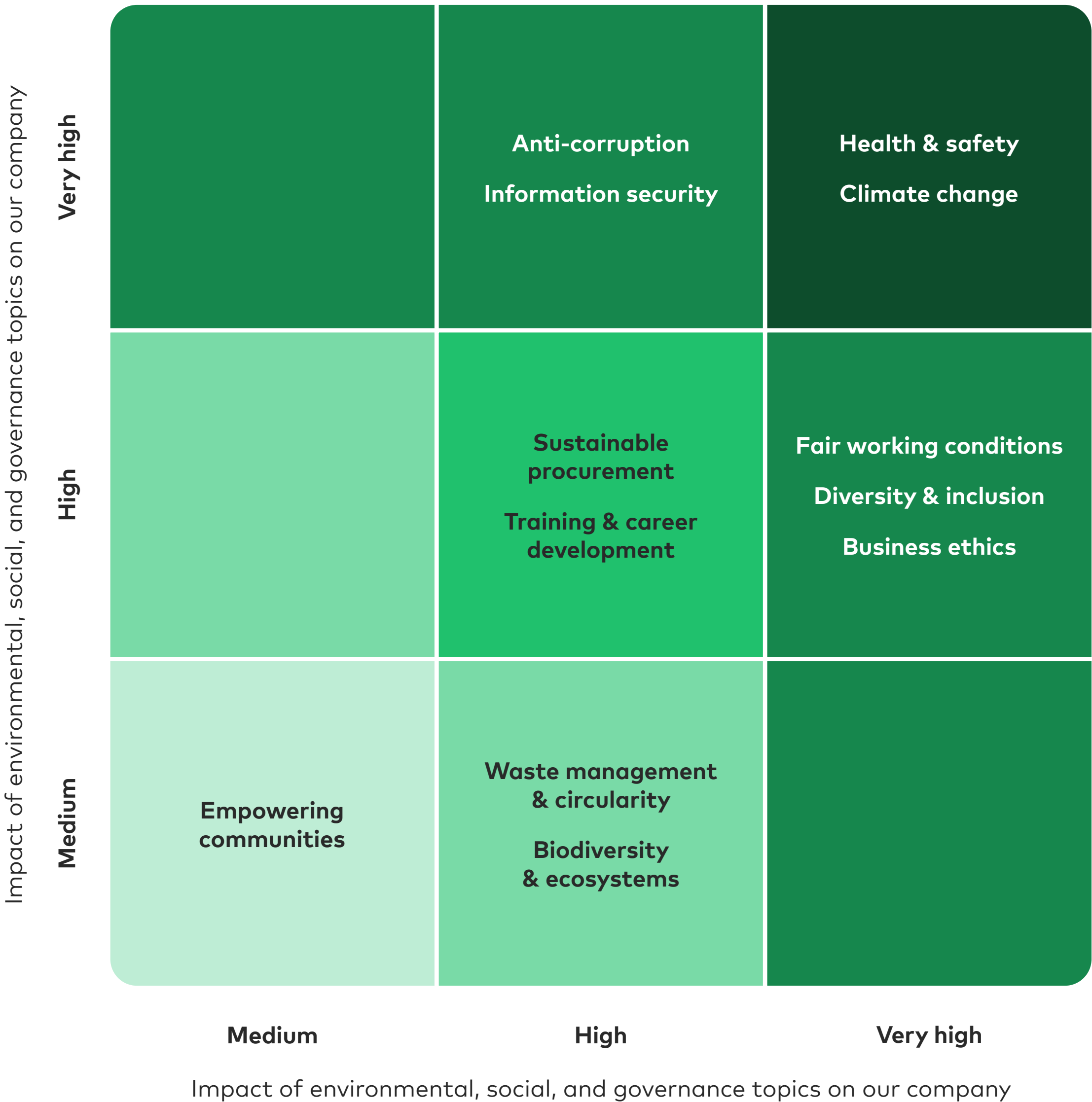
In the course of our double materiality assessment, we identified 76 topics, of which we deemed 56 material to Swissport. We aggregated these topics into 12 material topics that guide our sustainability activities. For these topics, we have defined policies, including targets, we have measures in place,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

Given our workforce of more than sixty thousand employees, we consider employee-related topics a key priority to ensure employee well-being, engagement and retention. Social topics include health and safety, as well as fair working conditions, diversity and inclusion, and training and career development. As a major employer in many locations, 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 roadmap, we consider climate change our highest priority among these topics. Others include waste management and circularity, biodiversity, and ecosystems, which encompass relevant topics around 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 whistleblower process, alongside initiatives targeting anti-corruption measures and bolstering information security. Integral to our approach is the alignment of our supply chain standards with those upheld within our internal operations, ensuring consistency and integrity across all facets of our enterprise.

Detailed descriptions of our material topics and action plans against them are outlined in the following chapters Our People - Our Planet - Our Policy. Our overarching risk approach, including key risks, is outlined in the section “Effective risk management”.



Materiality Matrix



# Our people

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 are committed to delivering safe and reliable service to our customers. We work relentlessly to prioritize occupational and operational safety, promote fair working practices, provide comprehensive training, foster an inclusive culture, and give back to local communities.

HEALTH AND SAFETY



FAIR WORKING CONDITIONS



TRAINING AND CAREER DEVELOPMENT



DIVERSITY AND INCLUSION



EMPOWERING COMMUNITIES



## 2024 achievements

- Certified all locations globally with ISO 9001 and 45001 standards.\*
- Implemented a comprehensive global Human Rights Policy underpinned by related supplementary policies.
- Completed the global rollout of oneApp – the app is available to all employees and 76 percent have already registered.
- Provided three million total hours of technical training with a yearly average of 3.0 hours per 100 hours worked.
- Launched employee resource groups and a female leadership mentorship program.
- Joined the Valuable 500, supporting workplace inclusion and accessibility for people with disabilities.
- Supported our communities through a multitude of local initiatives including support after the severe floods in Spain.

## 2025 roadmap

- Maintain the ISO 9001 and ISO 45001 certifications across our locations globally.
- Upgrade legacy safety, security, and environmental management software solutions to a single best-in-class AI-enabled solution.
- Launch AI-enabled video-based coaching of drivers to enhance safe driving.
- Roll out a global employee engagement survey to ensure consistent and actionable employee feedback across all regions.
- Review and monitor the Red Rules to ensure compliance and action plans to remedy any shortfalls.
- Extend the involvement of employee resource groups as a sounding board on diversity and inclusion topics.
- Expand community outreach programs to additional locations in our global network.

\*By the end of 2024, four locations were not yet covered by the certification and will be gradually added. Joint ventures in which Swissport holds a minority share are not covered.



# Headcount split 2024\*

## By region



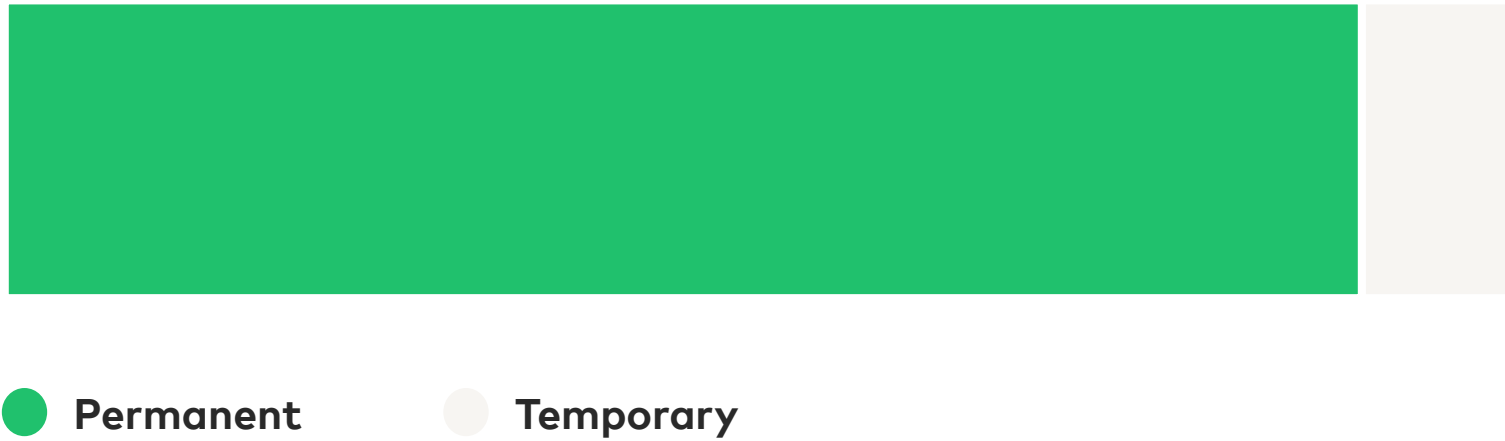
	2022	2023	2024
Americas	48.5%	46.9%	46.6%
EMEA	41.0%	42.5%	42.6%
APAC	10.6%	10.6%	10.8%

## By function



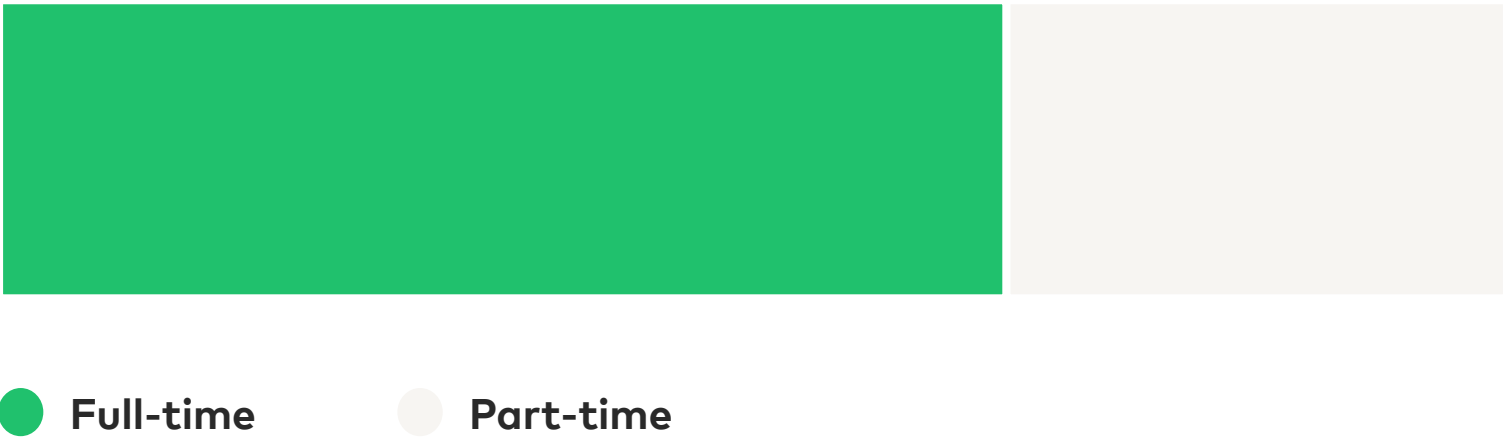
	2022	2023	2024
Operations	90.2%	92.3%	92.6%
Business support functions	7.4%	5.7%	5.4%
Local and country management	2.4%	2.0%	1.9%

## By contract type



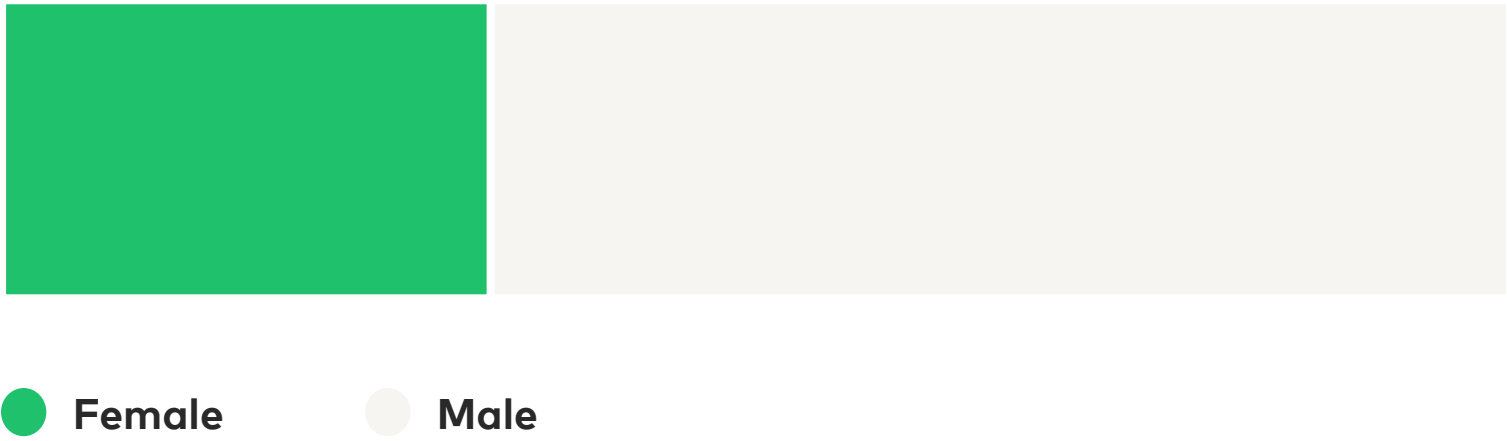
	2022	2023	2024
Permanent	89.9%	89.3%	90.1%
Temporary	10.1%	10.7%	9.9%

## By time worked



	2022	2023	2024
Full-time	69.9%	67.0%	66.8%
Part-time	30.1%	33.0%	33.2%

## By gender



	2022	2023	2024
Female	33.7%	33.8%	32.4%
Male	66.3%	66.2%	67.6%

\*Correction of prior years' data: the 2023 and 2022 global workforce data have been corrected to reflect new information which came in after the editorial deadline for the Company Report 2023.



# 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 injuries, maintaining strict adherence to processes and a continuous focus on compliance. In 2024, we certified all locations globally with the ISO 9001 and 45001 standards and are committed to upholding these certifications to deliver ongoing safety excellence.



We work relentlessly toward our goal of **zero** accidents and injuries.

## Our zero harm approach

At Swissport, safety is our top priority, guiding everything from local operations to global management. Our safety culture is deeply rooted in our company values: "Show You Care," "Do the Right Things," and "Win as a Team." Every key meeting, including those of our Executive Leadership Team, starts with a Safety Moment to emphasize its critical importance.

Our safety approach relies on strong global health and safety standards, underpinned by our public QHSE Policy Statement. Based on that commitment, we operate a comprehensive Management System that integrates quality, safety, and environmental considerations into

one framework. This system includes procedures, training, reporting, and a detailed Global Health and Safety Manual outlining the key safety guidelines and processes.

Our global standards align with leading international 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's Management System and corporate headquarters has been registered under ISAGO since 2010, and at present 17 individual locations in our network hold the station level ISAGO registration. In 2024, we successfully certified all our locations globally with ISO 9001 and ISO 45001 and committed to maintaining these high standards across our operations. New locations added to the network throughout 2024 and beyond will be gradually included in the ISO 9001 and 45001 certification.

## Driving accountability through governance

To maintain our commitment to safety, we have established a robust governance framework with transparent reporting. Our QHSE team, led by the Global Head of QHSE, reports directly to the Group CEO and includes around 220 colleagues at regional, country, and station levels.

Safety performance is reviewed monthly through the Global Safety Action Group, chaired by the Global Head of QHSE, and the Safety Review Board, chaired by the Group CEO. Using live performance data via Power BI, we identify trends and implement action plans. A global risk register, reviewed quarterly during Safety Review Board meetings, tracks key risks and the effectiveness of mitigation actions. Additionally, our Management of Change program ensures risks from business changes are identified and managed.



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







#### CASE STUDY

## Promoting a culture of continuous improvement

Across our global network, we host regular Safety Days and Safety Weeks to strengthen our safety culture. While safety remains a year-round priority, these dedicated events provide focused time for refreshing knowledge, discussing key topics, continuous learning, and conducting safety walks. They engage employees at all levels including the station leadership, reinforcing a company-wide commitment to safety.



# Our commitment to safety

Swissport's safety philosophy is built on **Six Safety Commitments**. These commitments form the foundation of the way we expect every Swissport team member to think and act every day.



**SAFETY** over On-Time Performance (OTP)



**ALWAYS** wear Personal Protective Equipment (PPE)



**FOLLOW** procedures and training



**EVERY** incident must be reported



**TAKE** action to correct unsafe situations



**YOU** must stop unsafe activity

## Proactive hazard management

We analyze safety performance to develop strategies aligned with our global safety vision. In 2024, approximately 600,000 safety inspections were conducted across our locations. Colleagues are encouraged to report incidents or near misses, and positive safety performance is recognized and rewarded. Best practices are shared through health and safety surveys, and all locations conduct risk assessments, which are reviewed at least every three years. Swissport collaborates with Airport User Committees to promote automation and reduce manual handling.

## Quality assurance and control

Independent global and regional audit teams oversee safety, security, and environmental compliance. In 2024, 110 locations were audited, with audits tailored to each station's performance, size, and risk level. Results are analyzed during monthly Global Safety Action Group meetings, driving continuous, data-driven improvements.

## Incident management

Swissport is committed to thoroughly investigating all significant safety incidents. All incidents are reported through our Swissport Safety Management Tool. The Global QHSE Team oversees and supports the investigation of incidents in accordance with strict protocols, including root cause analysis, corrective and preventive action plans, review calls, and the sharing of lessons learned across our network. We apply a Just Culture philosophy to ensure we maximize reporting and learn from every event.

## Safety communication

We ensure effective communication to sustain strong safety performance. Managers are engaged through internal meetings, and colleagues are kept informed via multiple channels, including OneApp, internal websites, and mobile devices. Monthly safety topics and weekly safety tips emphasize our Six Safety Commitments, supported by operational safety ambassadors.





# iCare

about **safety**

Swissport has introduced a comprehensive safety campaign under the iCare banner. iCare is Swissport's unique quality standard for our excellence in quality, health, safety, and the environment (QHSE).

It symbolises our practical and active culture of care that keeps our colleagues and operations safe and secure. iCare is a reflection of our core value "Show You Care", proving that safety and security are at the heart of who we are and how we do things. Safety starts with each of us taking care of ourselves, each other, and the world around us.





# Our safety performance

In 2024, our Lost Time Injury Frequency Rate (LTIFR) stood at 1.08 events per 100,000 hours worked. This is a significant improvement on the 1.19 events recorded in 2022, although a slight increase compared to 2023.

The increase was predominantly driven by a small number of locations and has resulted in targeted improvement plans. The target for the end of 2025 is to further reduce our LTIFR by at least 5 percent, with the goal of maintaining this trajectory through at least 2027.

In August 2024, we experienced a tragic loss at Nairobi Airport (NBO) in Kenya. A dear colleague of our maintenance workshop team was involved in a fatal accident that happened during the engine testing of a pushback tractor. Swissport conducted a full investigation into the incident.

While standard protocols were followed in the workshop, the investigation highlighted several opportunities to further enhance and tighten risk management and controls associated with high-risk processes within Swissport’s fleet management processes. These have been implemented through various initiatives across all global fleet workshops to ensure this type of incident cannot recur. We have intensified our focus on strengthening safety standards and compliance oversight, particularly in fleet-related activities. We have introduced a more stringent framework for high-risk tasks such as engine rebuilds and testing. Additionally, we have revised our competence and skills matrix, invested in further technical expertise within our QHSE team, and reinforced safety and compliance oversight across all fleet workshops. To enhance global governance, we have also established a dedicated fleet safety committee.

Our heartfelt condolences go out to the family, friends, and colleagues impacted by this tragic event. Our local team has stood by the family, offering support in every way possible.

KPI	2022*	2023*	2024
Lost-time injury frequency rate (number of lost-time injuries per 100,000 hours worked)	1.19	1.06	1.08
Lost-time injury severity rate (number of days lost due to injuries x 1,000 / total hours worked)	0.12	0.12	0.09
Number of work-related injuries**	4,144	5,371	5,674
Number of days lost due to work-related injuries and ill health	10,092	11,184	9,690
Number of work-related fatalities	0	1	1
Number of employees trained on health & safety	53,934	59,519	61,379
Percent of all operational sites for which an employee health & safety risk assessment was conducted	100%	100%	100%

\*For our 2024 reporting, we have included only data from locations under our operational control, resulting in adjustments to our 2022 and 2023 reported numbers. This aligns our health and safety data with the boundaries of our other non-financial metrics. \*\*Refers to both injuries and accidents.



# Fair working conditions

With approximately 62,000 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 locations, actively work with trade unions and employee representatives, and ensure that we reach all our employees through our employee app. In addition, general terms and conditions including pay and benefits are benchmarked against the local labor market norms, which helps position Swissport as an employer of choice.

## Setting minimum standards: **Our 6 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 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. They are centrally monitored and reported monthly to the Group Executive Leadership Team. 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.

1

### Pay a fair wage

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

2

### 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.

3

### Create a safe space to recharge

We provide clean break rooms with ample space for relaxation during breaks.

4

### Give colleagues reasons to be proud of their job

We provide our employees with uniforms to instill a sense of pride in their work.

5

### 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.



## Participating in the UN Global Compact Business and Human Rights Accelerator

To continue our work on protecting the minimum standards for our staff, Swissport participated in the UN Global Compact's Business and Human Rights Accelerator in 2024. 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 process, we have implemented a global Human Rights Policy as well as a policy specifically against human trafficking, forced labor and child labor.



# Fostering social dialogue and feedback

Swissport operates in a complex and dynamic environment. We employ a diverse global workforce of 62,000 employees across 45 countries, each with its own legal framework. It is paramount that we meet all legal obligations.

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.

66  
We strive for **continuous improvement** through constructive dialogue and feedback.

Currently, we have 100 active formal collective labor agreements (CLAs) in 28 countries, covering around 66 percent of our global workforce. These CLAs demonstrate our commitment to ensuring that staff have the freedom of association with trade unions and to 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 can raise concerns over any workplace practices and have the right to submit grievances 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.



66%

of the workforce covered by collective labor agreements







## Compensation and benefits

Swissport strives to be the most competitive and fair employer in the market, which is reflected in our compensation strategy. We provide equal opportunities for recognition and career advancement, with pay based on role responsibilities, required skills, and relevant experience. At the same time, we ensure that our compensation system is designed to engage employees in driving the company's strategy and contribute to the creation of sustainable shareholder value.

Our salaries align with local market conditions and our internal compensation structure. Benchmarking surveys ensure total compensation remains competitive while maintaining internal pay equity. We are committed to achieving parity among employees in comparable roles. We plan to relaunch our rewards strategy in 2025. The updated framework will reinforce key principles such as equity and fairness, competitiveness, performance orientation, and sustainability.

As an example of our progress, the UK Gender Pay Gap Report 2023/24 highlights a reduction in the mean gap to 4.7 percent, down from 6.8 percent in 2022. We are committed to further reducing this gap. Additionally, our Global Job Architecture provides a solid foundation for an effective strategy to address upcoming regulatory changes, including the European Pay Transparency Directive.

Swissport rewards outstanding performance through success-related salary components, reviewed annually. Global management compensation guidelines are complemented by local incentives for non-managerial employees. We regularly review employment terms, local salary packages, and incentive systems to ensure compliance with corporate standards and local laws.

In 2024, we made significant progress on the Swissport Benefits Project by implementing a Global Benefits Management system. To further enhance our program, we have partnered with a new global provider. This collaboration will bring several advantages, including greater transparency through the integration of advanced digital technology, as well as the opportunity to review and optimize Swissport's global health, prevention, and well-being strategies. We will continue refining benefit programs to attract, retain, and motivate talent in our dynamic operating environment.

Sustainability is integral to Swissport's future. The executive team has linked QHSE targets to the 2024 annual management bonus. Additionally, all job descriptions now include QHSE responsibilities, fostering a company-wide health and safety culture.





## CASE STUDY

# Promoting a healthy workforce

The well-being of our colleagues is an important part of our health and safety commitment. Globally, our Red Rules serve as the foundation of this commitment, setting minimum standards that we uphold and monitor at all locations. These include providing clean breakrooms for employees to recharge during breaks, ensuring fair wages, and offering stable shift plans that support a better work-life balance. We have also launched a dedicated section on our corporate intranet platform (oneApp) to share initiatives, advice, and challenges regarding well-being.

Our global commitments are reinforced by local initiatives tailored to specific needs. In North America, for instance, employees have access to the MetLife counseling hotline, offering up to five free consultations per issue annually and 24/7 confidential support. In Tasmania, a station manager transformed a spare office into the "Green Room," a dedicated space for employees to recharge, particularly benefiting neurodiverse colleagues and those with chronic conditions or hidden disabilities.

Some initiatives also extend across our global network. For World Breast Cancer Awareness Day, Swissport colleagues around the world hosted educational sessions and health consultations, emphasizing early detection and overall well-being. Female colleagues received personalized guidance from public health experts, underscoring our commitment to a healthy workplace. By supporting our people, we foster a stronger, healthier Swissport.



# Employee participation and communication

Since many Swissport employees do not have desk jobs and computer access, we implemented the Swissport oneApp. This is a mobile solution that connects employees via their personal devices. OneApp serves Swissport executives, front-line and back-office employees worldwide. It keeps teams up to date on Swissport news and workplace initiatives. In June 2024, we completed the global rollout of our app in less than a year.

**All employees have access to oneApp in all 45 countries and 76 percent of employees or more than 45,000 employees have registered so far.**

The app fosters connections between employees, peers and managers, encouraging collaboration. Employees can access work-related information and benefits directly through the app. An in-app translation feature instantly translates any posts, messages, and comments, breaking down language barriers and fostering collaboration across countries and organizational levels. OneApp allows communication in both directions: employees can comment on articles posted, report safety hazards, or raise concerns via the SpeakUp hotline.

Our **oneApp** fosters connections between employees, peers, and managers, encouraging collaboration.



# Fair working conditions KPI

KPI	2022	2023	2024
Percent of total workforce covered by formal collective agreement concerning working conditions	65%	57%	66%
Percent of total workforce covered by formally elected employee representatives	65%	57%	66%
Number of employees covered by collective agreements/employee representatives*	35,620	34,293	40,903
Number of employees receiving social benefits**	-	19,410	19,410
Number of reported instances of child labor, forced labor, and human trafficking	0	0	0

\*To enhance reporting accuracy, we have shifted from disclosing year-end employee numbers to reporting average employee numbers in our 2024 disclosures. Consequently, we have adjusted our 2022 and 2023 figures accordingly to ensure comparability. \*\*Includes health/medical benefits and flexible benefits. A Comprehensive data collection on employee benefits is collected every three years. Our reporting years 2023 and 2024 rely on the same data collection.



# 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. Through comprehensive safety training, we prioritize the safety of our employees, customers, and communities.

## Training of operational staff

Training our operational employees, who represent more than 90 percent of our workforce, is a priority. On average, we provided 3.0 hours of training for every 100 hours worked.

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.

**3.0hrs** of training for every 100 hours worked.

# Empowering future leaders

At Swissport, leadership development is a cornerstone of our success, fostering a culture of continuous improvement, excellence, and sustainability. 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 day of operations leaders and team leaders with the essential skills to navigate daily operational challenges, inspire their teams, and promote a culture of sustainability and ethical practices. This program is fully aligned with the syllabus published by IATA.

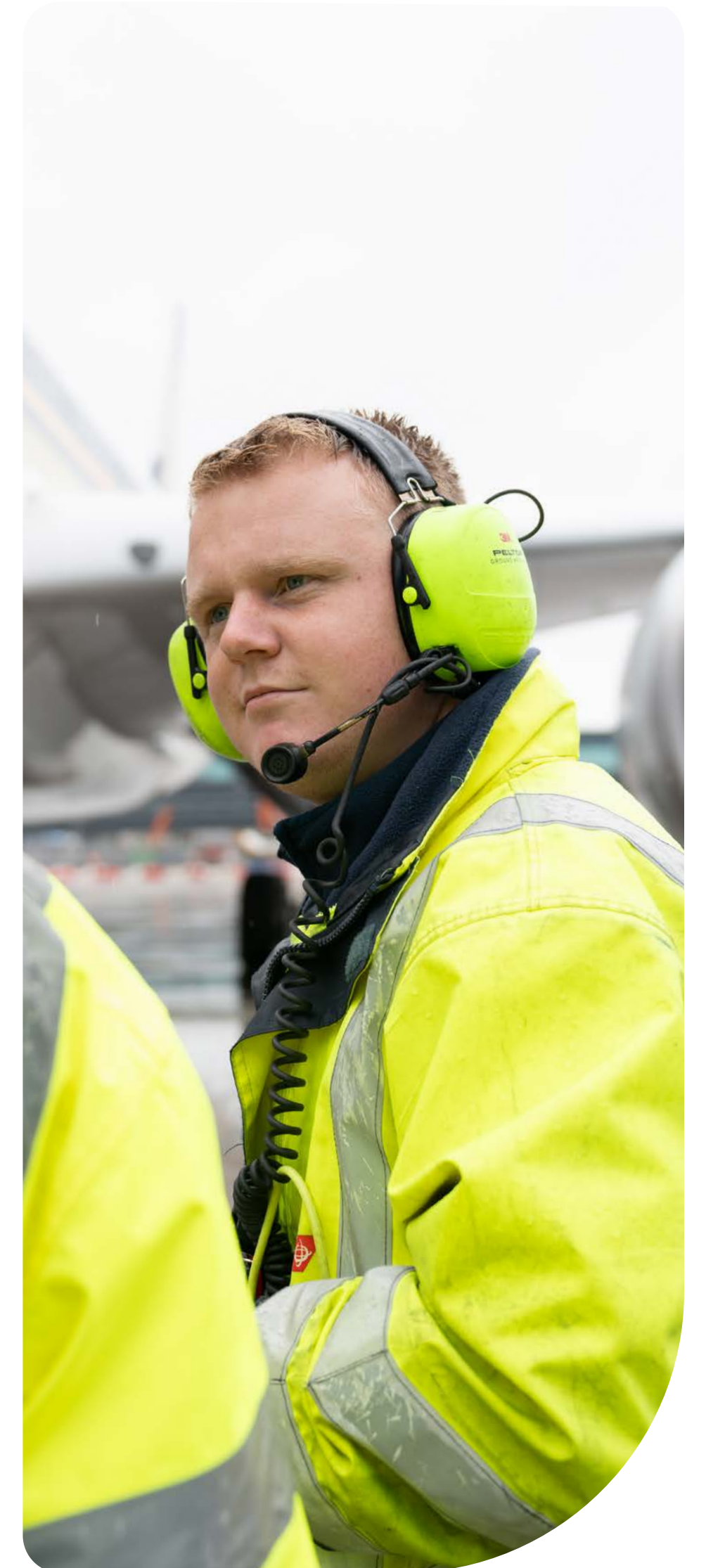
## iLEAD People Essentials Program

Supports frontline supervisors and managers 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 Growth Program

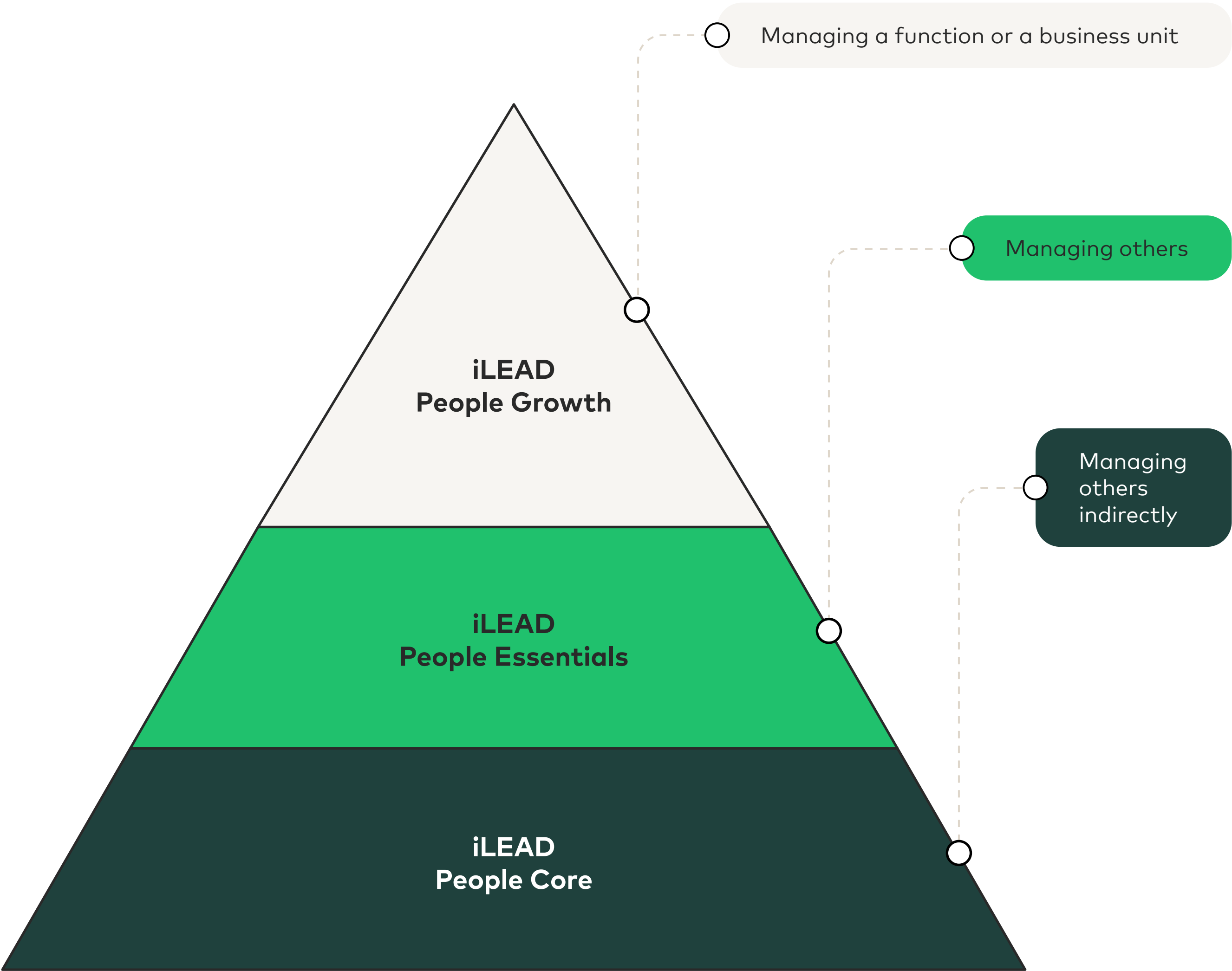
Empowers our operations and business line leaders to lead with confidence and drive operational excellence through enhanced leadership development and cutting-edge operational skills training. An advanced track of the program, for select managers, provides additional leadership development targeted at strengthening emotional resilience, fostering the ability to build high team performance and mastering feedback for individual and team growth.

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





iLead structure



Training and career development KPI\*

KPI	2022	2023	2024
Training hours received per 100 hours worked	3.0	3.0	3.0
Average training hours per employee	46.4	48.6	49.2
Percent of the total workforce who received career- or skills-related training	98%	99%	99%
Number of training sessions delivered	1,040,218	1,430,224	1,687,976
Number of training programs delivered	2,520	4,399	4,538

\*We have conducted a detailed review of our training data and made adjustments based on more granular insights. That includes introducing two new KPIs: which are "Training hours received per 100 hours worked" and "Average training per employee".



# Diversity and inclusion

We strongly believe that diverse backgrounds and perspectives drive innovation, enhance our decision-making, and ultimately contribute to our collective success. 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 Diversity & Inclusion (D&I) program led by General Counsel and Company Secretary Ilse De Loof and supported by our Executive Leadership Team and Board of Directors. The program is backed by a comprehensive communications plan as well as 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, and promoting workplace equality.

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. Additionally, Swissport's Fair Employment Practices Policy ensures impartiality and equal opportunities in recruitment and employment. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, pregnancy, age, national origin, disability, genetic information, veteran status, or any other protected characteristic.

Swissport has also signed the Diversity Charter in Spain (Carta de la Diversidad), committing itself to promoting the fundamental principles of diversity and inclusion at the workplace.

20,000 women  
comprise one-third of  
our dedicated workforce

In 2024, we also launched a diversity and inclusion training course that included a section on unconscious bias. Our Executive Leadership Team was the first team that received the training. Overall in 2024, more than 18,000 colleagues were trained on diversity and inclusion. These training sessions were supported by a variety of local initiatives, such as a Diversity and Inclusion workshop in Liège.

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. The members of the ERGs act as local ambassadors, driving action and serving as advisory bodies for global initiatives.





# Building a gender-balanced workforce

With around 20,000 women making up one-third of our workforce, Swissport is committed to fostering gender equity and diversity. 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 locations 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 by 2025. The Women's Empowerment Principles, set by UN Women and the UN Global Compact, guide businesses in promoting gender equality.

In 2024, Swissport implemented two key initiatives. We launched an employee resource group for women, providing a platform for exchange and initiatives to promote women and reduce bias. We also introduced a female leadership mentorship program, pairing aspiring women with senior female leaders to help advance their careers.

We actively promote gender diversity through communication and initiatives. On International Women's Day, we featured all-female crews across our network performing all-female airplane turnarounds. We also hosted roundtable discussions with female leaders, providing them with opportunities to share insights and gain well-deserved recognition.

## Female leadership in Algeria

In Algeria, we highlighted women leaders as role models in partnership with the Chambre de Commerce et d'Industrie Algéro-Suisse. A video featuring Airside Manager Sihem Kouhil, who leads over 200 male ramp agents at Algiers Airport, was shared globally to inspire colleagues. Swissport also co-sponsored a post-International Women's Day event, presenting awards for Female Leadership and women-led projects. This initiative reinforces our dedication to recognizing women leaders in our industry.

*We are committed to promoting female leadership at all levels.*





# Our commitment to Pride, abilities, and support for refugees

In addition to our focus on gender balance, we have expanded our D&I program to include Pride, abilities, and refugee support.

For our LGBTQ+ employees, we have established an Employee Resource Group (ERG). This ERG provides a platform for exchange and initiatives that promote an inclusive, bias-free workplace for all sexual orientations and gender identities. One key initiative of the ERG in 2024 was to organize participation in Pride events in several locations globally, including at our headquarters in Zurich.

We have also expanded our initiatives to support colleagues with both visible and non-visible disabilities. In addition to founding a dedicated ERG, a key milestone was joining the Valuable 500, an international organization that brings together 500 of the world's most influential companies to champion disability inclusion in business. As part of our engagement, we have established a mentorship program and are currently developing guidelines for reasonable accommodations for people with disabilities. We also comply with local legal requirements for individuals with disabilities and strive to accommodate the known needs of employees and applicants.

Since 2022, we have also been a member of the Tent Partnership for Refugees, which mobilizes the private sector to integrate refugees into the workforce.



A key milestone was joining the Valuable 500

## Swissport's 'Flying Beyond Sight' wins 28th Louis Braille prize

In 2024, Swissport launched a partnership with UICI at Rome Fiumicino Airport promoting professional integration for visually impaired individuals in airport ground operations. The project, unveiled in May 2024 with Italian Minister Alessandra Locatelli, marks the first time visually impaired people will assist passengers at an Italian airport. After training, they were deployed at Rome Airport from July 2024. The initiative's seasonal deployment aims to lay the groundwork for further integration, with potential expansion to Milan Linate and other Swissport locations. It was awarded the 28th Louis Braille Prize in recognition of our efforts to foster an inclusive workplace.



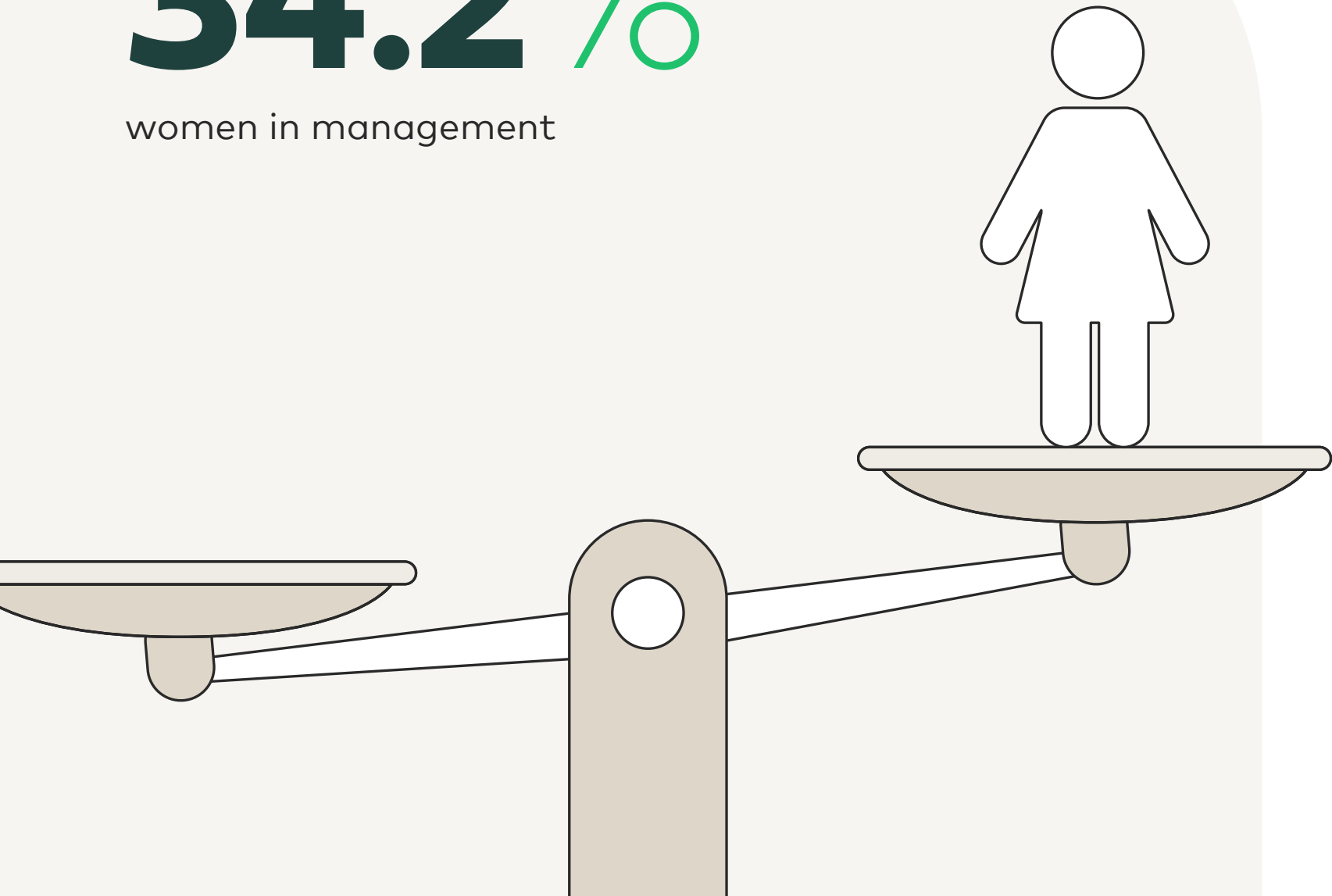


# Our progress in diversity and inclusion

Globally, around a third of our colleagues are women across all our business units. We also achieved 34.2 percent representation of women in management positions, putting us on track to reach 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 female representation of more than 25 percent in our overall workforce as well as in management.

34.2%

women in management



# Diversity and inclusion KPI\*

## Headcount split by gender

KPI	2022	2023	2024
Female	33.7%	33.8%	32.4%
Male	66.3%	66.2%	67.6%

## Headcount split by gender and function

KPI	2022	2023	2024
Operations			
Female	33.1%	33.1%	31.6%
Male	66.9%	66.9%	68.4%
Business support functions			
Female	41.9%	45.5%	44.5%
Male	58.1%	54.5%	55.5%
Management**			
Female	32.0%	33.2%	34.2%
Male	68.0%	66.8%	65.8%

## Executive Leadership Team and Board of Directors

KPI	2022	2023	2024
Executive Leadership Team			
Female	20.0%	14.3%	13.3%
Male	80.0%	85.7%	86.7%
Board of Directors			
Female	12.5%	12.5%	16.7%
Male	87.5%	87.5%	83.3%

\*Correction of prior years' data: the 2023 and 2022 global workforce data have been corrected to reflect new information which came in after the editorial deadline for the Company Report 2023. \*\*Includes general managers at the airport level and CEOs, CFOs, COOs, and CHROs at the country level.



# Empowering communities

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 and are also committed to IATA's Focus Africa initiative.

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Giving back is a key part of our **"Show You Care"** value.





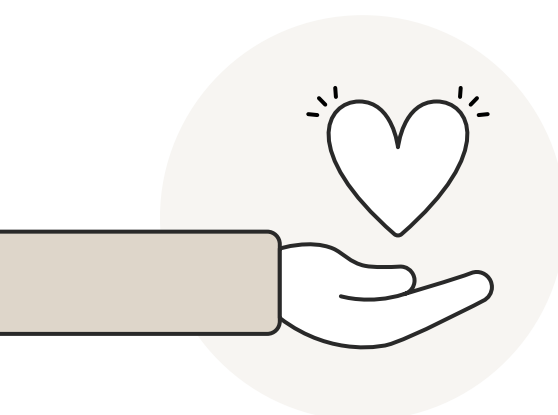
# Local community outreach programs

Each year, our Swissport teams participate in local community outreach programs. In addition to their regular duties, these teams work with local organizations, organize events, and initiate positive initiatives within their communities. The next page provides some examples from across our business.

# 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 2024, for instance, we responded to the devastating effects of the flash floods in Spain. We donated EUR 30,000 to the Spanish Red Cross, an organization dedicated to providing vital support, from shelter and food to emergency medical care. Together, we aim to help those affected rebuild and find hope during such challenging times.



# €30,000

donation from Swissport to the Spanish Red Cross to help to provide vital support during the 2024 flash floods.

# Focus Africa

Swissport is a member of the IATA "Focus Africa" initiative, aimed at supporting the growth of Africa's aviation sector. With a youthful population and the potential to triple its economic impact in the next two decades, Africa's aviation offers vast opportunities. However, it also faces challenges such as limited infrastructure, high operating costs, regulatory hurdles, and the need for sustainability.

As a partner of IATA's Focus Africa initiative, Swissport helps 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.





CASE STUDY

# Local outreach programs



## Swissport Saudi Arabia

For World Environment Day 2024, the Swissport Jeddah team took direct action to support the local environment. We organized a beach cleanup at Jeddah Public Beach, where employees rolled up their sleeves and worked together to make a positive impact. This initiative highlights our commitment to sustainability, both within our operations and in the communities we serve. By engaging in local environmental efforts, we demonstrate that sustainability is not just a value, but a practice we actively pursue.



## Swissport South Africa

Swissport South Africa has launched a sustainable vegetable garden to promote local food security and environmental responsibility. This initiative not only provides fresh produce for employees and their families but also highlights the impact of small, sustainable actions in driving lasting change. The garden is supported by a waste management program that turns organic waste into compost, completing the sustainability loop. Additionally, a structured waste separation system recycles materials, and broken pallets are donated for reuse. By fostering a culture of sustainability, Swissport South Africa aims to inspire positive environmental actions that extend beyond the workplace, benefiting both employees and the wider community.



## Swissport United Kingdom

In May 2024, Swissport UK & Ireland sponsored the kit for the Anfield Express and Anfield Press football clubs during their charity match in support of the Owen McVeigh Foundation, which helps children with cancer in Merseyside. The event raised £1,800 for the charity and marked an important step in Swissport UK&I's social and community strategy. By supporting local initiatives like this, we demonstrate our commitment to the well-being and prosperity of the communities where we operate.



# Our planet

As the world’s largest aviation services provider, we are committed to protecting the environment. We have implemented a robust environmental management system and intensified our actions to decarbonize our operations. As of 2024, all our locations globally are certified with ISO 14001, the ISO standard for environmental management systems, and we are committed to maintaining this high environmental standard. We are also implementing a wide range of environmental measures in waste management, biodiversity, and pollution, because we are convinced that a sustainable business is a successful business.

ENVIRONMENTAL MANAGEMENT



CLIMATE CHANGE



WASTE MANAGEMENT AND CIRCULARITY



BIODIVERSITY AND ECOSYSTEMS



SUSTAINABILITY IN OUR LOUNGES



## 2024 achievements

- Launched a state-of-the-art environmental policy and manual, and implemented comprehensive monitoring measures addressing all pertinent environmental topics.
- Certified all locations globally to the ISO 14001 standard.\*
- Reached external verification for the 2024 carbon emissions reporting.
- Submitted near-term and net-zero carbon emissions targets to the Science-Based Targets initiative for validation.
- Increased the share of electric vehicles to 24.2 percent through significant investments globally, making progress towards our 2032 target of 55 percent.
- Launched a green energy procurement project and transitioned two warehouses in Spain and five warehouses in the United Kingdom to green energy.

## 2025 roadmap

- Implement comprehensive training for staff on environmental matters, and define roles and responsibilities for each member of our organization.
- Maintain the ISO 14001 certification across our locations globally.
- Increase the share of electric vehicles to at least 26 percent by the end of the year.
- Receive validation of our near-term and net-zero carbon emissions targets through the Science-Based Targets initiative.
- Increase data granularity for emissions data on Scopes 1 and 2.
- Extend procurement of green energy to warehouses in the Netherlands, Germany and the United States.
- Conduct a climate risk assessment to evaluate Swissport’s exposure to both physical and transition climate risks.

\*By the end of 2024, four locations were not yet covered by the certification and will be gradually added. Joint ventures in which Swissport holds a minority share are not covered.



# Environmental management

In 2024, Swissport raised the bar on its environmental approach. Under the leadership of our global environmental manager, we launched a state-of-the-art environmental management system anchored by a comprehensive policy and manual. Throughout 2024, we certified every Swissport station worldwide under ISO 14001 - a testament to our commitment to operating sustainably and meeting the highest environmental standards across the globe.

In 2024, we fully aligned our global environmental standards with the ISO 14001 standard. Building on the lessons learned from our most advanced locations, we enhanced our environmental management system and integrated it into our broader Quality, Health, Safety, and Environment (QHSE) framework. This integration ensures a consistent approach across our operations and simplifies implementation for our employees.



**We certified every Swissport station worldwide under ISO 14001.**

Led by Swissport's dedicated QHSE team and our Global Environmental Manager, our environmental management is centrally coordinated, with regional and local teams receiving guidance to drive implementation and initiatives. As a key foundation, we conduct comprehensive environmental risk assessments across all business units. These assessments take a lifecycle approach – from product sourcing to distribution, service provision, and final disposal – evaluating and quantifying their environmental impacts. For those with significant impacts, we have implemented preventive measures to eliminate or mitigate them.

We review and update these assessments at least every three years or after major changes in operations, infrastructure, regulations, processes, or environmental events.

Based on these assessments, we have enhanced our global environmental standards, as outlined in our QHSE Policy Statement. This policy statement publicly reaffirms our commitment to environmental protection and the prevention of pollution. Our comprehensive environmental management system, which leverages our existing quality and safety frameworks, ensures a consistent QHSE approach across all sites. The system includes procedures, training, reporting, self-inspections, and a detailed Global Environmental Manual that guides environmental processes aimed at reducing impacts. Key areas of focus in the manual include climate change, waste management, natural resource consumption (water, electricity, fuel, paper), effluent discharges, biodiversity, ecosystem impact, and air pollution control.

Swissport's environmental mitigation measures are fully aligned with local legal requirements. To strengthen compliance, Swissport implemented the Worldlex tool in 2024, ensuring adherence to health and safety, environmental, and premises safety regulations across all operations. This proactive approach enhances regulatory oversight and reinforces Swissport's commitment to responsible operations.

To ensure the successful global implementation of these enhanced environmental standards, we extensively trained regional and local QHSE teams, along with station personnel, throughout 2024. Additionally, we rolled out updated processes and environmental goals at all sites. By the end of 2024, we had completed the necessary training, implemented the new procedures, and achieved external certification, confirming that all our locations globally are now certified under ISO 14001. New locations added to the network throughout 2024 and beyond will be gradually included in the ISO 14001 certification.



"Building a global environmental management system and implementing ISO 14001 have transformed our operations, driving continuous improvement in environmental performance. It will also create a strong framework for expanding local initiatives across our global network to reduce waste and increase circularity, such as our pilot of recyclable uniforms in Australia and the full-circle recycling of plastic film wrap in Germany."

**Lucia Sanchez Ceresuela,**  
Swissport Global Environmental Manager

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





# Climate change

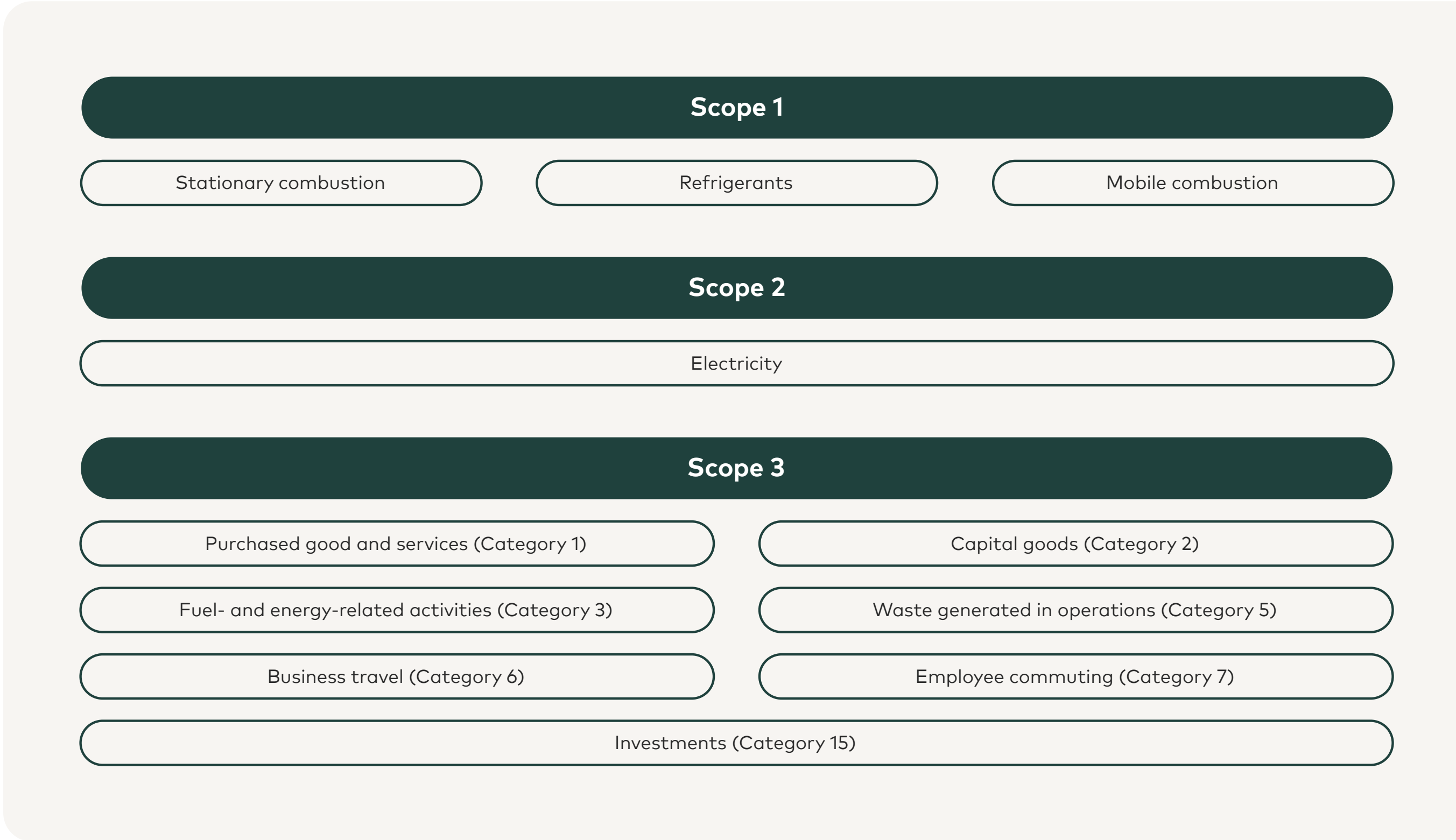
At Swissport, we have a ten-year plan for decarbonization, collaborating with our ecosystem to inspire and drive change. A key pillar of our plan is the electrification of our fleet, which is also a cornerstone of our strategy to future-proof our operations globally. We have also pledged to achieve net-zero carbon emissions by 2050, aligning our efforts with the broader aviation industry and the Science-Based Targets initiative.

## Our journey to net-zero carbon emissions

In 2024, we made a significant step in our carbon emissions journey. We submitted both our near-term and net-zero targets to the Science-Based Targets initiative (SBTi), getting on track to join more than 6,000 other companies in meeting the initiative's high standards for carbon reporting and target setting. These targets were validated by the SBTi in March 2025 and will be published in a detailed announcement.

Since 2022, we have been comprehensively reporting our global carbon emissions, including Scope 3 emissions. To establish our first comprehensive calculation, we worked with ERM, the world's largest sustainability consulting firm. Their expertise ensured accurate data collection, carbon footprint calculations according to current standards, and the creation of a repeatable annual reporting system. In 2023 and 2024, we used this system to calculate our emissions and received external assurance to verify its proper application.

Our reporting covers operations in all countries and locations active at the end of 2024. It strictly adheres to the internationally recognized standards of the Greenhouse Gas (GHG) Protocol, using appropriate emission factors for accurate calculations. We measured emissions for all three scopes, focusing on the most relevant categories for Swissport's Scope 3 reporting.



The data for our reporting comes from two primary sources. Essential information was extracted from our operational and financial systems. In cases where exact information was unavailable, we utilized proxy metrics, such as headcount or surface area per location, to supplement the figures, whilst ensuring compliance with the rigorous standards of the GHG Protocol.

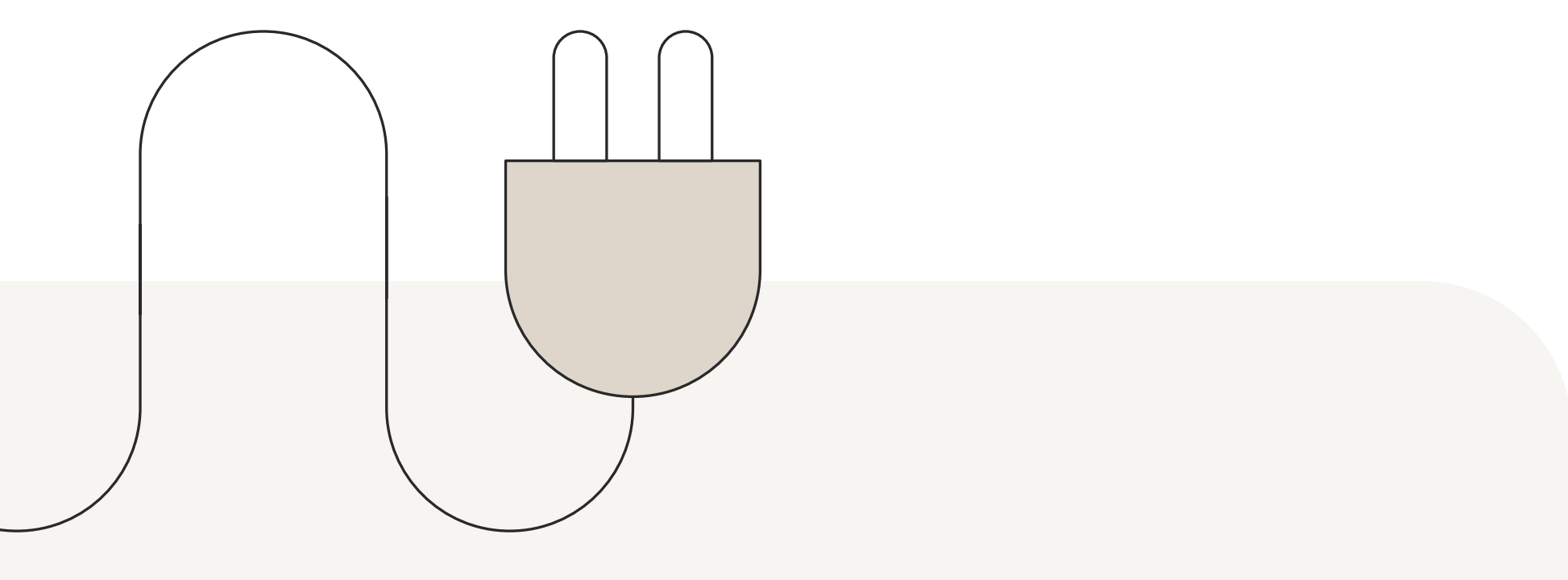
The majority of our Scope 1 emissions originate from the operation of fuel-powered ground support equipment (GSE). A smaller portion comes from our temperature-controlled centers in warehouses, which may utilize refrigerants or heating systems. Our Scope 2 emissions encompass electricity usage across all our locations, including our offices. With respect to our Scope 3 emissions, the majority stems from Category 1, purchased goods and services, which contribute almost half of our Scope 3 emissions.



From 2023 to 2024, we observed a slight increase of approximately two percent in our Scope 1 and 2 emissions. The increase in emissions was not higher despite much stronger business growth. For instance, our revenue grew by 11 percent in the same time period. Our Scope 3 emissions decreased by approximately 15 percent, which was also below the growth rate of our overall business.

Moving forward, we will focus on two key priorities: enhancing our reporting and detailing our carbon reduction plan. Following the successful implementation of a carbon emissions tracking tool, we are now focusing on improving the granularity of our data. To this end, we are working closely with our teams to systemically capture consumption data and integrate it into our emission reduction planning.

To refine our carbon reduction plan, we will review each scope in detail guided by our revised, SBTi-aligned targets. Our Scope 1 strategy aims to achieve 55 percent electrification of our motorized fleet by 2032. Besides electrification, we will also accelerate measures to increase fuel efficiency in our fleet operations. For Scope 2, we will continue our work with the NUS Consulting Group to transition to green energy and work closely with airports and utility companies. For Scope 3, our primary focus is further refining our reporting, which will enable us to implement targeted initiatives to reduce emissions.



# Corporate carbon footprint

## Total CO<sub>2</sub> equivalents in metric tons\*

	2022	2023	2024
Total Scope 1	114,254	109,855	117,036
Total Scope 2	47,548	53,516	49,212
<b>Total Scopes 1 and 2</b>	<b>161,802</b>	<b>163,371</b>	<b>166,248</b>
Total Scope 3	214,434	226,110	192,340
<b>Total carbon emissions</b>	<b>376,236</b>	<b>389,481</b>	<b>358,587</b>
<b>Underlying total energy consumption (KWH)</b>	<b>153,718,677</b>	<b>175,860,572</b>	<b>170,889,336</b>
<b>Underlying total water consumption (million liters)</b>	<b>1,005</b>	<b>1,173</b>	<b>1,173</b>
<b>Underlying total amount of waste (metric tons)</b>	<b>341</b>	<b>391</b>	<b>381</b>
<b>Underlying total amount of waste water (million liters)</b>	<b>955</b>	<b>1,114</b>	<b>1,117</b>

\*We have updated our emissions data for all reporting years to enhance accuracy and ensure comparability.



## CASE STUDY

# Introduction of eGPUs in Switzerland and the United Kingdom

Swissport is deeply committed to reducing CO<sub>2</sub> emissions. This dedication is evident in the recent introduction of new electric ground power units (eGPUs) and additional electric vans in Switzerland. At Swissport Basel, the share of electric ground support equipment (eGSE) reached 48 percent by the end of 2024, thanks to these new eGPUs and ongoing investments in fleet modernization. Meanwhile, Swissport Geneva boasts a fleet with a 54 percent share of electric vehicles, including five electric GPUs. We have also introduced six electric GPUs into our operations in the United Kingdom and, based on their positive results, plan to expand their use further in our global operations.



## CASE STUDY

# Advancing the transition to green energy

At Swissport, we are committed to advancing the transition to green energy. In 2024, we launched a green energy procurement project. As part of this initiative, we transitioned two warehouses in Spain and five in the United Kingdom to green energy and will expand to additional locations in 2025. In addition, we ensure that solar energy is considered in our warehouse projects. Solar panels are for instance in operation on the roofs of our cargo facilities in Liège, Belgium, and Nairobi, Kenya, generating clean electricity.



# Fleet electrification

The largest contributor to our direct emissions is our fleet. Therefore, 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 and other operational efficiency gains. We are working to increase our share of eGSE and aim to have 55 percent eGSE in our motorized fleet by 2032.



Our commitment is to have **55% of eGSE** in our motorized fleet by 2032.

We have developed a robust electrification roadmap 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 locations, guiding 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 this essential infrastructure.

Electrifying our fleet not only reduces Swissport's carbon emissions, but also reduces the amount of air pollutants emitted and the noise caused, for example, by diesel engines. It also reduces the vibration exposure of our employees, as no alternative internal combustion takes place inside the asset and the number of moving parts is reduced by at least 40 percent. Electric eGSE also lays the foundation for assisted and autonomous driving capabilities, which Swissport is developing and introducing in cooperation with its main GSE manufacturers.

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 also 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 use of the technology. This model aims to optimize fleet size, maximize utilization, reduce engine idling, and enhance operational safety through multiple alert mechanisms that help employees prevent incidents well in advance.

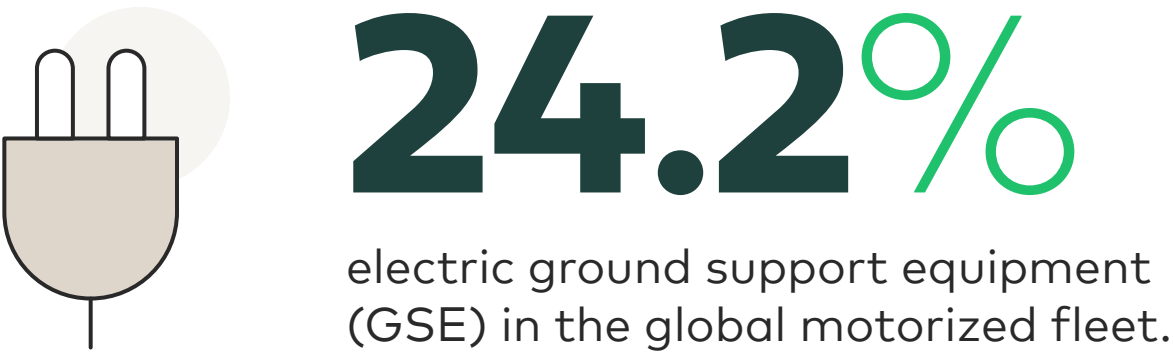




Additionally, our fleet includes vehicles powered by environmentally friendly sources such as liquefied petroleum gas (LPG) and compressed natural gas (CNG). The greenhouse gas emissions from these sources are significantly lower than those of diesel or gasoline, helping to reduce our carbon footprint.

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 2024, 24.2 percent of Swissport's ground support equipment (GSE) was electric and 27.8 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 26 percent of the motorized equipment in Swissport's fleet being electrically powered by the end of 2025. In conjunction with the implementation of our electrification policy, this will keep us on track to reach our target of 55 percent eGSE by 2032.



KPI	2022	2023	2024
Share of electric GSE	19.0%	20.8%	24.2%
Share of eco-powered vehicles	24.9%	24.3%	27.8%

Integrating health and safety in our fleet transformation

Alongside climate change, health and safety is a key driver of our fleet transformation. As part of our commitment to safety, we have been rolling out Aircraft Proximity Detection Systems (APDS) across our ground handling equipment. Equipping conveyor belt loaders, passenger stairs, cargo loaders, and other GSE with APDS provides real-time assistance — and even intervention — during docking operations. This significantly reduces the risk of aircraft damage and creates a safer working environment for our colleagues. We are participating in the IATA Enhanced GSE Recognition Program, and our station in Palma de Mallorca was the first Swissport location to be certified under this program.

Besides APDS, we are adding health and safety features to our telematics project. We are currently implementing dashboard cameras that detect risky driving behavior and send real-time coaching alerts to drivers.

At LaGuardia Airport in New York, our first station with this system, such behaviors have decreased by 49 percent. This improves both safety and operational efficiency.





# Waste management and circularity

We are committed to minimizing waste in all areas of our business. We generate various types of waste, including plastic film wrap and wood in cargo services, uniforms in ground operations 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 roadmap 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 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. When fleet assets 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.

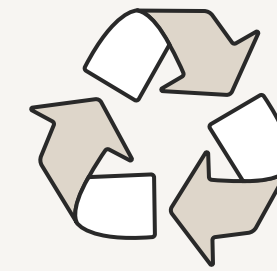
Typically, waste management is provided by the airport. If no such service is available, we enter into maintenance contracts with local waste management companies to dispose of the waste.



## CASE STUDY

# Cash for trash: Circularity in GSE workshops in Saudi Arabia

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



## Innovate practices to waste management and circularity

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

In air cargo services, 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 film wrap in Brussels, Frankfurt, and Helsinki. Every year, we produce 60 tons of plastic film waste. Instead of disposing of it, we have implemented a system to collect and recycle 100 percent of the plastic film. The recycled film 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 beams made from 100 percent recycled cardboard. These beams are fully recyclable and can be repurposed or returned to the recycling process at the end of their lifecycle.

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 operation and are now testing their expansion into other countries.



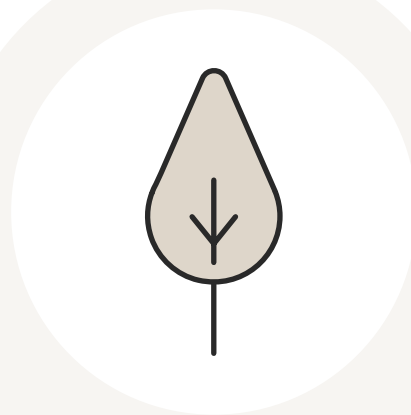
# Biodiversity and ecosystems

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 de-icing or anti-icing activities.

## Our approach and measures

We work closely with airports and follow their policies and procedures to protect nearby biodiversity-sensitive areas. Our Global Environmental Manual outlines procedures to prevent pollution from fuel spills and de-icing/anti-icing activities. We also have procedures in place for efficient water consumption and controlling effluent discharge into groundwater, water sources, or the city's sewage system. Additionally, we consider our impact on forests and wildlife, recognizing that trees and hedgerows around our locations 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 services, we procure wooden pallets that meet ISPM15 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 spillages

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 such as 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 implement site-specific measures at our fuel farm operations in North America to prevent major spills that could impact soil and water quality. We have three key measures: first, our above-ground tanks are surrounded by dikes to contain potential spills and prevent fuel from spreading. Second, synthetic geomembranes or low-permeable clay liners are installed beneath storage tanks to stop fuel from reaching the soil or groundwater. Third, a drainage system collects any spillage and separates it from water, ensuring fuel does not enter sanitary or stormwater systems. Additionally, security fences are in place to prevent wildlife from entering these facilities.

All fuel spillage 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.

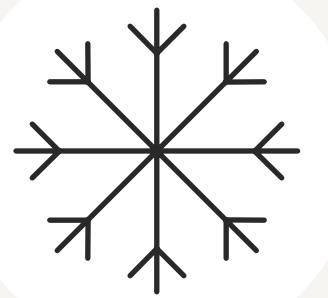


# De-icing and anti-icing

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 can decrease the freezing point of water and act as an anti-icing agent. While the chemical compound does not directly pollute the environment, it is dependent on oxygen (O<sub>2</sub>) to decompose, making it harmful to aquatic ecosystems if incorrectly disposed of.

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, from either vegetable oil or animal fat, as opposed to a crude oil derivative.





# Sustainability in our lounges

Our ambition for Aspire Executive Lounges is to become the world’s most sustainable lounge brand. Sustainability is deeply integrated into every aspect of our lounges, from design and construction to daily operations. This commitment extends through our entire supply chain, ensuring that everything — from food sourcing to transportation — aligns with our sustainability strategy.



## Sustainable design and construction

Sustainable design and construction practices are a fundamental aspect of our lounge concept. This is exemplified by our lounge openings in Toronto and Amsterdam. The Aspire | Air Canada Café, a joint branded lounge between Swissport's Aspire Executive 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 aligns with the LEED standard, but also sets 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. Wherever possible, items of furniture were repurposed and upcycled, showcasing Swissport's commitment to sustainable practices and reinforcing its focus on sustainability.

## Sustainable operations

We are committed to sustainable operations in our lounges. Waste management is a key concern for us. We are committed to eliminating single-use plastic tableware across the network of lounges operated by Swissport's subsidiary Aspire Executive Lounges. 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 Cafe Lounge, with cutlery made from agave plants and compostable, kraft-paper packaging, as well as adjusting our bar offerings to include wine 'on-tap', thus removing the need for the transport and recycling of an estimated 9,000 glass wine bottles per year. In some regions, such as UK and Ireland, we have already achieved this ambition. 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, motion-based automatic lighting controls based on Energy Star rated equipment and low VOC materials and coatings. Furthermore, we strive 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.



# Our policy

At Swissport, we are dedicated to maintaining the utmost integrity, transparency, and accountability. This commitment is reinforced by a robust compliance process that ensures strict adherence to all relevant legislation and upholds human rights principles, including the Ten Principles of the UN Global Compact. Not only are these standards upheld internally, but our ambition is to extend them to our suppliers, ensuring a sustainable and responsible supply chain.

BUSINESS ETHICS



INFORMATION SECURITY



SUSTAINABLE PROCUREMENT



## 2024 achievements

- Demonstrated zero tolerance for corruption and bribery with 0 confirmed cases in 2024.
- Expanded access to our SpeakUp whistleblower channel to all affected stakeholders, including our suppliers.
- Certified the key global anti-bribery processes with the ISO 37001 standard.
- Passed the surveillance audit to maintain ISO 27001 certification for our Swissport Global IT services.
- Achieved the 100 percent target for new strategic suppliers committed to the Swissport Supplier Code of Conduct.
- Rolled out a supplier questionnaire to assess the sustainability maturity of 200 of our strategic suppliers.
- Introduced a Sustainable Sourcing Policy outlining our supply chain commitments.

## 2025 roadmap

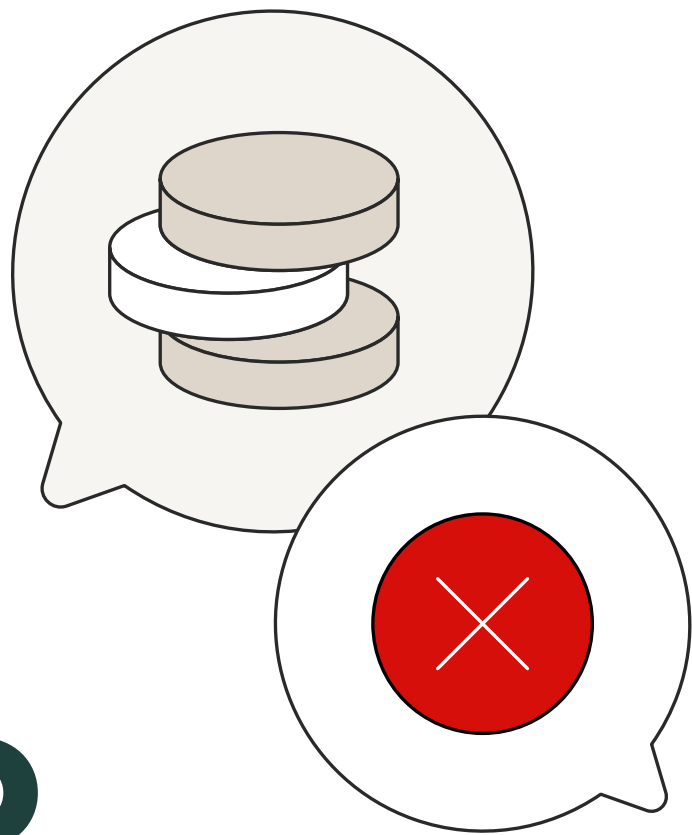
- Ensure compliance with all applicable legislation with a focus on upcoming sustainability-related regulation.
- Prepare for compliance with the Corporate Sustainability Reporting Directive (CSRD).
- Maintain the ISO 37001 certification for the global anti-bribery processes.
- Review our data protection strategy and launch a comprehensive project to uphold the highest data protection standards in an evolving international environment.
- Maintain the ISO 27001 certification for the delivery of Swissport Global IT services.
- Extend the roll-out of the supplier questionnaire to assess the sustainability maturity of all new strategic suppliers in 2025.
- Establish an award to recognize suppliers excelling in sustainability.





# Business ethics

At Swissport, we promote business conduct based on honesty, integrity and respect for the law. We have a comprehensive compliance program in place that includes a Code of Conduct and a whistleblower process. We have zero tolerance for corruption and bribery and have certified our related global processes with ISO 37001 to underline that commitment.



We have  
**zero tolerance**  
for corruption and bribery

## Our compliance program

Overall responsibility for fair competition, anti-corruption, anti-fraud and human rights issues rests with the CEO and the General Counsel and Company Secretary, with responsibility further delegated to regional managers within the company. However, all Swissport employees are expected to do the right thing and maintain a culture of compliance and professional conduct.

**We ensure that all relevant employees receive mandatory compliance training.**

Swissport has a Compliance Committee in place, which oversees the policies and has ultimate responsibility for their implementation and supervision.

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

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

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



# 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 sets out a zero-tolerance 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.

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, including 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 a telephone service that allows employees to report compliance concerns confidentially and anonymously. The hotline is available 24 hours a day, 7 days a week, and in 35 languages across 45 countries. 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 were or are being investigated and dealt with in accordance with Swissport's internal policies. Appropriate action, such as additional training, management guidance, warnings and dismissals, has been taken where necessary.



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





# Anti-bribery and anti-corruption

Swissport has a zero-tolerance policy toward bribery and corruption and therefore forbids all its employees 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.

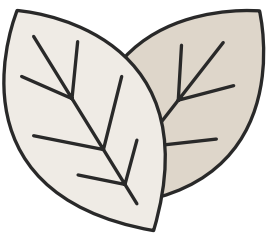
Our anti-corruption compliance program is an integral part of the overall compliance plan of the company. Our Anti-Bribery and Anti-Corruption Policy sets forth our zero tolerance toward bribery and corruption and provides general rules, guidelines, and principles of behavior for compliance. Our SpeakUp channel enables all employees to report any suspected violations. As of 2024, we certified our anti-bribery management system with the ISO 37001 standard and commit to upholding this certification.

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 business relationships.

# 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 where necessary. Swissport also has an Anti-Fraud Policy in place and implemented a fraud risk management procedure in 2024. See further details in the section "Effective risk management".

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. Real-time monitoring and notification are available to management. See further details in the section "Health and safety".



# Regulatory compliance in sustainability

We closely monitor the evolving regulatory landscape in sustainability. To ensure compliance, we have established an annual review cycle to track applicable legislation and implemented a legal plan to meet new requirements. Led by a senior legal counsel, this process involves collaboration across our country, group legal, and sustainability teams. In 2024, we fulfilled all obligations under the German Supply Chain Act. Looking ahead, a key priority will be compliance with the Corporate Sustainability Reporting Directive (CSRD).

In accordance with Articles 964j to 964l of the Swiss Code of Obligations, Swissport has also evaluated its compliance with due diligence and transparency requirements for minerals and metals from conflict-affected areas, as well as child labor, for the 2024 reporting period. The assessment determined that Swissport is exempt from these requirements under Article 964j.

# Business ethics KPIs

KPI	2022	2023	2024
Number of confirmed corruption cases	0	0	0
Number of reports related to whistleblower procedure	423	542	525
Number of whistleblower cases related to discrimination and harassment	132	246	266
Percent of total workforce trained on business ethics issues	99%	99%	99%



# 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 the majority of this data is managed electronically, IT security is 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 reinforces 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.

# Safeguarding information in a digital world

Swissport's global IT infrastructure is subject to continuous review and improvement in order to maintain the highest standards of information security. We collaborate with units worldwide to classify and protect information from cyberattacks efficiently and effectively. Given the ever-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, which serves as 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 given the increasing sophistication and frequency of cyberattacks. We undergo independent audits based on 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 practices. Swissport also has 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 KPIs

KPI	2022	2023	2024
Number of confirmed information security incidents	1*	0	0

\*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 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.

“We undergo independent audits against the NIST cybersecurity framework.”





# Sustainable procurement

At Swissport, we place a high priority on sustainability and responsibility in our supply chain. This enables us to effectively manage climate-related challenges, resource availability, and the safety and integrity of our employees and partners. In 2024, we strengthened our approach by introducing a sustainability questionnaire for suppliers as well as a Sustainable Sourcing Policy outlining our supply chain commitments.

In 2024, we worked with over 5,554 direct and 6,965 indirect suppliers. The total spend in procurement goods and services was 996 million euros. The primary beneficiaries of our procurement activities were the United States (21 percent), the United Kingdom (19 percent) and Switzerland (16 percent).

We aim to extend sustainability beyond our operations by fostering resilient and responsible supply chains. In collaboration with stakeholders, we have set clear sustainability goals, including:

- Integrating sustainability indicators into our supplier selection.
- Avoiding suppliers that violate human rights, labor, or environmental standards or our Supplier Code of Conduct.
- Ensuring fair communication and regularly monitoring supplier performance.



# Supplier Code of Conduct

Swissport has a Supplier Code of Conduct in place that must be recognized by all suppliers. This charter outlines the fundamental environmental, labor, and human rights standards for working with Swissport including:

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



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

As a signatory to the UN Global Compact, Swissport upholds high human rights standards and combats all forms of violations. 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 the 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 such as ISO 14001 are part of our assessment criteria when selecting key suppliers. As part of our certification with ISO 45001, we also include health & safety criteria in our vendor selection.

In 2024, we expanded access to our SpeakUp channel to include all affected stakeholders, including our suppliers. Suppliers can now report any suspected violations of the Supplier Code of Conduct through this channel – anonymously and without fear of retaliation.

Suppliers surpassing a threshold (typically above 50,000 euros) are selected by our Strategic Procurement Team and are considered as our targeted strategic suppliers. In the reporting year, 100 percent of new targeted strategic suppliers endorsed and 100 percent of contract renewals with existing strategic suppliers included our Supplier Code of Conduct or equivalent.

## Supplier diversity

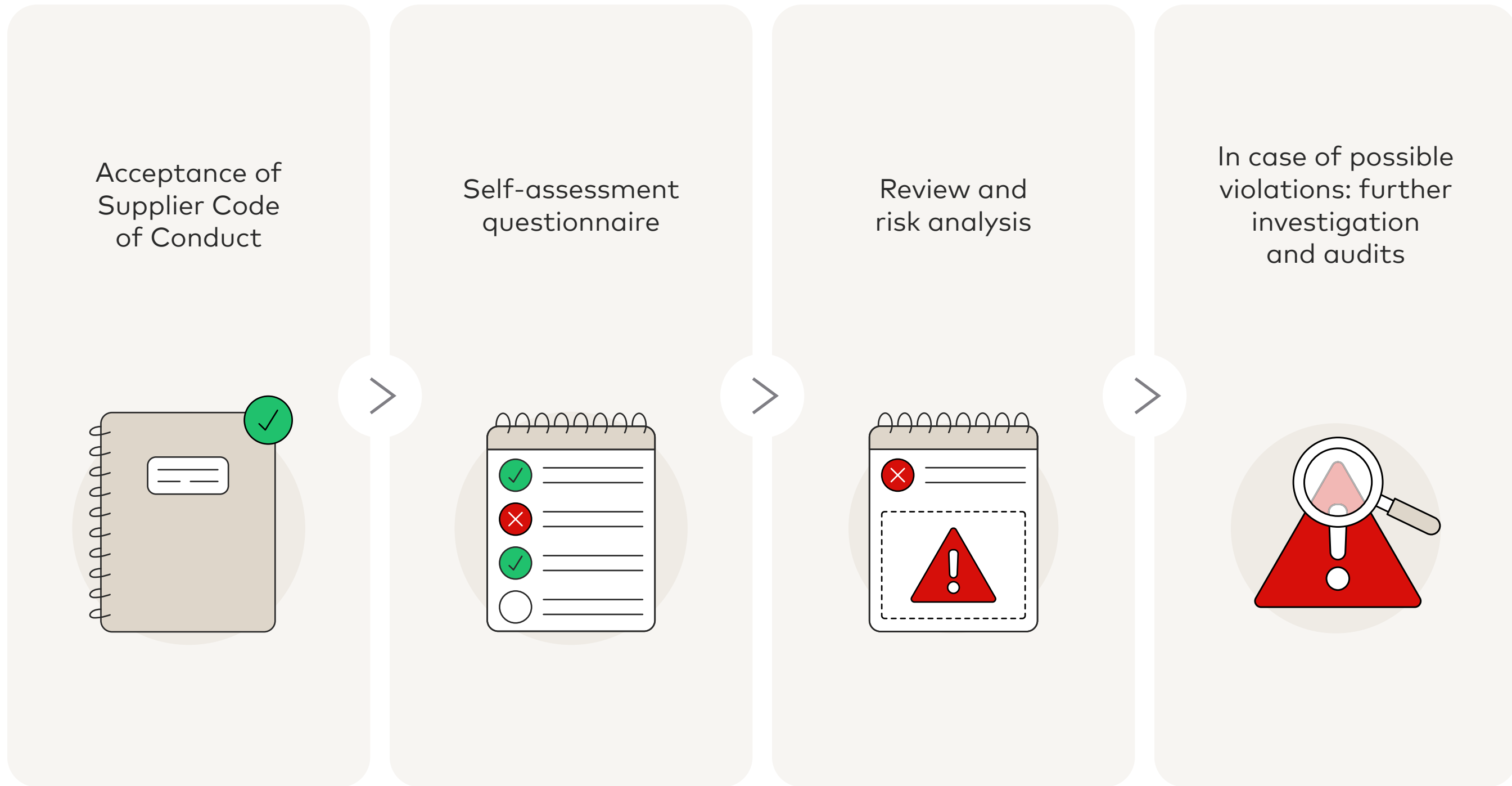
Swissport has begun to consider supplier diversity in its procurement decisions. For example, for our Easter celebration, our Zurich station contracted with a Swiss foundation focusing on the integration of people with disabilities into working life and society. Going forward, we will continue to emphasize 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 initiatives started in 2024

In 2024, we further increased our focus on sustainable procurement. We have integrated sustainability criteria into our supplier selection process and included sustainable procurement goals in the procurement team performance reviews. In addition, we implemented specific training on sustainable procurement for our team. In 2024, 21 members of our procurement team completed the training, representing 50 percent of the strategic procurement team.

We also introduced a sustainability supplier questionnaire. The questionnaire assesses the sustainability maturity of our key suppliers. The target for our new strategic suppliers is 100 percent and we assessed 200 of them through the questionnaire in 2024. Additionally, we conduct on-site audits to assess health and safety conditions at key suppliers.

Swissport also implemented a Sustainable Sourcing Policy with clear commitments to engage our supply chain on sustainability. This includes requiring all strategic suppliers to pass our vendor due diligence before entering into contracts, integrating sustainability criteria into supplier selection, and committing to training our strategic procurement team on sustainability in the supply chain.



You can read the full version of our **Sustainable Sourcing Policy** here.



# Swissport's supplier award for impact

To recognize our suppliers' commitment to high sustainability standards, we introduced the Award for Sustainable Impact Excellence as part of the Swissport Supplier Awards. The first recipient is our uniforms partner, Selection Corporate Clothing. As our preferred global uniform supplier, they provide high-visibility polo shirts made from recycled materials, which we have introduced in Australia. A full range of passenger handling uniforms from recycled materials is now being rolled out across the Swissport network. Selection Corporate Clothing has also implemented fully recyclable polybags and recycled cardboard packaging for their uniforms.

## Sustainable procurement KPIs

KPI	2022	2023	2024
Percent of targeted suppliers that have signed the Sustainable Procurement Charter/Supplier Code of Conduct*	80%	90%	100%
Percent of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements*	80%	90%	100%
Percent of buyers across all locations who have received training on sustainable procurement	-	-	50%
Percent of targeted suppliers that have gone through a CSR assessment (e.g. questionnaire)	-	-	87%

\*Includes all new contracts and contract renewals of the respective year that were handled by Global Procurement.





*Upholding transparency and integrity at Swissport*

# Corporate governance

OUR BOARD OF DIRECTORS



OUR EXECUTIVE LEADERSHIP TEAM



SWISSPORT SHAREHOLDERS



EFFECTIVE RISK MANAGEMENT



TAX STRATEGY





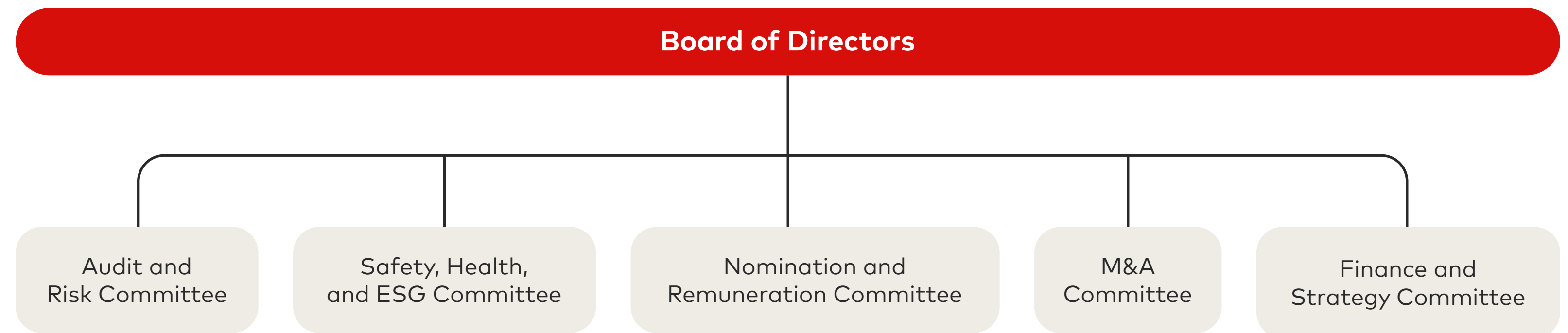
# Our Board of Directors

Swissport has a robust corporate governance structure to support transparency, stakeholder dialogue, and a strong control and decision-making process.

## The Board and its committees

The Board consists of twelve (12) members: six (6) non-executive directors representing shareholders, five (5) independent non-executive directors, and one (1) executive director. It sets Swissport Group's strategic priorities and continuously refines the corporate governance framework, policies, and procedures to support business activities and ensure compliance with governance recommendations and statutory requirements.

The Board receives monthly financial and operational reports and is briefed on key matters between meetings. Several committees support the Board, depending on the topics addressed.







## Audit and Risk Committee

The Audit and Risk Committee assists the Board in overseeing Swissport's financial integrity, tax strategy, sustainability reporting, regulatory compliance, external auditor independence, internal audit performance, internal controls, and risk management.

The Committee's duties include:

- Evaluating external financial and non-financial reporting, accounting policies, and key estimates related to impairment tests, divestments, deferred tax, revenue, and customer receivables.
- Reviewing and monitoring the Group's internal audit function and controls.
- Overseeing the Group's ethics and compliance function, policies, the whistleblower line (SpeakUp), and business integrity matters.
- Assessing the Group's risk function, claims and litigation register (insured and non-insured), and enterprise risk management (ERM) system and process.

## Safety, Health, and ESG Committees

The Safety, Health, and ESG Committee supports the Group's executive management in achieving and maintaining industry-leading performance in health, safety, and sustainability management.

The roles and responsibilities of this Committee are:

- Review and support executives in their effective management of health, safety, and sustainability matters in alignment with the Group's policies.

- Approve the Group's health, safety, and sustainability strategy and plan, ensuring that it adequately addresses the organization's principal health, safety, and sustainability risks, is sufficient for the size and complexity of the business, and is appropriately resourced.
- Review the improvement plan for safety incident rates, as well as the remedial actions and measures.

## Nominaton and Remuneration Committee (NRC)

The NRC oversees all matters concerning nominations to the Board and executive management, as well as the general remuneration policy of the company and fees for 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, new market entries, and divestments for the Swissport Group. It plays a key role in assisting management with its responsibility to identify and assess the pipeline and execute potential growth transactions. The M&A Committee also sets the strategy and makes recommendations to the Board for transactions.

## Finance and Strategy Committee

The Finance and Strategy Committee reviews and assists with the execution of material financing, refinancing, or significant variations of existing financing and hedging policies, and proposals for equity or debt issuance. In this context, the Finance and Strategy Committee also approves, for instance, specific financing plans aimed at maintaining and optimizing Swissport's financial health, such as securitization transactions, ground equipment financing, cash pooling, repricing, and refinancing of existing debt.



# Non-Executive Independent Directors



**David Siegel**  
(American)

Chair of the Board of Directors  
Appointed June 2022

David became Chair of the Board of Swissport in June 2022. He also holds chair 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, gate group, 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.



**Julian Diaz González**  
(Spanish)

Non-Executive Board Member  
Appointed July 2024

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



**Janina Kugel**  
(German)

Non-Executive Board Member  
Appointed July 2024

Janina became a non-executive member of the Board of Swissport in July 2024 and is Chair of the Nomination and Remuneration Committee. She also serves on the boards of Kyndryl and TUI, and on the Board of Trustees of the 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.



**Detlef Trefzger**  
(German)

Non-Executive Board Member  
Appointed September 2024

Detlef became a non-executive member of the Board of Swissport in September 2024. He served as the CEO of Kuehne+Nagel from March 2013 to July 2022. Prior to this role, he held various senior positions at DB Schenker AG, including Executive Vice President of Global Contract Logistics and Supply Chain Management. He began his career at Siemens AG and later worked at Roland Berger & Partners. Detlef serves as a member of the boards of EasyJet (UK), Accelleron Industries AG (Switzerland), Swiss Prime Site AG (Switzerland), and PSA International (Singapore). He is also an operating advisor to Clayton, Dubilier & Rice, a private equity firm, as well as the owner and founder of the advisory firm Larix Equity.



**Regula Wallimann**  
(Swiss)

Non-Executive Board Member  
Appointed February 2022

Regula became a non-executive member of the Board of Swissport in February 2022 and is Chair of the Audit and Risk Committee. She also serves as a non-executive member on the boards of The Adecco Group, Helvetia Insurance Group, Swissgrid AG, and Straumann Group. 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.



# Our Executive Leadership Team

## The Executive Leadership Team (ELT) and its committees

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

- ✓ Strategic direction and decision-making
- ✓ Monitoring the Group's performance
- ✓ Operational oversight
- ✓ Corporate governance and compliance
- ✓ Stakeholder and investor relations
- ✓ Sustainability and corporate responsibility
- ✓ People and culture
- ✓ Innovation and digital transformation
- ✓ Growth strategy and business expansion
- ✓ Financial strategy and planning
- ✓ Budgeting and resource allocation
- ✓ Financial oversight and risk management
- ✓ Revenue growth and profitability
- ✓ Financial reporting and transparency
- ✓ Capital management and investment decisions
- ✓ Organizational leadership and talent development
- ✓ Crisis management and business continuity





The ELT has the following committees:

### Investment Committee (IC)

The Investment Committee deals with the approval of OPEX and CAPEX commitments and customer contracts 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 meets weekly to review the materials submitted in advance, enabling informed decision-making. To ensure compliance with Group directives and approval thresholds, the Swissport Group has implemented the Request for Approval (RFA) Portal to standardize 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, Chief People Officer, Head of Internal Audit, and Group Compliance Officer. The committee reports quarterly to the Audit and Risk Committee at Board level. The Compliance Committee has general oversight of the Group's compliance program and SpeakUp line as well as related investigations. It supports the development, implementation, and operation of an effective ethics and compliance program, and reviews policies annually to ensure they meet business needs. It also reviews the internal audit reports.

### Whistleblower line: SpeakUp

Our SpeakUp Policy is supported by a whistleblower reporting system available in 35 languages across 45 countries. It includes a staffed hotline with local and toll-free numbers, allowing whistleblowers to speak with an independent party. Employees, business partners, and stakeholders can report concerns

anonymously. Whistleblowers are protected by confidentiality and non-retaliation if they report in good faith.

The Compliance Committee oversees all SpeakUp cases and other reports and provides quarterly updates to the Board on key statistics and ongoing matters. In 2024, SpeakUp reports led to disciplinary actions, including dismissals. The reporting system now extends to service providers, vendors, and third parties via the Swissport website.

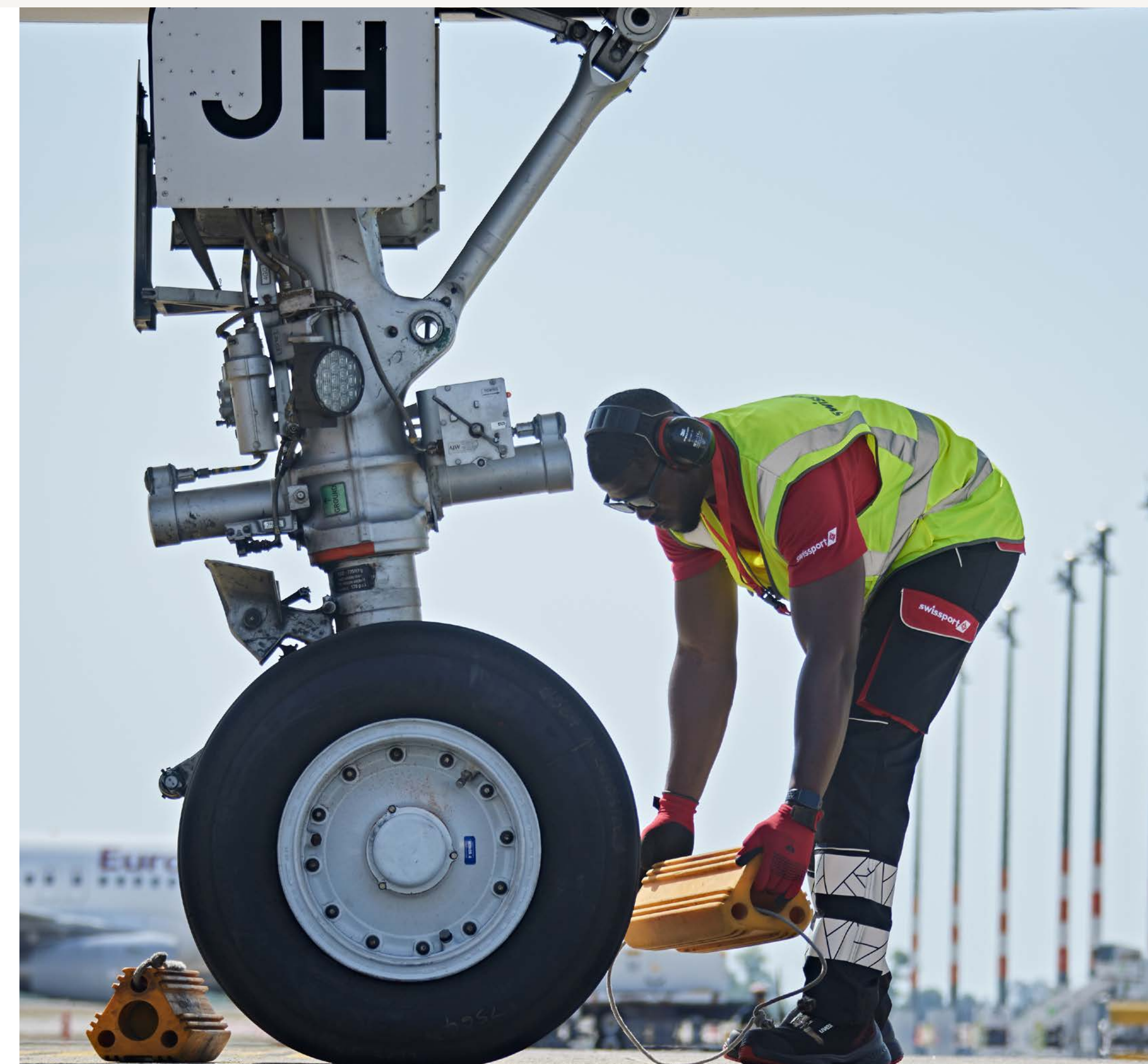
### Commercial Review Committee

The Commercial Review Committee ensures 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 requiring review across the entire organization.

It has developed a submission and approval process to ensure the effectiveness of and compliance with commercial contractual terms. Committee members include the General Counsel, Chief Commercial Officer, Head of Legal, and Head of Global Sales Operations.

### Filings Assurance Committee (FAC)

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





## Internal Audit function

The Swissport Group has an independent internal audit function, with the Global Head of internal Audit reporting to the Chair of the Audit and Risk committee (ARC), and with a dotted reporting line to the Group CFO. Regular private meetings are held between the ARC Chair and Internal Audit, without management present.

A risk-based audit program runs year-round, covering all areas of the Group. In 2024, Internal Audit conducted country and group function audits, advisory reviews, and forensic investigations. We use AuditBoard for governance, risk, and compliance, supported by a Quality Assurance Improvement Plan and management follow-up process. Audit results are reviewed quarterly by the ARC to assess key issues and corrective actions. The ARC also approves the Internal Audit Charter, Annual Plan, and Budget. External specialists are engaged when needed.

In 2024, an independent External Quality Assessment rated Swissport's Internal Audit function as "generally conforms" to the International Professional Practices Framework (IPPF), the highest rating. This confirms that the function operates effectively and meets audit standards. The team is adopting the new Global Internal Audit Standards ahead of their January 2025 introduction.

## Internal Controls System

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





# 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 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, and holds a non-executive board position at IDS plc.



**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. His earlier 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.



**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 Glasgow in the UK.



**Ilse De Loof**  
(Belgian)

General Counsel & Company Secretary, Chief Compliance Officer  
**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.



# Executive Leadership Team - Group Management



**Frank Dobbelsteijn**  
(Dutch)

Global Head of Operations

**Joined Swissport: 1 January 2024**

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.



**Nathan Lang**  
(British)

Chief Transformation Officer

**Joined Swissport: 2 May 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 University of Central Lancashire in the UK.



**Chris Rayner**  
(British)

Chief People Officer

**Joined Swissport: 1 October 2021**

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



# Executive Leadership Team - Business Leaders



**Nelson Camacho**  
(American)

US & Canada

**Joined Swissport:**  
**1 July 2023**

Prior to joining Swissport, Nelson served as COO of GAT Airline Ground Support. Previous roles 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.



**Karen Cox**  
(British)

UK & Ireland

**Joined Swissport:**  
**1 September 2021**

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.



**Dirk Goovaerts**  
(Belgian)

Continental Europe,  
Middle East, Africa &  
India/Global Cargo Chair

**Joined Swissport:**  
**1 September 2021**

Before joining Swissport, Dirk was CEO of dnata Asia-Pacific and COO at SGS Saudi Ground Services. He spent over 15 years at Menzies Aviation in leadership roles, including SVP Europe and Managing Director for the Netherlands. He holds a BSc in Finance, Accounting, and IT from Thomas More University in Belgium.



**Brad Moore**  
(Australian)

Asia-Pacific

**Joined Swissport:**  
**1 April 2020**

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. He holds a Master of Science in Organizational Development from Pepperdine University in the USA.



**Rene Pascua**  
(American/Honduran)

Latin America & Caribbean

**Joined Swissport:**  
**1 September 2021**

Before joining Swissport, Rene was SVP of Triangle Services' Ground Handling Aviation division. He held leadership roles at LATAM Airlines in cargo and ground operations, including Regional Director North America & the Caribbean and Airport Director Miami. Rene holds an MBA from the University of Miami and a BSc in Industrial Engineering from Purdue University in the USA.



**Bruno Stefani**  
(Swiss)

Switzerland, Italy & France

**Joined Swissport:**  
**16 August 1996**

Bruno has been with Swissport since its founding in 1996, holding various management roles in Zurich before becoming CEO of Swissport Losch Munich. He later served as CEO and SVP of Swissport Zurich, Head of Switzerland, and oversaw operations in France and Italy. He holds an MA in Service Industry from the University of St. Gallen in Switzerland.



# Swissport shareholders

Swissport's shareholder base includes prominent investment firms including Strategic Value Partners, LLC (SVP), Ares Management (Ares), King Street, Fortress, and others. These shareholders bring substantial financial expertise and strategic direction to Swissport, strengthening its position as a global leader in aviation services.

The two largest shareholders are:

**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 billion 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 (NYSE: ARES)** is a leading global alternative investment manager offering clients complementary primary and secondary investment solutions across the credit, real estate, private equity, and infrastructure asset classes. By collaborating across its investment groups, Ares employs a flexible capital deployment strategy that seeks to support businesses across sectors, generate consistent and attractive investment returns throughout market cycles, and create value for its stakeholders and within its communities. Since its founding in 1997, Ares has significantly scaled its investment platform and capabilities with operations today across North America, South America, Europe, Asia Pacific, and the Middle East. As of December 31, 2024, Ares' global platform had over \$484 billion of assets under management.





# Effective risk management

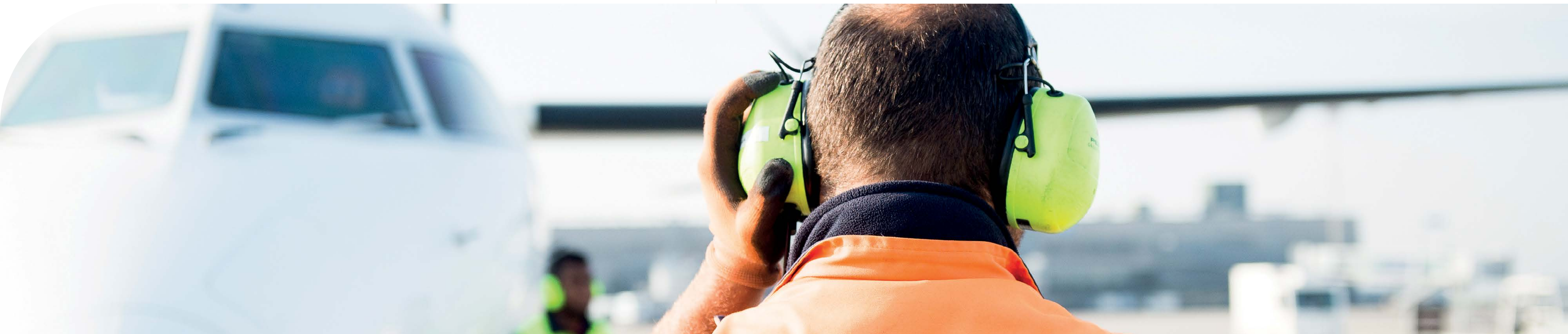
The Board of the Swissport Group oversees and approves the company's risk management, with the Audit and Risk Committee monitoring its effectiveness. Supported by a comprehensive Enterprise Risk Management framework, the senior leadership team identifies, categorizes, and assesses risks, ensuring strategic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

## Enterprise risk management

The Board oversees and approves Swissport Group's risk management, with the Audit and Risk Committee responsible for monitoring the effectiveness of the Group's risk management processes. The Enterprise Risk Management (ERM) framework identifies, categorizes, and assesses risks using qualitative and quantitative methods. Senior leadership reviews risks, evaluates controls, and determines responses aligned with risk categories and appetite, ranging from "cautious" to "tolerant." This ensures strategic goals remain achievable without compromising operations.

The Executive Leadership Team, as final risk owners, meets with Compliance and Internal Audit functions at least twice a year to review emerging and principal risks and update response plans. The Audit and Risk Committee reviews the resulting risk report before Board approval, ensuring a robust assessment of risks affecting Swissport's business model, performance, solvency, liquidity, or strategy.

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 2023 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 top priority. Every meeting begins with a Safety Moment. Our industry carries inherent risks, including potential injuries to staff, partners, customers, and the public. By adopting industry standards, providing robust training, and leveraging technology, we maintain industry-leading procedures that minimize risks through standardization, governance, and continuous improvement.

We investigate incidents and apply learnings through inspections and a quality audit program, with senior management overseeing findings and actions. Safety performance is closely monitored in regular meetings, including the Safety Review Board, ensuring visibility of trends and concerns.

Swissport promotes a strong safety culture, encouraging incident reporting at all levels. Safety is driven from the CEO down, reinforcing secure operations that meet customer expectations and support our global market leadership.

Beyond training and reporting, we embed safety in our culture through six core commitments. Safety campaigns, such as "Bring Him Home," remind employees to work safely so they can return home to their families.

## Our Swissport colleagues

Our greatest asset is our people. We focus on recruiting, retaining, and developing the right talent to support business growth. With 97 percent of our workforce multi-skilled, continuous development enhances both retention and productivity. To keep pace with our expanding business and customers, we prioritize workforce investment and planning.

Staff shortages and the inability to attract and retain skilled employees pose significant risks. Labor cost inflation is a dynamic global challenge that must be managed within customer contracts. Our talent acquisition strategy ensures we attract top talent while creating a learning environment for career growth.

Employee retention is critical. Our staff operate in a complex airport environment and receive specialized training to stay engaged and motivated. We have implemented Red Rules — six non-negotiable principles that reinforce respect, engagement, and motivation. We also engage proactively with unions and employee representatives to ensure fair policies.

An engaged workforce helps mitigate the risks of industrial action, which can disrupt services, impact revenue, and damage our reputation. While our engagement efforts focus on Swissport teams, we remain vulnerable to broader national or sector-wide strikes affecting our customers.



## Macroeconomic and geopolitical risks

The aviation industry is highly sensitive to macroeconomic and geopolitical changes that can impact financial performance. While airlines face risks such as fuel prices, currency fluctuations, and consumer demand, Swissport's primary risks include labor costs, geopolitical conflicts, interest rate changes, and exchange rate movements. Customer or vendor bankruptcies can significantly affect net profit. To mitigate this, we include labor inflation clauses in contracts and naturally hedge currency risk by aligning billing and costs in each market. The Group also implements hedges to reduce foreign exchange and interest rate exposure.

Given our diverse global footprint, local geopolitical conflicts may affect operations in certain regions. However, our broad portfolio of countries, locations, and customers helps limit risk exposure. Swissport also assesses political stability as part of its operational and growth strategy to address potential challenges when operating or investing in a new market.

## Digital security

Swissport's operational performance and consistency of service excellence increasingly depend on advanced systems, developed in-house or integrated with third-party solutions. These systems generate and share data with airline, airport, or supply chain partners.

The growing sophistication of cyber threats from organized crime, terrorists, nation-states, and lone wolves creates ongoing vulnerabilities in system availability, confidentiality, and data integrity. As IT reliance grows, cybersecurity is a top priority and is closely monitored by the Board. Given its evolving nature, we continuously invest in strengthening processes, systems, and policies.

We require cybersecurity training for all employees, and our dedicated cybersecurity team focuses on people, processes, and technology. Protecting company and customer data, as well as ensuring operational system availability, is critical amid escalating threats. Potential malicious access could severely impact business operations. To enhance defenses, Swissport conducts penetration testing and vulnerability assessments. We are ISO 27001-certified and benchmark our security against industry standards such as NIST.

## Legislative and regulatory landscape

Swissport operates across multiple jurisdictions, with country and Group oversight ensuring compliance with legislation, corporate governance, and policy awareness. The Compliance function monitors risks related to data protection and GDPR to maintain regulatory adherence.

We remain agile in responding to evolving government policies on sustainability, taxation, and economic shifts. Group Legal anticipates law changes, while financial reporting ensures appropriate disclosures.

Swissport operates in a regulated environment where governments issue licenses or certificates for airport operations. Losing these during tender processes is a risk, mitigated through governance and tracking key service level agreement metrics with customers (NPS) and airports.

## Climate change and sustainability risks

Environmental risks are a key focus for Swissport. In 2024, we reassessed these risks with independent sustainability experts to ensure an objective analysis. A double materiality assessment covered all business areas, identifying key climate risks. More details can be found in the Sustainability section of this report.

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

As customers, airports, and the aviation industry set stricter sustainability targets, including net-zero goals, ISO 14001 and 45001 standards, and compliance with the EU Corporate Sustainability Reporting Directive (CSRD), Swissport is aligned and actively working to meet these objectives. The Safety, Health, and ESG Committee monitors progress against key targets.

Our goal is to meet rising environmental demands, mitigate emerging risks, and deliver sustainable services while respecting the planet. As the market leader, we prioritize transparent reporting, 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.

## Role of the Tax Team

The Tax Team ensures Swissport meets all tax reporting and compliance obligations in the territories where we operate. Compliance means paying the right amount of tax in the right place at the right time while claiming reliefs and incentives in accordance with tax laws.

To maintain a robust tax administration, the team works closely with Finance, Operations, and HR to identify and manage tax risks, keep processes up to date, and ensure accurate, timely compliance.

Our tax objectives align with Swissport's Ethical Values and Code of Business Principles, helping us stay true to our vision.



Ensuring comprehensive disclosure

# Appendix

GRI CONTENT INDEX



CARBON FOOTPRINT ASSURANCE STATEMENT





# GRI content index

Swissport has reported the information cited in this GRI content index for the period 1 January 2024 to 31 December 2024 with reference to the GRI Standards (GRI 1: Foundation 2021).

GRI Standards		Page	Comment	SDGs	UN GC Principles
GRI 2: General Disclosures					
The organization and its reporting					
2-1	Organizational details	5, 7–9, 92–101			
2-2	Entities included in the organization’s sustainability reporting	5, 7–9			
2-3	Reporting period, frequency and contact point	116			
2-4	Restatements of information	50, 55, 60, 62, 66, 73			
2-5	External assurance	116	For our Company Report 2024, we have received external assurance on our carbon emissions.		
Activities and workers					
2-6	Activities, value chain and other business relationships	5, 17–33, 87–90		8, 9	
2-7	Employees	9, 50, 66		5, 8	6
2-8	Workers who are not employees	9, 50, 66		8	6
Governance					
2-9	Governance structure and composition	92–101		16	
2-10	Nomination and selection of the highest governance body	93		16	
2-11	Chair of the highest governance body	94		16	
2-12	Role of the highest governance body in overseeing the management of impacts	92–94		16	
2-13	Delegation of responsibility for managing impacts	43, 92–94		16	
2-14	Role of the highest governance body in sustainability reporting	43, 92–94		16	



2-15	Conflicts of interest	83–84, 92–101		16	
2-16	Communication of critical concerns	83–84, 92–101		16	
2-17	Collective knowledge of the highest governance body	92–94		16	
2-18	Evaluation of the performance of the highest governance body	92–94		16	
2-19	Remuneration policies	58, 92–94		16	
2-20	Process to determine remuneration	58, 93		16	
2-21	Annual total compensation ratio		N/A	16	
Strategy, policies, and practices					
2-22	Statement on sustainable development strategy	4		3, 5, 7, 8, 9, 10, 12, 13, 16, 17	1-10
2-23	Policy commitments	83–85		16	
2-24	Embedding policy commitments	43, 83–85, 92–101		16	
2-25	Processes to remediate negative impacts	83–84, 96		16	
2-26	Mechanisms for seeking advice and raising concerns	83–84, 96		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 2024.	16	
2-28	Membership associations	34–36		17	
Stakeholder engagement					
2-29	Approach to stakeholder engagement	44–46		17	
2-30	Collective bargaining agreements	57, 60		17	3
GRI 3: Material topics					
3-1	Process to determine material topics	47–48		16	
3-2	List of material topics	48		16	



GRI 200: Economic					
GRI 201: Economic performance					
3-3	Management of material topic	7–16		8	
201-1	Direct economic value generated and distributed	7–9		8	
201-2	Financial implications and other risks and opportunities due to climate change	47–48, 104		8	7, 8, 9
201-3	Defined benefit plan obligations and other retirement plans	58, 60		8	
201-4	Financial assistance received from government		Swissport benefited from governmental subsidy programs related to fleet electrification in jurisdictions such as Germany.	8	
GRI 202: Market presence					
3-3	Management of material topic	5, 7–16		5, 8, 10, 11	
202-2	Proportion of senior management hired from the local community	98–100	Pages 98-100 specify the nationalitiy of our Executive Leadership Team.	8, 10, 11	6
GRI 203: Indirect economic impacts					
3-3	Management of material topic	67–69		8, 10, 11	
203-2	Significant indirect economic impacts	67–69	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 204: Procurement practices					
3-3	Management of material topic	87–90		8, 10, 12	
204-1	Proportion of spending on local suppliers	87–90		8, 10, 12	
GRI 205: Anti-corruption					
3-3	Management of material topic	85		16	10



205-1	Operations assessed for risks related to corruption	85		16	10
205-2	Communication and training about anti-corruption policies and procedures	85		16	10
205-3	Confirmed incidents of corruption and actions taken	85		8	
GRI 206: Anti-competitive behavior					
3-3	Management of material topic	83		16	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	83, 95–97	To the best of our knowledge, there were no legal actions for anti-competitive behavior, anti-trust, or monopoly practices in 2024.	16	
GRI 207: Tax					
3-3	Management of material topic	105		16	
207-1	Approach to tax	105		16	
207-2	Tax governance, control, and risk management	102–105		16	
207-3	Stakeholder engagement and management of concerns related to tax	105		16	
207-4	Country-by-country reporting	105		16	
GRI 300: Environmental					
GRI 302: Energy					
3-3	Management of material topic	71–74		12, 13	7, 8, 9
302-1	Energy consumption within the organization	72–73		12, 13	7, 8, 9
302-2	Energy consumption outside of the organization	72–73		12, 13	7, 8, 9
302-4	Reduction of energy consumption	72–76		12, 13	7, 8, 9
302-5	Reductions in energy requirements of products and services	72–76		12, 13	7, 8, 9



GRI 303: Water and effluents					
3-3	Management of material topic	71, 79–80		12, 13	7, 8
303-1	Interactions with water as a shared resource	71, 79–80		12, 13	7, 8
303-2	Management of water discharge-related impacts	71, 79–80		12, 13	7, 8
303-3	Water withdrawal	73		12, 13	7, 8
303-4	Water discharge	73		12, 13	7, 8
303-5	Water consumption	73		12, 13	7, 8
GRI 304: Biodiversity					
3-3	Management of material topic	71, 79–80		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	79–80		13, 15	7, 8
304-2	Significant impacts of activities, products, and services on biodiversity	79–80		13, 15	7, 8
GRI 305: Emissions					
3-3	Management of material topic	71–76		7, 12, 13	7, 8, 9
305-1	Direct (Scope 1) GHG emissions	72–73		7, 12, 13	7, 8, 9
305-2	Energy indirect (Scope 2) GHG emissions	72–73		7, 12, 13	7, 8, 9
305-3	Other indirect (Scope 3) GHG emissions	72–73		7, 12, 13	7, 8, 9
305-5	Reduction of GHG emissions	72–73		7, 12, 13	7, 8, 9
GRI 306: Waste					
3-3	Management of material topic	71, 77–78		12	7, 8, 9
306-1	Waste generation and significant waste-related impacts	77–78		12	7, 8, 9



306-2	Management of significant waste-related impacts	77–78		12	7, 8, 9
306-3	Waste generated	73		12	7, 8, 9
GRI 308: Supplier environmental assessment					
3-3	Management of material topic	87–90		12	7, 8, 9
308-1	New suppliers that were screened using environmental criteria	87–90		12	7, 8, 9
GRI 400: Social					
GRI 401: Employment					
3-3	Management of material topic	56–60		8	6
401-1	New employee hires and employee turnover	9, 50	No quantitative information	8	6
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	58, 60	Swissport complies with all local legislation relating to benefits	8	6
401-3	Parental leave	58, 60	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 402: Labor/Management relations					
3-3	Management of material topic	56–60		8, 10	3
402-1	Minimum notice periods regarding operational changes	57		8, 10	3
GRI 403: Occupational health and safety					
3-3	Management of material topic	51–55		3	
403-1	Occupational health and safety management system	51–55		3	
403-2	Hazard identification, risk assessment, and incident investigation	51–55		3	
403-3	Occupational health services	51–55		3	
403-4	Worker participation, consultation, and communication on occupational health and safety	51–55		3	



403-5	Worker training on occupational health and safety	51–55		3	
403-6	Promotion of worker health	51–55, 86		3	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	51–55		3	
403-8	Workers covered by an occupational health and safety management system	51–55		3	
403-9	Work-related injuries	51–55		3	
403-10	Work-related ill health	51–55		3	
GRI 404: Training and education					
3-3	Management of material topic	61–62		4, 8	6
404-1	Average hours of training per year per employee	61–62		4, 8	6
404-2	Programs for upgrading employee skills and transition assistance programs	61–62		4, 8	6
404-3	Percentage of employees receiving regular performance and career development reviews	61–62		4, 8	6
GRI 405: Diversity and equal opportunity					
3-3	Management of material topic	63–66		5, 10	6
405-1	Diversity of governance bodies and employees	63–66		5, 10	6
405-2	Ratio of basic salary and remuneration of women to men	58, 63–66	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 406: Non-discrimination					
3-3	Management of material topic	63–66, 83–85		5, 10	6
406-1	Incidents of discrimination and corrective actions taken	83–85		5, 10	6



GRI 407: Freedom of association and collective bargaining					
3-3	Management of material topic	57		8, 10	2, 3
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	57, 87–90		8, 10	2, 3
GRI 408: Child labor					
3-3	Management of material topic	56–60, 87–90		3, 8, 10	5
408-1	Operations and suppliers at significant risk for incidents of child labor	56–60, 87–90		3, 8, 10	5
GRI 409: Forced or compulsory labor					
3-3	Management of material topic	56–60, 87–90		3, 8, 10	4
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	56–60, 87–90		3, 8, 10	4
GRI 410: Security practices					
3-3	Management of material topic	51–55, 85		3, 4	1
410-1	Security personnel trained in human rights policies or procedures	83–84	Our Code of Conduct is a mandatory part of our induction training for all employees.	3, 4	1
GRI 413: Local communities					
3-3	Management of material topic	67–69		8, 11	1
413-1	Operations with local community engagement, impact assessments, and development programs	47–48, 67–69	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	67–69		8, 11	1
GRI 414: Supplier social assessment					
3-3	Management of material topic	87–90		8, 10, 12	2



414-1	New suppliers that were screened using social criteria	87–90		8, 10, 12	2
414-2	Negative social impacts in the supply chain and actions taken	87–90		8, 10, 12	2
GRI 415: Public policy					
3-3	Management of material topic	34–36		16, 17	
415-1	Political contributions	34–36	Swissport supports and promotes international organizations that encourage sustainable development and is an active member of the UN Global Compact initiative.	16, 17	
GRI 416: Customer health and safety					
3-3	Management of material topic	51–55		3	
416-1	Assessment of the health and safety impacts of product and service categories	51–55		3	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	51–55		3	
GRI 418: Customer privacy					
3-3	Management of material topic	86		16	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	86		16	



# Carbon footprint assurance statement



Date: 19<sup>th</sup> May 2025

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 2024. This statement summarises the outcome of the review.

Assurance period

The Swissport carbon footprint assurance review has been conducted for the 2024 reporting year, covering the period from January 1<sup>st</sup> 2024 to December 31<sup>st</sup> 2024.

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 2024 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 <sup>1</sup>
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

<sup>1</sup> 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.



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 2024 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 2024 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 2024 to December 31<sup>st</sup> 2024.

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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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.

This report was approved by Management and Board of Directors on 14 April 2025.

The present report focuses on the year 2024, with more recent events in 2025 occasionally also covered.

First corrected version: May 2025.

The next report will be published by mid-2026.

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