



Swissport International AG

Company Report 2025

We make it happen. From landing to take-off.



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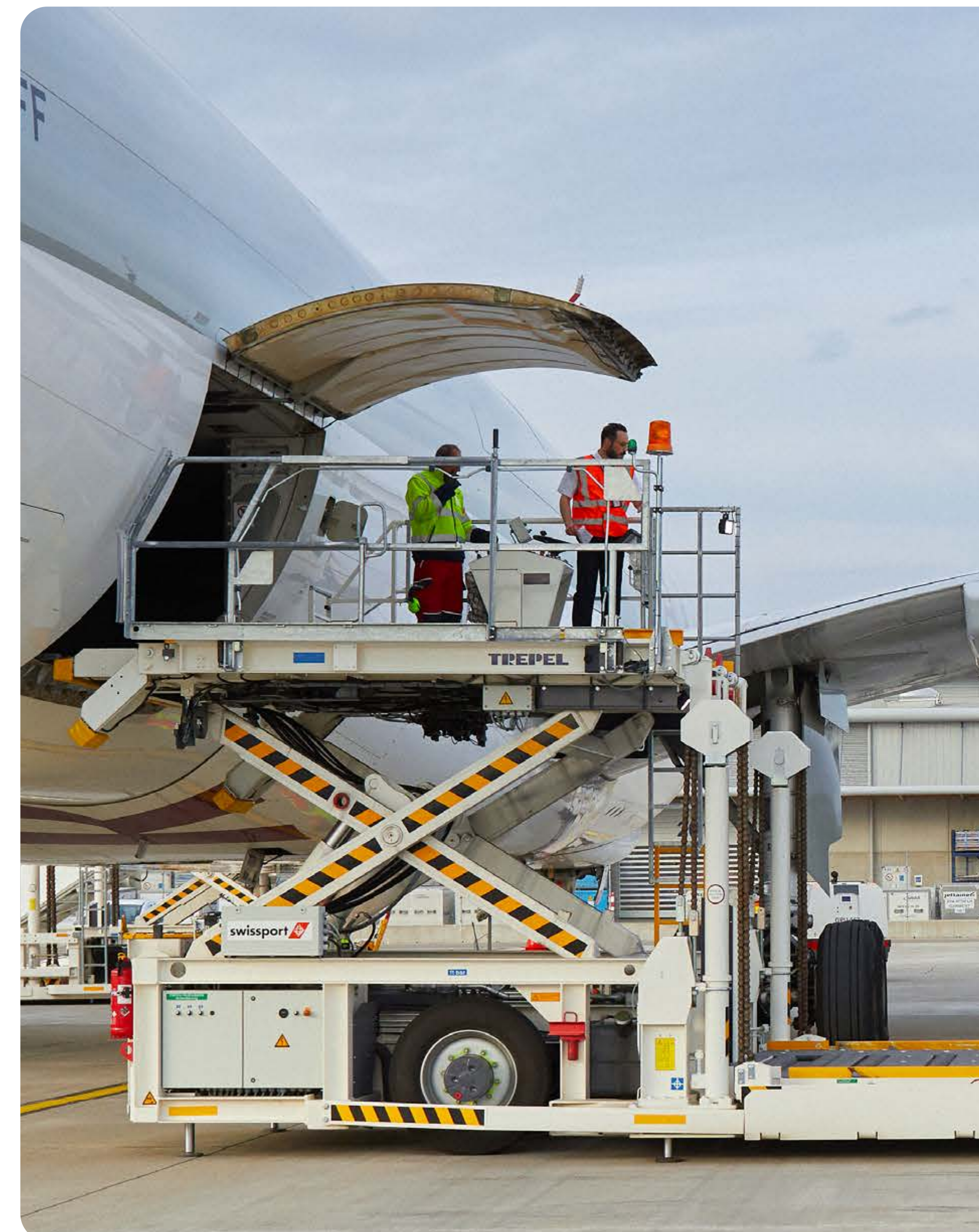
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The airline industry connects the world and Swissport makes it possible. We are the invisible backbone of aviation. Our people keep the world moving, one flight at a time.

Every year, we serve almost 250 million passengers, welcome six million airport lounge guests, and handle over five million tons of air freight across more than 300 airports in nearly 50 countries. That makes us the number one aviation services provider and

bigger than any airline*. As a team of 63,000 high-skilled professionals, our work powers global travel, trade and innovation. Together we are creating the airport experience of the future.

*Swissport is the largest aviation services provider worldwide by revenue.

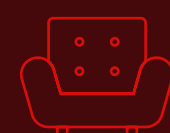
2025 key highlights

Our numbers reflect the dedication of our 63,000 Swissport employees as of 2025.
Our company report showcases the ambitions and stories behind these figures.

Portfolio



312 airports



110 airport lounges



126 cargo warehouses



63,000 employees worldwide



850+ customers



EcoVadis Platinum Medal
achieved for the second year

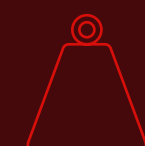
Performance



4M flights handled



243M passengers handled



5.2M cargo tons handled



98.5% on-time performance



84% customer feedback
response rate (NPS)



26.3% electric ground support
equipment in the global motorized fleet

Finance



3.9B euros in total revenue



2.8B euros in ground
services revenue



10% air cargo revenue
growth from 2024*



22% hospitality revenue
growth from 2024*

*at constant fixed exchange rates



Our people make Swissport the **global #1**

David Siegel reflects on a year of strong progress and sets out why Swissport's people, technology and values will continue to drive its global leadership.

Every day, 63,000 Swissport professionals keep the world flying. They turn aircraft around in as little as 25 minutes, handle millions of tons of time-critical cargo, and ensure that billions of passengers and bags reach their destinations safely. Ours is a sector built on precision, and it begins and ends with people.

Aviation services contribute around \$38 billion in direct value to the global economy each year. Swissport is its global leader – present at 312 stations across 49 countries on 6 continents – and that leadership is earned every day through the skill and dedication of our teams.

2025 was a year of record results. Despite headwinds from shifts in cross-border trade and an evolving geopolitical landscape, our disciplined investments and resilient business model delivered strong financial performance and sustained value creation. We grew every part of our core business – ground handling, air cargo and hospitality – while expanding into new regions. In Saudi Arabia alone, we now operate at 16 airports as passenger and cargo volumes there are set to more than double by 2030. And in October, we launched cargo services at Shanghai Pudong,

the world's second-busiest cargo hub, connecting China's booming e-commerce sector to our global network.

Safety is – and always will be – our number one priority. In 2025, we achieved our best safety results ever: aircraft damage down 17 percent and lost-time injuries down 18 percent since 2024. These results reflect the Board's sustained commitment to the iCare programme, which has deepened safety engagement across our entire network. We also reached our 98.5 percent on-time ground-handling target for 2030 – five years ahead of schedule.

Alongside safety, we continue to invest in the tools and training that equip our people for the future. The launch of Swissport Academy – a world first in our sector – gives our 63,000 professionals access to world-class skills development. Our technology engine, Swissport Labs, is advancing AI, robotics and data-driven tools to transform how airports operate, including a pioneering autonomous vehicle trial at Zurich airport. With over 26 percent of our ground handling fleet now electric, we are leading the transition to a greener aviation industry.

Our commitment to sustainable growth is independently recognised. For the second consecutive year, EcoVadis has awarded Swissport its Platinum rating, placing us in the top 1 percent of companies worldwide for environmental, social and governance performance. We are the only aviation services provider to have achieved this distinction. Our 2025 SBTi validation further confirms the credibility of our path to net-zero emissions by 2050.

Looking ahead, I am confident that Swissport will go from strength to strength. Our investments are already delivering for our customers – making airport operations safer, cleaner and more efficient. We have a loyal customer base, a growing global network and a clear strategy for long-term competitive advantage. We are shaping the future of our sector.

To our customers, partners and shareholders: thank you for your continued trust in Swissport.

And to every one of my Swissport colleagues around the world: what you do every day matters. You are the reason we are – and will remain – the global number one.

David Siegel

Chair, Swissport International AG



Shaping the future of aviation

Warwick Brady reviews Swissport's successful strategy, with investments in people and technology at the core of its market leading position.

I like to say that Swissport is the invisible backbone of aviation. Because it is our work behind the scenes that keeps the system moving: aircraft turned around efficiently, cargo loaded on time, fuelling executed safely, and travellers made comfortable in our lounges. Passengers rarely notice us when things are going to plan. But without reliable aviation services, not a single flight would take off.

We have so much to be proud of in 2025: a year of strong progress towards our ambitious 2030 targets. We achieved our best results on safety ever and customer satisfaction also rose to a record high, with NPS almost doubling in the space of two years, with a response rate of 84 percent.

We achieved all this while maintaining strict control of costs and disciplined capital allocation. The outcome was a year of record results. We saw underlying revenue rise by 9.3 percent* to 3.9 billion euros across our core businesses. Airport ground operations increased by 4 percent, cargo by 10 percent, and hospitality by 22 percent year-on-year.

Across our diversified portfolio, we stayed ahead of the market and improved our margins through targeted transformation programmes. These efforts produced

impressive gains in immediate efficiency, while reinforcing our long-term competitive advantage.

All these achievements were underpinned by a significant expansion in our global footprint last year. While strengthening our lead in established markets, we widened our presence across the world's fastest-growing aviation economies, including 16 airports in Saudi Arabia.

One of the year's biggest success stories is the growth of our cargo business, including our launch at Shanghai Pudong airport - the world's number two cargo hub - which reinforces Swissport's leading position in global trade networks by connecting China with key international markets.

Another key success has been the growth of our hospitality business. Our portfolio now stands at 110 lounges, including 10 new openings in Morocco, with 96 currently operational and a further 14 confirmed to launch in 2026. This puts us firmly on track to double our network to 200 lounges by 2030.

The driving force behind our strategy is investment in training and innovation. Swissport, at its heart, is a people and technology business. Looking ahead, we will expand our pioneering customer service training programme with EHL, the number

one hospitality business school, across our global network alongside further initiatives to enhance our teams' skills and talent development.

While we upskill our people for the future, we are harnessing new technologies to transform airport operations. Swissport Labs will continue to explore AI and robotic solutions that improve our performance, ensuring safer, more efficient, and more environmentally responsible operations including the trial of the world's first intelligent autonomous baggage vehicle in Zurich airport. Our second consecutive EcoVadis Platinum recognition for responsible business demonstrates our dedication to sustainable growth, which remains a long-term priority.

I am grateful to every single member of Swissport's 63,000 global team for their hard work throughout 2025. We will keep the world flying, safely and efficiently. Together, we are leading aviation into the future.

Warwick Brady

**President and CEO,
Swissport International AG**

*Underlying revenue growth refers to revenue growth excluding the impact of exited operations and other one-off effects.

Business report

In this section

2025 business performance



Regional performance



Our corporate strategy



Our one-stop portfolio



Memberships, certifications, and awards



2025 business performance

Swissport reached new heights in 2025, following up on our record-breaking 2024 with another commercially successful year that surpassed its predecessor. Swissport continued its growth trajectory, earning a total of **3.9 billion euros** in revenue in 2025.

Business line performance

Building on Swissport's consistent operational excellence, customer centric approach, and transformation initiatives that have led to leading performance in our sector, we continue to deliver robust growth in all three of our core business lines: airport ground operations, air cargo services, and airport hospitality.

In 2025, Swissport generated 3.9 billion euros in revenue, reflecting a 5.7 percent growth on 2024 figures at constant fixed exchange rates. However, the underlying revenue growth in markets and stations where Swissport operates is 9.3 percent, if you exclude the impact of our loss of operations at Rome Fiumicino Airport (FCO), demonstrating the effectiveness of our long-term strategy.

 **airport
ground operations**

2.8B
euros in revenue

 **air
cargo services**

0.9B
euros in revenue

 **airport
hospitality**

0.2B
euros in revenue

Airport Ground Operations

Our airport ground operations, including passenger services and ramp handling, made up 72 percent of Swissport's total revenue, reaching 2.8 billion euros. This is a 3.6 percent increase on the previous year. We served 243 million passengers in 2025 and handled 4 million flights. Thanks to strong international travel demand, Swissport sustained its record levels of passengers, aircraft and cargo, and welcomed more guests to its lounges than any year in its history.

With our core ground handling business, Swissport strengthened its long-standing partnership with Lufthansa Group with two key launches at London Heathrow and Manchester airports.

Swissport also bolstered its operations in Germany with the launch of ground services at Frankfurt Airport, one of the world's major gateways. We successfully renewed our ground handling license at Zurich Airport and partnered with Aurigo International to become the first in aviation to pilot autonomous ground handling technologies at our home base.

Swissport provided safe and reliable ground operations that airlines and airports need. 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 handling, is now stronger than it was before the pandemic. In 2025, we reached our 98.5% on-time ground handling target for 2030, five years ahead of schedule.

Our continued success in delivering world-class services to our customers on the ramp, at check-in, warehouses, and lounges is a result of our commitment to safe, dependable operations. When Swissport makes it happen, flights arrive and depart consistently and with Swiss precision; all thanks to our people, processes, and performance.

Air Cargo Services

2025 was a landmark year for Swissport's global freight operations. Air cargo services contributed 24 percent of Swissport's revenue, reaching 937 million euros in 2025. This is a 10 percent increase compared to 2024 figures, at constant fixed exchange rates.

By the end of 2025, Swissport operated 126 air cargo centers worldwide, with new warehouses in 14 locations, including our first global launch in China with a landmark joint venture with AVINEX Logistics and China Eastern Airlines Logistics at Shanghai Pudong International Airport, positioning Swissport at the heart of global trade flows connecting China's exports with the world.

Our cargo teams handled 5.2 million tons of goods in 2025, a 4 percent improvement over the previous year. This included almost 580,000 tons of pharmaceuticals, handled through 91 warehouses capable of handling time-critical shipments and including 28 locations certified to industry-leading standards and equipped with advanced facilities.

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

Our Aspire Pre-Flight Hospitality brand continues to go from strength to strength. Airport hospitality contributed 4 percent of Swissport's revenue, reaching 154 million euros in 2025. This is a 22 percent increase compared to 2024 at constant fixed exchange rates.

In 2025, we grew our hospitality portfolio to 110 lounges, with 96 operational and a further 14 confirmed to launch in 2026. We also handled record numbers of passengers, 6.4 million in total.

In Seoul, the oneworld branded lounge at Incheon International Airport operated by Swissport was awarded Asia's Leading Airline Lounge for business class passengers at the World Travel Awards, while new co-branded lounges with American Express in Montreal, WestJet in Calgary, and OP Financial Group in Helsinki reinforce our position as a global leader in premium airport lounge solutions.



Europe, Middle East, Africa

In 2025, Swissport's operations in Europe, the Middle East, and Africa (EMEA) continued to perform strongly. Revenue increased to 2.1 billion euros, up from 2.0 billion the previous year. This was driven by increased cargo tonnage, which rose to more than 3.2 million, a 6 percent increase. Lounge guests increased by more than 11 percent to more than 4.4 million overall and fueling operations increased by nearly 8 percent to almost 400,000 events.

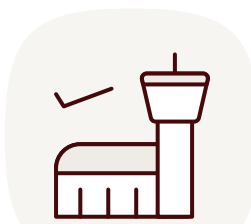


Algeria	Italy	Tanzania
Austria	Kenya	United Kingdom
Belgium	Lithuania	
Bulgaria	Morocco	
Cyprus	Netherlands	
Denmark	Norway	
Finland	Romania	
France	Saudi Arabia	
Germany	Serbia	
Ghana	South Africa	
Greece*	Spain	
Ireland	Sweden	
Israel	Switzerland	

*Swissport franchisee

Continental Europe, Middle East, Africa & India

Swissport at a glance...



107

airports



45M

passengers served



2.4M

lounge guests



2.4M

cargo tons handled

Swissport is a key enabler of global logistics and our region is the driving force behind it.

2025 was a year to be proud of in our region. From scalable expertise launching major new operations in Saudi Arabia to ground handling performance that hit the ground running in Frankfurt, Swissport continues to grow its operations in the heart of Continental Europe, Middle East, Africa and India (CEMEAI).

In 2025, we strengthened our presence across the CEMEAI region through new business wins, operational expansion, and continued growth in key strategic markets. Our regional success is driven by strong leadership and expertise that deliver consistent performance and maintain the trusted partnerships that power our customers' operations.

Swissport is a safety-first organization; in the CEMEAI region, we are committed to our plan for Zero Harm. In 2025, our teams reduced aircraft damage (ACDFR) by 46 percent, and lost time injuries (LTIFR) by 16 percent. In September 2025, stations across CEMEAI actively participated in Swissport's global safety month in recognition of our organization's commitment to Just Culture.

2025 was a landmark year for air cargo in our region. CEMEAI handled 2.4 million tons of cargo, a 5 percent increase versus 2024, generating 426.9 million euros in revenue, up 9 percent year-on-year. Swissport is a key enabler of global logistics and our region is the driving force behind it. At the heart of Europe's Golden Triangle, Amsterdam, Brussels, and Liège, we strengthened our e-commerce middle mile solutions in Liège. Alongside a 9,500 m² warehouse expansion at Amsterdam Schiphol, we're powering Swissport's Flower Corridor with cold chain expertise, and scaling our cargo operations for long-term growth.

Ground handling and airport hospitality remain priorities for CEMEAI. The launch of scalable operations at 16 airports in Saudi Arabia, and servicing passenger

flights at Frankfurt Airport demonstrate our lasting commitment to ground handling excellence. In airport hospitality, we secured a license to operate 10 lounges across 9 airports in Morocco, opened a brand-new lounge in Helsinki, and completed a full refurbishment of our lounge in Copenhagen, further strengthening our premium offering across the region. In addition, our lounges team negotiated licenses to operate in three new countries: Sweden, Serbia, and Lithuania.

Our commercial and operational growth in 2025 would not be possible without the strength and expertise of our people. They make it happen for us in all weathers and environments, from searing Middle East summer heat to winter conditions in Europe where de-icing expertise comes into play. We place our people at the center of our strategy by developing leaders, enabling talent mobility, and strengthening regional resilience. Swissport's global investment in its people ensures we have the resources and the know-how to sustain our success into 2026.

Dirk Goovaerts

CEO, CEMEAI and Global Cargo Chair



The Switzerland, Italy and France region (CHIF) is central to Swissport's history and ongoing global success. Founded as an independent ground handler following separation from Swissair, CHIF now drives performance across all three business lines: airport ground operations, air cargo services, and airport hospitality.

2025 was a year in which our region consolidated its strong presence in Switzerland, extending our ground handling license at Zurich until 2032 and increasing our operational market share with 10 new airline customers. We also renewed our long-standing partnership with easyJet at Geneva and Basel; all built on our commitment to operational excellence and serving airlines with Swiss precision.

We are at the forefront of innovation and delivering expert-led solutions to support global aviation. We supported the first trial of autonomous ground handling solutions at Zurich Airport, designed to explore new efficiencies in logistics. In 2025, our region surpassed the 50 percent threshold for ground support equipment (GSE) electrification, putting us well on track to achieve the global target of 55 percent set for 2032 and clearly demonstrating our long-term commitment to decarbonization and sustainability.

Our global expertise extends to air cargo handling, highlighted by our new state-of-the-art second-line cargo facility at Milan-Malpensa Airport, reinforcing our commitment to the Italian market. The newly refurbished 4,000 m² cargo warehouse, located within the WTC Malpensa complex, meets the highest industry standards for customs certification, safety, and security.

We also expanded cargo capacity on the French side of Basel-Mulhouse Airport, additional 800 m² of freight space, enabling optimized capacity and route planning for airlines already serving the airport. The expanded

facility responds to rising import volumes and boosts the speed and efficiency of its cargo handling services, strengthening the region's logistical capabilities.

Our lounge business was a key priority in 2025, and we celebrated the launch of our new Aspire lounge at Venice Marco Polo Airport in response to demand for premium services in the Italian market. Aspire continues to redefine airport hospitality, and in October, we officially opened doors on our upgraded Suite by Aspire at Zurich Airport, expanding our premium offering at our home base.

I want to thank every colleague for their dedication and resilience; your professionalism underpins our success. We remain committed to the highest standards of safety, customer experience, and environmental stewardship as we scale operations and pursue selective opportunities that reinforce our leadership in aviation services across Europe.

Bruno Stefani
CEO, Switzerland, Italy, and France



Switzerland, Italy, and France

Swissport at a glance...



9
airports



28M
passengers served



791K
lounge guests



93K
cargo tons handled

“ Our region has achieved nearly 50% ground support equipment (GSE) electrification in 2025, already approaching the global target of 55% set for 2032 and clearly demonstrating our long-term commitment.

United Kingdom and Ireland

Swissport at a glance...



25

airports



44M

passengers served



1.2M

lounge guests



761K

cargo tons handled

“ In 2025, we commenced services for Lufthansa Group at LHR's Terminal 2, delivering on the single biggest win in the history of Swissport in the UK and Ireland.

The UK & Ireland region is one of Europe's busiest and most complex. Swissport is the largest aviation services provider in this critical market; we employ nearly 10,000 people, and serve 44 million passengers across 25 major airports. Our operations keep people, passengers, and cargo on the move and power our customer relationships with airlines and airports in both countries.

Our region is a success story for global cargo expertise; we expanded our warehouse footprint by 13 percent in 2025. Our new flagship cargo facility at Manchester Airport serves one of Europe's fastest growing cities and doubles our warehouse capacity on the airfield to 110,000 tons. The acquisition of ASC, expands our footprint at London's Heathrow (LHR) and Gatwick airports, along with our first dedicated perishables center at LHR, which was key to establishing a new partnership with Scan Global Logistics. We also tripled our capacity at East Midlands Airport and now handle more than 37,000 tons of cargo per year at this key regional hub.

On ground handling, we commenced services for Lufthansa Group at LHR's Terminal 2 and delivering on the single biggest win in the history of Swissport in the UK & Ireland. We're also proud to partner with Mercedes-Benz on a new fleet of 33 low and zero emissions vans that support the demands of 24/7 airside operations while demonstrating our commitment to environmental leadership.

Our Aspire brand continues to perform well in the region. We took customer experience to the next level with our lounge opening at Liverpool John Lennon Airport, reaffirming the city's role as a key hub in our global lounge network. Further north, Aspire's lounge at Newcastle airport won 'Best International Airport Lounge in the UK' at the World Luxury Travel Awards.

At the heart of every airline and airport partnership

is the people that make Swissport operations in the UK & Ireland run efficiency. Our leadership team made employee wellbeing and morale a priority in 2025, with our employer net promoter score increasing by 20 points because of small but significant changes being made across the business.

We recognize the hard work of each and every one of our employees, celebrating them at our annual Swissport Superstar awards. We hosted a successful event in Manchester in June 2025, with almost 2,000 nominations through our peer-to-peer recognition scheme. By doing the right things and showing we as regional leadership care about our employees and customers, we all win as a team.

Karen Cox

CEO, United Kingdom and Ireland



The Americas

In 2025, our revenue in the Americas remained consistent at 1.3 billion euros, continuing on our 2024 success. In North America, our largest market in the region, we handled almost 533,000 flights, a 1.5 percent increase on the previous year. Cargo volume remained stable at 1.5 million metric tons, similar to the previous total for 2024. In Latin America, we increased cargo tonnage by 5 percent, reaching almost 222,000 tons overall.

-  Argentina
-  Aruba
-  Bonaire
-  Brazil
-  Canada
-  Chile
-  Costa Rica
-  Curaçao
-  Ecuador
-  Honduras
-  Mexico
-  Peru
-  Sint Maarten
-  Trinidad and Tobago
-  United States
-  Uruguay

Our region is the birthplace of aviation. For more than a century, North America has been a pioneer in global aviation, from the Wright Brothers to the Boeing 747, shaping the industry with lasting innovations and inspiring generations of engineers and pilots. Our teams in the US and Canada bring that frontier mindset into every operation. Our 98.6 percent on-time performance record across the region reflects our commitment to driving innovation, leading global standards, and trusting in strong partnerships with airline customers.

On the ground, our teams have been able to consistently scale operations for airlines. During 2025, we expanded services with Copa Airlines to help them serve four new destinations in the US. No fuss, just Swiss standards executed safely and with local American expertise. It was a similar story for Air Canada; our expertise facilitated new launches in Boston and Phoenix. In Miami, we were named Spirit Airlines' station of the year for the second year in a row, demonstrating consistent performance at the 10th busiest airport in the United States.

Our global expertise and long-standing airline partnerships also enabled us to support Korean Air Cargo in overhauling their flagship freight facility in New York. We're investing heavily in automation and eco-tech infrastructure upgrades, including an ETV system overhaul and new temperature-controlled storage for specialized cargo at the 232,500 square foot warehouse at John F. Kennedy International Airport.

These partnerships are all built on trust in Swissport to deliver when it matters. Our teams on the ground in Denver continue to provide vital logistics support for Amazon Prime Air, moving almost 1.8 million packages during their Prime Week alone.

We leverage our industry relationships to strengthen our Aspire lounge brand. In 2025, we celebrated an

industry-leading collaboration with WestJet, opening the co-branded Garden Lounge to offer a unique and high-quality experience for guests. Aspire also partnered with American Express to deliver a premium setting for passengers at Montreal-Trudeau International Airport.

Our commitment to safe, sustainable, innovative airport operations airside, cargo-side, and in hospitality makes Swissport a one-stop-shop for airlines in North America, trusted not only by domestic and international carriers across the region, but also by presidents and royalty. During 2025, our teams serviced the flight of King Charles III and Queen Camilla on their visit to Canada. As we look forward to 2026, our track record of expertise and long-standing partnerships will continue to give our customers a competitive advantage in the market.

Nelson Camacho
CEO, North America



North America

Swissport at a glance...



59
airports



29M
passengers
served



1.7M
lounge
guests



1.3M
cargo tons
handled

During 2025, we expanded services with multiple airlines to help them serve new destinations in the US. No fuss, just Swiss standards executed safely and with local American expertise.

Latin America and Caribbean

Swissport at a glance...



85

airports



72M

passengers served



1.1M

flights handled



250K

cargo tons handled

“As a trusted partner of choice, we deliver the operational excellence and flexibility customers need to succeed in one of the world's most dynamic aviation markets.”

Diverse operations are our strength in the Latin America and Caribbean (LATAM) region. With operations at 85 airports in 15 countries, we combine global expertise with local, on-the-ground know-how to deliver for customers in a variety of environments.

Across LATAM, safety, security, and sustainability are core business priorities. In September 2025, our region marked the global Safety Month by highlighting our appreciation of Just Culture and the safety leadership our teams demonstrate across our region. In Ecuador, Mexico, Costa Rica, and Aruba our new fleet of electric ground support (GSE) vehicles are improving operational performance while reducing emissions. Swissport also launched a new aviation security (AVSEC) business in Chile, commencing in January 2025 with the support of Turkish Airlines.

Process improvement was a major growth area for our region, as we implemented tools and standards that define global excellence to best fit our requirements in LATAM. It starts with our people; our teams in Brazil and Mexico successfully rolled out Dayforce (our global HR software platform), and there was a full rollout of a new rostering system across our operations in six countries, improving our staffing and rostering capabilities across the region. IBM's innovative Maximo platform has also been implemented across the region to enhance the efficiency of our GSE with real-time asset performance analytics.

All of these incremental gains enable Swissport to perform at its best for our valued customers. In 2025, we successfully won 76 new contracts across our network, demonstrating our commitment to growth of new partnerships and continuous delivery of existing relationships. In Ecuador, we expanded on our partnership with LATAM Airlines, the region's leading airline with three new station openings and

full support for their ground handling operations in the country. Additionally and also with LATAM Airlines, we expanded our business offerings in Brazil with a new service for passengers with disabilities (PWD) in eleven stations, including four new airports. As a trusted partner of choice, we deliver the operational excellence and flexibility customers need to succeed in one of the world's most dynamic aviation markets.

I am immensely proud of what our teams have achieved this year: their dedication, professionalism and adaptability have been central to our success. Looking ahead, we will continue investing in sustainable technologies, workforce development and digital tools to strengthen resilience, improve customer experience and drive long-term, responsible growth across the region. Together, we will build on this momentum to meet future challenges and seize new opportunities.

Rene Pascua

CEO, Latin America and Caribbean



Asia-Pacific

In the Asia-Pacific region, Swissport's revenue increased to 0.5 billion euros in 2025. Up from 0.4 billion the previous year. This was driven by a 9 percent increase in passengers and lounge guests, reaching 25.5 million and 618 thousand, respectively. In Japan, Swissport led the way with 99.4 percent on-time performance across the region.

- 
 Australia
- 
 China
- 
 Japan
- 
 New Zealand
- 
 South Korea

2025 was a landmark year for Swissport in the Asia-Pacific region (APAC). Our region is proud to be Swissport's 'Region of the Year', the result of our hard work and dedication to operational excellence. Building on our success in South Korea, Japan, Australia, and New Zealand, we expanded into a fifth country - China. Swissport is the first international handler to operate at Shanghai Pudong (PVG), the world's second-largest air cargo hub, placing us at the heart of global trade within the Asia-Pacific market designed to handle up to 1.2 million tons of international goods per year.

Supported by the weight of Swissport's global air cargo expertise, APAC stands ready to support the region and its high-growth economies with end-to-end freight handling that powers international supply chains. Our operations at Seoul-Incheon International Airport (ICN) were recognized as Swissport's Cargo Station of the Year, and we look forward to announcing new additions in 2026.

And it's not just China; in 2025 we expanded operations in Melbourne (MEL), Sydney (SYD), and Auckland (AKL), strengthening our cargo footprint in both Australia and New Zealand. Our ICN team was also named Most Outstanding Partner for 2025 by SF Airlines, China's largest cargo airline, across its global network.

Ground handling remains central to our business strategy. Two of our stations – SYD and Nagoya (NGO) in Japan were recognized among Swissport's best performing stations for their size, and were proud to expand our operations, commencing with airlines at New Chitose Airport in the Sapporo region.

Our Aspire brand continues to excel in the region; Perth Airport's (PER) International lounge won at World Travel Awards and the World Luxury Travel Awards. Our co-branded oneworld lounge at Incheon Airport in Seoul (ICN) was also named "Asia's Leading Airline Lounge

– Business Class" in 2025. Both lounges showcase our region's commitment to hospitality excellence and customer satisfaction.

At Swissport, our people do the right things, win as a team, and show they care. When floods hit the North Queensland region of Australia in early 2025, our Cairns team jumped into action with very little notice to service last minute freight flights from Brisbane with pallets upon pallets of essential goods for supermarkets. This is one of many situations where our people have gone above and beyond to assist our airline customers and their passengers when support was most needed.

Our success in 2025 would not be possible without our people. I was honored to attend our APAC Resilience Summit in Sydney, where leaders from all four countries came together to strengthen our safety culture across APAC and support the safe, reliable operations our airline partners count on.

Brad Moore

CEO, Asia-Pacific



Asia-Pacific

Swissport at a glance...



27
airports



25M
passengers
served



632K
flights
handled



450K
cargo tons
handled

Supported by the weight of Swissport's global air cargo expertise, APAC stands ready to support the region and its high-growth economies with end-to-end freight handling that powers international supply chains.

Our corporate strategy

Swissport is the world's number one aviation services company. From our origins as the ground services arm of Swissair, to a global leader with operations at 312 airports in 49 countries worldwide, we're the quiet force behind global aviation.

Airlines can select from a broad range of aviation services, including our specialized hub and large base operations.

As the only global aviation services provider to offer weekly customer service feedback from customers through our Net Promoter Score survey, we are dedicated to providing excellent service. We ensure the highest standards of safety and reliability, and industry-leading position on sustainability places us in the top 1 percent of companies globally with the award of EcoVadis' Platinum medal.

Our solutions deliver a competitive value to our airline and airport partners and their customers, which in turn drives strong returns for our shareholders. This is driven by three core principles that define the services we perform:

- 1 We apply our global expertise led by Swiss standards to connect the world.
- 2 We deliver safe, dependable performance for mission-critical services.
- 3 We facilitate trusted partnerships built for the long-haul.



Our ambition and goals

We deliver dependable aviation services with Swiss precision.

Our goal is to be the world's best aviation service provider, built on long-term partnerships that drive commercial growth and success for our customers and the airports we serve.

Our ambition is to position Swissport for long-term strategic growth by focusing on safety, operational excellence, sustainable practices, and digital innovation. We will deliver measurable improvements across service quality, people development and carbon reduction while scaling our global footprint where it creates clear value for customers.

With dedicated employees and strong customer relationships, we set industry standards with our expertise, improve efficiency with our performance, deliver value with our commercial partnerships, and maintain competitive costs through our size and experience.



Key strategic goals

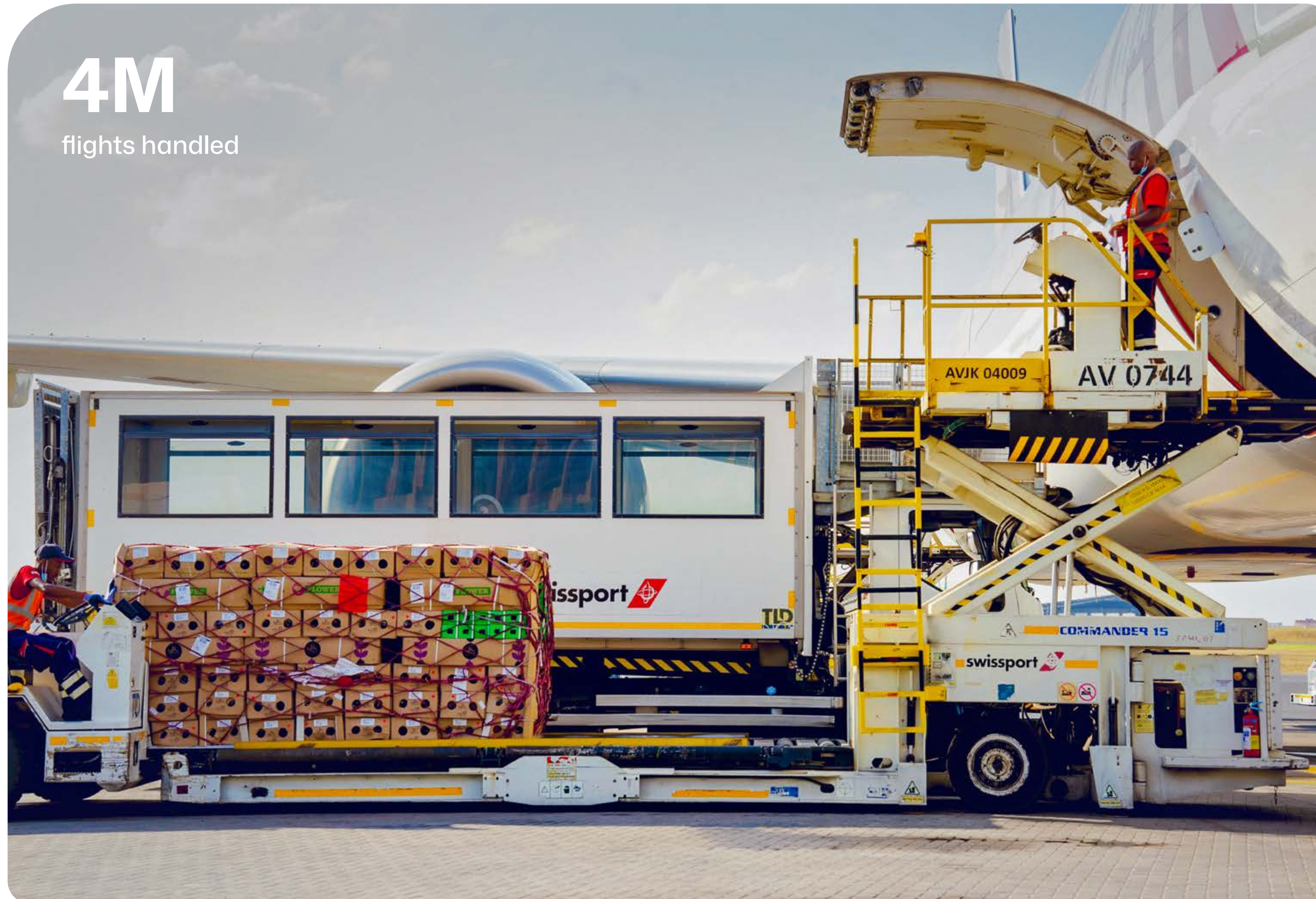
- **Safety & reliability:** Embed a Zero Harm culture, expand our globally consistent and efficient air cargo operations, and achieve industry-leading on-time performance across our global ground operations.
- **People & inclusion:** Invest in our people with targeted training and development so we retain talent, increase frontline capability and progress gender equality.
- **Customer value:** Increase service consistency and customer satisfaction through standardized processes, digital transparency, and customer-centric account management.
- **Sustainability & eGSE:** Rapidly scale electric Ground Service Equipment and operational decarbonization initiatives to cut emissions and support customers' sustainability targets.
- **Innovation & digitalization:** Roll out data-driven tools, end-to-end visibility solutions, and autonomous ground equipment pilots to improve safety and efficiency in our operations.
- **Financial & scale:** Grow annual revenue toward a resilient mid-term target by continuing to win strategic contracts and expanding cargo and lounge capacity.

How we'll get there

- **Focus on core strengths:** Double down on ramp, cargo, and lounge excellence where scale and expertise drive margin and customer trust.
- **Operational rigor:** Standardize best-practice operating models and expand centralized control capabilities for critical functions.
- **Customer partnerships:** Co-develop service roadmaps with key airlines and airports to deliver predictable outcomes and shared efficiency gains.
- **Responsible growth:** Pursue profitable expansion in targeted markets, prioritizing sustainability, compliance, and long-term customer value.

4M

flights handled



Global expertise

Swiss standards for global connections

Aviation services directly support around 1.1 million jobs globally and generate roughly \$38 billion in direct economic value each year. As demand grows, airlines and airports face increasing pressure to operate safely and efficiently.

Swissport's presence at 312 airports and partnerships with 850 customers position us as a key enabler of the global aviation sector, delivering ground handling, cargo, and hospitality services with the Swiss precision that keeps airlines and airports running smoothly.

For 30 years, Swissport has led the aviation services sector with Swiss precision, adding value to our customers' operations globally. The app is a comprehensive safety management tool, not just for reporting. We embed safety and quality at every level, from our Zero Harm vision and iCare safety management app to global ISO certifications and ISAGO registration, ensuring customers can trust predictable performance and compliance.

Swissport's global cargo expertise ensures over 5 million tons of freight are moved safely around the world every year. Our IATA Cargo iQ-certified operations are equipped to handle everything from pharmaceuticals to perishables, offering vital logistics support to global supply chains.

In short, Swissport pairs global scale with Swiss standards: a trusted, single partner that simplifies airport operations, safeguards sensitive cargo, and elevates the passenger experience.

Success story

Expertise in action

Swissport launches China operations with next-generation cargo terminal at Shanghai Pudong Airport.

In October 2025, Swissport secured a landmark commercial agreement to manage and jointly operate the new Digital & Intelligent International Cargo Terminal at Shanghai Pudong International Airport, currently the world's second-busiest airport by cargo traffic.

The agreement was formed in partnership with Smargo, a joint venture between AVINEX Logistics and China Eastern Airlines Logistics and comes at a strategic time as Shanghai Pudong Airport continues to strengthen its position as a global air cargo hub.

The new state-of-the-art facility sets a new benchmark for technology-driven logistics. It is designed to handle between 600,000 and 1.2 million tons of international cargo annually, covering 222,000 square meters with a core operational area of approximately 150,000 square meters.

3,500

parcels processed per hour



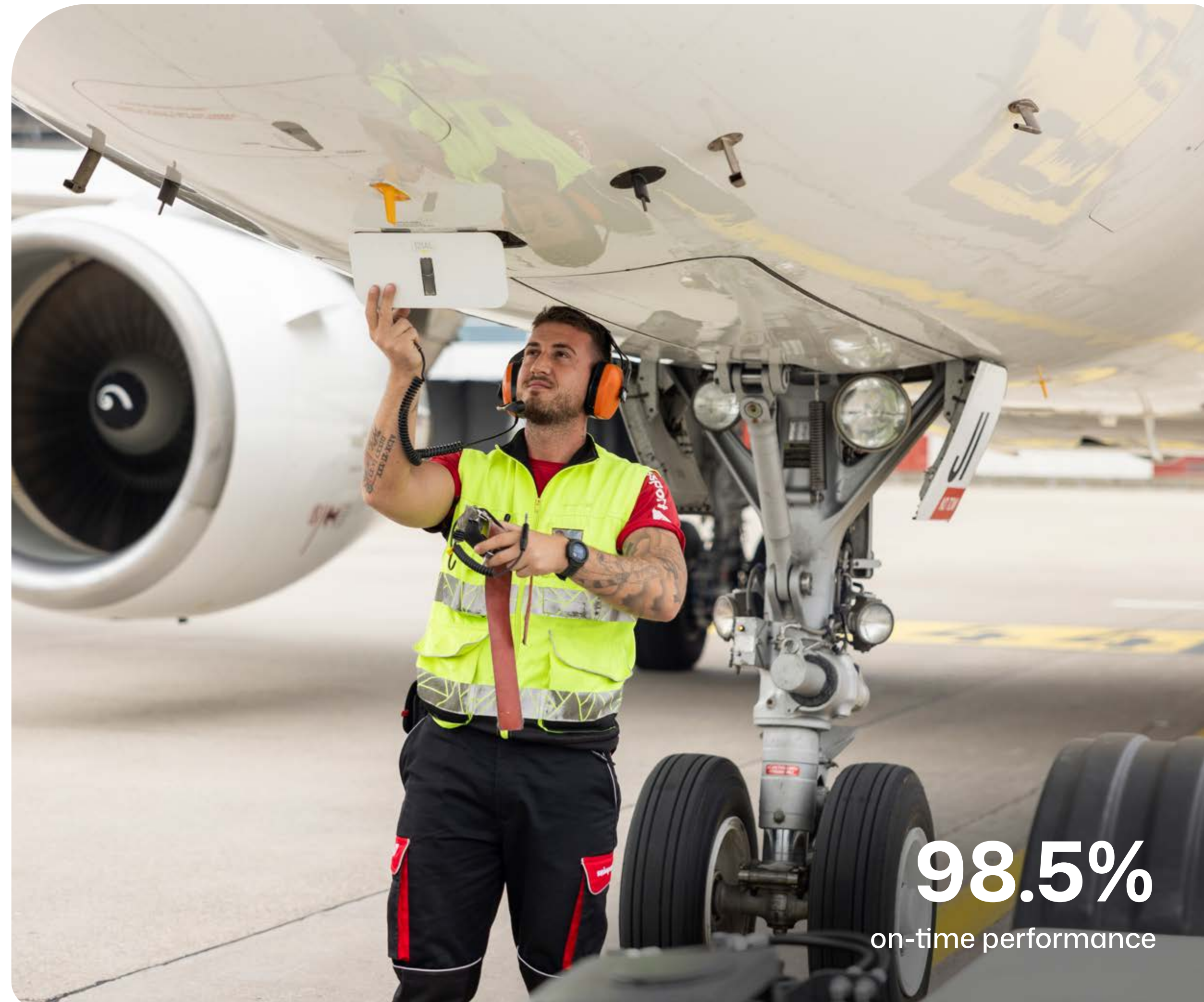
99.5%

AI scheduling accuracy

Designed for the demands of modern e-commerce and global supply chains, the terminal features an AI-driven warehouse management system with 99.5 percent scheduling accuracy (60 percent higher than conventional operations). Its automated sorting systems will process 3,500 parcels per hour, enabling up to 40 percent faster delivery of Chinese exports to global markets.

The facility also sets new standards in specialized cargo handling. With capacity to simultaneously store 1,500 tons of temperature-sensitive cargo, the facility supports next-generation pharmaceuticals, vaccines, and biomedical shipments with precise temperature stability, addressing a critical gap in Shanghai's air cargo capabilities while pursuing the industry's highest pharmaceutical handling credentials through GDP and CEIV Pharma certifications.

Our Shanghai operations perfectly showcase our global expertise with one of the most advanced air cargo facilities in global aviation. With a strategic global network backed by Swiss standards, Chinese exporters benefit from seamless end-to-end handling when shipping to major global markets, a capability no local handler can match.



Dependable performance

Made for mission-critical services

Swissport makes it happen: dependable performance that delivers a measurable competitive edge to our airline customers. Handling 4 million flights, 5.2 million tons of cargo, and 243 million passengers annually across nearly 300 airports, we combine skilled teams, standardized procedures, smart processes, and modern technology to maintain consistent, best-in-class service.

Our integrated offering spans ground handling, air cargo, and hospitality. In cargo, Swissport operates a global network of 126 air cargo centers, a significant number of which are certified to IATA Cargo iQ standards and equipped with temperature-controlled infrastructure and specialized pharmaceutical handling capabilities to support sensitive and high-value freight. In hospitality, Aspire lounges enhance the passenger experience, translating operational reliability into improved satisfaction, loyalty, and ancillary revenue for airline partners.

Across all services, performance is driven by standardized operating procedures, robust service level agreements, data-led scorecards, and a culture of continuous improvement. Our processes define global standards and enable us to rapidly identify and proactively resolve performance outliers.

For our airline customers, Swissport's dependability ensures optimal operations, supports faster turnarounds, and helps avoid costly fines and disruptions. Predictable on-time performance and rigorous safety management systems protect aircraft, cargo and people, while consistent service quality enhances the passenger experience and upholds our customers' brand reputation in every market we serve.

Whether on the ramp, in the warehouse, or inside an Aspire lounge, our people and systems work as one to keep operations smooth and predictable.

Success story

Performance in action

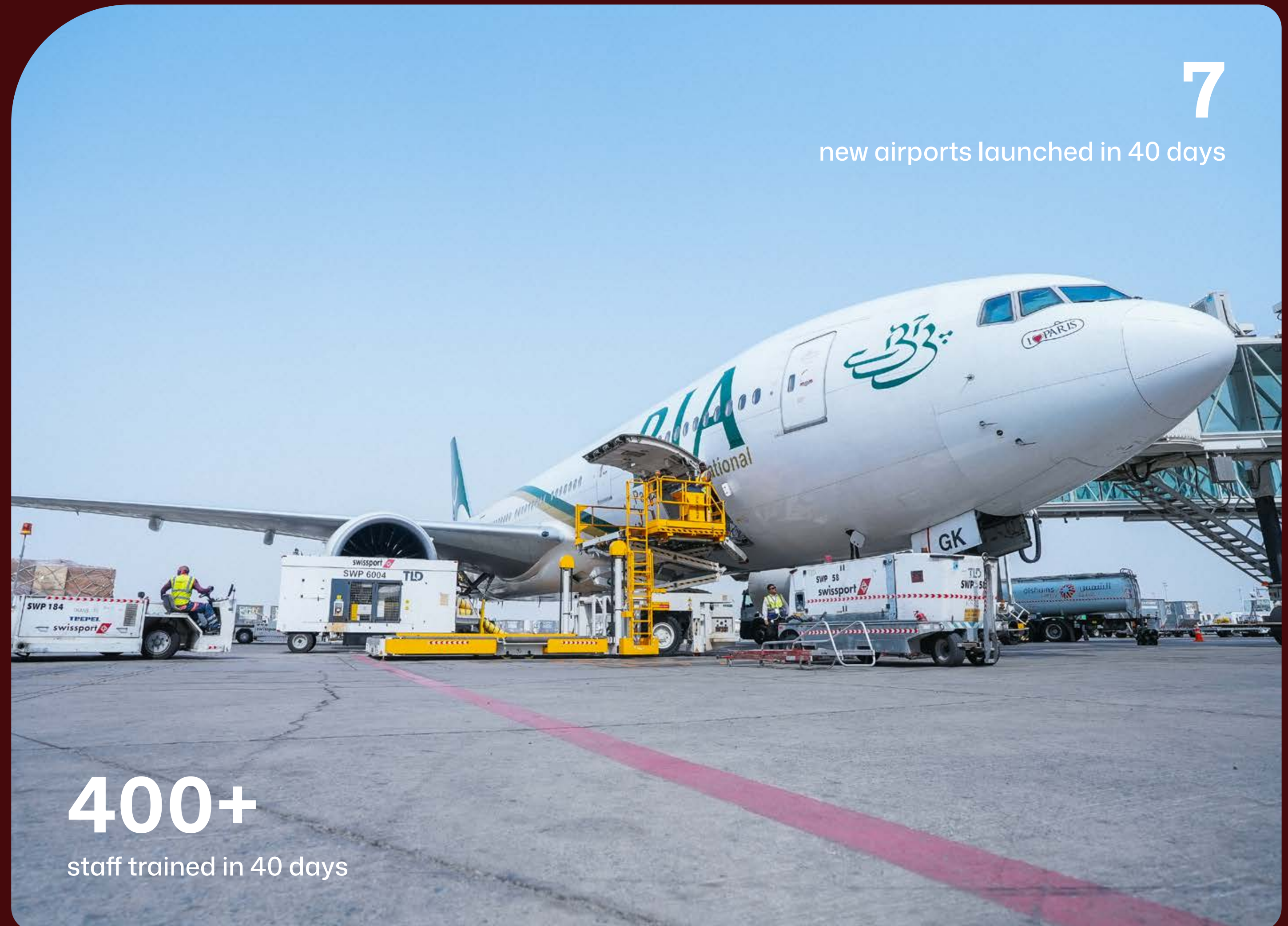
Swissport's expansion at scale in Saudi Arabia

Completing one of our largest coordinated go-lives in recent years, Swissport expanded its network in Saudi Arabia from six to 16 airports in 2025, reinforcing our strategic growth in the Middle East and underscoring our commitment to dependable global performance.

Our expansion included the addition of ten new stations. Seven—Ha'il, Al Jouf, Tabuk, Yanbu, Taif, Abha, and Jizan—went live simultaneously, alongside Jeddah, Riyadh, Madinah, Dammam, Al-Qassim, and AlUla. By December, a further three regional stations—Najran, Arar, and Qaisumah—were added, completing the expansion. The simultaneous go-live also signifies the beginning of a new collaboration with Air Arabia, one of the region's leading low-cost carriers, following the signing of a multi-station ground handling agreement.

Swissport had just 40 days to prepare for the operational launch across seven additional airports. In this short timeframe, we trained more than 400 staff, transported a full fleet of ground support equipment (GSE) to geographically dispersed airports, and ensured all the seven newly added locations were fully equipped and operationally ready ahead of schedule.

This achievement was made possible through close collaboration between Swissport's local and global teams, and the rapid deployment of the company's proven global processes, infrastructure standards, and training programs.



7

new airports launched in 40 days

400+

staff trained in 40 days



Trusted partnerships

Built for the long haul

Trust is critical in today's aviation industry. Airlines and airports are under increasing pressure to deliver safe, dependable, and high-quality operations for passengers. Cargo carriers are relied upon to support global trade in emerging and established markets.

We rise to this challenge every day. We believe that lasting performance is built through trusted relationships, both with our aviation industry partners and our employees that make our operations happen.

We deliver safe, high-class, tailor-made solutions for each of our 850 partners across the sector. From multinational carriers to low-cost airlines, we put our customers first, upholding their reputation in every location with best-in-class ground handling and air cargo operations.

Our account management model and weekly NPS feedback loops ensure open dialogue and rapid action with customers. Equally, our partnerships extend to hospitality co-sponsors and lounge operators, enabling premium, guest-centric airport experiences that amplify airline brands.

The consistency in our performance of mission-critical services is made possible by the commitment we make to our people. Empowered employees are the foundation of every reliable partnership; with comprehensive training through the Swissport Academy, fair working standards, and our inclusive culture, our commitment to our 63,000 employees powers our operations worldwide.

At Swissport, we provide the vital link between airlines and airports, enabling our airline partners to scale up and simplify their operations with confidence, avoiding service disruptions, and ensuring compliance. 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.

Success story

Partnerships in action

Korean Air partners with Swissport on air cargo at New York JFK

In September 2025, Korean Air partnered with Swissport to operate its long-standing Building 9 freight facility at New York's John F. Kennedy International Airport (JFK). As part of the five-year contract, Swissport will operate and extensively modernize the 232,500 square-foot space, investing in automation, temperature-controlled storage, and eco-tech infrastructure.

Swissport is leveraging its global expertise and dependable performance to transform a flagship cargo facility with digital innovation and Swiss reliability, building on its long-standing partnership with South Korea's flag carrier. We plan to increase the site's annual capacity to 295,000 tons per year, raising and fine-tuning cargo handling standards with IATA CEIV and GDP certifications.

Our commitment to long-standing partnerships with global air carriers is vital not just to build mutual trust and commercial certainty; this flagship facility establishes a blueprint at JFK for cutting-edge cargo facilities around the world.

Swissport's operational proficiency supports global supply chains and unlocks trade routes through aviation, and our investment in sustainable eco-tech ensures the facility's readiness to meet both current demand and future growth. This reinforces Swissport's commitment to safe, reliable, and modern cargo handling.



295,000
planned site capacity

Delivering **sustainable value** for our customers

By bringing together six proven strengths, Swissport helps customers operate more reliably and more efficiently over the long term.



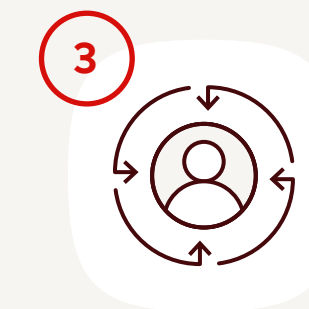
Health, safety, and security

Swissport places safety at the core of everything we do, embedding Six Safety Commitments, rigorous standards and certifications, and a speak-up culture to protect colleagues, customers and operations.



Operational excellence

We deliver reliable, efficient airport and cargo services through standardized global processes, robust performance scorecards, continuous improvement and strong local execution to minimize disruptions and maximize ontime performance.



Customer centricity

Built around open dialogue and measurable feedback (NPS), our services are tailored to airline needs to drive consistent, dependable performance and longterm collaborative partnerships.



Empowerment of our people

We invest in training, fair working conditions (Red Rules), diversity & inclusion programs and career development to ensure a skilled, motivated workforce that delivers exceptional service.



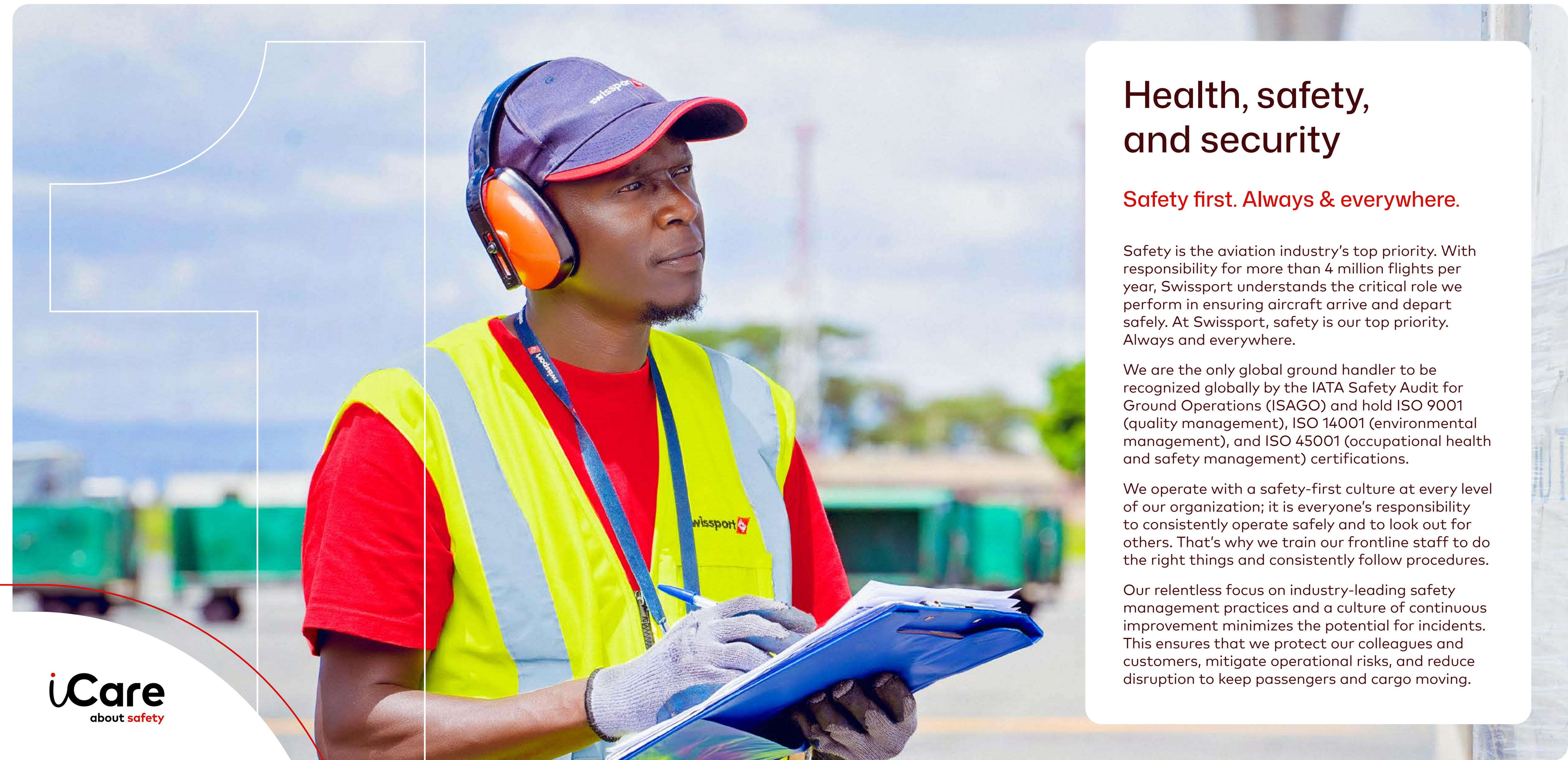
Sustainability

Swissport pursues an integrated sustainability agenda built on, people, planet and policy, committing to net-zero by 2050, major fleet electrification targets, ISO standards and industry-leading EcoVadis recognition.



Innovation

We harness technology and smart solutions. From AI-enabled coaching to electrification and digital tools, our cutting-edge innovation enhances safety, efficiency and the future readiness of our operations.



Health, safety, and security

Safety first. Always & everywhere.

Safety is the aviation industry's top priority. With responsibility for more than 4 million flights per year, Swissport understands the critical role we perform in ensuring aircraft arrive and depart safely. At Swissport, safety is our top priority. Always and everywhere.

We are the only global ground handler to be recognized globally by the IATA Safety Audit for Ground Operations (ISAGO) and hold ISO 9001 (quality management), ISO 14001 (environmental management), and ISO 45001 (occupational health and safety management) certifications.

We operate with a safety-first culture at every level of our organization; it is everyone's responsibility to consistently operate safely and to look out for others. That's why we train our frontline staff to do the right things and consistently follow procedures.

Our relentless focus on industry-leading safety management practices and a culture of continuous improvement minimizes the potential for incidents. This ensures that we protect our colleagues and customers, mitigate operational risks, and reduce disruption to keep passengers and cargo moving.

Operational excellence

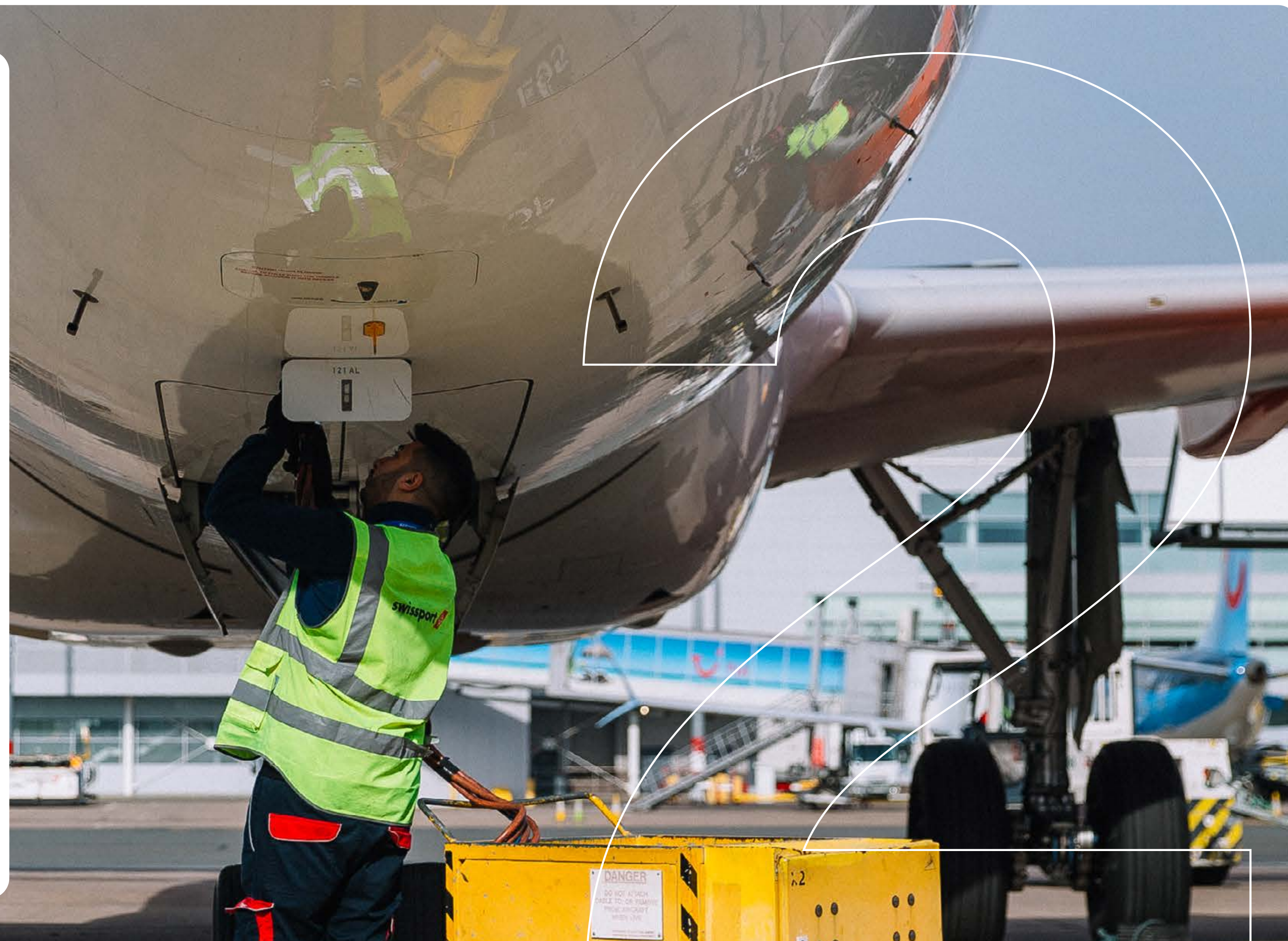
Airport services delivered with Swiss precision

Swissport makes airport services simple, fast, and dependable. With Swiss precision at scale, we combine standardized procedures, local know-how and real-time data to deliver quick turnarounds, rock-solid safety, and predictable on-time performance across 312 airports.

Our operational expertise lowers costs and operational risk for airline partners by delivering repeatable, high-caliber performance: faster gate turns, fewer disruptions, and compliance with the highest safety and handling standards.

We couple industry-leading metrics and real-time performance benchmarking with targeted training and AI-enabled tools to identify and resolve issues before they impact operations. The result is stronger operational resilience, improved passenger experiences, and the ability for airlines to scale or adapt services with confidence.

Partnering with Swissport means access to a single, trusted provider that converts global scale into local excellence. We free airlines to focus on their core business while we optimize every detail on the ground, delivering measurable performance and partnerships that last.



Customer centricity

From landing to take-off we care

Swissport places customers at the center of its operations, combining a globally standardized platform with local expertise to deliver safe, reliable services that enhance the travel experience. Our customer-centric model drives faster turnarounds, consistent on-time performance and cost-to-serve advantages for airlines.

As the only aviation services provider to adopt a Net Promoter Score feedback system with airlines, we listen continuously to drive improvements that matter to customers. Our dedicated account teams translate insight into action, combining rigorous global procedures and data-led solutions with flexible local delivery to ensure operational excellence and tailored responses to best fit the needs of our customers.

With a comprehensive, scalable portfolio, Swissport offers a point of contact and transparent performance reporting that enables airlines to focus on their core business. Safety underpins our customer-centric approach: we invest in people, training and technology to minimize risk and raise standards for partners. By reinvesting in innovation and fostering collaborative partnerships built on long-term trust and collaboration, Swissport delivers commercial value and dependable airport services across our global network.



Innovation

Inventing next-gen aviation services

As the world evolves, aviation must keep pace with technological changes in our society and be ready to meet the logistical challenges of tomorrow. Our vision is to become the high-tech handler of our sector; Swissport is translating technological progress into practical solutions that modernize airport ground operations and cargo handling.

Swissport Labs, our in-house innovation hub, is developing and delivering turnkey digital platforms, AI-enabled tools, and automated equipment that improve safety and performance across our global network. Our operations-led approach ensures that every innovation is shaped by front-line experience and is ready for real-world deployment, combining targeted pilots and regional rollouts with strategic investment in systems.

These solutions, such as autonomous GSE, advanced cargo platforms, and AI-powered information tools, are designed to deliver measurable improvements for airline partners. Swissport's focus is on scalable, interoperable technologies that simplify workflows, reduce complexity, and enable faster, data-driven decisions across the aviation value chain.



Sustainability



Building a sustainable future together

Creating a more sustainable world is the challenge of our time. Swissport is ready to respond, leading with grounded policies, actions, and tangible progress that support our people, partners, and planet. We are committed to an industry-leading position on sustainability, with key policies deeply embedded in our organizational structure and championed directly by our Board of Directors and our CEO. Sustainability is a core strategic priority for us directly linked to the long-term resilience of our business.

We are proud to be the only ground handler globally ranked in the top 1 percent of companies for sustainability performance by EcoVadis. In addition, Swissport holds triple ISO certifications: ISO 9001 for quality management, ISO 14001 for environmental management and ISO 45001 for Occupational Health and Safety Management Systems, demonstrating our uncompromising loyalty to environmental stewardship and employee health and safety.

Our sustainability commitment is about more than decarbonization. Swissport is a people business, and we're proud to create a culture that's inclusive for all. 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.

Empowerment of our people

Investing in skills, training, and our company culture

Swissport is a people-first company, committed to creating safe, fair, and inclusive workplaces where everyone can thrive. We invest in training, clear standards and community engagement, so our workforce delivers excellent, reliable service worldwide. day rostering to clean rest facilities, workload management. Our six Red Rules set global minimums for fair working conditions, from fair pay and stable 28-day rostering to clean rest facilities, workload management, and comprehensive training. We aim for 40 percent women in management by 2027 and proudly support IATA's 25by2025 and the UN Women's Empowerment Principles.

Learning and development are central: we provide an average of three hours of training per 100 hours worked, and through the Swissport Academy and modern learning management system we are creating structured career paths and focused learning across all operational roles, with career growth aligned to progression. Swissport champions disability inclusion as a member of the Valuable 500 and upholds high human rights standards through our UN Global Compact membership and Supplier Code of Conduct.

Together, these initiatives build a motivated, skilled, and diverse workforce, empowered to "Show You Care," uphold safety and quality, and deliver the service excellence our airline customers and communities expect.



“

**We deliver
aviation services
with Swiss precision**

Our one-stop portfolio

Global airline operations are complex, and entering new markets requires trusted partners on the ground. Swissport's extensive global footprint enables us to support airlines wherever they operate.

With operations at 312 airports in 49 countries, we are one of the most globally connected aviation service providers. We support airport operations for customers with a full suite of integrated services above and below the wing.

Ramp handling, passenger services, aircraft fueling, lounge hospitality, cargo, executive aviation: we cover it all with proven reliability and expertise. With our 'one stop shop' approach, you can choose the services specific to your needs.

In this section

Our major hub operations



Airport Ground Operations



Air Cargo Services



Airport Hospitality



airport ground operations

Passenger services

- ✓ Check-in and gate
- ✓ Transfer and irregularity services
- ✓ Passengers with disabilities
- ✓ Security services

Ramp handling

- ✓ Moving of aircraft
- ✓ Turnaround coordination/airline supervision
- ✓ Loading and unloading of aircraft
- ✓ Aircraft cleaning
- ✓ Load control/Central 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
- ✓ E-commerce services
- ✓ Forwarder handling
- ✓ Trucking services
- ✓ Security screening services

airport hospitality

Aspire Pre-Flight Hospitality
PrivatPort Executive Aviation



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



Ramp handling



Cargo handling



Lounge hospitality

Airline		Airport		Operations			
Air Tanzania	Dar es Salaam						
Amazon	Denver, Chicago						
Azul	Brasilia, Rio de Janeiro						
Caribbean Airlines	Port of Spain						
easyJet	Berlin, Basel, Geneva						
GOL	São Paulo, Brasília, Rio de Janeiro						
Qantas	Sydney, Melbourne						
Ryanair	Manchester, Berlin						
SWISS	Zurich						
SWISS	Geneva						
TUI	Manchester, Amsterdam, Berlin						
United Airlines	San Francisco, Los Angeles, Washington Dulles						
Virgin Australia	Perth						
Volaris	Mexico City, Cancun						

Airport Ground Operations

Trusted expertise above and below the wing

Swissport provides airport ground operations, including passenger services, ramp operations, fueling, and baggage handling, all performed with Swiss precision and backed by our comprehensive global expertise at 236 ground handling locations worldwide.

Serving 500 airline customers, we handled almost 700,000 pieces of luggage every day on average during 2025 and completed an aircraft turnaround every 16 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, document checks, transfer and irregularity services, and support for passengers with disabilities and unaccompanied minors. 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, baggage loading and unloading, baggage sorting, 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, secondary tracing, and repair or replacement services. Swissport has also partnered with AirPortr for smart baggage management solutions at select airports within our network.

236
ground
handling
locations



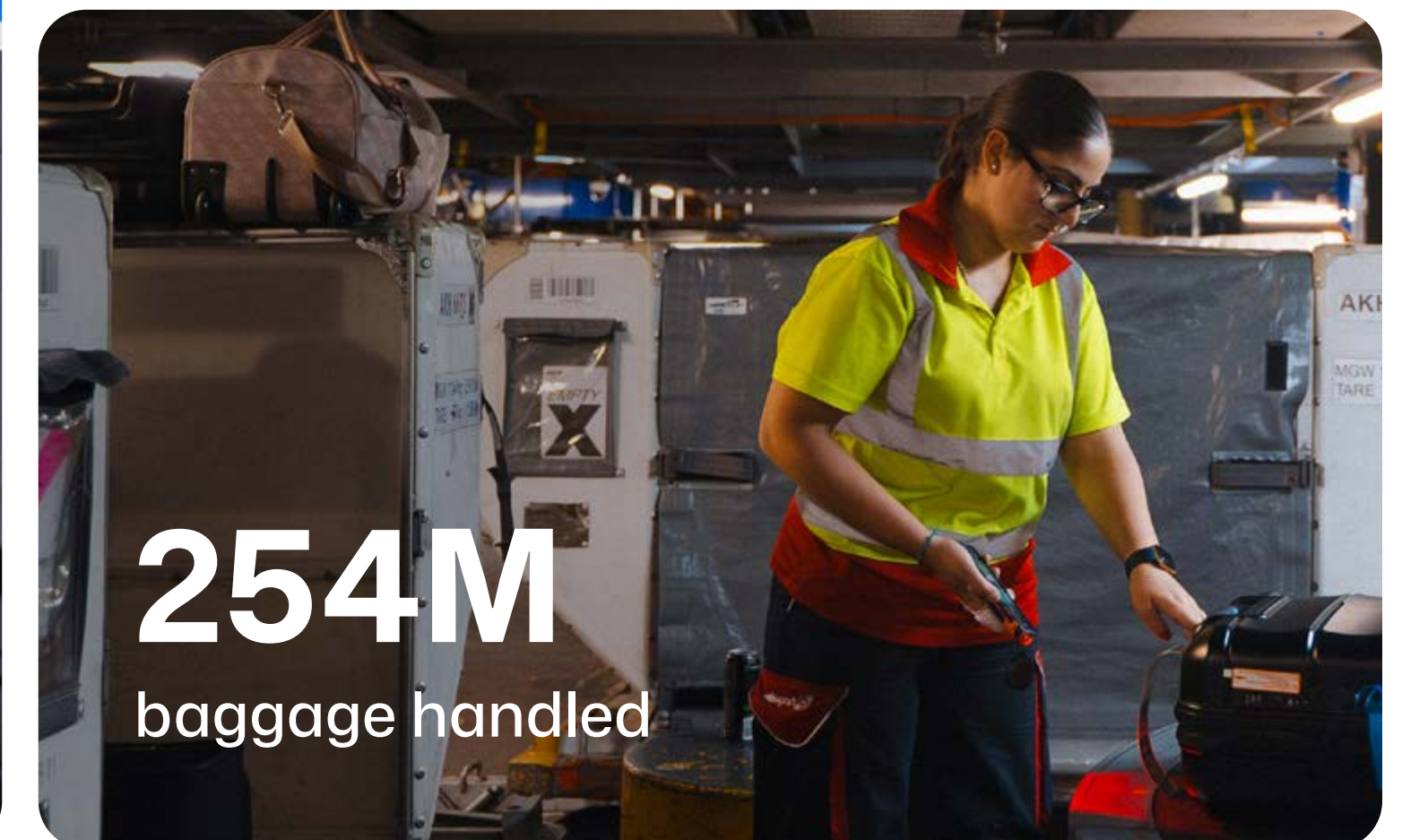
2.2M
aircraft fueled



243M
passengers served



254M
baggage handled



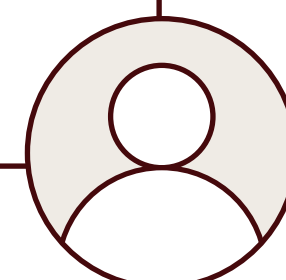
Passenger services

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 diverse needs of each individual passenger.



243M

airline passengers served



Check-in and gate

At check-in counters and boarding gates across 228 airports worldwide, Swissport takes pride in being the premier point of contact for travelers from all corners of the globe. In 2025 alone, our dedicated service agents, representing 500 airline partners, catered to the needs of 243 million airline passengers.

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, flight delays, or cancellations, our team swiftly manages rebooking, accommodation, and all necessary arrangements, ensuring a smooth and stress-free travel experience for our passengers.

Passengers with disabilities

Swissport offers specialized assistance services for passengers with disabilities

(PWD) at 152 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 15 countries. Our offer includes vital solutions like document verification, passenger screening, aircraft security, and cargo/baggage screening. Our customers can choose tailored security solutions to meet their specific needs, locally or globally.

In 2025, Swissport continued to roll out Matchbox, a cutting-edge digital tool that simplifies online check-in by verifying travel documents, improving departure punctuality, and saving airlines millions in fines. Matchbox ensures all passengers are in possession of necessary documents, preventing inadmissible passengers (INADs) before they board their flights. Since March 2023, more than 4 million travel document validations have been performed by the service.

Success story

Four million documents processed with Matchbox

Swissport subsidiary Checkport has continued to develop Matchbox, building on the product's initial launch in 2024. Each year, airlines worldwide face over \$200 million in fines for transporting passengers without valid entry documents, who are then denied entry and cause high repatriation costs.

Matchbox uses a state-of-the-art cloud-based travel document identification system to simplify the online check-in process, validating all required travel documents and API data. With its built-in matching engine, it automatically checks passports, visas, ESTA, ETA, and other permits to ensure entry regulation compliance. If any document is missing, the online check-in is denied. Once all documents are validated, passengers are instantly approved, ensuring a hassle-free and compliant travel experience.

Across several international airports, including Zurich, Geneva, Abu Dhabi, Riyadh, Mexico City, and Santiago de Chile, Matchbox has validated more than four million passengers, enabling airlines to ensure 100 percent compliance with immigration requirements before departure. On average, 30 passengers per 1,000 validated are automatically identified and rejected before boarding because

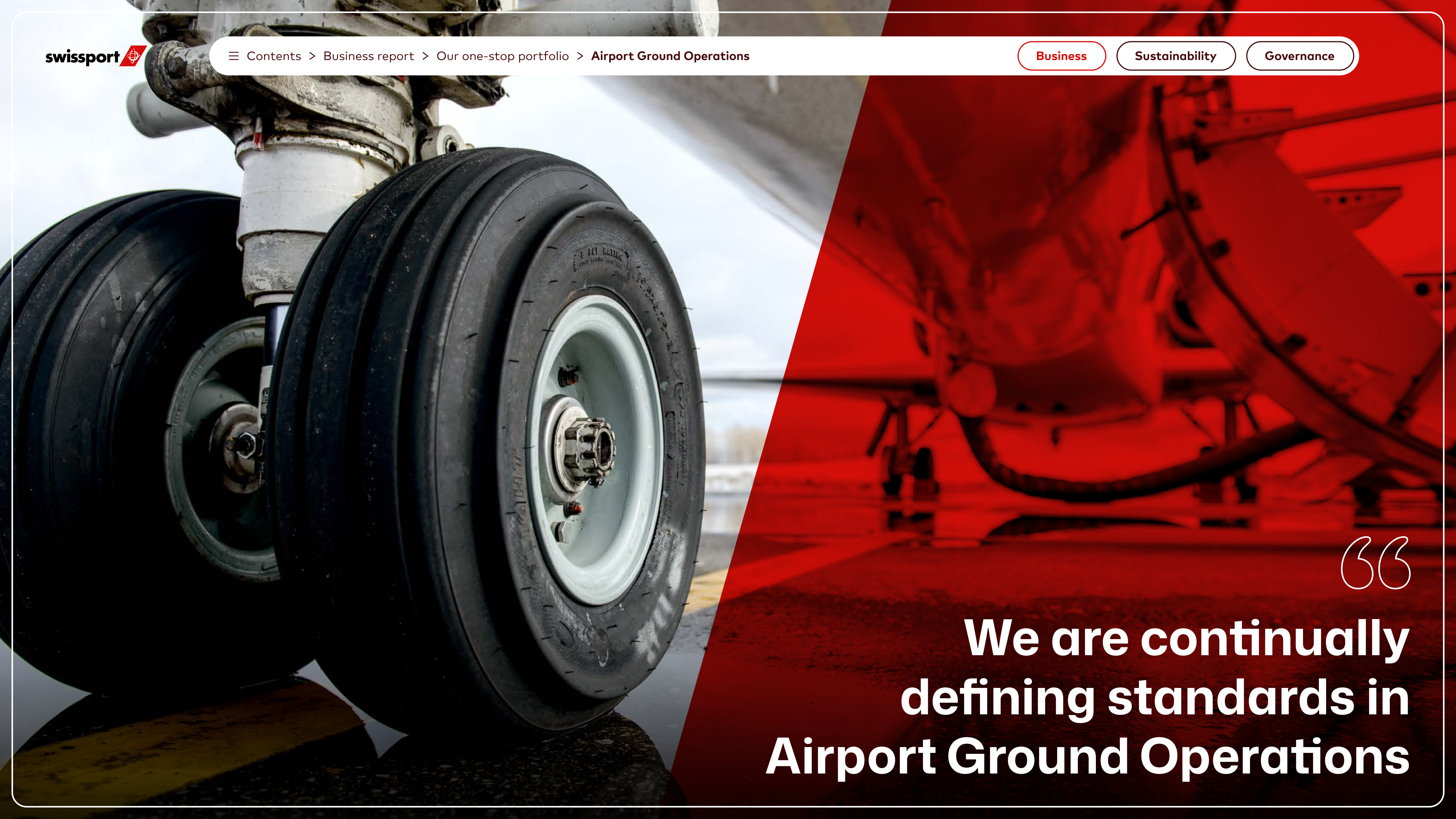
they do not meet destination entry requirements, preventing potential inadmissible passenger cases.

In addition to matching travel documents with entry requirements, Matchbox also verifies documents for potential forgeries. Out of more than 4 million validated passengers, Matchbox has rejected approximately 120,000 passengers who did not meet entry requirements, and around 10,000 passengers presenting fraudulent or forged travel documents. Notably, most of these passengers had previously passed an official border control.

Matchbox also improves operational efficiency. Airlines using the platform report time savings of more than 70 seconds per passenger during the check-in process, reducing manual document verification and easing pressure on airport staff during peak operations.

Matchbox also holds a triple ISO certification; ISO 27001 (Information Security Management), ISO 27017 (Cloud Security), and ISO 27018 (Cloud Privacy Protection), providing independent validation that the platform meets internationally recognized standards for data protection and securing cloud-based operations.



The background of the slide is a photograph of an aircraft's landing gear, specifically the main wheels, which are large and black with multiple tread patterns. The landing gear is mounted on a white strut. The right side of the image is overlaid with a semi-transparent red triangle. In the bottom right corner of this red area, there is a quote in white text.

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**We are continually
defining standards in
Airport Ground Operations**

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.

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 reduced 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 228 airports worldwide. Our skilled team utilizes over 948 pushback tractors, boasting up to 500 horsepower, to effortlessly maneuver aircraft 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 almost 700,000 pieces of luggage daily for 500 airline customers across 236 airports, Swissport's baggage services are unmatched in their efficiency and reliability. Annually, we handled more than 254 million pieces of luggage in 2025, ensuring smooth transitions for travelers worldwide.



55%

electric GSE target for motorized ground support by 2032

Success story

Driving the future of ground handling

In 2025, Swissport launched a landmark partnership with UK-based Aurigo International plc to conduct its first-ever global pilot of autonomous ground handling technologies at Zurich Airport.

The initiative began with a digital simulation platform at Zurich Airport, marking the first step in Swissport's exploration of autonomous ground handling solutions. Auto-Sim enables Swissport to model ground operations, in a virtual environment, identify automation opportunities, and support data-driven infrastructure and operational planning.

During 2026, Swissport will begin to trial Aurigo's autonomous, electric vehicle Auto-DollyTug, equipped with 360° obstacle detection, advanced situational awareness, and automated loading and unloading capabilities for Unit Load Devices (ULDs). The system is designed to optimize ramp operations and integrate directly into fleet coordination strategies.

Following a successful trial, the next phase will focus on deploying the technology on selected routes and integrating it into live operations. Opportunities for a broader rollout at Zurich Airport and potential expansion to additional locations within the network will then be evaluated.

At Swissport, we continue to invest in advanced technologies, systems, and processes. This strengthens our market position and ensures that we remain a leading partner in the sector.



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 load sheets for more than 70 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 55 airports, we treat over 25,000 aircraft per season 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.



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 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

At Swissport, we understand that losing personal items can cause stress and frustration. That's why 135 of our locations offer lost and found services, either directly to passengers or on behalf of airports.

Our lost and found services provide efficient and dedicated assistance to recover delayed and lost belongings for passengers, transforming stressful situations into positive experiences for travelers. With advanced tracking systems and transparent communication, Swissport ensures the swift retrieval and safe return of items, offering peace of mind to passengers worldwide.

135
 locations offering
 dedicated lost and
 found services

Fueling

A leading provider of aviation services, Swissport also delivers fueling solutions to global airline clients, handling 2.2 million flights in 2025. Across 36 airports spanning eight countries, Swissport fueled more than 6,000 aircraft per day, with an operation completed every 14 seconds across our network.

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.



2.2M
total flights
fueled in 2025



6K+
daily fueling
operations



36
airports served
across 8 countries



Air Cargo Services

Connecting the world. One shipment at a time.

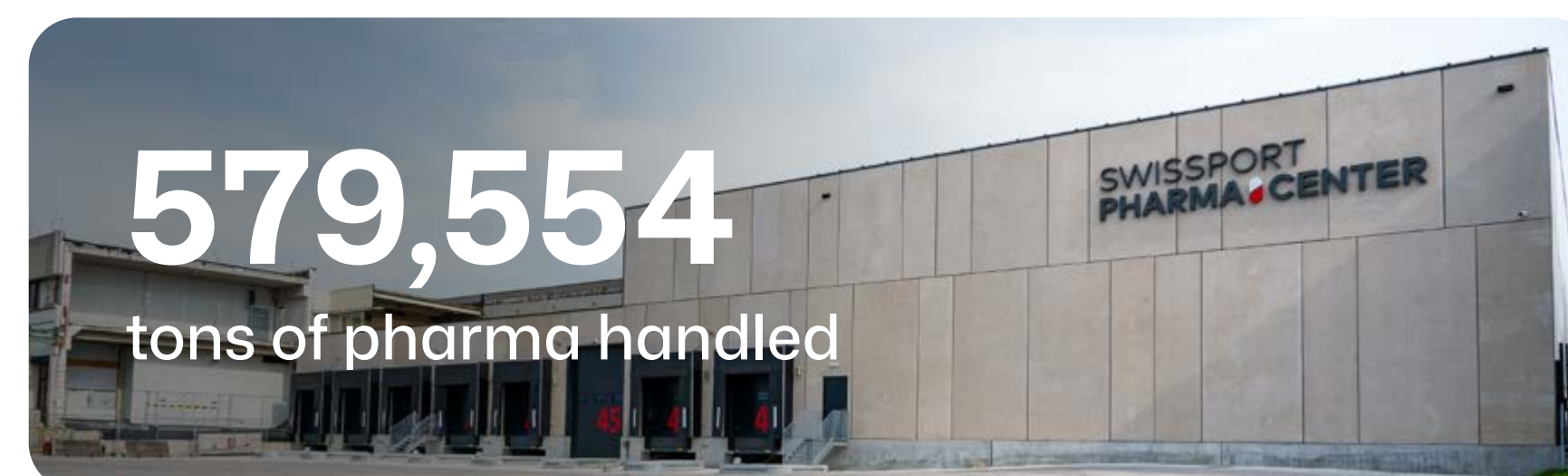
Swissport is a global leader in air cargo handling, partnering with airlines, freight forwarders, and shippers to ensure safe, reliable, and efficient cargo operations across 126 warehouses in 34 countries. In 2025, we handled more than 5.2 million tons of cargo annually, an increase of 4 percent vs last year and enough to fill a fleet of more than 100 Boeing 747 aircraft every single day.

Our operations are compliant with IATA's Cargo iQ certification, which we renewed in June 2025. This ensures that we maintain consistent delivery quality standards and align with the performance of our airline customers.

We specialize in pharmaceuticals, perishables, e-commerce, and general freight. Our services span import, export, and transit cargo, including screening, documentation, pallet handling, and freighter loading/unloading. In selected areas we also offer landside trucking, and handling services specific to the needs of forwarders in key locations.

Swissport's certified Pharma Centers (IATA CEIV, GDP, MHRA) guarantee full cold chain integrity, while our Cargo Digital Toolkit—featuring Mobiles, Integrated Weighing Solution, Centralized Cargo office and Cargo Customer Portal, allows us to deliver real-time visibility, efficiency, and performance insights across the supply chain.

Sustainability and operational governance are embedded in our operations through green infrastructure, electric fleets, and triple ISO certification (9001, 14001, 45001). Recognized by EcoVadis among the top 1 percent of sustainable businesses globally, Swissport strengthens trade networks and empowers customers to achieve safe, efficient, and responsible cargo operations worldwide.



Digital transformation for optimal performance

Swissport is transforming air cargo handling with advanced automation and AI-driven solutions for greater efficiency and reliability.

Using data analytics, machine learning, and Internet of Things (IoT) technology, we are harnessing new ways to enhance operational performance, optimize resource allocation, and improve service delivery. We were the first airport services provider to adopt IATA's ONE Record, a standard for data sharing that creates end-to-end transparency for logistics.

In 2025, Swissport expanded the scale and efficiency of our Cargo Digital Toolkit, which encompasses a range of solutions and applications designed to enhance safety, efficiency, and service quality on a global scale. Today, nearly 80 warehouses worldwide operate over 900 mobile devices, and more than 70 percent of Swissport's key Cargo iQ milestones are now achieved in real time using advanced technologies.

We also built on the foundation of our partnership with CHAMP Cargosystems with the development of our next generation cargo handling system, Cargospot-neo, and will complete our upgrade from legacy Cargospot systems to maximize the efficiency gains from machine learning and artificial intelligence technologies during 2026.



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**We power global
supply chains through
our freight handling**

Success story

Strengthening e-commerce with global partnerships

It's estimated that e-commerce now accounts for around 20 percent of the world's total air cargo volumes, and this is expected to rise to 30 percent by 2027, according to IATA. As a world leader in aviation freight handling, Swissport is committed to growing our e-commerce handling capabilities with 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. With ultra-fast processing for time-critical shipments and 24-hour processing time from arrival to last-mile departure, we ensure ultra-fast processing and a quick delivery of air cargo when a shipment is needed as quickly as possible.

2025 was a landmark year for our express services, epitomized by the expansion of our European e-commerce network with the opening of a new 5,500 m² second-line warehouse at Liège Airport (LGG), Belgium. Dedicated to import parcel handling, the new facility strengthens Swissport's logistics capabilities in one of the continent's fastest-growing cargo hubs.

5,500 m²

dedicated e-commerce warehouse opened at Liège Airport



Swissport's Liège operation integrates customers' Warehouse Management Systems directly with its CargoSpot platform for real-time visibility, accuracy and data integrity. The site is fully bonded and optimized for cross-dock operations focused on safety, efficiency, and timeliness.

With a total 9,500 m² on the ground, we have further reinforced Liège's role as a strategic European logistics hub able to process temperature-sensitive goods with Swiss precision.

Our growth in Liège was supported by the launch of our China operations, a first for Swissport. The partnership with Smargo, a joint venture between AVINEX Logistics and China Eastern Airlines Logistics will see us handle between 600,000 and 1.2 million tons of international freight every year in a new landmark facility at Shanghai Pudong International Airport.

Both facilities join a growing network of specialized e-commerce hubs in Brussels, Milan, Basel, New York JFK, and Manchester, providing airlines and integrators with consistent service standards and connectivity across major markets.

Cool chain excellence

Swissport understands the importance of air cargo to temperature-sensitive goods.

Long-range, high-capacity aircraft expedite the delivery of critical items such as pharmaceuticals and perishable goods such as food. This reduces the risk of spoilage or degradation, while allowing suppliers to expand their market reach.

With 64,600 m² of temperature-controlled space available across our network, our cooling infrastructure plays a key role in the transport of perishables, life-saving organs, and pharmaceuticals. With specialized facilities in Nairobi, Dar es Salaam, Brussels, Liège, and Miami, we handle a wide variety of perishable goods, including fresh produce, seafood, meat, and flowers.

Our facilities are designed for precise temperature control, with fast-track handling for perishable shipments, minimizing dwell time, reducing spoilage risks, and ensuring optimal freshness. This includes advanced cooling infrastructure, including dedicated cold storage, speed gates, ULD pre-conditioning for stable in-flight temperature control, and cooled truck docks to prevent temperature fluctuations during loading and unloading.

Our commitment to cool-chain excellence safeguards product integrity, optimizes logistics efficiency, and reinforces Swissport's leadership in managing temperature-sensitive goods.

In 2025, Swissport expanded its 'Flower Corridor' infrastructure with a 9,500 m² warehouse expansion at Amsterdam Schiphol, and our first dedicated perishables center at Liège airport, to meet growing demand, reinforce Europe's Golden Triangle and to ensure high-quality logistics especially during peak seasons.

64,600 m²

of temperature-controlled space globally



9,500 m²

'Flower Corridor' expansion launched at Amsterdam Schiphol

579,554

tons of pharmaceuticals
delivered in 2025

SWISSPORT PHARMA CENTER

Pharmaceutical expertise

Since 2015, Swissport has been at the center of excellence for delivering pharmaceutical logistics.

Today, 91 of the 126 global air cargo centers we operate are equipped to handle pharmaceutical goods. This ensures the safe and efficient handling of temperature-sensitive shipments through specialized infrastructure, strict compliance, and advanced technology. In 2025, we handled 579,554 tons of pharma across our global network.

28 of these locations have been certified by the IATA Center of Excellence for Independent Validators in Pharma Logistics (CEIV Pharma), the British Medicines and Healthcare Products Regulatory Agency (MHRA), comply with Good Distribution Practice (GDP), or meet our own stringent internal auditing requirements. We actively contribute to the future of pharmaceutical logistics by participating in industry associations and helping shape standards, including through our board membership at Pharma.Aero.

In 2025, Swissport accelerated its investment in temperature-controlled infrastructure across key life science markets, with expansion of dedicated pharma facilities in Manchester, Basel, New York JFK, Shanghai, and Düsseldorf, which was brought into the global Pharma Center network with IATA CEIV Pharma accreditation. These investments reinforce Swissport's leadership in managing critical pharmaceuticals, and strengthens our global expertise in this vital supply chain.

We are also building on our state-of-the-art 'cool+connect' system infrastructure. Launched in Basel in 2024, the model set the blueprint for the company's pharma-dedicated logistics, and is now being replicated across strategic life science hubs, with a special focus on 2-8°C cool container infrastructure to reduce handling time across our network.



Airport Hospitality

Redefining airport lounge hospitality

Swissport's lounge expertise under the Aspire brand continues to redefine airport hospitality. We are Europe's largest airport lounge brand. In 2025, we served 6.4 million guests in 24 countries. In 2025, we grew our hospitality portfolio to 110 lounges, with 96 operational and a further 14 confirmed to launch in 2026.

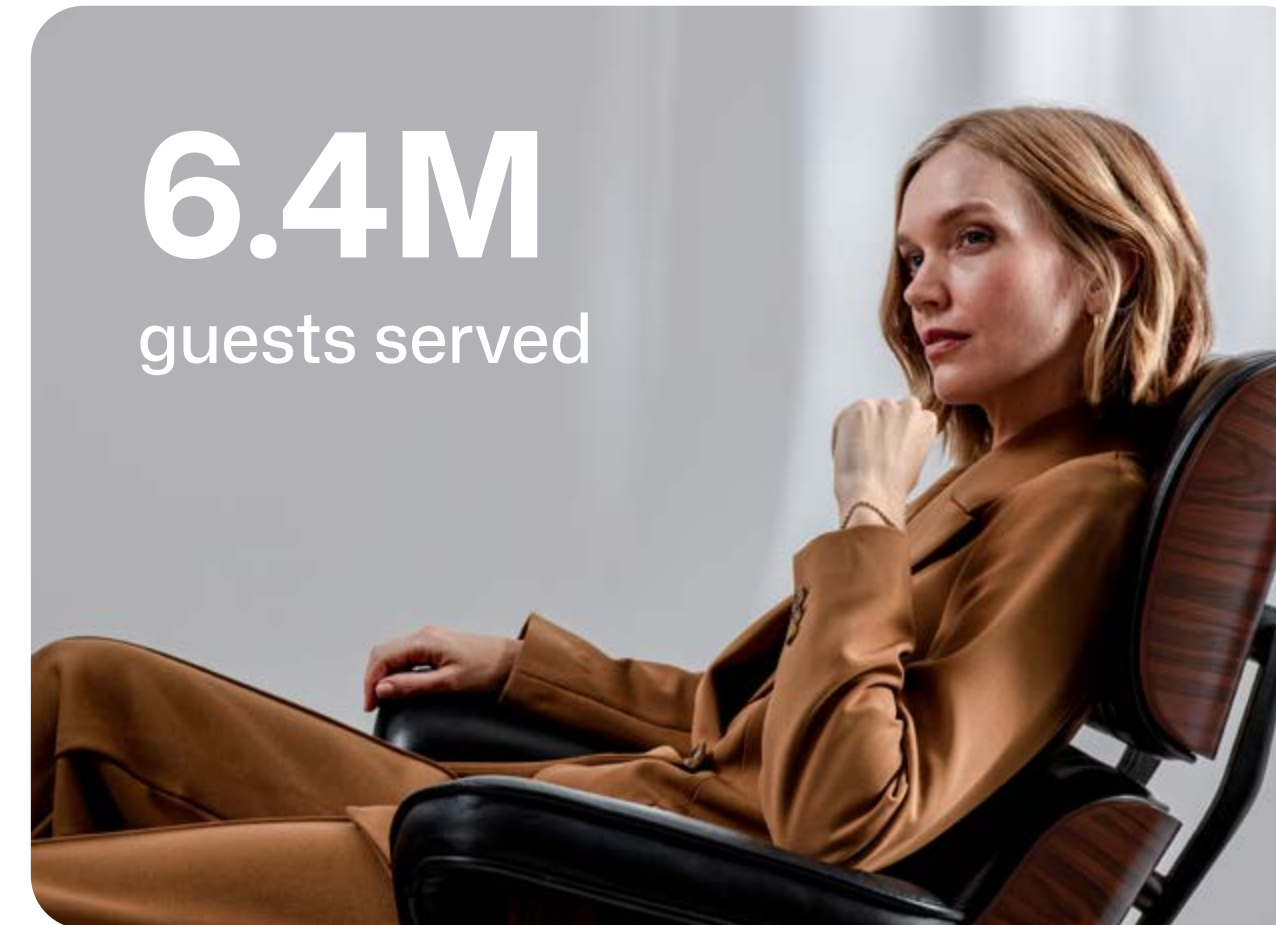
Swissport's ambition for Aspire Pre-Flight Hospitality is to transform the airport lounge experience into a hotel guest experience. Our aim is not only to offer the best lounge product and experience, but also to become superlative within the hospitality sector.

In 2025, we continued to build on our success of 2024, rolling out the world's first three-tier lounge concept to best serve the needs of modern travelers. This includes Luxe by Aspire, offering elevated dining and premium workspaces, and The Suite by Aspire, delivering a personalized a la carte service.

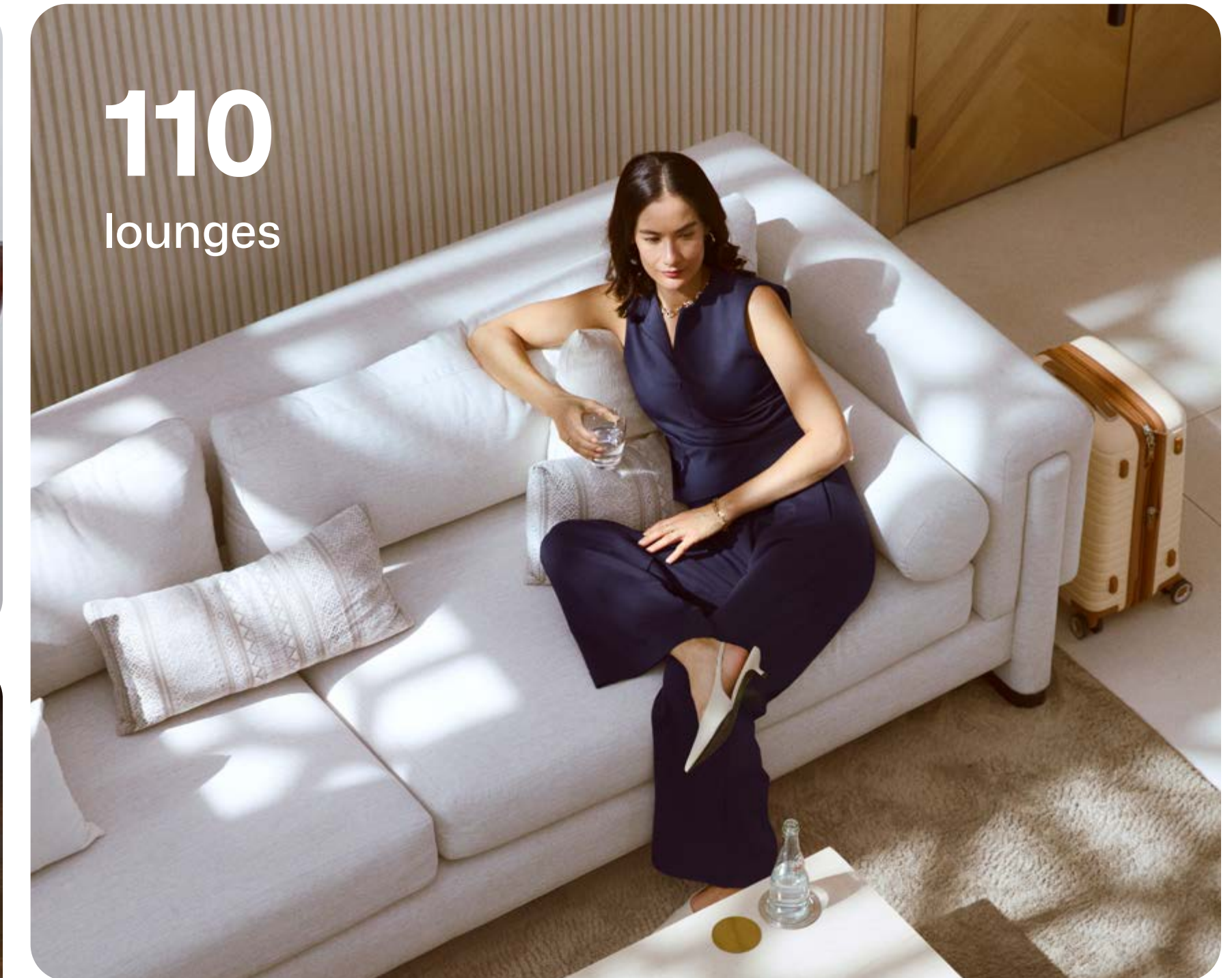
In 2025, we introduced the Luxe by Aspire offering at Liverpool-John Lennon Airport (LPL), and the Suite by Aspire offering at Zurich and Copenhagen airports. These pay-per-use lounges cater to all passengers, offering a dedicated space to relax with amenities such as comfortable seating, complimentary Wi-Fi, refreshments, and shower facilities, enhancing the pre-flight experience.

Aspire Pre-Flight Hospitality also cemented its reputation in 2025 as a provider of exceptional customer experiences with a triple win at the prestigious World Luxury Awards ceremony held in Barcelona. Our lounges Newcastle, UK and Perth, Australia won Best International Airport Lounge in their respective countries.

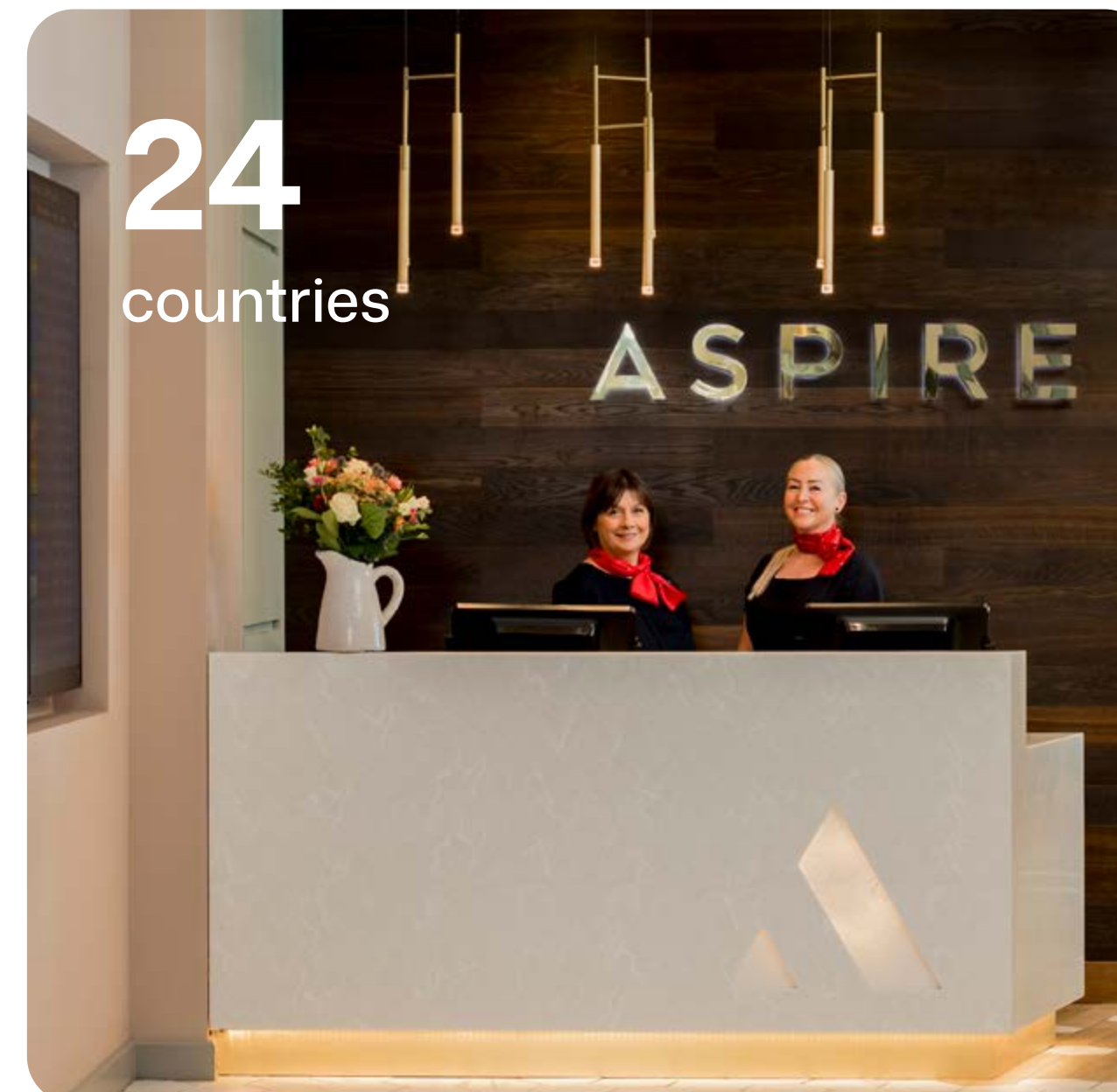
In addition to our flagship Aspire Lounges, Swissport operates premium lounges under the Club Aspire, No1 Lounges, Clubrooms, and MyLounge brands across the UK. Swissport Aspire also partners with airline alliances, such as Star Alliance in Amsterdam (AMS) and oneworld in Seoul-Incheon (ICN), ensuring a world-class lounge experience for travelers globally.



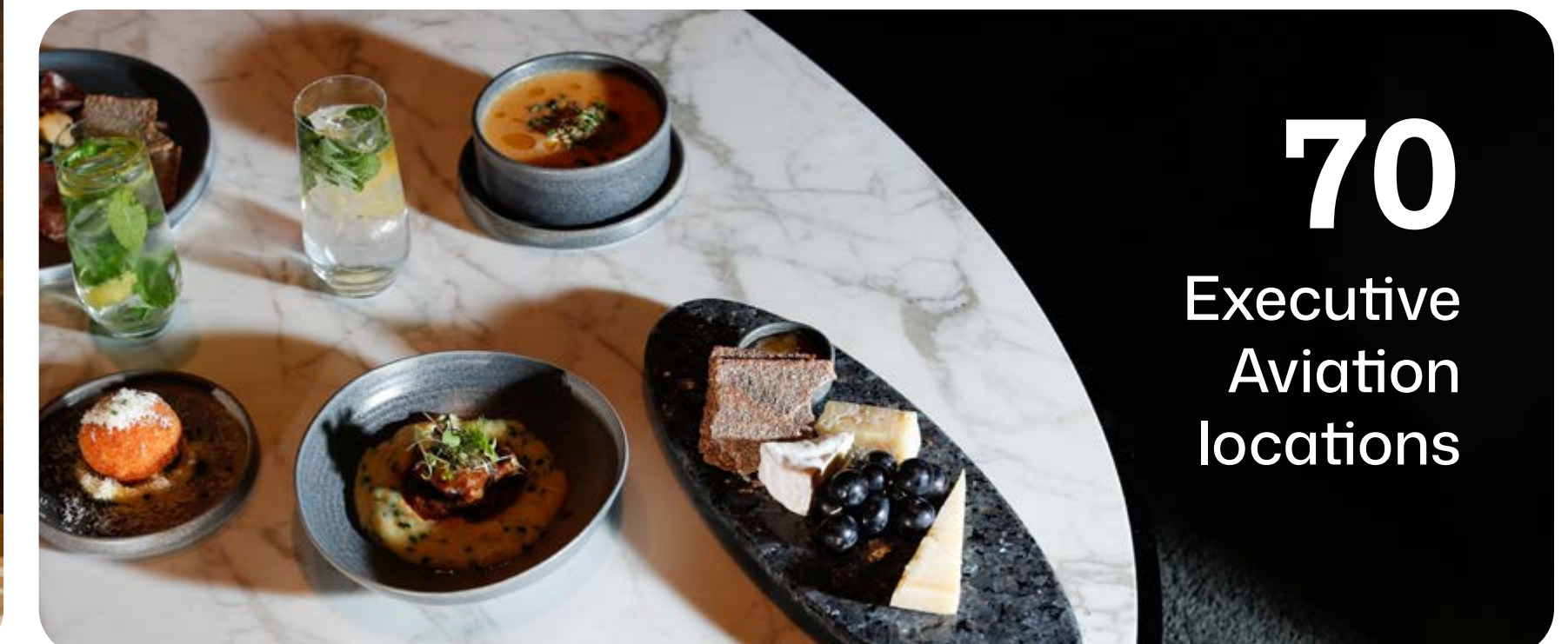
6.4M
guests served



110
lounges



24
countries



70
Executive
Aviation
locations

Success story

Expanding our global hospitality partnerships

Aspire Pre-Flight Hospitality continued to expand and build on its 2024 offering, growing by 80 percent since the end of 2023.

Leveraging Swissport's industry-leading partnerships within the global aviation community, Aspire launched several co-branded airport lounges in key destinations.

In January 2025, we opened our latest airport lounge at Helsinki-Vantaa Airport, in conjunction with OP Financial Group, a provider for financial services headquartered in Finland. This marks the first time Aspire Pre-Flight Hospitality has developed and designed an airport lounge in Europe for a customer outside the aviation industry.

The new 810 m², 180 seat space harmoniously blend the distinctive elements of both brands. Whether guests are looking to work, unwind, or enjoy a premium dining experience, the space is designed to cater to every need and elevate the airport experience.

Leveraging Swissport's industry-leading aviation customer base, Aspire signed multi-year co-branding partnership with WestJet, unveiling the Aspire WestJet Garden lounge at Calgary International Airport (YYC).

The lounge expansion introduces an additional 90 seats, bringing the total lounge capacity to 216. It features a first-of-its-kind interior garden concept in Canada,

offering travelers a serene and elegant space to unwind before their journey.

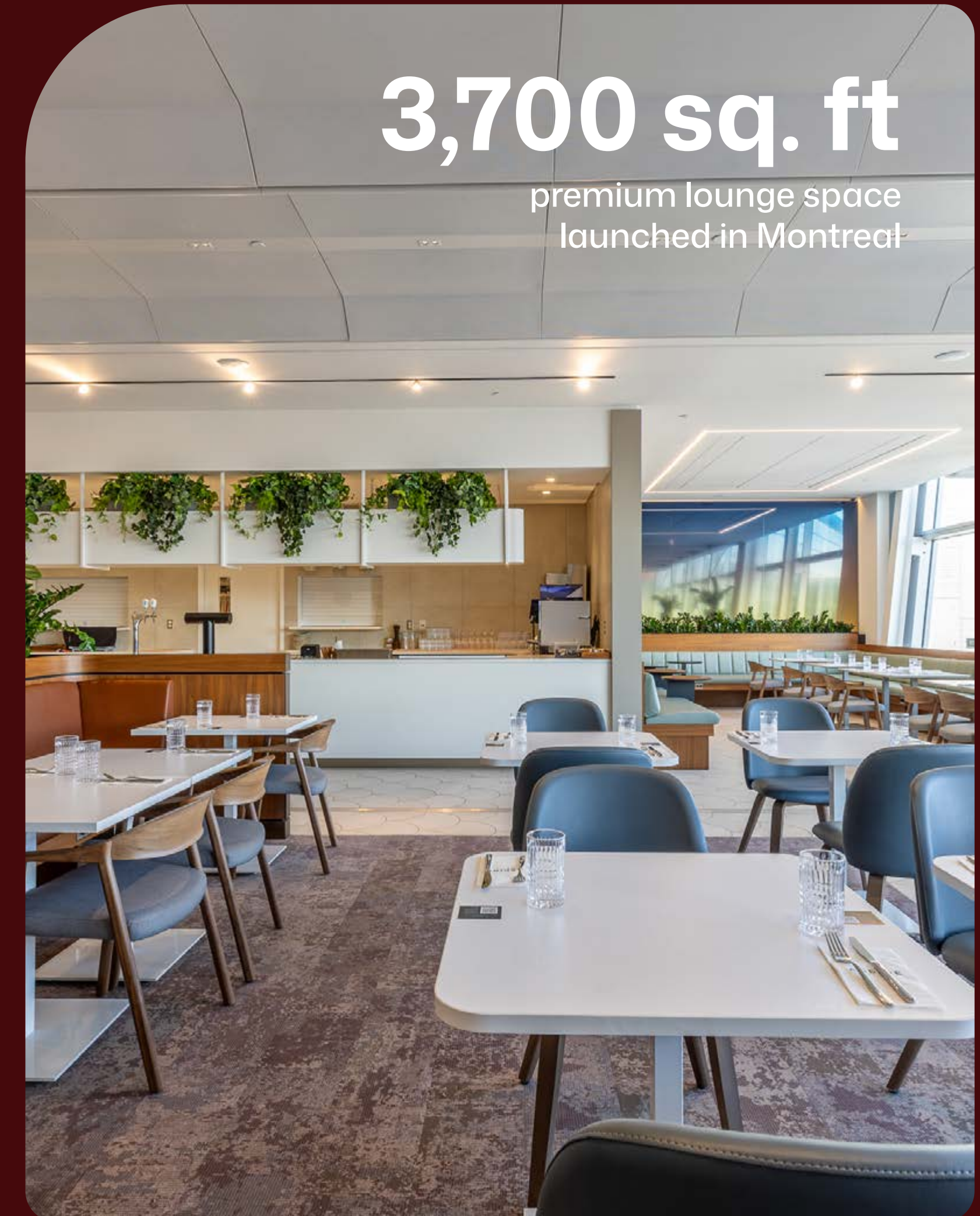
Elsewhere in Canada, Aspire partnered with American Express (Amex) to launch a new co-branded lounge at Montreal-Trudeau International Airport (YUL); the first common-use lounge to open in the airport's domestic jetty and is also the first Amex co-branded lounge in Canada.

The lounge captures Montreal's renowned culinary excellence and distinctive design aesthetic spanning 3,700 square feet including 100 seats across dining & bar areas, lounge space, workstations and private booths.

Aspire's global lounge partnerships continue to offer award-winning customer experiences all over the world. The Aspire-managed oneworld lounge in Seoul-Incheon also claimed "Asia's Leading Airline Lounge – Business Class" at the World Travel Awards in recognition of consistently high standards delivered by our dedicated teams since the lounge's launch in January 2024. In addition, the Air Canada Café at Billy Bishop Toronto City Airport won Best Domestic Lounge, Canada at the World Luxury Awards.

3,700 sq. ft

premium lounge space
launched in Montreal



Hospitality excellence

Under the Aspire brand, Swissport's hospitality division is responsible for delivering exceptional, consistent guest experiences and driving global growth.

Our primary focus is on delivering an excellent guest experience, through delivering a tailored lounge offering based on insight and analysis, that maximises returns for the airport.

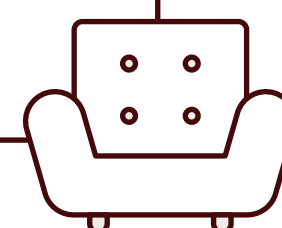
We have developed a product-led strategy that enables us to flex our spaces and create lounges that meet the needs and exceed the expectations of the departing demographic, something brand-led lounge operators cannot do. Our design concept reflects the needs and desires of both leisure and business guests, with innovation, flexibility, and sustainability firmly in mind.

What sets us apart from others though, is our unwavering commitment and dedication to delivering award-winning hospitality in all of our lounges.



110

airport lounges



Excellent guest experiences

We aim to exceed guest' expectations by consistently delivering excellent customer experiences that are underpinned by positive interactions, customer service, and a mantra that time spent in an Aspire Lounge is 'Time Well Spent'. Whatever the reason for flying, we aim to make the "Wait Wonderful" for each and every guest.

We understand expectations and needs differ according to every lounge location and guest segment, so we offer various processes for our guests to provide their feedback, for it then to be analytically measured and strategically implemented. Acquiring a wide range of feedback on our lounges, customer service, customer experiences, and branding is essential in helping us make the necessary changes to continually refine and improve our product.

We are proud to be the first, and only, aviation services provider to be a member of the Institute of Hospitality

(IOH) and to be working with École hôtelière de Lausanne (EHL). These valuable relationships underpin our training and operation and are setting a new standard in airport lounge delivery.

Our plans for growth

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 Pre-Flight Hospitality 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.

70
airport
operations

14
countries

PrivatPort

Luxury services with discretion

PrivatPort provides premium ground handling expertise for VIP passengers, crews, and private jets at 70 airports around the globe, offering comprehensive suite of ground handling and luxury services with a strong focus on personalized, high-end care for passengers and crew, all delivered with utmost professionalism and attention to detail.

Launched in 2001, our extensive network now spans across 14 countries. PrivatPort has been a trusted provider of dedicated ground handling services for executive aviation customers for over 20 years.

PrivatPort manages 5 dedicated Fixed Base Operations (FBOs) at strategic locations including Morocco, New Zealand, Switzerland, and Algeria, where we provide a wide range of premium services. This includes 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.

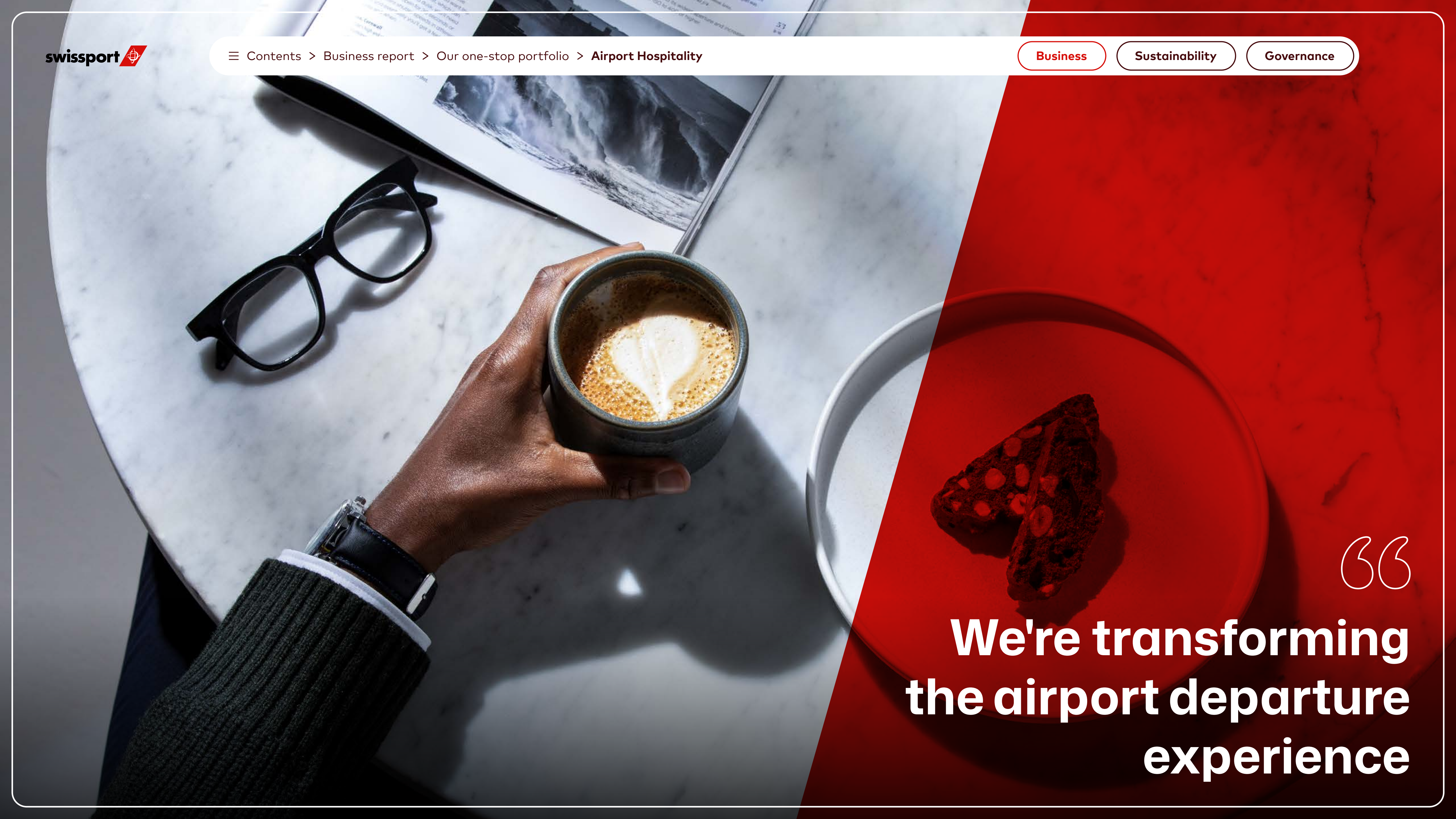
Premium services for VIPs

PrivatPort'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.

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 bespoke solutions for a range of VIP requirements.

Committed to personalized care and discretion, they stand prepared to deliver all required services with utmost professionalism and attention to detail.



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**We're transforming
the airport departure
experience**

15 years

of adherence to the
UN Global Compact

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 Charter 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 the hospitality industry. Aspire Pre-Flight Hospitality was the first business partner in the airport lounge hospitality sector to join this global institution.

Memberships

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. contents business report memberships, certifications, and awards business sustainability governance.

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.

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.

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.

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 passionately believe that gender equality is not only an ethical requirement but also a strategic advantage for Swissport.



Certifications and endorsements

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.

IATA Cargo iQ

In 2025, Swissport's air cargo services became officially re-certified under IATA's Cargo iQ benchmark.

Cargo iQ is an industry-wide quality management system supported by IATA. Swissport are audited every three years across 60+ criteria from process quality to data accuracy.

Global compliance means that

our operations across our 126 warehouses meet rigorous, internationally-aligned standards. This demonstrates our commitment to long-term operational excellence in air cargo services.

ISAGO

Swissport's Management System and corporate head office has been registered under ISAGO (IATA Safety Audit for Ground Operations) since 2010. In 2025, 18 locations in our network held station-level ISAGO registration.

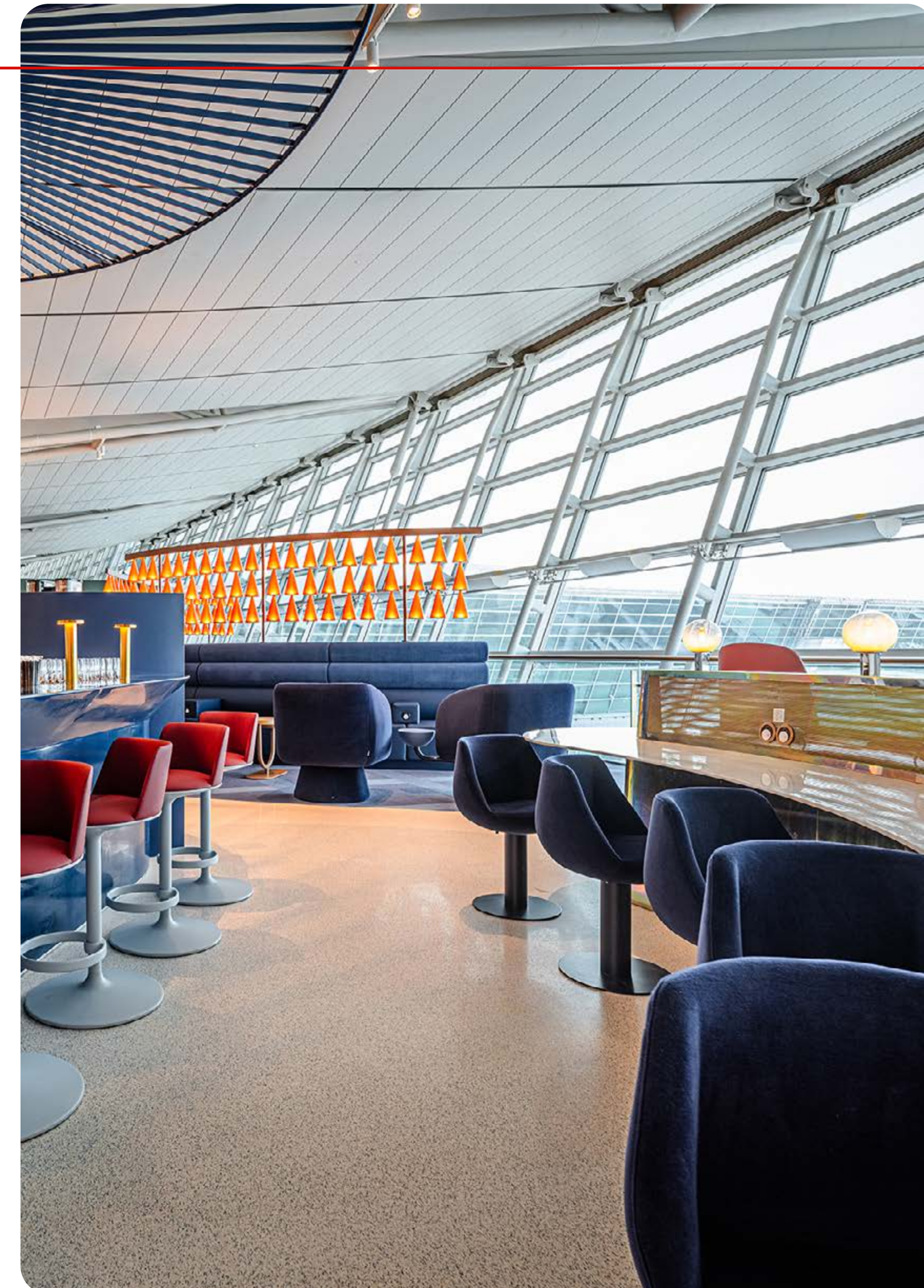
ISO

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).

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 certification extends to the global activities and processes of the rest of the Swissport organization at Swissport headquarters.

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 10,000 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.



Awards

ABEA Awards

Swissport Kenya was proud to be recognized at the Aviation Business Excellence Awards, hosted by the Kenya Airports Authority to honor outstanding contributions to aviation excellence, sustainability, and innovation.

Swissport took home two awards, including two overall winners in Ground Handling and Transit Sheds categories.

Aviation Industry Awards

The UK & Ireland Ground Handling Team triumphed at the Aviation Industry Awards in Central London, picking up the award for Ground Handler of the Year 2025.

Delta Airlines Station of the Year

Zurich Airport (ZRH) has been named "Station of the Year" in its category at the prestigious Delta Air Lines Station of the Year Awards! This award recognizes the team's unwavering commitment to safety, efficiency, and service excellence, the hallmarks of world-class ground handling.

Melbourne Airport Excellence Awards

Swissport's Melbourne team has won the Icarus Award for Excellence in Teamwork and Collaboration at the Melbourne Airport

Excellence Awards Gala for their work on Melbourne Airport 24/7, iTV's behind-the-scenes documentary series now airing globally.

QantasLink Awards

Two of our teams in Australia were honored at QantasLink's Annual Ground Operations Conference. The Mackay (MKY) team were recognized with the Resilience Award, while the Launceston (LST) team won the Wellbeing Award.

Silver Nozzle Award

Our Fuel Facilities team at St. Louis Lambert International Airport (STL) has been awarded the prestigious Silver Nozzle Award by the National Petroleum Management Association.

STAT Times International Awards for Excellence in Air Cargo

Swissport was crowned the International Ground Handler of the Year at the STAT Times International Awards for Excellence in Air Cargo, a recognition of our team's hard work and commitment to delivering safe, reliable, and efficient cargo handling across 123 stations on six continents. Racheal Ndegwa, CEO of Swissport Kenya was also recognized as Air Cargo Female Leader of the Year during the Air Cargo Africa event in Nairobi.

United Airlines Awards

At the United Airlines Business Partner Conference for Regional Airports in North America, Swissport was recognized with eight awards, including four first-place honors in Tier 1 categories, more than any other ground handler.

World Luxury Awards

Aspire Pre-Flight Hospitality achieved an exceptional triple win at the prestigious World Luxury Awards ceremony held in Barcelona, displaying our commitment to delivering outstanding pre-flight experiences across our global network.

Newcastle, UK and Perth, Australia won Best International Airport Lounge in their respective countries, while the Air Canada Café at Billy Bishop Toronto City Airport won Best Domestic Lounge, Canada.

World Travel Awards

The oneworld lounge at Incheon Airport in Seoul, operated by Swissport, has been named "Asia's Leading Airline Lounge – Business Class" at the prestigious World Travel Awards.

This recognition comes less than two years after its opening in January 2024, demonstrating Swissport's excellence in premium lounge management and hospitality.



Sustainability report

In this section

Our commitment to sustainability



Our people



Our planet



Our policy





Driving the future of sustainable aviation services

Dr. Detlef Trefzger discusses Swissport's sustainability achievements and the company's strategic role in advancing a more sustainable aviation ecosystem.

The aviation industry stands at a pivotal moment in its sustainability journey. As expectations from regulators, investors, and society continue to rise, our sector must lead the transformation while enhancing the global connectivity that drives economic prosperity. This is both our challenge and our opportunity.

As the world's leading airport services provider, we recognize that every player in the aviation ecosystem has a crucial role. As the invisible backbone of air travel, we embrace this responsibility and are committed to driving meaningful change across our global operations, working closely with airlines, airports, and partners who share our vision for a more sustainable future.

In our industry, nothing matters more than the safety of our people, our passengers, and suppliers. Keeping everyone safe, every day, is the foundation of everything we do. At Swissport, health and safety is deeply embedded in our culture and core values. In 2025, we accelerated our journey toward a truly safety-first culture through launching our dedicated iCare program, achieving an 18 percent reduction in lost-time injuries. This progress reflects a fundamental principle: when safety leads, operational excellence follows.

Climate change is one of the defining challenges of our generation. With aviation committed to achieving net-zero carbon emissions by 2050, we recognize both the urgency and our role in the solution. While ground operations represent a small share of aviation's total emissions, we are determined to lead our sector's transformation and support our airline partners in achieving their decarbonization goals. In 2025, we strengthened our contribution by securing validation of our near-term and 2050 net-zero targets with the Science-Based Targets initiative. With 26.3 percent of our motorized fleet now electric, we demonstrate that environmental responsibility and strong performance go hand in hand.

Our success ultimately depends on our people — from colleagues on the tarmac to leaders across our global network. At Swissport, we are committed to creating an environment where everyone can thrive. Through our Red Rules that protect minimum standards across our stations, the Swissport Academy that provides comprehensive training and builds careers as well as skills, and our commitment to empowering teams to grow, innovate, and lead, we invest in the potential of every colleague. We also recognize that a diverse organization strengthens decision-making and supports talent retention. Today, 31.6 percent of our leadership team are women, and we remain committed to building a workforce that reflects the communities we serve and welcomes diverse perspectives.

Our sustainability journey extends far beyond compliance. It is embedded in our strategy and fundamental to the long-term resilience, growth, and value we create for our stakeholders. Swissport's EcoVadis Platinum medal — an achievement reserved for only the top 1 percent of companies globally across all geographies and sectors — reflects the strength and credibility of our comprehensive approach to environmental, social, and governance performance.

These achievements are made possible by the dedication of our people and the strength of our partnerships across the aviation ecosystem. Every day, colleagues worldwide turn our ambitions into tangible progress, and I am deeply grateful for their commitment.

Looking ahead, we remain focused on accelerating progress and delivering meaningful impact. By embedding sustainability across our operations and working closely with our partners, we are helping shape a more resilient and responsible aviation industry. We thank all our customers, partners, suppliers, for their continued support and trust into Swissport. Together, we are driving a future that is safer, more sustainable, and built to last — for Swissport, our industry, our customers, and the communities we serve worldwide.

Dr. Detlef Trefzger

Chair of the Safety, Security, and Sustainability Committee

Building value through sustainability

Sustainability is at the heart of our strategy and vision, with environmental, social, and governance priorities embedded in the foundation of Swissport's business model. As a global leader in aviation services, operating across 312 airports in 49 countries, we recognize that our scale brings both responsibility and opportunity.

Our ambition and industry-leading position on sustainability demonstrates that real action creates business value, builds resilience, and inspires partners throughout the aviation industry to accelerate their own commitments.

Our sustainability strategy is not just about positive change; it is about building a resilient, future-ready business that creates lasting value. Through three interconnected pillars - Our People, Our Planet, and Our Policy - we have set ambitious targets that strengthen our competitive position while addressing global sustainability challenges. This approach is grounded in extensive stakeholder engagement and partnership across the aviation value chain, recognizing that systemic change requires synchronized action throughout our industry.

We demonstrate our commitment through certification and reporting against leading standards including EcoVadis, benchmarking against aviation industry frameworks, and aligning with the Sustainable Development Goals. Our comprehensive double materiality assessment ensures we stay ahead of emerging regulations like the Corporate Sustainability Reporting Directive (CSRD), turning potential challenges into strategic opportunities that position Swissport as an industry leader.

People fuel our success

At Swissport, people are not just at the heart of our operations - they are the driving force behind our innovation and growth.

By prioritizing safety, providing comprehensive training, ensuring fair working conditions, and fostering diversity and inclusion, we are building the foundation for operational excellence. This commitment extends beyond our workforce to the communities we serve, because investing in people creates the talent pipeline and social license that power long-term success.

Our planet is our operating environment

We have defined a bold decarbonization plan to reduce our operational emissions by 51 percent by 2032, with fleet electrification as the primary driver. Our robust environmental management system, certified to ISO 14001 across our locations, drives systematic mitigation of environmental impacts while unlocking operational efficiencies and ensuring continuous improvement. Our waste reduction and circularity initiatives do not just protect natural resources - they cut costs, drive innovation, and future-proof operations against resource constraints.

Integrity creates trust, and trust creates opportunity

Strong governance underpins everything we do. Our zero-tolerance approach to bribery and corruption, backed by ISO 37001 certification, our robust data security and our responsible supply chain management protect our reputation and integrity. These rigorous standards build trust in our partnerships and open doors to new markets.

External verification



Pillar	Ambition	Targets	Related SDGs
Our People	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. We provide fair working conditions, foster social dialogue, offer comprehensive training, and give back to communities around us.	• 5 percent reduction of work-related injuries (LTIs) year on year until 2027. • 100% of stations globally certified with ISO 9001 and 45001. • Zero tolerance of human rights violations with zero confirmed cases. • 3 hours of training per 100 hours worked for our operational staff. • 40% of women leaders by 2027. • 100 locations with regional outreach in health, charity, environment, and careers by 2027.	3GOOD HEALTH AND WELL-BEING 5GENDER EQUALITY 8DECENT WORK AND ECONOMIC GROWTH 10REDUCED INEQUALITIES
Our Planet	We take our impact on the planet seriously and are fully committed to protecting the environment. Our efforts are aligned with recognized standards such as the Science-Based Targets initiative and we partner with stakeholders across the value chain to reach our shared environmental ambition and transform the aviation industry.	• Net-zero carbon emissions by 2050. • 51% reduction of Scope 1 and 2 emissions by 2032 from a 2023 baseline. • 51% absolute reduction in Scope 3 emissions related to fuel and energy use by 2032 from a 2023 baseline. • 30% reduction of emissions from purchased goods and services and upstream transportation and distribution by 2032 from a 2023 baseline. • 55% electric share in global motorized fleet by 2032. • 100% of stations globally certified with ISO 14001.	7AFFORDABLE AND CLEAN ENERGY 9INDUSTRY, INNOVATION AND INFRASTRUCTURE 12RESPONSIBLE CONSUMPTION AND PRODUCTION 13CLIMATE ACTION
Our Policy	We uphold the highest standards of integrity, transparency, and accountability in how we conduct business and foster a culture of acting ethically. We aspire to continually strengthen our governance, adhere to core international principles, protect the data we handle, and extend our standards to our partners.	• 98%+ compliance with business ethics and anti-corruption training. • Zero tolerance of corruption with zero confirmed cases. • Global processes certified with ISO 27001 and ISO 37001. • 100% of new targeted strategic suppliers assessed via vendor due diligence prior to contracting.	16PEACE, JUSTICE AND STRONG INSTITUTIONS

Our sustainability governance



“

**We build
lasting partnerships
based on trust**

Shaping progress through partnership

At Swissport, we believe that meaningful progress in aviation can only be achieved together. Partnerships across our ecosystem inspire innovation, strengthen trust, and empower us to create lasting value. We engage closely with all our key stakeholders; those who benefit from, are affected by, or can shape our operations. Their insights and partnership are essential to building a more sustainable and resilient future for our industry.

Examples of engagement in 2025

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 first, always and everywhere.** Our safety-first culture is built on six fundamental safety principles embedded throughout our operations. In 2025, we introduced our iCare program, enhancing safety awareness and empowering colleagues to intervene in unsafe situations, delivering measurable reductions in workplace incidents. We actively engage with customers to ensure safety takes precedence over service delivery and continuously exchange best practices across the industry.
- **Enabling customer climate goals.** Many of our customers have committed to net-zero targets and require supplier emissions data for their Scope 3 reporting. We report our carbon emissions annually, receive limited assurance on our data, and have validated our targets through the Science-Based Targets initiative. This enables us to share reliable emissions data with customers through multiple channels, including CDP.
- **Demonstrated sustainability performance.** We provide transparency through our annual EcoVadis assessment, a globally recognized sustainability rating that gives customers clear insight into our performance. Our 2025 Platinum Medal — awarded for the second consecutive year — places us in the top 1 percent of companies rated globally across all industries.

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:

- **Partnering for fleet electrification.** Implementing our fleet electrification plans requires close collaboration with airport partners. We are intensifying these partnerships to coordinate charging infrastructure deployment, power supply requirements, and align on shared decarbonization roadmaps. Today, 26.3 percent of our motorized fleet is electric.
- **Certified excellence at every airport.** 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 locations. In 2025, we maintained certification to ISO 9001, ISO 14001, and ISO 45001 standards for all stations globally and maintained the ISAGO registration for the headquarters and selected stations additionally.

Our People		Considerations and outcomes:
Focus areas: • Health and safety • Fair working conditions • Employee engagement	How we engage: • Regular interaction with representatives of our frontline colleagues (e.g.; union representatives) • Regular internal communication campaigns • Monitoring of topics arising from SpeakUp channel • Employee surveys • Employee resource groups	• Protecting our people. Keeping our employees safe is our unwavering priority. Through our iCare program, we empower every colleague with six clear, actionable safety commitments that make safety an integral part of their daily work. In 2025, we launched our inaugural Safety Month, engaging our 63,000 employees around the world and bringing our safety-first culture to life. • Fair working conditions. Ensuring optimal work environments and rest areas is crucial for our employees. We have established six fundamental commitments across the Swissport network, including fair wages, attractive break rooms, and stable shift schedules, to nurture confidence and competence at work. These commitments are centrally monitored for all stations globally. • Connecting our workforce. Most of our employees work in operational roles without regular email access. Therefore, we deployed oneApp, our internal communications platform connecting our entire workforce through their mobile devices and serving as a portal for rosters and salary information. In 2025, we further strengthened our commitment to employee voice by launching a global employee survey and developing targeted action plans based on feedback.
Our Communities		Considerations and outcomes:
Focus areas: • Local employment • Charitable activities	How we engage: • Direct engagement from station managers • Local outreach programs	• Supporting local communities. In many locations where we operate, we play a major role as employers within local communities. We actively support and encourage our employees to initiate and participate in local community initiatives. • Standing together in crisis. During times of crisis, we stand by our employees and the communities we serve. In recent years, we have supported communities affected by major natural disasters by delivering essential aid and contributing to humanitarian organizations that provide shelter, food, and emergency care.
Our Investors		Considerations and outcomes:
Focus areas: • Operational and financial performance • Sustainable value creation	How we engage: • Monthly board meetings • Quarterly committee meetings • Sustainability roundtables • Sustainability disclosures	• Engaging with our investors. We maintain regular communication with current and prospective investors, keeping them informed about Swissport's strategy and performance. • Integrating sustainability into our dialogue. As sustainability is a key priority for our investors, we provide clear updates on our progress and involve them in any strategic adjustments. • Enhancing transparency through disclosures. We share comprehensive sustainability-related information, including dedicated questionnaires, to support our investors in making well-informed decisions.

Our Suppliers		
Focus areas: • Sustainable procurement • Procurement of GSE	How we engage: • Regular exchanges • Contact with key suppliers managed centrally • Annual supplier event • Supplier capacity building	Considerations and outcomes: • Sustainability standards in our supply chain. We embed our sustainability principles across our supply chain through our Supplier Code of Conduct, which forms an integral part of contracts with our strategic suppliers. Furthermore, all strategic suppliers undergo a vendor due-diligence review, supported by a detailed sustainability questionnaire. • Collaboration to drive sustainability improvements. Our suppliers play a critical role in providing the products and services that enable operational excellence and sustainability progress. To strengthen this partnership, we have introduced a supplier capacity-building program designed to support closer collaboration on sustainability topics, with a strong focus on carbon-emissions reporting and reduction. • Collaborating for impact. As part of our annual global summit, we bring together suppliers, our Leadership Team, and more than 300 station managers to foster collaboration and accelerate innovation across our value chain. In 2025, we expanded this platform by launching the Supplier Sustainability Award, which recognizes outstanding sustainability contributions.



Defining our sustainability roadmap

Defining sustainability priorities through double materiality

The concept of double materiality is fundamental to identifying which sustainability topics are truly significant for Swissport and require strategic focus. It encompasses two critical perspectives: an inside-out view that examines the impacts our operations and value chain have on people and the planet (impact materiality), and an outside-in view that assesses how sustainability factors create risks and opportunities for our business (financial materiality).

Our regular, comprehensive double materiality assessments enable us to pinpoint where Swissport can drive the greatest environmental and social impact while simultaneously creating business value, strengthening our competitive position, and building resilience. This rigorous analysis forms the foundation of our sustainability reporting and strategy, ensuring our efforts are focused on high-impact areas. It also positions us ahead of evolving regulatory requirements, providing early preparedness for the Corporate Sustainability Reporting Directive (CSRD).

Our rigorous assessment process

In 2025, we conducted our second comprehensive double materiality assessment, adhering to the European Sustainability Reporting Standards (ESRS) and aligning our procedures with guidance from the European Financial Reporting Advisory Group (EFRAG). We follow a strict assessment protocol developed in collaboration with Accenture at our inaugural assessment to ensure rigorous methodology and robust outcomes, with their expert guidance informing our approach to this second assessment.

We refresh our double materiality assessment on a regular basis and whenever material changes in our business require reassessment.

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 ratings, stakeholder views 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 ["Shaping progress through partnership"](#)) to complement the inputs from our internal stakeholders.

4

Validation of results

The results of our double materiality assessment were reviewed by our Safety, Security and Sustainability Board Committee and approved by the Board of Directors.

5

Documentation of results

We thoroughly documented our double materiality assessment and ensured repeatability in the coming years.

Our sustainability topics

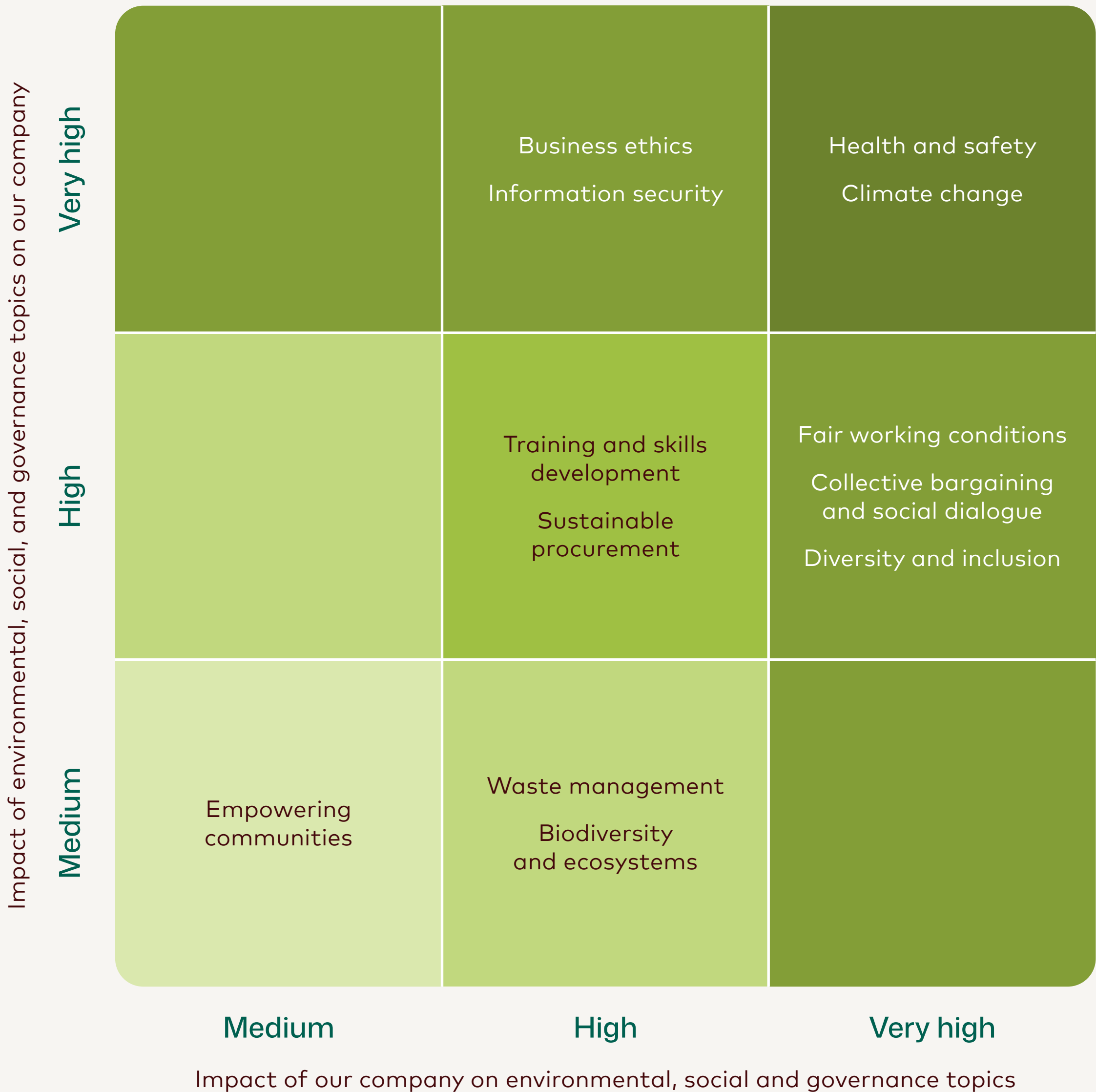
Based on our thorough assessment, we identified 12 material topics that guide our sustainability activities. For these topics, we have defined policies including targets, implemented measures, and track progress through reporting.

With a global workforce of 63,000 people, employee wellbeing and engagement is crucial to Swissport’s sustainability plan. Social topics include health and safety, as well as fair working conditions, collective bargaining and social dialogue, diversity and inclusion, and training and skills development. As a major employer in many locations, we are also committed to giving back to the communities around us.

The environmental impacts we identified are more granular and focused than in our previous materiality assessment. Given our large fleet as well as aviation’s overall decarbonization roadmap, we consider climate change as our highest priority among these topics. Others include waste management as well as biodiversity and ecosystems, with particular focus given towards mitigating potential fuel spillages in our fueling business.

As a multinational corporation, we acknowledge the multifaceted implications and risks associated with governance. Hence, we prioritize business ethics, encompassing our whistleblower process and initiatives targeting anti-corruption, and bolstering information security. Integral to our approach is aligning 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”.



Our people

In this section

Health and safety



Fair working conditions



Collective bargaining and social dialogue



Training and skills development



Diversity and inclusion



Empowering communities





Our people are the bedrock of everything we do at Swissport. They drive our success and enable us to deliver high-quality services in all circumstances. We invest in our teams to ensure engaged employees who support one another and are committed to safe, reliable service. We prioritise occupational and operational safety, fair working practices, social dialogue, comprehensive training, an inclusive culture, and giving back to local communities.

2025 achievements

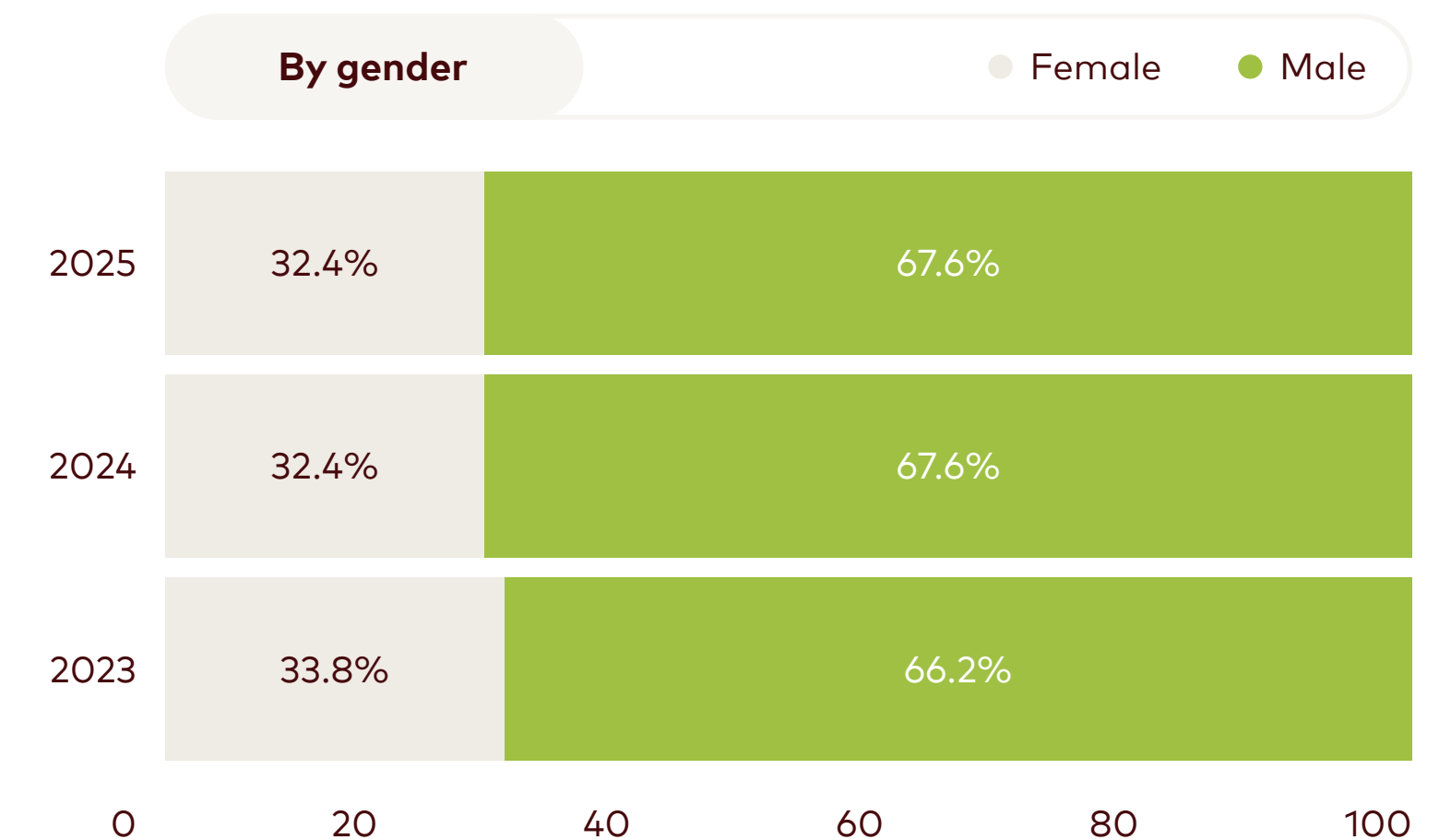
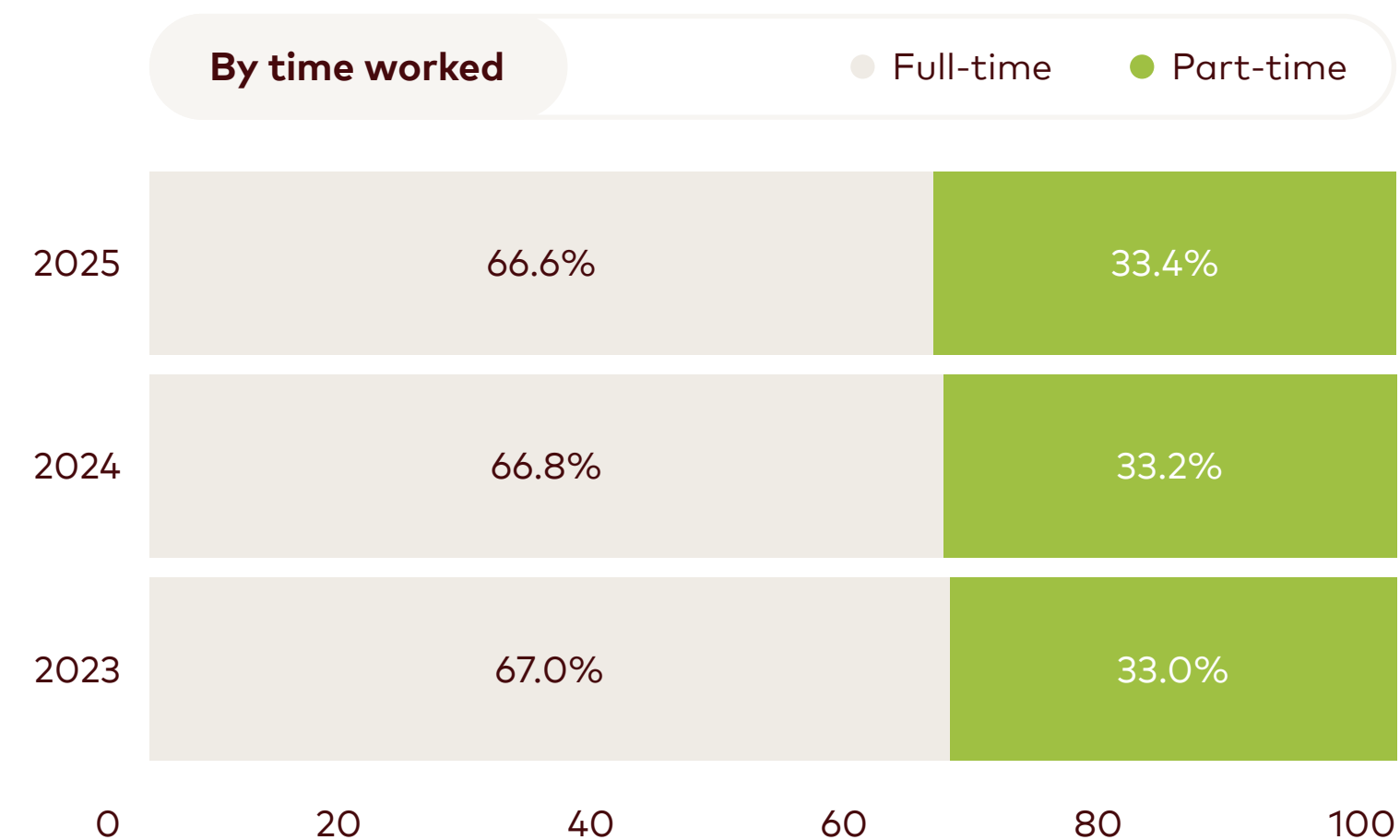
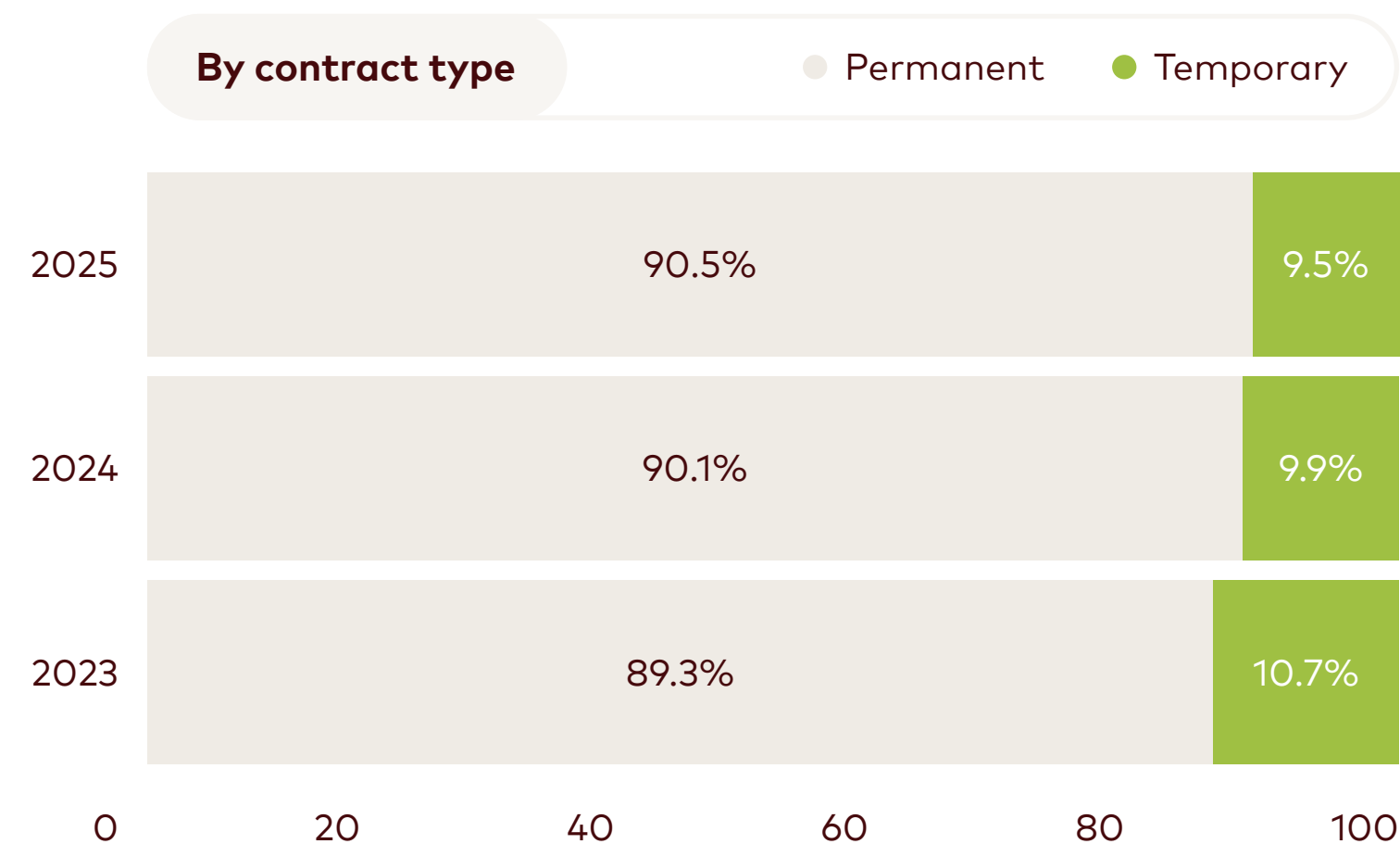
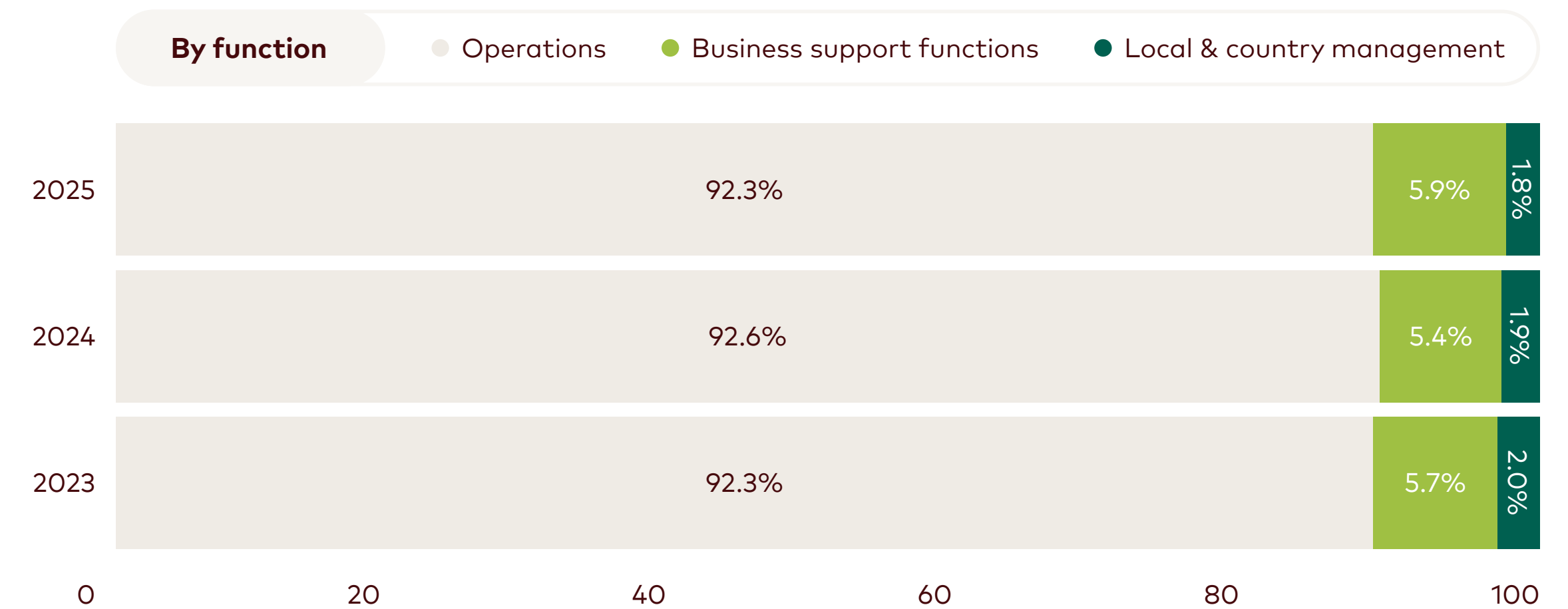
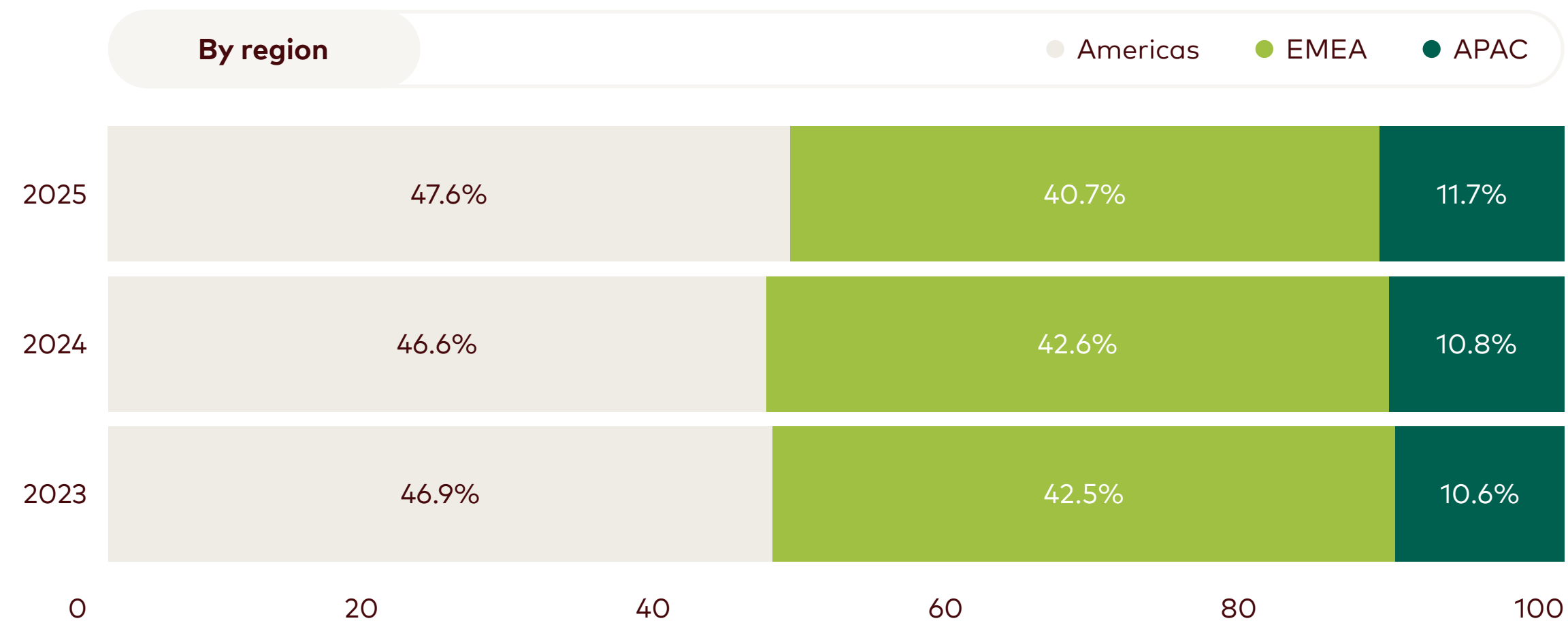
- Reduced our lost time injury rate per 100,000 hours worked by 18% from 1.08 in 2024 to 0.89 in 2025.
- Maintained the ISO 9001 and ISO 45001 certifications across our locations globally.*
- Rolled out iCare, a global safety initiative, introducing new tools and systems, and held our inaugural Global Safety Month.
- Launched AI-enabled video-based coaching of drivers to enhance safe driving.
- Rolled out a global employee engagement survey to ensure consistent and actionable employee feedback across all regions.
- Delivered more than two million training sessions and recorded a yearly average of 3 hours training per 100 hours worked.
- Enriched our training experience with virtual training experiences, especially in health and safety trainings.
- Achieved a 78% roll out of our Global ATS (Applicant Tracking System) started in 2024 helping reduce hiring bias.
- Fulfilled our pledge to the IATA 25by2025 with 32.4% female colleagues and 31.6% female leaders.
- Supported our communities through a multitude of local initiatives.

*By the end of 2025, 21 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.

2026 roadmap

- Continue our path of 5% reduction of the lost time injury rate year-on-year from a 2022 baseline.
- Maintain the ISO 9001 and ISO 45001 certifications across our locations globally.
- Continue the rollout of the iCare app globally as a single source for managing inspections, audits, and incidents.
- Use Telematics data to support decision-making and enhance safety.
- Continuously monitor the Red Rules to ensure compliance and action plans to remedy any shortfalls.
- Re-run the global employee engagement survey to ensure consistent and actionable employee feedback across all regions.
- Expand eLearning availability across additional countries to enhance global access to training.
- Roll out a global customer-care program designed to train 15,000 of our frontline team by 2026.
- Further advance the roll-out of our Global ATS (Applicant Tracking System).
- Introduce additional technology solutions to help reduce hiring bias, standardize evaluation, and support fair opportunity hiring.
- Expand community outreach programs to additional locations in our global network.

Head count split 2025



Health and safety

Safety is deeply embedded in our company culture, prioritizing employee safety and the well-being of our teams and passengers. It is driven by every one of our business leaders and stakeholders to reinforce the highest safety standards across our operations.

We work relentlessly toward our goal of zero accidents and injuries, maintaining strict adherence to the highest safety and quality standards including ISO 9001 and 45001. In 2025, we launched iCare, a comprehensive program to further strengthen our safety-first culture across the entire organization - from top management to frontline colleagues.

🌿 **Safety is not just a priority, it is part of our DNA.**

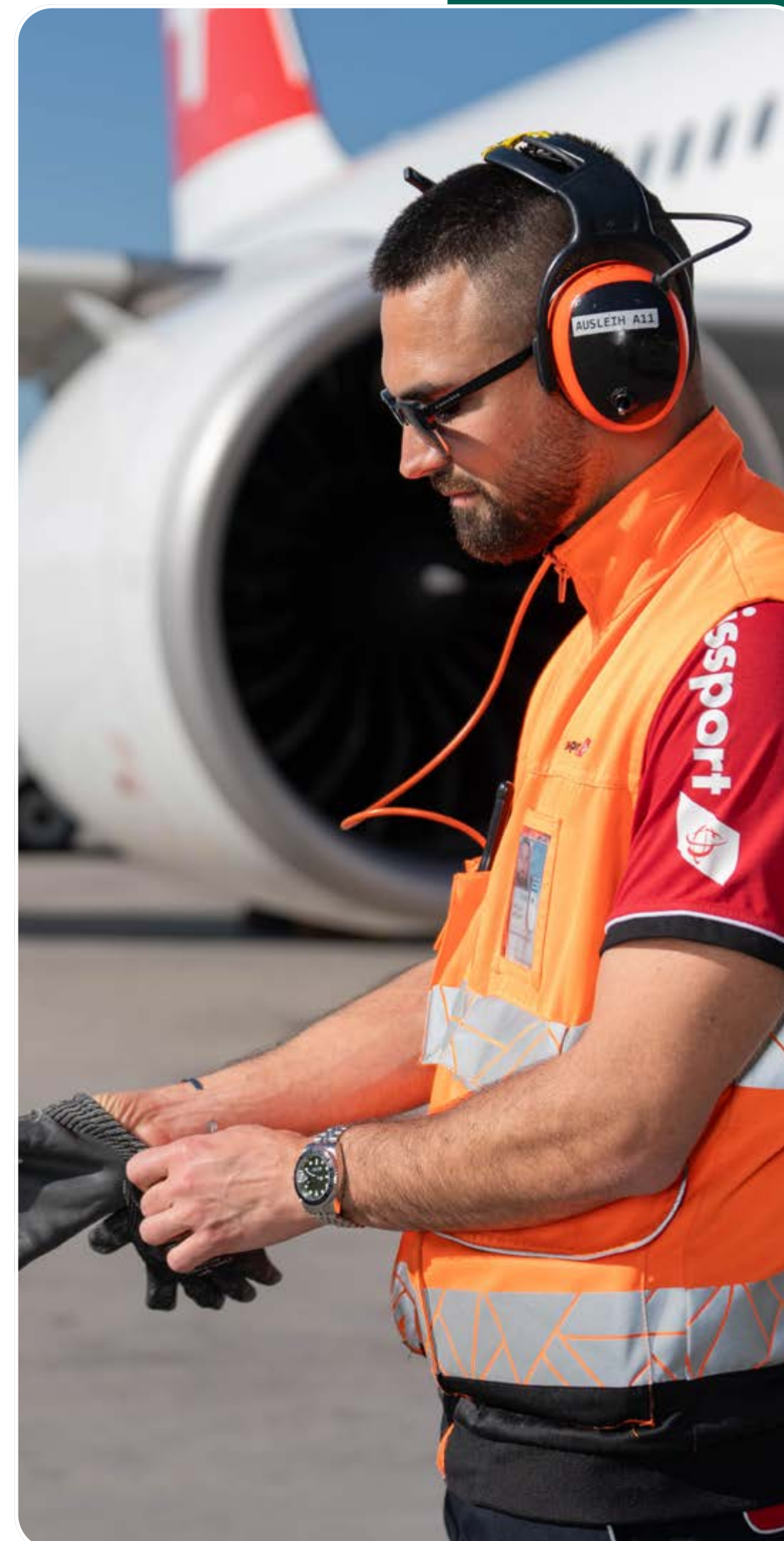
Our Zero Harm approach

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 meeting, including those of

our Executive Leadership Team, starts with a Safety Moment to emphasize its critical importance. Safety is not just a priority, it's a promise.

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 have been registered under ISAGO since 2010, and at present 18 individual locations in our network hold the station-level ISAGO registration. All our locations globally are certified with ISO 9001 and ISO 45001 and we are committed to maintaining these high standards across our operations. New locations added to the network throughout 2025 and beyond will be gradually included in the ISO 9001 and 45001 certifications.



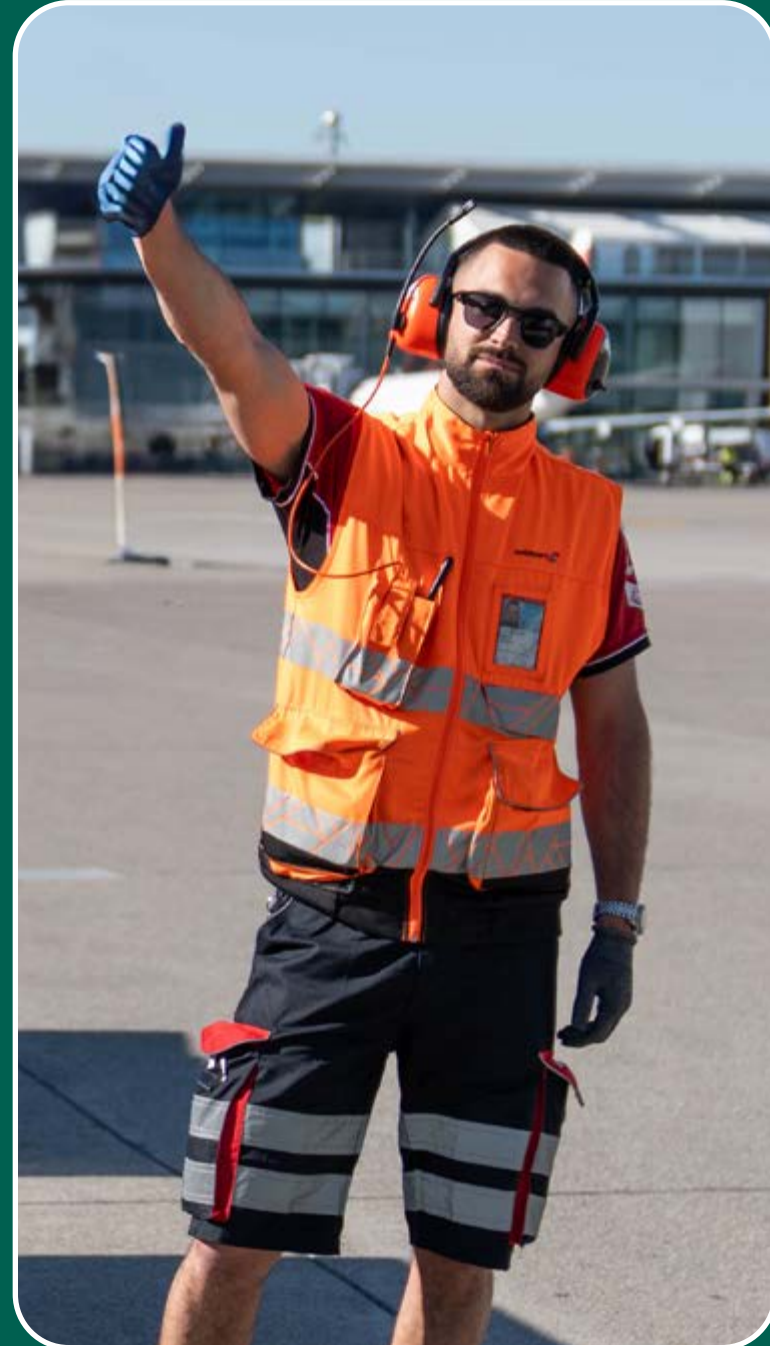
Driving accountability through governance

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 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. We identify trends and implement action plans using live performance data. Global risks are also reviewed during Safety Review Board meetings; mitigation actions are assessed for effectiveness, and safety objectives are monitored. This approach aligns with Swissport Management System (SMS) standards, reinforcing accountability, strategic decision-making, and continuous improvement in organizational safety performance. Additionally, our Management of Change program ensures risks from business changes are identified and managed.



Scan the QR code to read the full version of our **QHSE Policy Statement**



S

Safety over On-Time Performance (OTP)

A

Always wear Personal Protective Equipment (PPE)

F

Follow procedures and training

E

Every incident must be reported

T

Take action to correct unsafe situations

Y

You must stop unsafe activity

Turning our safety commitment into everyday practice

In 2025, Swissport introduced a comprehensive safety program under the iCare banner. iCare represents Swissport's quality standard for excellence in quality, health, safety, and the environment (QHSE) and embodies our practical, proactive culture of care that keeps colleagues and operations safe. It reflects our core value, "Show You Care," demonstrating that safety and security are at the heart of who we are and how we operate.

The iCare program is supported by the newly launched iCare app, which enables safety inspections and audits, tracks corrective and preventive actions, logs issues in a single integrated system, and allows inspections to start online and continue offline. Launched in 2025, the app is being gradually expanded with additional functionality.

Swissport's iCare 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.



Proactive hazard management

We analyze safety performance to develop strategies aligned with our global safety vision. In 2025, approximately 600,000 safety inspections were conducted across our locations supporting our proactive approach. Colleagues are encouraged to report near misses or unsafe conditions, and positive safety performance is recognized and rewarded. Good practices are shared through various safety forums and meetings, making knowledge and effective approaches accessible across all locations. In addition, all locations conduct risk assessments, which are reviewed at least every three years, to ensure they remain effective and aligned with current safety standards.

Incident management

Swissport is committed to thoroughly investigating all safety incidents. All incidents are reported through our iCare platform. 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 encourage reporting and ensure we learn from every event.

Quality assurance and control

Independent global and regional audit teams oversee safety, security, and environmental compliance. In 2025, 144 locations were audited, with audits tailored to each station's performance, size, and risk level. Results are reviewed monthly to drive continuous improvements. Updates based on findings, incidents, or changes in work practices are shared with relevant stakeholders. At Swissport, inspections are a key part of quality control. They are conducted regularly using the iCare app and standard templates, with results reviewed and deviations addressed monthly. As of 2025, the iCare app is fully implemented to conduct inspections, with new audit functionality being gradually rolled out to support the audit program.

Safety training communication

We ensure effective training and communication to sustain strong safety performance. Every employee undergoes comprehensive safety training at onboarding and regularly throughout their entire career. Managers are engaged through internal meetings, and colleagues are kept informed via multiple channels, including OneApp, internal websites, and mobile devices. Every Swissport location has a meeting and briefing structure that reflects its size and complexity, ensuring Health and Safety is the first topic in all meetings and briefings. Monthly safety topics and weekly safety tips emphasize our Six Safety Commitments, supported by operational safety ambassadors.

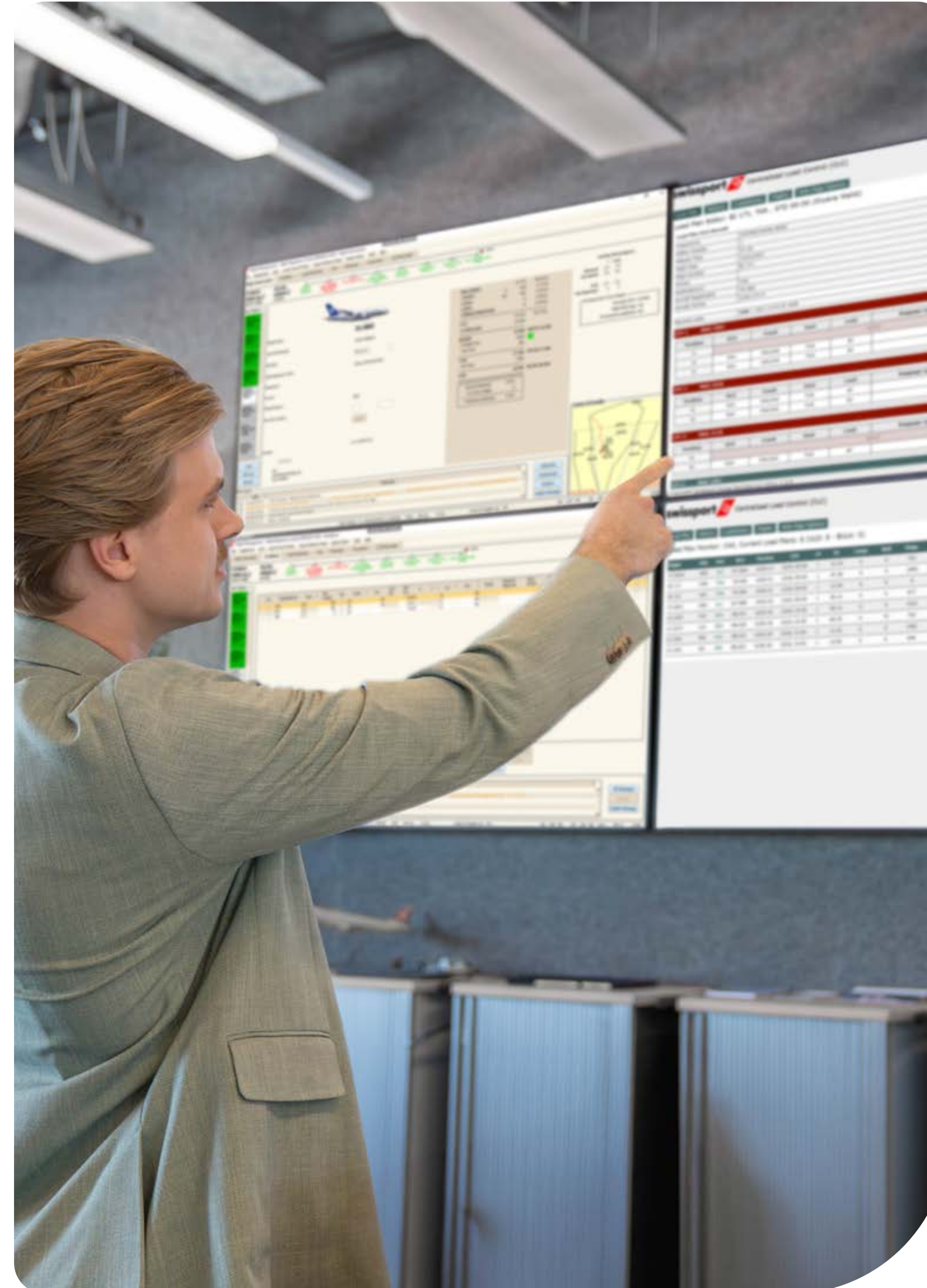
Elevating security across all operations

In 2025, Swissport advanced a stronger, globally consistent security program aligned with ICAO Annex 17 and IATA SeMS guidance while respecting regional and local operational realities. Our ambition is to establish a globally coordinated yet locally responsive security system, ensuring every station operates to robust, auditable security standards.

We collaborated with regional teams to strengthen aviation and physical security risk-management, implementing structured approaches to identify, assess, and manage security risks across all business lines. This includes targeted support in regions exposed to narcotics-trafficking pressures and expanded awareness and training on human trafficking and illegal wildlife movement. This reinforces Swissport's sustainability commitments by protecting vulnerable individuals, safeguarding biodiversity, and contributing to a resilient, responsible operating environment.

We established foundations for accessible global security resources, developing clear standards and specialist guidance for frontline colleagues, and centralized support functions to help stations navigate complex regulatory requirements and evolving threats. Our goal is to ensure all colleagues have the tools, training, and expertise to operate securely and confidently.

These developments represent significant progress as Swissport strengthens its security framework and commitment to keeping people, assets, and operations safe worldwide. Looking ahead, we will continue strengthening our Security Management System through long-term continuous improvement, with further investment in global standards, colleague training, and data-driven oversight to empower teams at every level to identify risks early and maintain secure operations worldwide.



Driving business resilience and operational readiness

In 2025, Swissport made substantial progress building a more mature, standardized, and globally coordinated Business Resilience capability, ensuring better preparedness for operational disruption—whether from weather events, network instability, system outages, cybersecurity threats, or global crises.

Swissport delivered a structured program of scenario-based exercises, including cyber-focused scenarios, reflecting increasing threats to global aviation supply chains. These sessions enabled leadership teams to rehearse decision-making, test communication pathways, and validate response plans with airports, airlines, and authority partners.

This program forms part of wider efforts to embed resilience into everyday operations. Regions have been supported to review and update continuity and crisis-management processes, ensuring alignment with global standards and clearer activation pathways.

Work has begun developing accessible guidance, training materials, and resilience resources for colleagues at all levels.

Over coming years, Swissport will continue expanding and refining its Business Resilience framework. By building capability across all regions and ensuring teams are confident in their roles during disruption, Swissport is laying foundations for a more resilient and future-ready global organization.

Delivering safe operations

In 2025, our Lost Time Injury Frequency Rate (LTIFR) was 0.89 events per 100,000 hours worked — an 18 percent improvement over the 1.08 events recorded in 2024. This progress was driven by the launch of our iCare program, which strengthened our six safety commitments, expanded health and safety training (including video-based modules), and applied rigorous analysis to every safety incident.

The target for the end of 2026 is to continue our path of 5 percent reduction of the lost time injury rate year-on-year from a 2022 baseline, with the goal of maintaining this trajectory through at least 2027.

*We have updated our 2023 and 2024 numbers based on the most recent available data.

**Refers to both injuries and accidents.

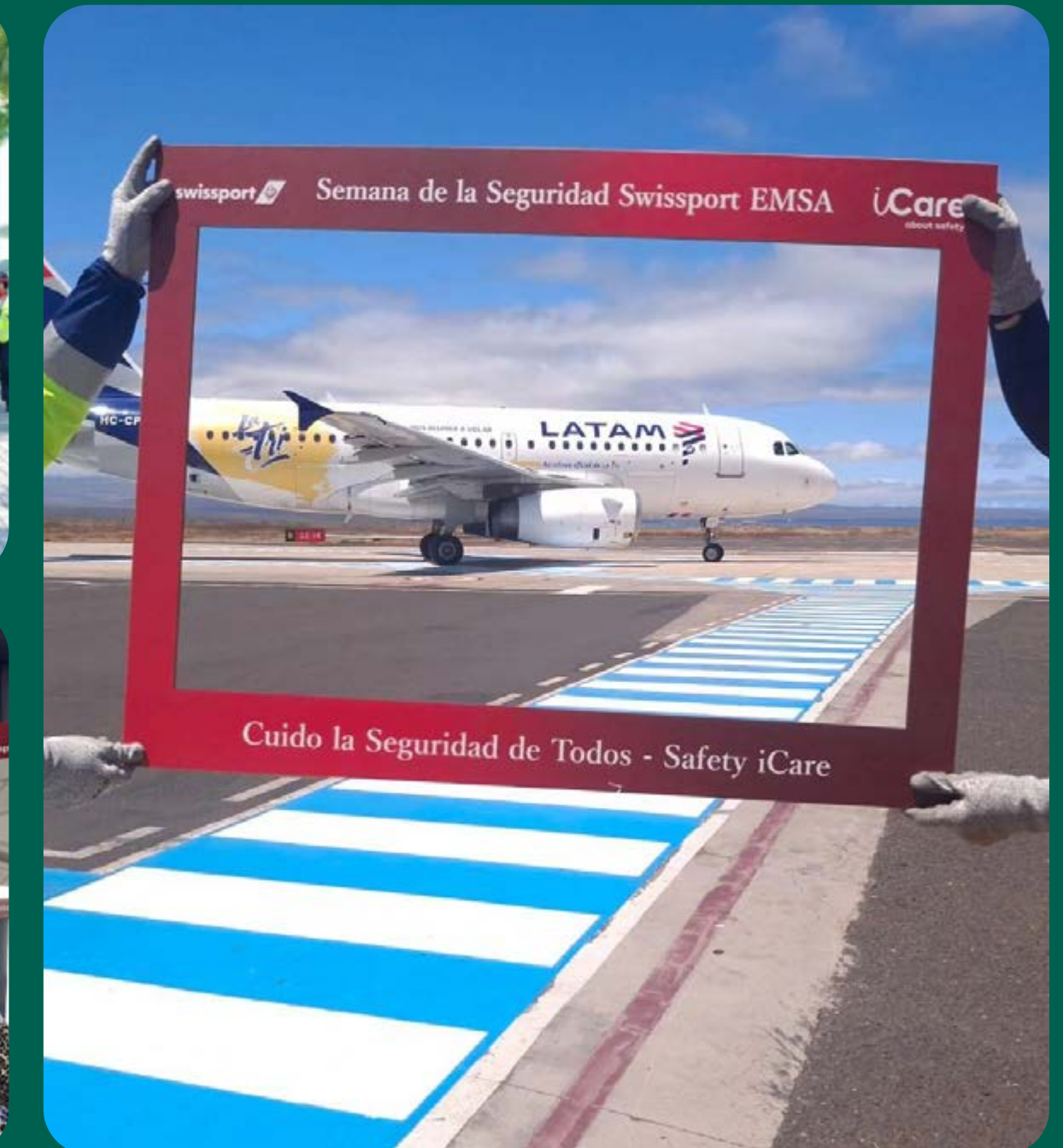
KPI	2023*	2024*	2025
Lost-time injury frequency rate (number of lost-time injuries per 100,000 hours worked)	1.06	1.08	0.89
Lost-time injury severity rate of injuries (number of days lost due to injuries x 1,000 / total hours worked)	0.116	0.097	0.076
Number of work-related injuries**	5,339	5,671	5,544
Number of days lost due to work-related injuries and ill health	11,152	10,037	7,835
Number of work-related fatalities	1	1	0
Number of employees trained on health & safety	59,519	61,379	62,146
Percent of all operational sites for which an employee health and safety risk assessment was conducted	100%	100%	100%
Aircraft damages rate (number of major incidents with delays over 1 hour per 1,000 flights)	0.029	0.030	0.025

Success story

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.

In September 2025, we hosted our first global Safety Month, centered on the principles of Just Culture - creating a safe, supportive environment where colleagues could speak up, report incidents, and learn from mistakes. During iCare Safety Month, teams across the globe participated in workshops, discussions, and activities designed to strengthen our safety culture. By embracing Just Culture, we build an environment where every voice matters, empowering colleagues to share experiences and contribute to safer operations.



Fair working conditions

With approximately 63,000 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 and ensure that we reach all our employees through our employee app and survey. 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 proper rest and recovery.

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 deliver extensive training so every employee feels capable and prepared.

6

Share the workload

We monitor and manage workloads to prevent overburdening, even in peak seasons.

Compensation and benefits

Swissport is committed to being one of the most competitive and equitable employers in the industry. Our compensation and rewards framework attracts, develops, and retains talent while reinforcing strategic priorities and long-term value creation. We offer equal opportunities for recognition and career advancement, with remuneration determined by role responsibilities, skills requirements, and experience.

Our salary structures align with local market conditions and global compensation principles. Regular benchmarking ensures competitive total compensation while upholding internal equity. We continue making meaningful progress on pay parity. The UK Gender Pay Gap Report 2024 reflects a reduction in the mean gender pay gap to 6.4 percent, down from 6.8 percent in 2022. We remain committed to further narrowing this gap across all markets.

In 2025, we advanced our People strategy through continued HR digitalization. We expanded HRIS capabilities and initiated development of a comprehensive Rewards Dashboard to monitor market positioning, pay gaps, internal equity, and key reward indicators. These enhancements strengthen Swissport's readiness for the European Pay Transparency Directive, future regulatory requirements, CSRD disclosure framework, and broader materiality assessment.

Drawing on insights from our global engagement survey, we refreshed Swissport's

Rewards Strategy in 2025. The updated framework incorporates current market standards to remain competitive in attracting and retaining talent required for our growth ambition. We collaborate with leading advisory firms to ensure practices remain aligned with global best-in-class approaches.

Swissport recognizes and rewards high performance through success-related salary components, reviewed annually. Global compensation guidelines for management are complemented by locally tailored incentives for non-managerial employees. We conduct regular reviews of employment terms, salary packages, and incentive structures to ensure compliance with corporate standards and local legislation.

In 2025, we launched the Swissport Benefits Project and transitioned to a Global Benefits Management system, creating cost efficiencies and enabling greater transparency in global vendor negotiations. In 2026, reviewing global health, prevention, and wellbeing offerings remains a priority to ensure a comprehensive, competitive, and sustainable benefits portfolio.

Sustainability remains central to Swissport's long-term success. Sustainability objectives are fully integrated into performance scorecards and directly linked to short-term incentive plans. All job descriptions include QHSE responsibilities, reinforcing a consistent and robust health and safety culture across the organization.



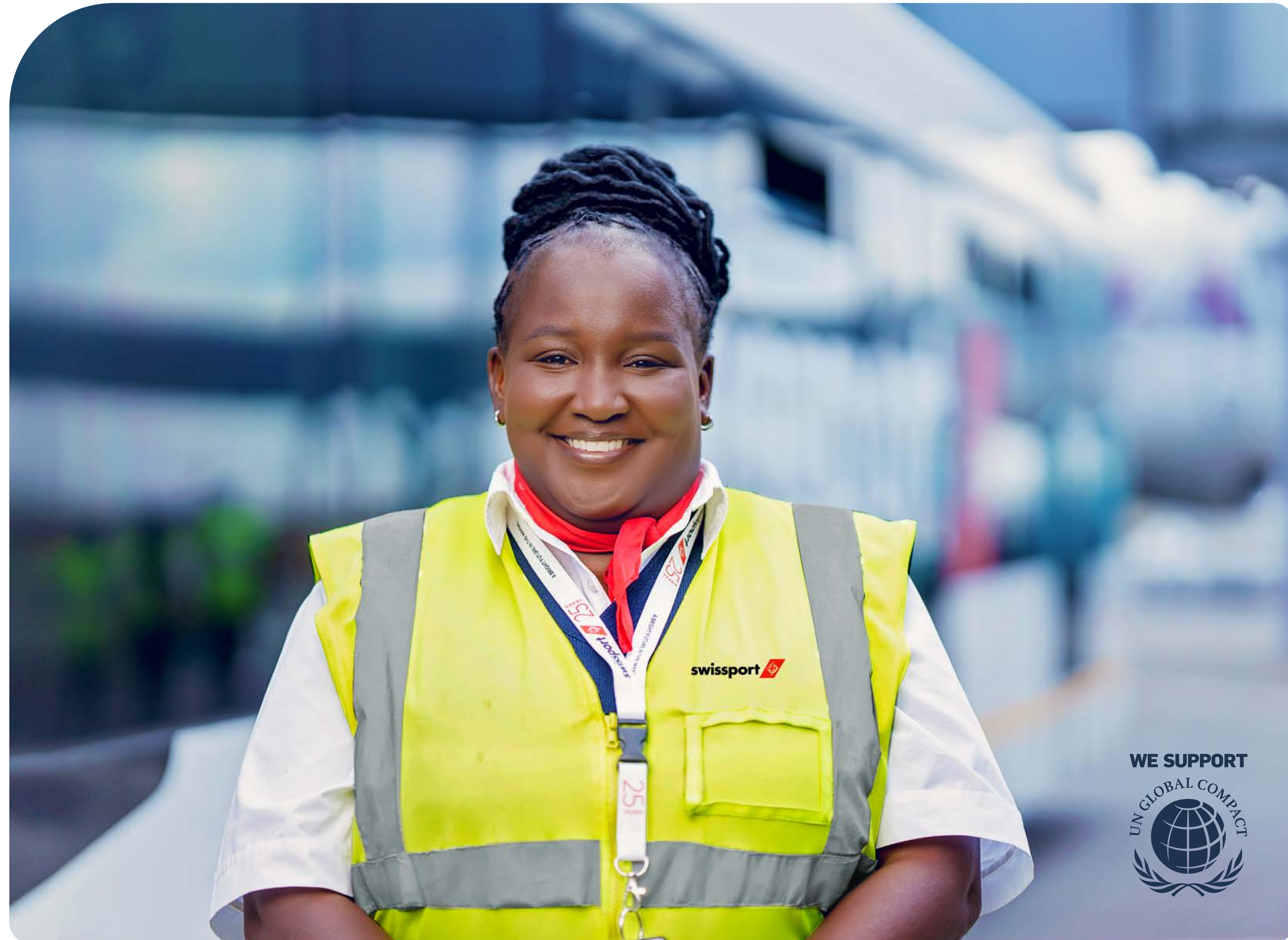
100%
of job descriptions include
QHSE responsibilities

Respecting human rights

Swissport is committed to upholding human rights across its operations and supply chain. This commitment is embedded in our Code of Conduct for employees and our Supplier Code of Conduct and further reinforced through our dedicated Labor and Human Rights Policy, which aligns with the Universal Declaration of Human Rights, the ILO Declaration, and the UN Guiding Principles on Business and Human Rights. Our Anti-Human Trafficking, Forced Labor and Child Labor Policy explicitly prohibits all forms of exploitation, and we verify adherence through systematic audit procedures.

Swissport has been a member of the UN Global Compact since 2011 and we communicate annually on our progress against the Ten Principles. To continue strengthening these efforts, we participated in the UN Global Compact's Business and Human Rights Accelerator in 2024, a six-month program that helps companies put their commitment into practice by implementing a structured human rights due diligence process. Through this initiative, Swissport has reinforced mechanisms to monitor, assess, and address potential human rights impacts across its operations and supply chain.

66 We have been committed to the
UN Global Compact since 2011.





Global employee engagement survey launched in 2025

Employee participation and communication

Since many Swissport employees do not have desk jobs or regular computer access, Swissport provides the Swissport oneApp to ensure colleagues stay informed and connected. The mobile platform is accessible to all employees and is used by 81 percent; more than 50,000 registered colleagues. OneApp connects Swissport employees worldwide, serving executives, front-line teams, and back-office staff. It provides direct access to Swissport news, workplace initiatives, work-related information, and employee benefits through personal devices.

The app supports collaboration across our global workforce with an instant translation feature for posts, messages, and comments, breaking down language barriers and strengthening connections across countries and organizational levels. OneApp enables two-way communication: colleagues can comment on articles, report safety hazards, or raise concerns via the SpeakUp hotline, reinforcing an open, engaged, and safety-focused culture.

In 2025, Swissport launched a global employee engagement survey to strengthen collaboration and reinforce its commitment to positive workplace culture. The initiative, One Big Voice 2025, gives colleagues across all locations the opportunity to share perspectives on leadership, development opportunities, and job satisfaction. Conducted openly and confidentially, the survey provides valuable insights helping Swissport continuously improve employee experience and shape the company's future with its workforce.

Fair working conditions KPI

KPI	2023	2024	2025
Number of employees receiving social benefits*	20,924	20,924	20,924
Number of reported instances of child labor, forced labor, and human trafficking	0	0	0

*Includes health/medical benefits and flexible benefits. A comprehensive data collection on employee benefits is collected every three years. These values reflect the number of positions eligible for these benefits. In the event of a personnel change, the incoming employee retains the associated benefits.

Success story

Promoting a healthy workforce

The well-being of our colleagues is an important part of our people 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 the UK & Ireland, we have welcomed a new cohort of 32 trained Mental Health First Aiders across our network. These team members provide support to colleagues during difficult moments and help foster a culture of care, understanding, and open conversation about mental health.

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.



Collective bargaining and social dialogue

Swissport maintains active partnerships with trade unions and employee representatives to strengthen collaboration and mutual understanding. Across 29 countries and a workforce of 63,000 colleagues, we navigate diverse labor frameworks diligently and consistently. By honoring our legal commitments and fostering open dialogue, we build constructive and respectful workplace relations.

We strive to maintain an open and stable working relationship with all our employees and their representative bodies, including workers' councils and trade unions. These principles are embedded in our Global Labor Relations Policy.

We strive for continuous improvement through constructive dialogue and feedback.

Currently, we have 106 active formal collective labor agreements (CLAs) in 29 countries, covering around 70 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.

70%

of the workforce covered by collective labor agreements



KPI	2023	2024	2025
% of total workforce covered by formal collective agreement concerning working conditions	57%	66%	70%
% of total workforce covered by formally elected employee representatives	57%	66%	70%
Number of employees covered by collective agreements/ employee representatives	34,293	40,903	44,000

Training and skills development

At Swissport, training and employee development are crucial for maintaining a skilled workforce, delivering excellent service, and ensuring safety. At every level of our organization, we invest in training programs and career progression plans to ensure every team member is set up for success. Through training that aligns with our “Zero Harm” approach, we develop a resilient, diverse, and skilled workforce that does things the Swissport way.

The Swissport training journey

Our people are the driving force behind our industry leadership and training our operational employees - who make up more than 90 percent of our workforce - is a key priority. In 2025, Swissport delivered more than two million training sessions. For every 100 hours worked by our operational colleagues, we invest 3 hours in targeted training covering safety, technical proficiency, and customer interaction.

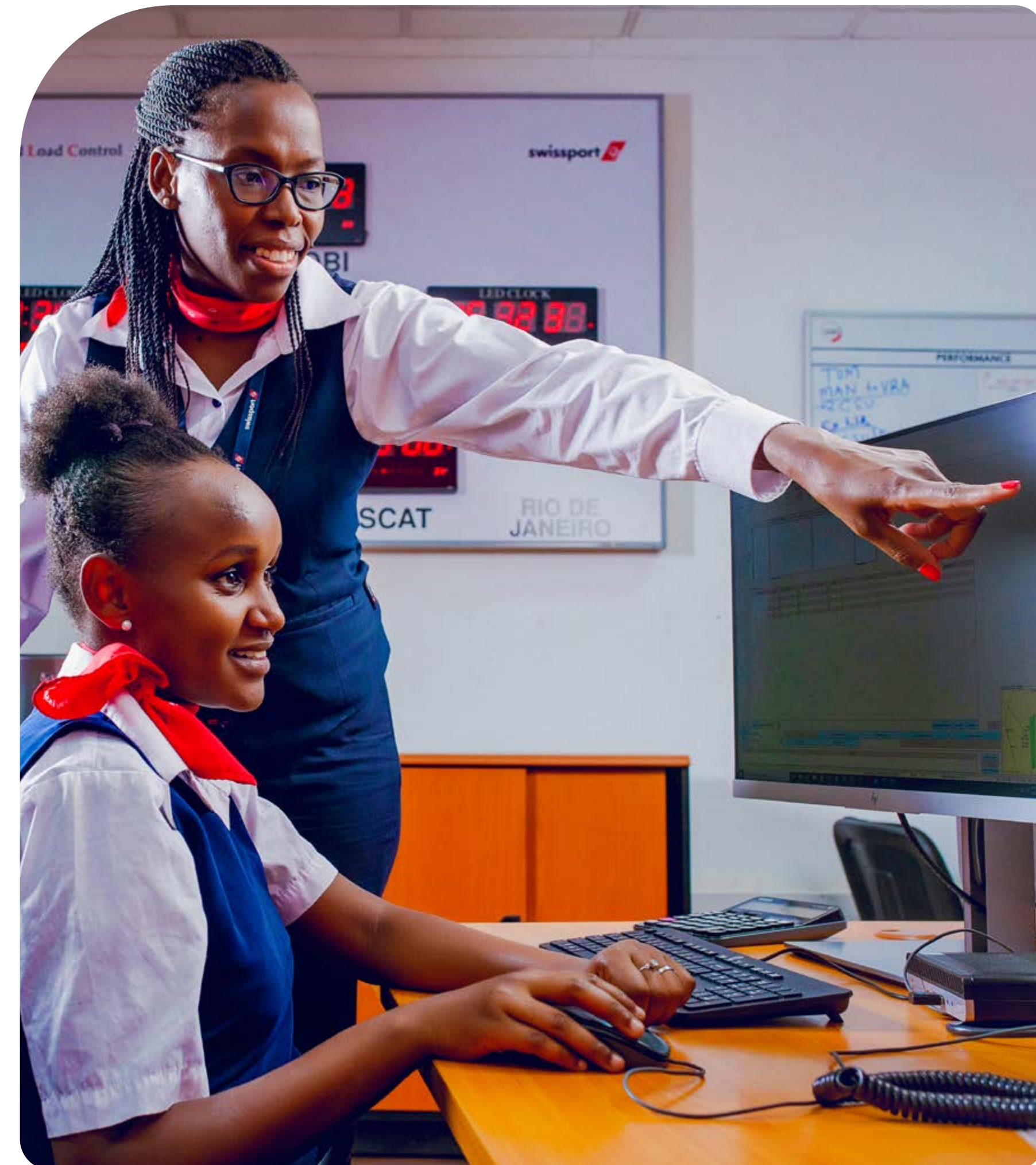
Through the Swissport Academy and a modern learning management system, we are creating structured career paths and focused learning across all operational roles, with career growth aligned to progression. Our training program takes a modular approach, typically including basic training, specialized skills, 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 equips our teams with all the skills required to perform Swissport’s core operational services and is codified in our technical and non-technical training syllabus.

Our standardized training drives consistent service across all our stations, improves efficiency across teams and business lines, and equips our teams with the skills to meet the evolving needs of our airline customers. 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.

We are also making significant investments in next generation learning technologies and methodologies that are transforming

how we develop the aviation professionals of tomorrow. Through the Swissport Academy, three groundbreaking innovations are now in place to elevate operational expertise and support continuous learning. The first is a redesigned Challenge Based Learning (CBL) classroom experience, featuring technology-enabled spaces that promote collaboration, critical thinking, and practical application. The second is an expert-led video learning library, offering bite-sized instructional content from Swissport’s most experienced subject matter experts, accessible anytime and from anywhere. The third is immersive 3D inspection training, which enables colleagues to practice aircraft and equipment inspections in a risk-free virtual environment - building confidence and precision before applying their skills in real-world operations.



Growing careers, empowering leaders

At Swissport, we empower our leaders to be unstoppable. 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. With our developmental guidelines and their growth mindsets, we work together to help our people progress.

iLead People Core Program

Equips our operations leaders and team leaders with the essential skills to navigate daily operational challenges, inspire their teams, and promote a culture of safe, sustainable 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 safe, 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 the business. They are designed in English but translated based on local language needs.

Swissport has also launched a Strategic Internship Program as a key investment in the next generation of aviation talent, by engaging directly with the brightest minds from leading universities. These internships are more than just short-term placements; they are long-term investments in people who bring innovation, curiosity, and energy into our organization.

By integrating interns early into our Swissport culture, we can foster their professional growth while instilling our safety and operational excellence standards and Swissport values. This proactive approach minimizes the risk of ingrained inefficiencies but also builds a robust pipeline of skilled professionals who are already aligned with our expectations and ready to thrive within our teams.

iLead structure



Training and skills development KPI

KPI	2023	2024	2025
Training hours received per 100 hours worked	3	3	3
Average training hours per employee	48.6	49.2	47.2
By the time this report is issued, the remaining 2% will have completed their training	99%	99%	98%
Number of training sessions delivered	1,430,224	1,687,976	2,109,869
Number of training programs delivered	4,399	4,538	4,878

Success story

World-class customer training for employees

EHL Hospitality Business School (École Hôtelière de Lausanne), ranked first globally among hospitality management universities, has developed and delivered a specialized Passenger Service & Conflict Resolution training program in partnership with Swissport, redefining our airport customer care.

With more than 98 percent of our employees already in skilled roles, we are stepping up our investment in training and technology to prepare our teams for modern airport operations. The course, developed by EHL experts and shaped by feedback from passengers, airline customers, and our own employees, focuses on emotional intelligence and practical communication skills. It gives our frontline teams the tools to handle challenging situations with professionalism, empathy, and confidence in real airport scenarios.

In the first phase of this global program, we will train 4,000 employees, focusing on hub airports and customer-facing roles. Our goal is to reach 15,000 employees by summer 2026. This initiative shows our strategic commitment to talent development as a key driver of reliable, high-performance ground services and reinforces our promise to deliver exceptional service to airline customers and their passengers worldwide.



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Our people are at the heart of the service we provide to our customers. And this is especially relevant during operational disruptions, where customer interaction makes the difference. We're giving our teams the tools to handle the challenging situations calmly and effectively. It's about delivering world-class service in a complex operational environment.

Philipp Müller - Vice President Global Operations Ground Handling & Fueling

Diversity and inclusion

We strongly believe diverse backgrounds and perspectives drive innovation, enhance decision-making, and 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 Swissport's full potential as the global leader in aviation services.



Our diversity and inclusion program

Swissport has a comprehensive Diversity & Inclusion (D&I) program led by General Counsel and Company Secretary Ilse De Loof, supported by our Executive Leadership Team and Board of Directors. The program is backed by a comprehensive communications plan and 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 against 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 dedicated investigation and appropriate remediative measures. Additionally, Swissport's Fair Employment Practices Policy ensures impartiality and equal opportunities in recruitment and employment. We do not discriminate against individuals based on any personal characteristic, including but not limited to race, colour, religion, sex, sexual orientation, gender identity, age, disability, national origin, genetic information, or veteran status.

Swissport signed the Diversity Charter in Spain (Carta de la Diversidad), committing to promoting fundamental principles of diversity and inclusion at the workplace, renewing that commitment in 2025.

Our Talent Acquisition function plays a critical role in advancing our ambitions by ensuring we attract, hire, and retain individuals aligned with and committed to our values and long-term strategy, strengthening our ability to operate responsibly.

Our current people strategy launched in 2025 includes rollout of integrated systems for recruiting, hiring, and onboarding new hires through to managing the employee journey, ensuring a standardized and transparent approach. When designing new processes and implementing new technologies, particular attention ensures equal opportunity for all applicants and employees, evaluating a candidate's ability to perform tasks relevant to a specific role, rather than relying solely on education, credentials, or work history.

Bias is addressed through standardized interview templates, guidance, and recruitment procedures, with targeted training offered to recruiters, HR, and hiring managers. The advancement of this transformation remains a key priority for 2026 and beyond.

We implemented a Diversity and Inclusion training course, including a dedicated section on unconscious bias. Our Executive Leadership Team completed the training first. We also launched awareness campaigns to reinforce our commitment to inclusivity across all levels, including an inclusivity poster campaign reaching frontline employees.

In our D&I program, we focus on three dimensions: gender balance, Pride, and abilities. We introduced employee resource groups (ERGs) for women, LGBTQIA+, and colleagues with disabilities. 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. ERG members act as local ambassadors, driving action and serving as advisory bodies for global initiatives.



Creating successful integration pathways for job seekers

Swissport promotes inclusion beyond its own workforce. A notable example is TAKE OFF, a six-month program launched in Geneva to help job seekers gain practical experience and improve employability in aviation. The program provides hands-on training across various operational and support roles, including check-in agent, cargo service agent, ticketing agent, specialized equipment mechanic, and business support. Participants receive work and training certificates, offering access to career opportunities within Swissport or related sectors such as hospitality, logistics, commerce, and public services. Candidate selection began in November 2025, with the program starting in early 2026.

The initiative strengthens employability while addressing demand for skilled labor in aviation. By providing practical experience and professional development, it supports sustainable employment and contributes to skilled local workforce growth, reinforcing Swissport's commitment to community engagement and inclusion. In other Swissport locations, we pursue similar initiatives in close collaboration with local authorities and organizations.



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 category includes general managers at airport-level and leadership roles in our country operations.

We support the IATA 25by2025 initiative and the Women Empowerment Principles. IATA 25by2025 aims to increase female representation in aviation to at least 25 percent in senior management and underrepresented areas by 2025. We successfully reached that milestone by end of 2025, both in our share of female employees and female leaders. The Women's Empowerment Principles, set by UN Women and the UN Global Compact, guide businesses in promoting gender equality.

Swissport has two key initiatives to promote gender equity. Our Employee Resource Group (ERG) for women provides a platform for exchange, supports initiatives to promote women, and works to reduce bias. A complementary female leadership mentorship program connects aspiring women with senior female leaders to support their professional growth.

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. Each October, we launch breast cancer awareness campaigns across our network to promote early detection and support colleagues affected by the disease.

Our commitment to Pride and abilities

At Swissport, everyone is welcome. That is why we expanded our D&I program to include Pride and abilities. Our Pride Inclusion ERG supports the LGBTQIA+ community across Swissport's global network. This ERG provides a platform for exchange and initiatives that promote an inclusive, bias-free workplace for all sexual orientations and gender identities. Key initiatives in 2025 included organizing Swissport's participation in Pride events at several locations worldwide, including our headquarters in Zurich. The ERG also hosted a Pride Awareness Coffee Break at headquarters. All events were open to every employee on site, regardless of background.

We believe creating an inclusive culture means actively removing barriers to entry, whether physical, technological, or cultural. Our Ability ERG serves as a support and networking platform for disability-related issues, while raising awareness within the business for accessibility and inclusion initiatives.

We participate in the Valuable 500, a global network of companies promoting disability inclusion in business. Our initiatives include a mentorship program and development of guidelines for reasonable accommodation. We comply with local legal requirements for employees with disabilities and strive to meet the needs of both employees and applicants. We also hold company-wide awareness campaigns on key international days, such as World Autism Awareness Day and the International Day for People with Disabilities.

At Swissport, we passionately believe individuals thrive in an environment where they feel comfortable to be themselves. We are building a workplace that celebrates individuality, champions belonging, and opens doors for all.

Our progress in diversity and inclusion

Globally, around a third of our colleagues are women across all our business units. We also achieved 31.6 percent representation of women in management positions, putting us on track to reach 40 percent women in management by 2027. Based on these results, we have also 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.

31.6%
women in management

*Includes general managers at the airport level and CEOs, CFOs, COOs, and CHROs at the country level.
**The proportion of women in the executive leadership team is set to reach 27% in 2026."

Headcount split by gender

KPI	2023	2024	2025
Female	33.8%	32.4%	32.4%
Male	66.2%	67.6%	67.6%

Headcount split by gender and function

KPI	2023	2024	2025
Operations			
Female	33.1%	31.6%	31.6%
Male	66.9%	68.4%	68.4%
Business support functions			
Female	45.5%	44.5%	44.8%
Male	54.5%	55.5%	55.2%
Management*			
Female**	33.2%	34.2%	31.6%
Male	66.8%	65.8%	68.4%

Executive Leadership Team and Board of Directors

KPI	2023	2024	2025
Executive Leadership Team			
Female	14.3%	13.3%	13.3%
Male	85.7%	86.7%	86.7%
Board of Directors			
Female	12.5%	16.7%	16.7%
Male	87.5%	83.3%	83.3%

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, support our employees, their families, and communities in times of need, and are committed to IATA's Focus Africa initiative.



Local community outreach programs

Each year, our Swissport teams actively engage in local community outreach programs, going beyond their regular duties to make a meaningful impact. We work with local organizations, organize events, and launch initiatives that respond to community needs, reflecting our commitment to social responsibility.

These activities allow us to contribute to a more sustainable future while putting our purpose into action. By collaborating with local partners on volunteering initiatives and community programs, our teams help address real needs with tangible support. 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 the past years, we have actively supported communities affected by major crises. In 2023, following earthquakes in Syria, Turkey, and Morocco, Swissport helped transport essential aid from Nairobi to Gaziantep in collaboration with the Turkish Embassy, IOM, and Turkish Airlines, and donated EUR 50,000 to UNICEF. In 2024, we responded to flash floods in Spain with a EUR 30,000 donation to the Spanish Red Cross, helping provide shelter, food, and emergency care. Through these efforts, Swissport can play its part in bringing relief and hope to those impacted by natural disasters.



Focus Africa

Swissport is a member of the IATA "Focus Africa" initiative, which aims to support 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 Focus Africa's objectives and projects through financial investment, time, research, and participation in task forces.

Success story

Local outreach programs



Swissport Kenya

In September 2025, our Swissport Kenya team partnered with the Entwined team at Langata Women's Remand to support the women at the facility through a hands-on CSR initiative. Colleagues contributed time and resources by taking part in activities designed to provide care and support. During this initiative, two of our team members were recognized with honorary certificates for their ongoing commitment to community-focused initiatives.



Swissport Spain

In June 2025, our Swissport Madrid team joined a volunteering day at the Centro de Educación Ambiental Caserío del Henares, organized in collaboration with the Randstad Foundation and Ecoherencia. Colleagues took part in reforestation activities and sustainability workshops alongside people with different abilities, bringing our commitment to sustainability to life.



Swissport United Kingdom

In September 2025, our Swissport UK team partnered with Runcorn & District Foodbank to combat local poverty on National Foodbank Day. The charity operates seven locations providing nutritionally balanced emergency food to those in crisis. Head Office and Manchester teams collaborated to gather donations, demonstrating that hunger and poverty require year-round attention. Through our colleagues' generosity, we made a meaningful difference to vulnerable community members during tough times.

Our planet

In this section

Environmental management



Climate change



Waste management



Biodiversity and ecosystems



Sustainability in our lounges



swissport

eco
powered

swissport



As the world's largest aviation services provider, we are committed to shaping the future of our industry. Our ISO 14001-certified environmental management system provides the foundation for continuous improvement and real environmental impact. We are channeling our efforts into three strategic priorities: reducing our carbon footprint, advancing waste management, and protecting biodiversity and ecosystems. Environmental excellence is a journey of perpetual advancement, and we are leading our industry towards a sustainable future.

2025 achievements

- Maintained the ISO 14001 certification across our locations globally.*
- Implemented a comprehensive training for staff on environmental matters with 95 percent training compliance.
- Validated our near-term and net-zero carbon emissions targets through the Science-Based Targets initiative.
- Introduced consumption tracking to enhance Scope 1 and 2 data granularities.
- Increased the share of electric vehicles to 26.3 percent through significant investments globally, making progress towards our 2032 target of 55 percent.
- Extended the procurement of green energy to 20 locations in 7 countries.
- Started engaging suppliers on Scope 3 targets and reporting.
- Implemented the Service Capture Mobile solution to decrease paper use in the Ground Handling operations and contributing to minimizing waste.
- Reached 100% of lounges eliminating single-use plastic tableware from their operations.

*By the end of 2025, 21 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.

2026 roadmap

- Maintain the ISO 14001 certification across our locations globally.
- Keep the training compliance on environmental matters at 95% and above.
- Detail a climate transition plan to define the trajectory toward SBTi-validated carbon emissions targets.
- Prepare the grounds for a climate risk assessment to evaluate Swissport's exposure to both physical and transition climate risks.
- Further increase data granularity for emissions data on Scopes 1, 2 and 3, particularly on refrigerants, renewable energy and supplier emissions.
- Increase the share of electric vehicles to at least 28 percent by the end of the year.
- Extend procurement of green energy to additional locations.
- Extend waste initiatives including food waste reduction in lounges, use of recycled origin uniforms in ground handling and lounges, and cargo plastic foil waste recycling.

Environmental management

Protecting the environment is fundamental to how we operate worldwide. At the core of this effort is a robust, state-of-the-art environmental management system ensuring systematic action and transparent accountability. Our ISO 14001 certification, held at every station globally, provides the framework for continual improvement, enabling us to persistently strengthen our environmental practices and elevate performance standards across all stations.

Environmental care certified against ISO 14001

Swissport has a comprehensive environmental management system implemented across all stations globally. It is centrally coordinated and led by our dedicated QHSE team and Global Environmental Manager. Regional and local teams receive clear guidance and support to implement environmental procedures and initiatives aligned with globally defined standards. The system is fully integrated with our quality and safety management system, ensuring a consistent, high-standard QHSE approach across all sites and facilitating easier implementation for employees.

Our environmental management system is ISO 14001 certified for all stations globally, pending newly added stations. We commit to upholding this standard in the future. It leverages best practices from our most advanced locations to drive operational excellence worldwide. New sites joining the network in 2025 and beyond will be progressively incorporated into ISO 14001 certification, reinforcing our steadfast commitment to consistent, high-performing environmental standards across all operations.

Environmental stewardship in practice

The foundation of our environmental management system is regular environmental risk assessments conducted across all business units and locations. These assessments take a lifecycle approach—from product sourcing to distribution, service provision, and final disposal—evaluating and quantifying environmental impacts. For areas with significant impacts, preventive measures are implemented to eliminate or mitigate risks. Assessments are reviewed and updated at least every three years or after major changes in operations, infrastructure, regulations, processes, or environmental events.



All our stations worldwide are certified to the **ISO 14001 standard**.

Our environmental management system includes a policy commitment, procedures, training, reporting, self-inspections, and a detailed Global Environmental Manual. Our QHSE Policy Statement publicly reaffirms our commitment to environmental protection and pollution prevention.

We have determined that the greatest environmental impacts stem from three specific areas:

1 Carbon emissions from our own operations and our value chain.

2 The management of both hazardous and non-hazardous waste.

3 Potential negative impact through pollution of water in case of a fuel spillage.

These material impact areas underpin our environmental management system priorities.

To ensure successful global implementation of our environmental standards, we provide extensive training to regional and local QHSE teams, as well as station personnel. In 2025, training compliance on general environmental matters reached 95 percent, while technical and management-role-oriented environmental training reached over 96 percent. We also continuously update our environmental targets and processes to drive ongoing improvement.

Swissport's environmental mitigation measures are fully aligned with local legal requirements. To strengthen compliance, we use the Worldlex tool, a global legal and compliance platform, 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. Further details on how we manage environmental impacts in these key areas are provided in the following chapters.



"Our ISO 14001-certified environmental management system drives continuous improvement across our global operations. By scaling proven local innovations — from recyclable uniforms in Australia to closed-loop plastic-film recycling in Germany — we transform site-specific successes into standardized practices that reduce risk, protect revenue, and deliver measurable environmental performance worldwide."

Lucia Sanchez Ceresuela, Swissport Global Environmental Manager



Scan the QR code to read the full version of our **QHSE Policy Statement**

Climate change

At Swissport, we have pledged to achieve net-zero carbon emissions by 2050, with ambitious near-term targets by 2032 aligned with the Science-Based Targets initiative and the aviation industry's transformation. Our comprehensive decarbonization plan leverages partnerships across our ecosystem to accelerate change. Central to this journey is our fleet electrification program, a strategic investment positioning Swissport at the forefront of sustainable ground handling while future-proofing operations globally.

Our journey to net-zero carbon emissions

In 2025, our near-term and net-zero carbon emissions targets were validated by the Science-Based Targets initiative, joining more than 10,000 other companies in meeting the initiative's high standards. Swissport's validated targets include:

- A 51 percent absolute reduction in Scope 1 and 2 emissions by 2032 from a 2023 baseline.
- A 51 percent absolute reduction in Scope 3 emissions related to fuel and energy use by 2032 from a 2023 baseline.
- A 30 percent absolute reduction in Scope 3 emissions from purchased goods, services, and upstream transport by 2032 from a 2023 baseline.
- A 90 percent absolute reduction in Scope 1, 2, and 3 emissions by 2050.

We have defined key actions to deliver our carbon reduction plan aligned with our SBTi targets. Our Scope 1 strategy aims to achieve 55 percent electrification of our motorized fleet by 2032. We are also accelerating measures to increase fuel efficiency. For Scope 2, we are partnering with NUS Consulting Group to transition to green energy and working closely with airports and utility providers. For Scope 3, we are engaging with key suppliers, focusing on capturing their emissions reduction targets and aligning them with Swissport's commitments.



Scope 1

Stationary combustion

Refrigerants

Mobile combustion

Scope 2

Electricity

Scope 3

Purchased good and services (Category 1)

Capital goods (Category 2)

Fuel and energy-related activities (Category 3)

Waste generated in operations (Category 5)

Business travel (Category 6)

Employee commuting (Category 7)

Use of sold products (Category 11)

Investments (Category 15)

Making progress against our emissions targets

Since 2022, we have been reporting our global carbon emissions comprehensively, including Scope 3. We established a strong foundation for accurate data collection, carbon footprint calculations aligned with current standards, and a repeatable annual reporting system. As of 2023, we work with Ricardo as our limited assurance partner for independent verification of our emissions data.

Our reporting covers operations in all countries and locations active at the end of 2025 under Swissport's operational control. It strictly follows the Greenhouse Gas (GHG) Protocol and is aligned with the ISO 14064 standard, applying appropriate emission factors. We measured emissions across all three scopes, focusing on the categories most relevant for Swissport's Scope 3 reporting.

Key information is drawn from our operational and financial systems. In 2025, we added a new process to capture fuel consumption through our invoice system, allowing more accurate reporting. When exact data is unavailable, we use proxies such as headcount or facility size to ensure full GHG Protocol alignment.

Most Scope 1 emissions come from fuel-powered ground support equipment (GSE), with smaller contributions from temperature-controlled warehouses. Scope 2 emissions cover purchased electricity across all locations. For Scope 3, nearly half comes from purchased goods and services. Other sources include employee commuting, business travel, waste, and investments.

From 2024 to 2025, we achieved a decrease of approximately 15 percent in our Scope 1 and 2 emissions despite strong business growth. Our revenue grew by almost 6 percent in the same period. Our Scope 3 emissions decreased by approximately 2 percent, also below our overall business growth rate.

Looking ahead, we will continue advancing key actions across all scopes. We are also committed to continuously improving reporting quality and transparency. Following successful fuel consumption tracking implementation, we are refining other data, including better tracking of electricity use and more accurate capturing of value chain emissions through close collaboration with teams and suppliers.

Corporate carbon footprint

Total CO₂ equivalents in metric tons*

KPI	2023	2024	2025
Total Scope 1	109,85	117,036	94,142
Total Scope 2	53,516	49,212	48,713
Total Scope 1 & 2	163,371	166,248	142,855
Total Scope 3	226,110	192,340	188,662
Total carbon emissions	389,481	358,587	331,517
Underlying total energy consumptions (KWH)	175,860,572	170,889,336	168,059,025
Underlying total water consumption (million liters)	1,173	1,173	1,195
Underlying total amount of waste (metric tons)	391	360	374
Underlying total amount of wastewater (million liters)	1,114	1,117	1,135

*Upon completion of the 2025 carbon emissions assurance, we will recalculate previous reporting periods to align with the current year's methodology.

Accelerating electric fleet adoption

The largest contributor to our direct emissions is our fleet. Therefore, increasing electric vehicle use wherever possible is essential. For years, Swissport has been using electrically powered ground support equipment (eGSE) wherever possible. Switching to eGSE reduces toxic emissions and our carbon footprint while delivering significant fuel cost savings and operational efficiency gains. We 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.

Besides purchasing new electric GSE, Swissport is refurbishing and electrifying selected units in the existing fleet, replacing the entire fossil-fuel drivetrain with electric motors and batteries, when their age, condition, and technical specifications provide competitive advantage. This transition requires close collaboration with OEMs and other subject-expert partners.

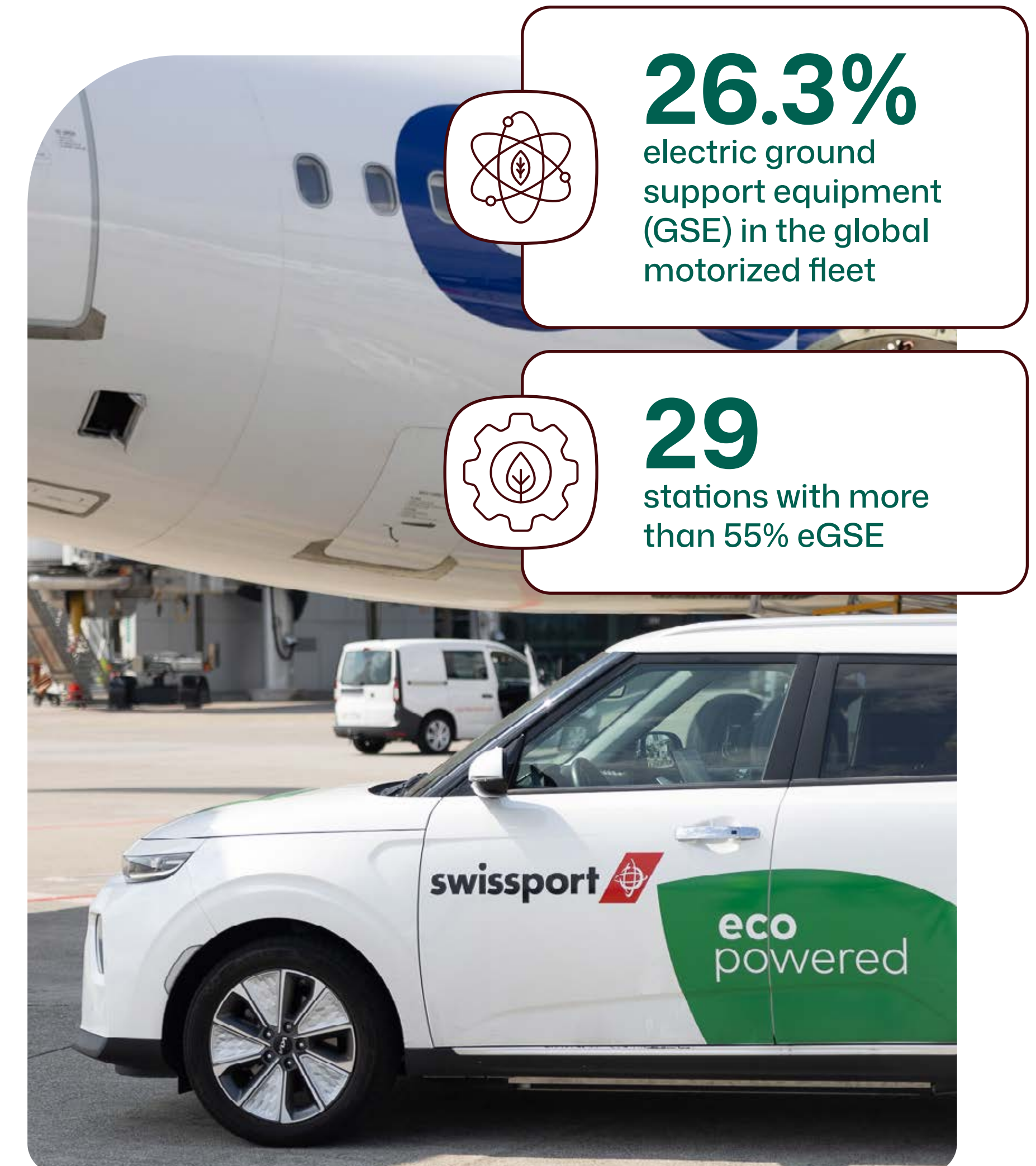
We are also pursuing further measures to improve environmental performance. A comprehensive Telematics Governance Model has been developed, with systems already deployed in more than 3,000 vehicles across North America, the United Kingdom, Cyprus, Mexico, Australia, and New Zealand. The model optimizes fleet size, increases utilization, reduces unnecessary engine idling, and strengthens

operational safety through alert mechanisms enabling proactive incident prevention. A strong roadmap exists to expand to additional vehicles and locations in 2026.

We have developed a robust electrification roadmap and established an electrification policy applicable to all countries and locations, guiding the transition to all-electric equipment procurement. For many equipment categories such as baggage tractors, belt loaders, stairs, and forklifts, electric procurement is now standard. This policy extends to all asset types by 2027, contingent upon available charging infrastructure and electric capabilities.

Collaboration with airports is critical. We need their support to build necessary infrastructure, overcoming the existing lack of battery charging infrastructure. Swissport is working with airport authorities to encourage investment in this essential infrastructure.

Additionally, our fleet includes vehicles powered by environmentally friendly sources such as liquefied petroleum gas (LPG) and compressed natural gas (CNG), which have significantly lower greenhouse gas emissions than diesel or gasoline. We also support partners' initiatives to use biofuels as a transition option. For example, at Schiphol Airport in the Netherlands, Swissport replaced all fossil fuel use in its GSE with HVO100 biofuel starting in January 2023.



Beyond electrification: transforming our fleet

Alongside climate change, health and safety drives our fleet transformation. 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, significantly reducing aircraft damage risk and creating safer working environments.

We are participating in the IATA Enhanced GSE Recognition Program, promoting safety-enhanced ground support equipment to reduce aircraft ground damage. Our station in Palma de Mallorca was the first Swissport location certified under this program.

We are also adding health and safety features to our telematics project, implementing dashboard cameras that detect risky driving behavior and send real-time coaching alerts. At LaGuardia Airport in New York, our first station with this system, such behaviors decreased by 49 percent, improving both safety and operational efficiency.

Electrifying our fleet reduces carbon emissions, air pollutants, and noise from diesel engines. It also reduces vibration exposure for employees, as no internal combustion occurs and moving parts are reduced by at least 40 percent. This transition also lays groundwork for assisted and autonomous driving capabilities, developed in collaboration with leading GSE manufacturers.



Progress toward our electrification target

By the end of 2025, 26.3 percent of Swissport's ground support equipment (GSE) was electric and 29.5 percent was eco-powered, powered by environmentally friendly sources including electric, hybrid, biofuels, LPG, and CNG. Our objective is to expand our electric fleet, with the goal of 28 percent of motorized equipment being electrically powered by end of 2026. Combined with our electrification policy implementation, this will keep us on track to reach our target of 55 percent eGSE by 2032.

KPI	2023	2024	2025
Share of electric GSE	20.8%	24.2%	26.3%
Share of eco-powered vehicles	24.3%	27.8%	29.5%

Success story

Making net zero ground operations happen in Geneva

Swissport achieved a Swiss aviation first at Geneva Airport: completing a full aircraft turnaround for Brussels Airlines using entirely electric ground support equipment. From landing to take-off, every aspect of the ground handling operation—passenger boarding and disembarking, baggage and cargo handling, aircraft servicing, and pushback—was powered by electricity. This milestone demonstrates that zero-emission ground operations are not a distant aspiration but a present-day reality, reinforcing our commitment to achieving net-zero emissions by 2050 and our target to electrify 55 percent of our global ground support equipment fleet by 2032.

This achievement reflects our strategic investment and operational commitment. At Geneva Airport, over 60 percent of our ground support equipment is already electric, including all baggage tractors and more than half of our belt loaders, ground power units, passenger boarding stairs, and vehicles. Since 2024 alone, we have invested over CHF 3 million in electric equipment at Geneva. Geneva is leading the way, and our ambition extends worldwide—proving that the transition to net-zero ground operations is already underway.

100%
electric turnaround
completed at
Geneva Airport



Waste management

We are on a mission to eliminate waste across our operations. Whether handling cargo, maintaining our fleet, or supporting ground services, each activity creates waste streams we are committed to reducing. Tackling both everyday operational waste and hazardous materials sits at the heart of our environmental strategy and roadmap.

Our global approach and measures

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

- 1 **Reduce** the waste we generate.
- 2 **Reuse** materials and items until they can no longer be used.
- 3 **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.

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.

Turning local waste solutions into global standards

Our global waste management approach is strengthened by local initiatives piloting innovative solutions across different locations. These pilots help us test and refine new waste management practices before rolling them out across our network as part of our environmental targets.

Advancing waste management on the ground

In our ground handling operations, we focus on waste impacts from our uniforms, our fleet, as well as our maintenance workshops. We have successfully piloted recycled fabric uniforms for our ground operations teams. Following a trial of polo shirts made from recycled polyester with our ramp teams in Australia, we have now implemented these sustainable uniforms across all Australian operations and are actively rolling out this initiative to our stations worldwide. We are also trialing solutions to recycling uniforms and giving them a second life.

Our GSE workshops worldwide follow established practices to promote material circularity, particularly for hazardous materials. In our Jeddah and Medina operations, we work with licensed local partners to ensure used oil drums are properly processed and refined into new products such as lubricants, raw materials for petrochemical manufacturing, and heating oil for residents in remote Saudi Arabian areas. We have also established a partnership to repurpose scrap metals, battery cells, and damaged tires, successfully diverting over 50 tires from landfills while recycling multiple metric tons of scrap metal, batteries, starter motors, and dynamos for use in manufacturing processes.

When fleet assets reach the end of their economic life, we ensure their disposal is managed in an environmentally responsible manner - through sale or scrapping - to prevent soil contamination and support circular material use.

Advancing waste management in cargo

In air cargo services, Swissport focuses on managing waste streams such as plastic film and wood. We implemented waste reduction initiatives at our largest warehouses in Austria, Belgium, Finland, and Germany, and we are now applying these lessons across other warehouses worldwide.

A key initiative involves collecting and recycling used plastic film wrap at our cargo operations. First implemented in Brussels, Frankfurt, and Helsinki, this program targets the plastic film waste generated by our operations each year. Where deployed, 100 percent of the material is collected, recycled, and used to create new plastic film. The new plastic film is used to wrap pallets again, creating a closed-loop system that minimizes both resource consumption and waste. Following successful implementation in Stuttgart and Vienna, we are now working to extend this circular economy model to additional cargo warehouses across our network.

We have also prioritized the reuse and upcycling of old or damaged wooden pallets. Rather than discarding them, we extend their lifespan by transforming them into new pallets, reducing the demand for new materials, and optimizing the use of existing resources.

Additionally, 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.

Advancing waste management in offices

In the UK & Ireland, we have implemented a networked printing system that significantly reduces paper waste. Employees send documents to a centralized print queue and must actively select and release them using a personal code at any networked printer across the region. This system substantially reduces paper consumption by preventing unnecessary printing and eliminating documents sent to stations where employees are not working.



Success story

Driving sustainable uniform practices

Expanding recycled uniforms across our network

In Australia, we successfully trialed recycled polyester fabrics for ramp team uniforms, beginning with high-visibility polo shirts. Following positive results, the shirts were rolled out across all Australian operations, and further testing is now underway to support expansion to additional countries. This initiative is supported by our preferred global uniform supply chain partner, Selection Corporate Clothing, recognized with our Award for Sustainable Impact Excellence for customizing uniforms to meet our sustainability and safety requirements. Selection has also introduced fully recyclable polybags and recycled cardboard packaging, supporting the wider roll-out of sustainable workwear across the Swissport network.



Giving used uniforms a second life through recycling

In Amsterdam, a new clothing recycling program has been launched, giving more than 1,250 used ground handling and cargo uniforms a second life. In partnership with Veltuff, uniforms are collected, sorted, and sent to a specialist recycler to be transformed into new sustainable products, with even the boxes reused by a local foundation for playground materials. The initiative will now take place twice a year as part of our regular recycling process, ensuring responsible and systematic reuse. Building on this success, we are now exploring further local opportunities across our network to expand uniform recycling initiatives.





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**Supporting
biodiversity across
aviation's supply chain**

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 and water sources. 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 foster the procurement of 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 fuelling, GSE fuelling, 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. Therefore, we have rigorous measures in place to prevent fuel spillages.

Rigorous station-level management

Our stations implement rigorous fuel spillage management procedures in line with airport and legal requirements to prevent fuel spillages. To prevent potential fuel spills at the airports we serve, Swissport has implemented a comprehensive spill management procedure which is an integral part of our training and daily operations.

Inspections of spillage control equipment are conducted regularly to ensure compliance with these procedures and to verify the operational readiness of all containment and response equipment. Additionally, we have established spill response procedures to mitigate environmental impacts in the event of a spill, ensuring our teams are prepared to act swiftly and effectively.

Site-specific prevention measures

We implement site-specific measures at our fuel farm operations, particularly in North America,

to prevent major spills that could impact soil and water quality. This includes compliance with Spill Prevention, Control, and Countermeasure (SPCC) regulations, which require facilities with certain oil storage capacities to develop comprehensive plans detailing how they will prevent, contain, and clean up spills to protect navigable waters and the environment.

Response and reporting

All fuel spillage incidents, regardless of size, must be reported and investigated in accordance with our spill management procedure and local regulatory requirements. In the event of a major release, an emergency response plan must be activated, with procedures tailored to the type of material involved. This plan is managed locally in alignment with the specific airport's emergency plan and regulatory framework, ensuring rapid containment and remediation.

Advancing sustainable aviation

Beyond prevention and control measures, Swissport collaborates with airline and oil company partners on various sustainable aviation fuel (SAF) initiatives, including designated flights fuelled with SAF, supporting the industry's transition to lower-carbon operations.

100%
incident reporting



De-icing and anti-icing

Winter operations present unique challenges for the aviation industry. To remove ice, snow, or frost from aircraft or to prevent their formation, de-icing and anti-icing fluids are employed. These fluids comprise 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 lowers the freezing point and functions as an anti-icing agent. While the chemical compound itself does not directly pollute the environment, it requires oxygen (O₂) to decompose. If incorrectly disposed of, this biological oxygen demand can deplete dissolved oxygen levels in water bodies, making it harmful to aquatic ecosystems.

Environmental stewardship in de-icing operations

Swissport adheres to all airport policies and environmental regulations in the operation of its de-icing and anti-icing procedures, conducting operations in accordance with specifications set forth by airport authorities. Our approach prioritizes the use of centralized de-icing pads designed to capture and direct spent fluid to storage tanks or filtration units. We utilize specialized glycol recovery vehicles to remove excess liquid and prevent environmental harm.

Technology and innovation: Reducing environmental impact

Our commitment to environmental responsibility drives continuous investment in next-generation equipment and sustainable practices in three areas: advanced fleet technology, real-time optimization and bio-based de-icing and anti-icing fluids.

As part of our ongoing fleet renewal strategy, we are making significant investments in modern and environmentally friendly ground support equipment. In Switzerland, this includes a complete replacement of our de-icing fleet with ten new Vestergaard Elephant BETA units introduce in our Swiss operations. These

advanced vehicles feature a unique boom design that allows spray nozzles to operate very close to the aircraft surface, ensuring precise application while significantly reducing de-icing fluid consumption. To ensure optimal resource use, we leverage real-time weather monitoring to enable precise de-icing and anti-icing decisions, reducing the use of glycol and hot water while minimizing unnecessary vehicle movements. This data-driven approach improves both environmental performance and operational efficiency.

Finally, we have introduced more sustainable de-icing and anti-icing fluids at select locations, including Sofia and Amsterdam. We have partnered with suppliers that source monopropylene glycol from renewable sources such as vegetable oils or animal fats, rather than crude oil derivatives. We are actively evaluating opportunities to extend this bio-based alternative to additional locations where operational and regulatory conditions permit.

Year-round preparedness

Preparation for winter operations begins long before the first snowfall. Even during summer months, our teams capture lessons learned from previous seasons, update training materials, maintain and repair ground support equipment, and recruit staff to ensure readiness across our global network. This proactive, year-round approach ensures that people, processes, and equipment are prepared to deliver safe, reliable service in all conditions while minimizing environmental impact.

Through rigorous fluid management, advanced recovery systems, fleet modernization, and the adoption of bio-based products, we are committed to reducing the environmental footprint of our essential winter operations while maintaining the highest safety standards for aircraft and passengers. Our investments in technology and sustainability represent a win-win for airlines, passengers, and the planet.



Sustainability in our lounges

Our ambition for Aspire Pre-Flight Hospitality 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 fundamental to our lounge concept, exemplified by our lounge openings in Toronto and Amsterdam. The Aspire | Air Canada Café, a joint branded lounge between Swissport's Aspire Pre-Flight Hospitality brand and Air Canada, launched in June 2023 in Toronto. The café is certified along the 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.

A powerful example of sustainability in action can also be seen at Venice Airport Marco Polo, where the first Aspire lounge in Italy was delivered with circularity embedded from day one. Rather than defaulting to a traditional fit-out model, where "temporary" often means

short lifecycle and eventual waste, the project embraced a "Furniture as a Service" approach with Lizard | Furniture as a Service. By designing flexibility and reuse into the concept from the outset, the lounge proves that premium guest experience and responsible resource management are not competing priorities, but complementary ones.

This model reframes sustainability from a compliance exercise into a commercial advantage. Through subscription-based furnishing, the project has commercial benefits while ensuring assets remain in circulation rather than heading to landfill. It demonstrates how circular thinking can future-proof hospitality environments, especially in airports, where adaptability is critical. Most importantly, it challenges a long-standing assumption: temporary spaces do not have to create permanent waste. They offer the perfect testing ground for smarter, more regenerative ways of operating—setting a new benchmark for sustainable hospitality design.



Sustainable operations

We are committed to sustainable operations in our lounges. Waste management is a key concern. We have eliminated single-use plastic tableware across the network of lounges operated by Swissport's subsidiary Aspire Pre-Flight Hospitality as of 2025. In its place, we provide recyclable or reusable products such as those in our 'to go' area in the Aspire | Air Canada Cafe Lounge, with cutlery made from agave plants and compostable, kraft-paper packaging. We also adjusted our bar offerings to include wine 'on-tap', removing the need for transport and recycling of an estimated 9,000 glass wine bottles per year. Furthermore, we ensure proper segregation of physical waste for recycling, both for guests and operations.

Beyond waste management, we prioritize efficient energy management. This includes low-energy lighting such as LED systems, and processes to save energy such as switching off items when not in use, motion-based automatic lighting controls, Energy Star rated equipment, and low VOC materials and coatings. We also strive to incorporate local elements into our offerings, encouraging our supply chain to source products from local suppliers while maintaining quality and consistency.

To further strengthen environmental management in our lounges, we have developed the Global Lounge Sustainability Manual, being launched to support our ambition of becoming the most sustainable lounge operator. The manual sets out clear standards and practices, including our 2026 goal of achieving 100 percent waste segregation across all lounges that we operate into the four main categories defined within the manual.



100%
 single-use plastic
 tableware eliminated across
 Aspire lounges in 2025

Our policy

In this section

Business ethics



Information security



Sustainable procurement





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, upholds human rights principles, including the Ten Principles of the UN Global Compact, and safeguards the personal and business data we manage. Not only are these standards upheld internally, but we also aim to extend them to our suppliers, ensuring a sustainable and responsible supply chain.

2025 achievements

- Maintained a 99% compliance rate with our business ethics training.
- Demonstrated zero tolerance for corruption and bribery with 0 confirmed cases in 2025.
- Maintained certification of key global anti-bribery processes with the ISO 37001 standard.
- Formed a monthly AI Steering Committee to guide AI implementations and use at Swissport.
- Passed the surveillance audit to maintain ISO 27001 certification for our Swissport Global IT services.
- Achieved 100 percent of new targeted strategic suppliers passing through vendor due diligence and signing the Swissport Supplier Code of Conduct.
- Launched a supplier engagement program to intensify collaboration on sustainability with the supply chain.
- Initiated an award recognizing suppliers exceling in sustainability.

2026 roadmap

- Ensure compliance with all applicable legislation with a focus on upcoming sustainability-related regulations.
- Maintain compliance rates with our business ethics training above 98%, targeting continued performance at 99%.
- Maintain the ISO 37001 certification for the global anti-bribery processes with zero non-conformities.
- Improve on the sound foundations of Third-Party Risk Management to improve the assessments of our supply chain.
- Further strengthen AI governance frameworks to support responsible and compliant AI implementation across the business.
- Maintain the ISO 27001 certification for the delivery of Swissport Global IT services.
- Ensure 100% of new targeted strategic suppliers pass through vendor due diligence process and sign the Swissport Supplier Code of Conduct.
- Align our global sustainable procurement management system with ISO 20400 standards.
- Start engagement with key suppliers on carbon emissions data and reduction initiatives.

Business ethics

At Swissport, we uphold the highest standards of business ethics, fostering a culture grounded in honesty, integrity, and respect for the law. Our comprehensive compliance and ethics program encompasses a robust Code of Conduct, a secure and confidential whistleblower mechanism, and continuous employee awareness initiatives. We maintain a zero-tolerance policy toward corruption and bribery, reinforced by our ISO 37001 certification for global anti-bribery management systems.



Oversight of compliance matters is shared across several levels of the organization to ensure both leadership commitment and operational effectiveness. Ultimate responsibility for compliance matters, including fair competition, anti-corruption, anti-fraud, anti-trust, and human rights, rests with the Chief Executive Officer (CEO) and the General Counsel & Company Secretary.

The Swissport Compliance Committee supports this oversight by monitoring all compliance policies and holding overall responsibility for their implementation and supervision across the organization. The Committee ensures that Swissport's compliance framework remains robust, transparent, and aligned with international best practices, and regularly updates the Board of Directors on the status of the compliance program and critical cases. Operational accountability is further delegated to regional managers to ensure consistent application of compliance standards throughout our global network. Nevertheless, every Swissport employee is expected to act with integrity, uphold our ethical principles, and contribute to a strong culture of compliance and professional conduct.

33 We have zero tolerance for corruption and bribery.

All employees receive comprehensive compliance training.

All employees receive comprehensive compliance training on our Code of Conduct and Anti-Bribery and Anti-Corruption Policy as part of their induction, with mandatory refresher courses for relevant personnel, primarily local, regional, and global management, throughout their employment. These programs reinforce our commitment to ethical conduct, legal compliance, and professionalism at every level.

Our strong ethical foundation is supported by a comprehensive suite of company policies that foster transparency, accountability, and integrity across all our operations. 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 an annual regulatory review by our partner Deloitte, in-year updates accessed via the EcoFact platform, and close collaboration across our country, group legal, and sustainability teams to ensure compliance.

In 2025, 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 with child labor requirements, for the 2025 reporting period. The assessment determined that Swissport is exempt from these requirements under Article 964j.

Our comprehensive business ethics framework includes the following policies:

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

Code of Conduct and whistleblower process

Swissport's ethical and business standards apply to all employees and anyone acting on our behalf. These principles are formalized in our Code of Conduct, which is supported by detailed standards, policies, and guidelines. The Code aligns with the Ten Principles of the UN Global Compact, to which Swissport has been committed since 2011.

The Code of Conduct is included in the orientation package for every new employee and was most recently updated in June 2024. It clearly establishes a zero-tolerance policy for any legal or ethical violations, including discrimination. Employees receive training on the Code as part of their induction program to ensure understanding and compliance from the outset.

Swissport encourages all employees to report any violations of the Code of Conduct or serious compliance concerns - either directly to their line manager, HR representative, the Compliance department, or through the SpeakUp channel. Introduced in 2019, SpeakUp is an independent external hotline that allows employees, as well as other affected stakeholders and third parties, to report suspected violations confidentially and anonymously, including individuals believed to have violated, or who are preparing to violate, the Code of Conduct.

SpeakUp offers both online and telephone reporting services, operating 24/7 in 35 languages across 44 countries. All reports are received by a dedicated Swissport team and reviewed within seven working days. Investigations are conducted in line with our SpeakUp Policy and Investigation Manual, and employees or

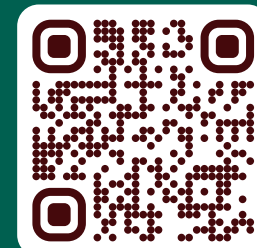
third parties who report concerns in good faith are fully protected against retaliation. Both the Compliance Committee and the Board of Directors are regularly updated on the most relevant cases.

During the reporting period, all matters reported through SpeakUp were investigated and addressed in accordance with Swissport's internal policies. Appropriate measures, including additional training, management guidance, formal warnings, or dismissals, were taken where necessary.

Where SpeakUp reports identify potential or actual material negative impacts, Swissport takes immediate and appropriate remedial actions to mitigate harm, including addressing the root cause, supporting affected parties, and implementing preventive measures to reduce the risk of recurrence.

The effectiveness of the SpeakUp system is closely monitored and tracked through detailed statistics, investigation reports, and key performance indicators. This data is regularly presented to the Swissport Compliance Committee, which reviews trends, identifies areas of concern, and directs specific remedial actions in certain countries or business units based on insights extracted from the reports.

To reinforce awareness, SpeakUp and our Code of Conduct are made available to all new joiners, and employees can access information via a dedicated portal on the intranet. In addition, periodic awareness campaigns are conducted to ensure all employees understand their rights and responsibilities under our compliance program.



Scan the QR code to read the full version of our **Code of Conduct**

Anti-bribery and anti-corruption

Swissport maintains a zero-tolerance policy toward bribery and corruption, strictly prohibiting all employees from engaging in any corrupt practices. We operate in full compliance with the Foreign Corrupt Practices Act (FCPA), the UK Bribery Act, the Swiss Criminal Code, and relevant anti-corruption directives from the European Union and other jurisdictions.

Our Anti-Bribery and Anti-Corruption Policy is a core part of our overall compliance framework, setting out our zero-tolerance stance and providing clear rules, guidelines, and behavioral principles. The policy is reinforced by our SpeakUp channel, which allows employees and stakeholders to report any suspected bribery or corruption concerns.

All new employees currently receive Code of Conduct training, which includes anti-bribery and anti-corruption (ABC) content, as part of their induction. A dedicated ABC training module is being developed and will be rolled out to all employees in 2026. Dedicated training is regularly provided to all functions identified as most exposed to risk, including local, regional, and global leadership, and includes specialized training for commercial colleagues.

In 2025, targeted ABC training was also delivered to the Swissport Board of Directors, reinforcing leadership accountability. Additionally, a Compliance Acknowledgment Survey was issued to managerial positions identified as higher risk for ABC exposure, confirming understanding of the policy and commitment to compliance.

All suspected cases of corruption or bribery are investigated by an independent investigator outside the management chain involved in the matter. In critical cases, these are presented to the Board of Directors, ensuring leadership is continuously informed of ongoing investigations and the outcomes of closed cases.

To ensure ethical business relationships, Swissport has implemented a Third-Party Anti-Corruption Compliance Procedure. This procedure ensures we engage only qualified and reputable third parties, with appropriate controls to mitigate anti-corruption risks in our operations.

Swissport's anti-bribery management system is certified under ISO 37001, and we remain fully committed to maintaining this certification as part of our ongoing compliance efforts.



Business ethics KPIs

KPI	2023	2024	2025
Number of confirmed corruption cases	0	0	0
Number of reports related to whistleblower procedure	542	525	616
Number of whistleblower cases related to discrimination and harassment	246	266	272
% 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, both of which require 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 the confidentiality, integrity, and availability of data. 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 required for all new starters and is refreshed once a year. 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 legislation.

Safeguarding information in a digital world

Swissport's global IT infrastructure is subject to continuous review and improvement to maintain the highest standards of information security. We collaborate with units worldwide to classify and protect information from cyberattacks 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 for responding to suspected or confirmed security incidents and is tested across the regions annually.

To maintain compliance with aviation security standards, regulatory requirements, and to protect Swissport’s information assets, it is essential to manage the use of AI responsibly, including how data is collected, stored, and used. This is particularly important for safeguarding personal data and Swissport’s intellectual property. To strengthen governance in this area, we launched an Artificial Intelligence Governance Policy and established an AI Steering Committee, comprising stakeholders from Business and IT, to oversee and support its effective implementation.

Information security KPIs

KPI	2023	2024	2025
Number of confirmed information security incidents	0	0	0

Sustainable procurement

At Swissport, we prioritize sustainability and responsibility within our supply chain. This approach enables us to effectively manage climate-related challenges, resource availability, and the safety and integrity of our employees and partners. In 2025, we strengthened our commitment by launching a supplier engagement program and introducing an award recognizing suppliers that excel in sustainability.

In 2025, Swissport worked with over 5,800 direct and 7,100 indirect suppliers, with a total procurement spend of 1,170 million euros. The primary beneficiaries of our procurement activities were the United States (19 percent), the United Kingdom (15 percent), and Switzerland (13 percent). Suppliers surpassing a threshold (typically above 50,000 euros) are managed by our Strategic Procurement Team and are considered targeted strategic suppliers.

We extend sustainability beyond our operations by fostering resilient and responsible supply chains, with particular emphasis on targeted strategic suppliers. Our Supplier Code of Conduct sets out the key principles applied to supplier selection, contracting, and ongoing management. At the same time, our Sustainable Sourcing Policy defines further commitments to ensure our supply chain is developed in line with sustainability criteria. These commitments include requiring all targeted strategic suppliers to pass vendor due diligence before contracting and integrating sustainability criteria into supplier selection.

Sustainable procurement goals are embedded in the performance reviews of our procurement team, ensuring accountability and continuous improvement. The Strategic Procurement Team receives dedicated training on sustainable procurement. In 2025, 39 percent of our colleagues were trained on sustainable procurement matters.



Scan the QR code to read the full version of our **Sustainable Sourcing Policy**



Scan the QR code to read the full version of our **Supplier Code of Conduct**

Supplier Code of Conduct

The Swissport Supplier Code of Conduct articulates the values, ethics, and behaviors we expect from our suppliers. It mirrors the internal Code of Conduct that guides Swissport's own operations and must be acknowledged not only by suppliers but also by business partners performing work on Swissport's behalf. The Code outlines fundamental environmental, labor, and human rights standards for working with Swissport, including respect for human rights and ethical conduct, safe and hygienic working conditions, environmental sustainability, social responsibility, good governance, and encouragement to set and progress toward sustainability goals.

Violations of the Supplier Code of Conduct must be reported to Swissport. For this purpose, we have a SpeakUp channel in place, which is accessible to all stakeholders, including suppliers. This whistleblower mechanism is designed to encourage and enable suppliers to raise concerns directly with Swissport, enabling inappropriate conduct or actions to be addressed and corrected. Suspected violations can be reported anonymously and without fear of retaliation. See the "Business Ethics" section for further details.

Endorsing the Swissport Supplier Code of Conduct is a mandatory requirement for all targeted strategic suppliers and is embedded in their contracts. In the reporting year, 100 percent of new targeted strategic suppliers endorsed the Code, and 100 percent of contract renewals with existing targeted strategic suppliers included either the Swissport Supplier Code of Conduct or an equivalent standard. During the reporting period, no instances of non-compliance with our standards were observed among significant suppliers.



Scan the QR code to read the full version of our **Suppliers Code of Conduct**

Sustainability in supplier selection

To ensure sustainability is embedded from the beginning in our supplier selection process, we ask all targeted strategic suppliers to complete a sustainability questionnaire assessing their sustainability maturity. These assessments are supported by risk management and regulatory compliance solutions, which screen potential suppliers for human rights, environmental criteria, and legal compliance before engagement. Additional research or investigations are conducted as needed to ensure suppliers meet Swissport's standards and do not violate any fundamental ethical, environmental, or human rights standards.

Sustainability criteria are embedded as a standard in the procurement decision matrix for all targeted strategic suppliers and are factored into the final supplier selection. This includes environmental as well as health and safety criteria. We encourage suppliers to adopt environmentally friendly production and service practices, and the presence of an environmental management system or adherence to standards such as ISO 14001. Similarly, health and safety criteria, aligned with our ISO 45001 certification, are encouraged and embedded into vendor evaluation.

Swissport has also begun to factor supplier diversity into procurement decisions. For example, for our Easter celebration, our Zurich station partnered with a Swiss foundation that supports the integration of people with disabilities into working life and society. Going forward, supplier diversity will remain a focus in our procurement process.

In 2025, 72 percent of our new targeted strategic suppliers filled in the sustainability questionnaire and 100 percent were assessed through our vendor due diligence screening.



Sustainability in supplier management

We actively engage with our suppliers to advance sustainability throughout our collaboration. As key partners, they help us achieve our sustainability ambitions, including reducing value chain emissions, maintaining environmental and safety standards beyond our operations, and ensuring ethical sourcing practices across the supply chain.

In 2025, we launched a supplier capacity-building program to strengthen collaboration with our key suppliers on priority sustainability topics. The program lays the foundation for closer engagement, including the collection of carbon emissions data and alignment on emissions-reduction plans. Looking ahead, we will leverage this platform to strengthen supply chain due diligence further and support compliance with the Corporate Sustainability Due Diligence Directive (CSDDD).

To safeguard our standards, we conduct on-site audits to assess health and safety, as well as environmental conditions, at key suppliers, particularly subcontractors operating on behalf of Swissport. These suppliers are required to uphold the same standards as Swissport.

To recognize suppliers demonstrating outstanding commitment to sustainability, we introduced the Award for Sustainable Impact Excellence as part of the Swissport Supplier Awards.



Sustainable procurement KPIs

KPI	2023	2024	2025
Percent of targeted suppliers that have signed the Sustainable Procurement Charter/Supplier Code of Conduct*	90%	100%	100%
Percent of targeted suppliers with contracts that include clauses on environmental, labor, and human rights requirements*	90%	100%	100%
Percent of buyers across all locations who have received training on sustainable procurement	-	50%	39%
Percent of targeted suppliers that have gone through a CSR assessment (e.g. questionnaire)	-	87%	72%
Percent of targeted suppliers that have gone through a CSR on-site audit	100%	100%	100%

Success story

Driving sustainable impact with Michelin

For the second year in a row, Swissport has recognized suppliers demonstrating outstanding commitment to sustainability through the Award for Sustainable Impact Excellence as part of the Swissport Supplier Awards. This year's recipient is Michelin, a partner with a strong focus on science-based climate targets, which is delivering direct and tangible environmental benefits that support our emissions reduction efforts and advance our net-zero goals. Michelin provides long-lasting, durable tyres, minimizes waste, and delivers significant administrative efficiencies through a national casing bank and streamlined invoicing process.

Michelin has committed to SBTi-aligned climate targets, achieving a 13 percent reduction in emissions in 2024. The company is advancing a circular economy model, utilizing 31 percent sustainable materials today with a clear pathway to reach 100 percent by 2050, supported by large-scale tyre retreading and end-of-life recovery programs. Their new £30 million Materials Recovery Facility, due to open later this year in partnership with Murfitt Industries, will convert 12,500 tonnes of tyres annually into energy and reusable materials, significantly reducing CO₂ emissions whilst closing the loop on waste.



We are delighted that Swissport has selected Michelin for this prestigious award. The two businesses shared focus on sustainability and environmentally responsible practices is a key part of our partnership. We look forward to many more years of collaboration and success.

Spencer Byford -
Global Account Manager EUN, Michelin

Corporate governance

In this section

Our Board of Directors



Our Executive Leadership Team



Swissport shareholders



Effective risk management



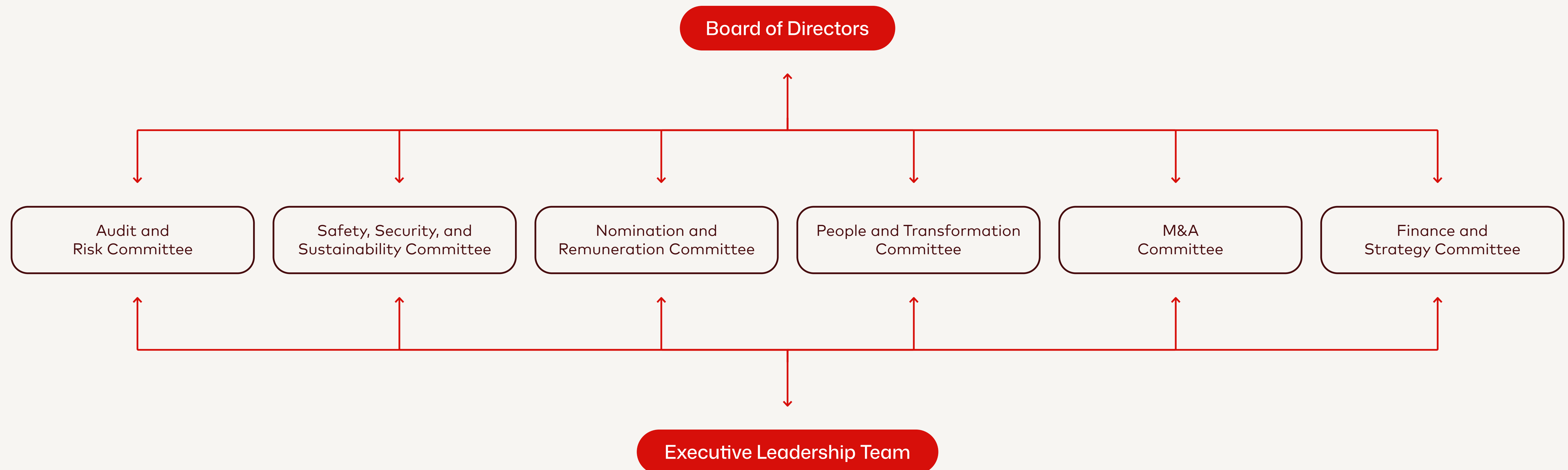
Our Board of Directors

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

Chair: Regula Wallimann

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 recognition, 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 processes.



Safety, Security, and Sustainability Committee

Chair: Dr. Detlef Trefzger

The Safety, Security and Sustainability Committee (SSSC) supports the Group's executive management in achieving and maintaining industry-leading performance in safety, security and sustainability, and oversees the effective management of related impacts, risks, and opportunities.

The Committee's duties include:

- Providing general oversight of safety, security and sustainability progress, reviewing strategic planning and ensuring adequate resourcing.
- Ensuring target setting appropriately addresses the organization's principal safety, security and sustainability risks and opportunities.
- Reviewing quarterly updates from QHSE and Sustainability Heads and providing regular status reports to the Board of Directors.
- Conducting performance reviews, mandating audits per legal requirements, and approving key external communications including the annual sustainability report.



Nomination and Remuneration Committee

Chair: Janina Kugel

The Nomination and Remuneration Committee (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. The Committee's duties include:

- Making determinations on all matters concerning the general remuneration policy of the company and the group including the review of general compensation and benefits policies.
- Reviewing and evaluating Executive Leadership Team succession plans and consulting on appointments of new Board members.
- Regularly reviewing the people strategy and processes and the diversity and inclusion practices as well as overseeing the HR strategic planning and implementation.

People and Transformation Committee

Chair: Warwick Brady

The People & Transformation Committee supports Swissport on maximizing the return of its strategic projects and has four main objectives:

- Identify and assess new projects to launch to improve Swissport's performance.
- Update the board on existing projects, including progress and milestones achieved, risks and delays, OPEX/ CAPEX and value delivered to Swissport.

- Validate and, when needed, adjust the approach of existing projects, implementing the required changes to get the most of each project.
- Define and implement the required organizational changes and capabilities to implement projects and shift those into Business as Usual.

M&A Committee

Chair: Julian Diaz Gonzalez

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 Gonzalez

(Spanish)

Non-executive Board member

Appointed July 2024

Julian became a non-executive member of the Board of Swissport in July 2024 and is Chair of the M&A Committee. He is also Chairman of the Board at Food Delivery Brands, and 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 Aeroboutiques 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 joined the Swissport Board as a non-executive Member in July 2024 and serves as Chair of the Nomination and Remuneration Committee. She also sits on the boards of Kyndryl and TUI and is a Senior Advisor at Boston Consulting Group. Previously, she was Chief Human Resources Officer and a member of the Managing Board at Siemens, and served on the Board of Konecranes. She holds a master's degree in economics from Johannes Gutenberg University Mainz and Università degli Studi di Verona.



Dr. Detlef Trefzger

(German/Swiss)

Non-executive Board member

Appointed September 2024

Detlef became a non-executive Member of the Swissport Board in September 2024 and chairs the Safety, Security and Sustainability Committee. He served as CEO of Kuehne+Nagel from 2013 to 2022 and previously held senior executive roles at DB Schenker. He currently serves on the boards of Accelleron Industries, Swiss Prime Site, and PSA International, and previously served on the board of easyJet. He is currently an operating advisor to Clayton, Dubilier & Rice and founder of Larix Equity.



Regula Wallimann

(Swiss)

Non-executive Board member

Appointed February 2022

Regula became a non-executive Member of the Swissport Board in February 2022 and chairs the Audit and Risk Committee. She also serves on the boards of the Adecco Group, Straumann Group and Clariant Group (from April 2026). Previously, she spent over two decades at KPMG Switzerland, including as a Global Lead Partner. She holds a master's degree from the University of St. Gallen and is a certified accountant in Switzerland and the USA.

Unlock

[uhn-lok] verb.

To create the conditions for everyone to do their best and keep improving



Our Executive Leadership Team

Swissport has an experienced Executive Leadership Team that operates through a robust management framework, ensuring strategic alignment, operational efficiency, and accountability across global operations.

The Executive Leadership Team and its committees

The Executive Leadership Team (ELT) consists of fifteen (15) members: eight leaders in group management, six business leaders and the CEO & President. The ELT is responsible for guiding the Group's strategic direction and ensuring the achievement of its long-term objectives. It oversees operational day-to-day performance, financial planning, and risk management, while upholding high standards of corporate governance and compliance. The ELT also steers growth initiatives, innovation, and digital transformation, ensuring the Group remains competitive and resilient in a dynamic business environment.

In addition, the ELT fosters organizational leadership and talent development, shaping a culture that supports collaboration, accountability, and sustainability. It engages with key stakeholders and investors, manages capital allocation and investment decisions, and ensures preparedness for crises. Through these responsibilities, the ELT safeguards business continuity, drives performance, and strengthens the Group's long-term value creation.

The ELT has the following committees:

Investment Committee

The Investment Committee (IC) deals with the approval of large investments (above 5 million euros) and customer contracts, submitted by any entity belonging to the Swissport Group. Members of the IC are Swissport's CEO, CFO, CCO, General Counsel, relevant cluster managers, and is chaired by Group FP&A. The IC meets twice 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, ensure that investment requests follow the proper approval chain.

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 local languages across all the countries where Swissport has operations in. 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 2025, 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 CEMEAI, and Head of Global Sales Operations.

Filings Assurance Committee

The Filings Assurance Committee (FAC), led by the CFO and CEO, 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 Global Head of Internal Audit, and at least once a year with the full ARC and Global Head of Internal Audit, without management present.

A risk-based audit program runs year-round, covering all areas of the Group based on risk assessment and key areas identified. In 2025, Internal Audit conducted country and group function audits, advisory reviews, and forensic investigations. We use AuditBoard tool 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.

The function operates effectively and complies with the International Professional Practices Framework (IPPF) audit standards. The team had adopted the new Global Internal Audit Standards ahead of their January 2025 introduction.

Internal Controls System

A second-line Internal Controls System (ICS) 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, the 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 in May 2021

Before joining Swissport, Warwick was CEO of Esken Limited and previously served as Chief Operating Officer at easyJet, where he also held roles including Group Operations Director and Procurement Director. Earlier in his career, he was CEO of Mandala Airlines and held senior roles at Kingfisher Airlines and Ryanair. Warwick holds an MBA from Henley Business School and is a trained commercial pilot.



Maria Grigorova

(Bulgarian)

Chief Financial Officer

Joined Swissport in February 2026

Maria joined Swissport from Adecco Group, where she was Group Senior Vice President and Global Head of Finance for Adecco. Previously, she served as Deputy Group CFO and held top-tier finance positions at JLL, Ideal Standard, Newell Rubbermaid, and Procter & Gamble. Maria holds a Bachelor of Science in Consumer Economics from Cornell University and an MBA in Corporate Finance from the University of Rochester.



Guillaume Halleux

(French)

Chief Commercial Officer

Joined Swissport in 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 in 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.

Executive Leadership Team - Group Management



Frank Dobbelsteijn

(Dutch)

Global Head of Operations

Joined Swissport in January 2024

Frank joined Swissport from Menzies, where he was Vice President of their London Heathrow operation and previously served as General Manager in the US and Amsterdam. He also worked as Senior Station Operations Manager at Amazon in Los Angeles. Frank holds a bachelor's degree in Industrial and Organizational Psychology from the University of Amsterdam.



Ilse De Loof

(Belgian)

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

Joined Swissport in 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.



Dave Lynch

(British)

Chief Information Officer

Joined Swissport in 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.



Toygan Pulat

(Turkish)

Chief People Officer

Joined Swissport in January 2026

Toygan joined Swissport from Beko, where she was Chief People Officer. Previously, she held leadership roles of increasing scope at major multinationals including Diageo, Coty, Avon, and Carlsberg. Toygan holds a BA in Industrial Engineering from Middle East Technical University, an MBA from Bilkent University, and completed advanced studies in Human Resources Management at McMaster University in Canada.



Chris Severson

(American)

Chief Strategy & Transformation Officer

Joined Swissport in February 2026

Chris joined Swissport from Terra Firma Capital Partners, where he was an Operating Managing Director and Executive Chairman of untypical Ltd. Previously, he served as Global Head of Internal Transformation at Philip Morris International. Chris holds a BSc in Mechanical Engineering from Carnegie Mellon University, and MBAs from Columbia Business School and London Business School.

Executive Leadership Team - Business Leaders



Nelson Camacho

(American)

US & Canada

Joined Swissport in July 2023

Before joining Swissport, Nelson served as COO of GAT Airline Ground Support. He previously held senior roles at Copa Airlines, CAE, and US Airways, including VP Airports, Customer Experience, and Customer Facing Technology at Copa Airlines. Nelson holds an Executive MBA from the Cox School of Business.



Karen Cox

(British)

UK & Ireland

Joined Swissport in 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 in 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 in April 2020

Brad joined Swissport from Qatar Airways, where he was Senior Vice President Ground Operations. He previously held senior roles at Ingams Group, Air Canada, and Qantas, leading their commercial and operational ground handling businesses. He holds an MSc in Organizational Development from Pepperdine University.



Rene Pascua

(American/Honduran)

Latin America & Caribbean

Joined Swissport in 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 in 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.

Executive Leadership Team - Group Management who left in Q1 2026



Craig Cavin

(British)

Interim Chief Financial Officer

Joined Swissport in April 2025

Craig joined Swissport in April 2025, taking over as interim CFO from Jourik Hooghe. Craig is a Managing Director at Alvarez & Marsal and has held various interim CFO roles previously, most recently at South Pole and Norstella. He holds a Bachelor of Accounting Finance from the University of Strathclyde.



Nathan Lang

(British)

Chief Transformation Officer

Joined Swissport in 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.



Chris Rayner

(British)

Chief People Officer

Joined Swissport in 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.

Swissport shareholders

Swissport's shareholder base includes funds managed by prominent investment firms Strategic Value Partners, 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 is a global alternative investment firm that focuses on special situations, private equity, opportunistic credit, and financing opportunities. The firm uses a combination of sourcing, financial, and operational expertise to unlock value in its portfolio companies. Today, SVP manages approximately \$21 billion in assets under management and, since inception, has invested more than \$57 billion of capital across over 800 transactions. The firm, established by Victor Khosla in 2001, has over 200 employees, including more than 100 investment professionals, across its main offices in Greenwich (CT) and London, with presences in New York, Tokyo, and Dubai.

Ares Management 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. We seek to advance our stakeholders' long-term goals by providing flexible capital that supports businesses and creates value for our investors and within our communities. By collaborating across our investment groups, we aim to generate consistent and attractive investment returns throughout market cycles. As of December 31, 2025, Ares Management Corporation's global platform had nearly \$623 billion of assets under management, with operations across North America, South America, Europe, Asia Pacific and the Middle East. For more information, please visit www.aresmgmt.com.

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. In 2026 we will implement dedicated risk management software to improve risk identification and assessment, automate workflows and reporting, and optimise monitoring.

Of note, Swissport has updated its Anti-Fraud Policy in 2025 and expanded our anti-fraud management to ensure

appropriate risk management strategies and safeguards are in place to reduce the risk of fraud. The Group has a zero tolerance to unethical practices and will take the strongest action possible against any perpetrators.

We also strengthened our anti-bribery management systems to meet ISO 37001. The fraud risk assessment was updated in 2025 to evaluate whether previously identified controls had improved, particularly where some controls were found to be ineffective. In addition, we undertook preparatory work to align our framework with the requirements of the UK Economic Crime & Corporate Transparency Act (ECCTA), including the "failure to prevent fraud" offence, to ensure our controls and procedures meet evolving regulatory expectations. In addition, we continue to 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 and ensure there is continued alignment of anti-fraud risk management and the Enterprise Risk Management Policy.

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 eight 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 2024 financial year. One additional risk emerged during the year related to International Trade Tariffs.

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.

These eight 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. An adequate insurance program is in place to protect from the financial impact of unforeseen adverse events. 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.

97%

multi-skilled workforce



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.

Continued uncertainty surrounding international trade tariffs may negatively impact on GSE importing costs and cargo volumes, creating volatility in market demand and potentially disrupting forecast accuracy. Internal measures are in place to manage costs to mitigate this unprecedented unpredictability and given that the business has significant operations in the USA, it is noted as a potential risk exposure.

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 and nation-states 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 Audit & Risk Committee to whom regular updates are provided. 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 2025, we reassessed these risks with independent sustainability experts to ensure an objective analysis. A refresh of our 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, Security and Sustainability Committee monitors progress against key targets.

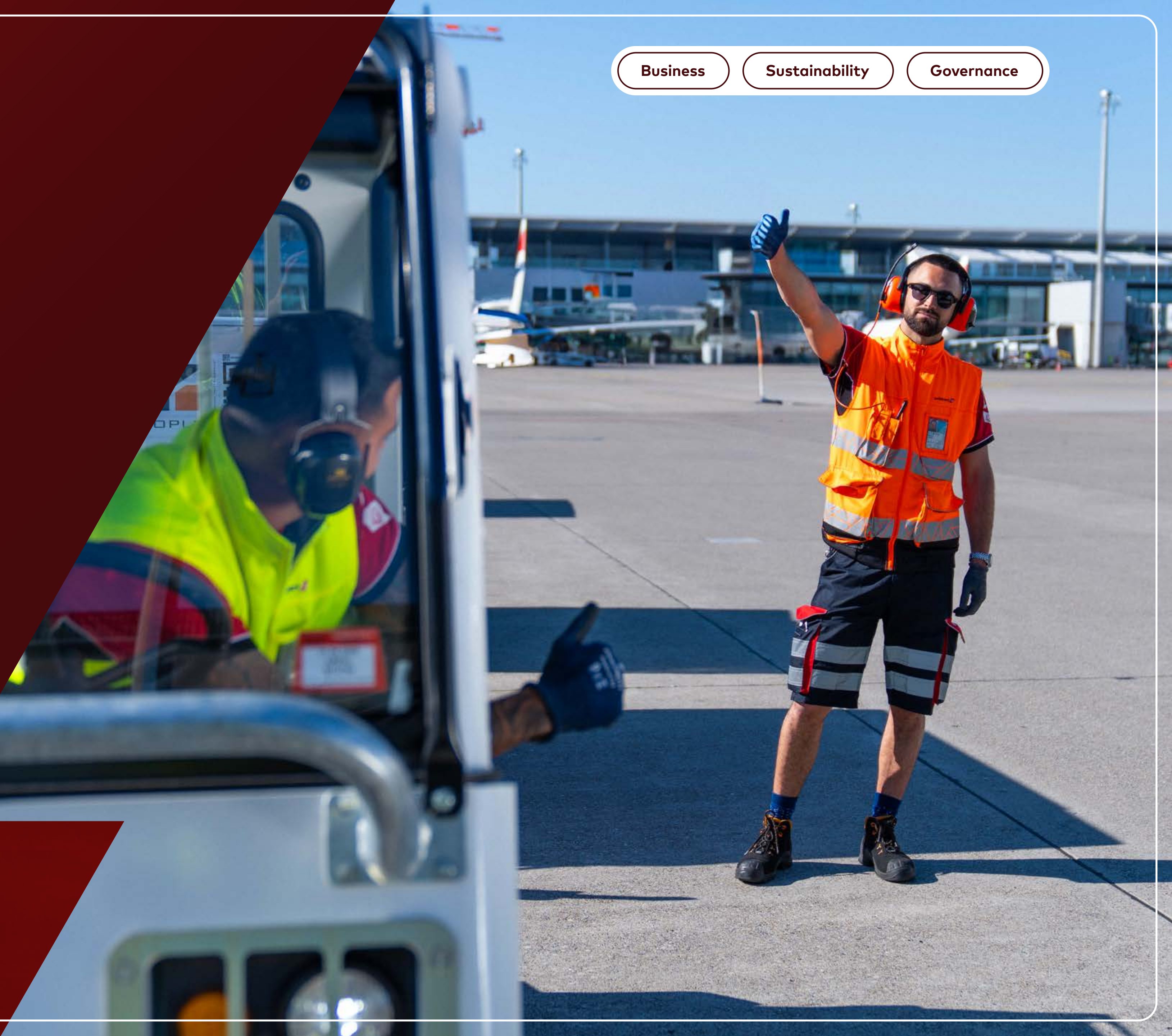
Our goal is to meet rising environmental demands, mitigate emerging risks, and deliver sustainable services while respecting the planet. As the market leader, we prioritize transparent reporting, believing that actions speak louder than words.



Appendix

In this section

GRI content index



GRI content index

Swissport has reported the information cited in this GRI content index for the period January 1, 2025 to December 31, 2025 in accordance to the GRI Standards, Foundation 2021. No GRI Sector Standards were applied.

GRI Standards		Company report page	Omission			SDGs	UN GC Principles
			Requirement(s) omitted	Reason	Explanation		
GRI 2: General disclosures							
The organization and its reporting							
2-1	Organizational details	4, 8–18, 128–138					
2-2	Entities included in the organization’s sustainability reporting	4, 8–18					
2-3	Reporting period, frequency, and contact point	152					
2-4	Restatements of information	80, 85, 89, 103					
2-5	External assurance	to be updated by end of May 2026					
Activities and workers							
2-6	Activities, value chain and other business relationships	4, 35–56, 123–126				8, 9	
2-7	Employees	75, 94				5, 8	6
2-8	Workers who are not employees		Disclosure 2-8 a, Disclosure 2-8 b, Disclosure 2-8 c	Not applicable	For a correct representation of our employees, the figures disclosed in this report reflect only employees engaged under Swissport contractual arrangements.	8	6
Governance							
2-9	Governance structure and composition	128–138				16	
2-10	Nomination and selection of the highest governance body	130				16	
2-11	Chair of the highest governance body	131				16	
2-12	Role of the highest governance body in overseeing the management of impacts	128–130				16	
2-13	Delegation of responsibility for managing impacts	66, 128–130				16	
2-14	Role of the highest governance body in sustainability reporting	66, 128–130				16	
2-15	Conflicts of interest	118–120, 128–138				16	
2-16	Communication of critical concerns	118–120, 128–138				16	

2-17	Collective knowledge of the highest governance body	128–130				16	
2-18	Evaluation of the performance of the highest governance body	128–130				16	
2-19	Remuneration policies	83, 128–130				16	
2-20	Process to determine remuneration	83, 130				16	
2-21	Annual total compensation ratio		Disclosure 2-21 a, Disclosure 2-21 b, Disclosure 2-21 c	Confidentiality constraints	Due to competitive advantage, Swissport does not disclose the total compensation ratio between its CEO and the median of all employees.	16	
Strategy, policies, and practices							
2-22	Statement on sustainable development strategy	6, 63				3, 5, 7, 8, 9, 10, 12, 13, 16, 17	1-10
2-23	Policy commitments for responsible business conduct	118–121				16	
2-24	Embedding policy commitments	66, 118–121, 128–138				16	
2-25	Processes to remediate negative impacts	118–120, 133				16	
2-26	Mechanisms for seeking advice and raising concerns	118–120, 133				16	
2-27	Compliance with laws and regulations	118–121				16	
2-28	Membership associations	58–60				17	3
Stakeholder engagement							
2-29	Approach to stakeholder engagement	68–70				17	
2-30	Collective bargaining agreements	87				17	3
GRI 3: Material topics							
3-1	Process to determine material topics	71–72				16	
3-2	List of material topics	72				16	
GRI 201: Economic performance							
3-3	Management of material topics	8–34				8	
201-1	Direct economic value generated and distributed	8–18				8	
201-2	Financial implications and other risks and opportunities due to climate change	71–72, 141				8	7, 8, 9
201-3	Defined benefit plan obligations and other retirement plans	83, 85				8	

201-4	Financial assistance received from government		Disclosure 201-4 a, Disclosure 201-4 b, Disclosure 201-4 c		Swissport benefitted from government grants in certain jurisdictions such as Israel. Due to confidentiality constraints, we cannot disclose this value.	8	
GRI 202: Market presence							
3-3	Management of material topics	4, 8–18				5, 8, 10, 11	
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		Disclosure 202-1 a, Disclosure 202-1 b, Disclosure 202-1 c, Disclosure 202-1 d	Information unavailable/incomplete	Due to global consolidation system not capturing this info.	16	
202-2	Proportion of senior management hired from the local community		Disclosure 202-2 a, Disclosure 202-2 b, Disclosure 202-2 c, Disclosure 202-2 d	Information unavailable/incomplete	Due to global consolidation system not capturing this info.	8, 10, 11	6
GRI 203: Indirect economic impacts							
3-3	Management of material topics	95–96				8, 10, 11	
203-1	Infrastructure investments and services supported	95–96				8, 10, 11	
203-2	Significant indirect economic impacts	95–96				8, 10, 11	
GRI 204: Procurement practices							
3-3	Management of material topics	123–126				8, 10, 12	
204-1	Proportion of spending on local suppliers	123–126				8, 10, 12	
GRI 205: Anti-corruption							
3-3	Management of material topics	121				16	10
205-1	Operations assessed for risks related to corruption	121				16	10
205-2	Communication and training about anti-corruption policies and procedures	121				16	10
205-3	Confirmed incidents of corruption and actions taken	121				16	10
GRI 206: Anti-competitive behavior							
3-3	Management of material topics	118				16	
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	118, 128–130				16	

GRI 207: Tax							
3-3	Management of material topics			Confidentiality constraints	As a private company, we do not publicly disclose tax-related matters.	16	
207-1	Approach to tax		Disclosure 207-1 a	Confidentiality constraints	As a private company, we do not publicly disclose tax-related matters.	16	
207-2	Tax governance, control, and risk management		Disclosure 207-2 a, Disclosure 207-2 b, Disclosure 207-2 c	Confidentiality constraints	As a private company, we do not publicly disclose tax-related matters.	16	
207-3	Stakeholder engagement and management of concerns related to tax		Disclosure 207-3 a	Confidentiality constraints	As a private company, we do not publicly disclose tax-related matters.	16	
207-4	Country-by-country reporting		Disclosure 207-4 a, Disclosure 207-4 b, Disclosure 207-4 c	Confidentiality constraints	As a private company, we do not publicly disclose tax-related matters.	16	
GRI 302: Energy							
3-3	Management of material topics	99–103				12, 13	7, 8, 9
302-1	Energy consumption within the organization	101–103				12, 13	7, 8, 9
302-2	Energy consumption outside of the organization					12, 13	7, 8, 9
302-3	Energy intensity					12, 13	7, 8, 9
302-4	Reduction of energy consumption	101–106				12, 13	7, 8, 9
302-5	Reductions in energy requirements of products and services	101–106				12, 13	7, 8, 9
GRI 305: Emissions							
3-3	Management of material topics	101–106 , 111–113				7, 12, 13	7, 8, 9
305-1	Direct (Scope 1) GHG emissions	101–103				7, 12, 13	7, 8, 9
305-2	Energy indirect (Scope 2) GHG emissions	101–103				7, 12, 13	7, 8, 9

305-3	Other indirect (Scope 3) GHG emissions	101–103				7, 12, 13	7, 8, 9
305-4	GHG emissions intensity		Disclosure 305-4 a, Disclosure 305-4 b, Disclosure 305-4 c, Disclosure 305-4 d	Information unavailable/incomplete	Focus is on improving carbon emissions reporting methodology prior to reporting any intensity metrics.	7, 12, 13	7, 8, 9
305-5	Reduction of GHG emissions	101–103				7, 12, 13	7, 8, 9
305-6	Emissions of ozone-depleting substances (ODS)		Disclosure 305-6 a, Disclosure 305-6 b, Disclosure 305-6 c, Disclosure 305-6 d, Disclosure 305-6 e	Information unavailable/incomplete	Focus is on improving emissions reporting methodology prior to reporting on any other gases.	7, 12, 13	7, 8, 9
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions		Disclosure 305-7 a, Disclosure 305-7 b, Disclosure 305-7 c, Disclosure 305-7 d	Information unavailable/incomplete	Focus is on improving emissions reporting methodology prior to reporting on any other gases.	7, 12, 13	7, 8, 9
GRI 306: Waste							
3-3	Management of material topics	99, 107–109				12	7, 8, 9
306-1	Waste generation and significant waste-related impacts	107–109				12	7, 8, 9
306-2	Management of significant waste-related impacts	107–109				12	7, 8, 9
306-3	Waste generated	103				12	7, 8, 9
306-4	Waste diverted from disposal		Disclosure 306-4 a, Disclosure 306-4 b, Disclosure 306-4 c, Disclosure 306-4 d, Disclosure 306-4 e	Information unavailable/incomplete	Immediate priority is to improve the overall waste calculation methodology and extend all our waste initiatives across all sites in our network.	12	7, 8, 9
306-5	Waste directed to disposal		Disclosure 306-5 a, Disclosure 306-5 b, Disclosure 306-5 c, Disclosure 306-5 d, Disclosure 306-5 e	Information unavailable/incomplete	Immediate priority is to improve the overall waste calculation methodology and extend all our waste initiatives across all sites in our network.	12	7, 8, 9
GRI 308: Supplier environmental assessment							
3-3	Management of material topics	123–126				12	7, 8, 9
308-1	New suppliers that were screened using environmental criteria	123–126				12	7, 8, 9

308-2	Negative environmental impacts in the supply chain and actions taken		Disclosure 308-2 a, Disclosure 308-2 b, Disclosure 308-2 c, Disclosure 308-2 d, Disclosure 308-2 e	Information unavailable/incomplete	Swissport currently applies sustainability questionnaires to assess environmental impacts among suppliers and conducts audits at selected supplier sites. Next step will be to develop a comprehensive approach to systematically identify, assess, and manage environmental impacts across the full supply chain.	12	7, 8, 9
GRI 401: Employment							
3-3	Management of material topics	82–86				8	6
401-1	New employee hires and employee turnover	75				8	6
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	83–86				8	6
401-3	Parental leave	83–86				8	6
GRI 402: Labor/Management relations							
3-3	Management of material topics	82–87				8, 10	3
402-1	Minimum notice periods regarding operational changes	87				8, 10	3
GRI 403: Occupational health and safety							
3-3	Management of material topics	76–80				3	
403-1	Occupational health and safety management system	76–80				3	
403-2	Hazard identification, risk assessment, and incident investigation	76–80				3	
403-3	Occupational health services	76–80				3	
403-4	Worker participation, consultation, and communication on occupational health and safety	76–80				3	
403-5	Worker training on occupational health and safety	76–80				3	
403-6	Promotion of worker health	76–80 , 122				3	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	76–80				3	
403-8	Workers covered by an occupational health and safety management system	76–80				3	
403-9	Work-related injuries	76–80				3	
403-10	Work-related ill health	76–80				3	

GRI 404: Training and education							
3-3	Management of material topics	88–89				4, 8	6
404-1	Average hours of training per year per employee	88–89				4, 8	6
404-2	Programs for upgrading employee skills and transition assistance programs	88–89				4, 8	6
404-3	Percentage of employees receiving regular performance and career development reviews		Disclosure 404-3 a	Information unavailable/incomplete	We are in the process of implementing global HR systems which would allow for visibility on this metric.	4, 8	6
GRI 405: Diversity and equal opportunity							
3-3	Management of material topics	91–94				5, 10	6
405-1	Diversity of governance bodies and employees	91–94				5, 10	6
405-2	Ratio of basic salary and remuneration of women to men		Disclosure 405-2 a, Disclosure 405-2 b	Information unavailable/incomplete	Information is available for few individual countries in our network such as the UK and Switzerland. To have a global consolidated view we kicked-off a program to collect all details which support this metric calculation.	5, 10	6
GRI 406: Non-discrimination							
3-3	Management of material topics	91–94, 118–121				5, 10	6
406-1	Incidents of discrimination and corrective actions taken	118–121				5, 10	6
GRI 407: Freedom of association and collective bargaining							
3-3	Management of material topics	87				8, 10	2, 3
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	87, 123–125				8, 10	2, 3
GRI 408: Child labor							
3-3	Management of material topics	82–85, 123–125				3, 8, 10	5
408-1	Operations and suppliers at significant risk for incidents of child labor	82–85, 123–125				3, 8, 10	5

GRI 409: Forced or compulsory labor							
3-3	Management of material topics	82–85 , 123–125				3, 8, 10	4
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	82–85 , 123–125				3, 8, 10	4
GRI 413: Local communities							
3-3	Management of material topics	95–96				8, 11	1
413-1	Operations with local community engagement, impact assessments, and development programs	71–72 , 95–96				8, 11	1
413-2	Operations with significant actual and potential negative impacts on local communities	95–96				8, 11	1
GRI 414: Supplier social assessment							
3-3	Management of material topics	123–125				8, 10, 12	2
414-1	New suppliers that were screened using social criteria	123–125				8, 10, 12	2
414-2	Negative social impacts in the supply chain and actions taken		Disclosure 414-2 a, Disclosure 414-2 b, Disclosure 414-2 c, Disclosure 414-2 d, Disclosure 414-2 e	Information unavailable/incomplete	Swissport currently applies sustainability questionnaires to assess social impacts among suppliers. Next step will be to develop a comprehensive approach to systematically identify, assess, and manage social impacts across the full supply chain.	8, 10, 12	2
GRI 416: Customer health and safety							
3-3	Management of material topics	76–80				3	
416-1	Assessment of the health and safety impacts of product and service categories	76–80				3	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	76–80				3	
GRI 418: Customer privacy							
3-3	Management of material topics	122				16	
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	122				16	



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 29th April 2026.

The present report focuses on the year 2025, with more recent events in 2026 occasionally also covered.

The next report will be published by mid-2027.

The total number of stations, including ground handling operations, air cargo warehouses, and airport lounges includes every location Swissport operates or has a financial stake in, in addition to any location with a confirmed license agreement signed before 31/12/2025.

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