

SWISSPORT INTERNATIONAL AG

# COMMUNICATION ON PROGRESS

## 2021





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"Swissport is ready to support the recovery of global aviation as a reliable and financially stable partner."

Warwick Brady

## CEO'S STATEMENT

Dear readers,

Although COVID-19 has temporarily pushed environmental issues somewhat out of the spotlight, we remain focused on sustainable operations at Swissport. Environmental protection, health and safety, and the quality of our services are the result of a long-term commitment, requiring continuous focus and systematic efforts.

The aviation sector and industry associations are relentless in their efforts to increase operational efficiency and further environmental sustainability. IATA had been working with member airlines to aim for an average improvement in fuel efficiency of 1.5 percent per year from 2009 to 2020. And global aviation continues to declare and commit to ambitious environmental targets.

At the end of 2016, CORSIA (the Carbon Offsetting and Reduction Scheme for International Aviation) was adopted by the UN aviation organization ICAO and as of July 2021, 104 countries had signed up to the scheme, including all the countries in the EU as well as Japan, Canada, and the USA. The airlines of these countries account for more than 75 percent of international air traffic, so this is a real statement of intent by the industry at large. As the global leader in aviation ground services, it is incumbent upon Swissport to drive change in this respect, too. And we are fully committed to contributing our share in helping to make a greener aviation future a reality.

As a signatory to the United Nations Global Compact since 2011, Swissport is committed to environmental care, the protection of human rights, the upholding of labor standards as well as the fight against bribery and corruption. We continue to support the ten principles of the United Nations Global Compact in the areas of human rights, labor standards, environmental protection and anti-corruption.

**Warwick Brady**  
President & CEO  
Swissport International AG

# DESCRIPTION OF PRACTICAL ACTIONS AND OUTCOMES

## HUMAN RIGHTS PRINCIPLES

### PRINCIPLE 1

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

### PRINCIPLE 2

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



## GUIDELINES

As a signatory to the UN Global Compact, Swissport is committed to upholding high human rights standards and combating all forms of human rights violations. Human rights are inherent to all human beings, regardless of gender, sexual orientation, age, nationality, ethnicity, language, religion, political ideology, disability or any other status, and include such rights as freedom of opinion and expression without discrimination. Through various policy and certification stipulations, we require our suppliers to respect these human rights, to fully comply with the UN Universal Declaration of Human Rights and the International Labor Organization's (ILO) Core Conventions as well as to commit to non-complicity in any human rights abuses. At Swissport, we also acknowledge the legitimate role of trade unions and employee representatives and we have established appropriate mechanisms to enable the effective representation of employees at our suppliers.

## MEASURES AND OUTCOMES

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

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

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

During the reporting period, no instances of non-compliance with our standards by any significant suppliers were observed.

## LABOR PRINCIPLES

### PRINCIPLE 3

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

### PRINCIPLE 4

the elimination of all forms of forced and compulsory labor;

### PRINCIPLE 5

the effective abolition of child labor; and

### PRINCIPLE 6

the elimination of discrimination in respect of employment and occupation.



## GUIDELINES

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

In our experience, diversity is a value driver. At our Zurich head office alone, we employ 150 colleagues from 30 nations. A diverse employee population can also positively contribute to problem-solving abilities, professional experience, skill sets and overall creativity. At Swissport, we are convinced that competing ideas and diverse backgrounds will lead to better solutions.

Consequently, there is no room and zero tolerance for discrimination of any kind in our company. We are

committed to fair and equal employment opportunities. Swissport's vision, our Code of Conduct, the ten principles of the UN Global Compact and our commitment to a consistent high-quality service mirror our corporate culture and values.

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

Occupational health and safety as well as the continuous reduction of workplace-related incidents and accidents have the highest priority at Swissport. We apply a mix of measures to sensitize employees to issues of health and safety and to train them to follow approved workplace procedures. It is our aim to set the same high standards at some 270 locations across six continents.

## MEASURES AND OUTCOMES

As of December 31, 2020, Swissport had 44,312 employees (2019: 64,189). The decline in the workforce is a direct effect of the global market collapse in the wake of COVID-19. Due to a decrease in airline demand and consequently for the classic ground service business, Swissport's revenue dropped by roughly 50 percent in 2020 compared to 2019. For operational reasons, this has resulted in substantial terminations on a global level.

Based on the information available to us in our HR systems, 31.8 percent of our workforce are recorded as female and 68.2 percent as male. While other genders are not systematically recorded, they are fully respected. 90.3 percent of our employees have permanent contracts. 45.7 percent work in the EMEA region, 42.8 percent in the Americas and 11.5 percent in the APAC region.

### Headcount split

<b>By region</b>	<b>2019</b>	<b>2020</b>
Americas	46.2%	42.8%
Europe, Middle East & Africa	45.1%	45.7%
Asia-Pacific	8.7%	11.5%

<b>By function</b>	<b>2019</b>	<b>2020</b>
Operations	90.7%	89.6%
Business support functions	7.5%	8.1%
Local and country management	1.8%	2.3%

<b>By contract type</b>	<b>2019</b>	<b>2020</b>
Permanent	88.6%	90.3%
Temporary	11.4%	9.7%

<b>By time worked</b>	<b>2019</b>	<b>2020</b>
Full-time	65.0%	68.4%
Part-time	35.0%	31.6%

<b>By gender</b>	<b>2019</b>	<b>2020</b>
Male	66.1%	68.2%
Female	33.9%	31.8%

  

<b>By gender and function</b>	<b>2019</b>	<b>2020</b>
<b>Operations</b>		
Male	66.6%	68.8%
Female	33.4%	31.2%
<b>Business support functions</b>		
Male	58.7%	59.2%
Female	41.3%	40.8%
<b>Local and country management</b>		
Male	71.8%	72.6%
Female	28.2%	27.4%

### Recruitment and equal opportunity

As an employer of choice, we aim to recruit committed employees with diverse backgrounds and qualifications. In our opinion, people's desire for continuous learning is as important as their skill sets, professional experiences and backgrounds.

Impartiality and equal opportunities are cornerstones of Swissport's recruiting strategy. Our internal and external recruitment processes build on professionalism, quality and efficiency. We seek to give applicants and new employees an outstanding recruitment and induction experience, regardless of their role or geographic location in the world.

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

Due to the constraints brought about by the COVID-19 pandemic, hiring processes at Swissport were largely moved online in 2020. The company hired 12,648 new employees, 12,104 of whom were employed in operations, 396 in support functions and 148 in management roles. Because of the pandemic, hiring slowed down in the spring and summer months and only picked up again toward the end of the year.

### **Collaborative labor relations**

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

With currently over 100 active formal collective labor agreements in more than 20 countries, we have established appropriate frameworks to enable effective staff representation, covering almost 60 percent of our global workforce.

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

### **Participation and communication**

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

In its "Good Practice Library", Swissport has been collecting employee ideas which enable operational improvements. After a review by Swissport's "Good Practice Committee" and by technical specialists as well as occupational health and safety experts, promising ideas are made available internally. The database currently contains 47 ideas that can be applied to the benefit of our customers, our employees and Swissport.

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

### Training and qualifications

By investing in training and development at all levels of the organization, we aim to support our employees in improving their qualifications. Our Global Training Unit develops and implements corporate technical training standards, while Global Learning & Development is responsible for processes and standards in performance assessment, talent management and leadership development.

For every 100 hours worked, our operational employees receive 2.4 hours of training from Swissport, including basic training, specialized qualifications and refresher courses. This technical training follows a modular approach and covers generic training topics such as human factors, fire prevention, active supervision, health and safety, hazardous goods, and security. It also meets all training and qualification requirements for the execution of the operational core services offered by Swissport. Whenever an employee completes a training unit, this is recorded in a global system.

The technical training career path is one of value to both the training professionals themselves and Swissport as an organization.

### Leadership development

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

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

2020 was heavily impacted by the COVID-19-related market crisis and tight cost control measures implemented to safeguard the business. Established Swissport programs had to be discontinued for economic reasons. However, the development of e-learning courses is one positive side effect of the crisis. It allowed interested leaders to receive input on leadership topics. The ALP and FLP were also transformed into an online format. By the end of 2020, 60 managers had attended these pilot programs. Both programs are to continue online in 2022.

### **Performance reviews**

Performance management, which includes goal setting as well as feedback and review, takes place at most Swissport entities. While Group HR initiates the process for a global population of 1,500 employees, from a certain management level upward, local performance management processes cover employees at lower management levels.

We continually adapt and refine the well-established Performance Review and Development process to account for the workplace reality and to include new insights and trends. The new continuous performance dialog with periodic check-ins among the 1,500 involved managers has made the process more flexible, which has been very well received by managers and employees.

### **Compensation and benefits**

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

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

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

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

### Reducing health and safety risks

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

To ensure compliance with these standards throughout the Swissport network, we have implemented an integrated management system at all our locations worldwide. In 2020, our head office together with our local operation in Zurich, Switzerland, successfully underwent the ISAGO renewal audit (IATA Safety Audit for Ground Operations), which assesses the management and oversight systems of ground service providers.

At the end of 2020, 15 Swissport locations and the head office had been ISAGO-registered. At 53 locations, our Swissport Management System also received ISO 9001:2015 certifications, including the headquarters. Due to the COVID-19 context, which led to a significant reduction in air travel, we cut the number of ISAGO-certified locations in 2020. This is considered a temporary measure and some locations may reapply once the situation restabilizes.

ISO 9001 audits were conducted at the headquarters and eight locations throughout the network despite the COVID-19 situation. These audits confirmed the strength of our Swissport Management System. Remote audits were also carried out throughout this COVID-19 year.

Real-time information is made available to management by email via the Safety Management Tool (SMT). It enables management to identify and analyze major risks for prioritizations. Incident trends can be visualized in Power BI and, based on this information, management can take corrective action to eliminate, mitigate or reduce these risks.

In 2019, we also deployed our Swissport Auditor training program, with the goal of familiarizing internal QHSE auditors with the Swissport Management System and enabling them to develop their auditing skills at a global, regional and local level. Since 2019, 243 Swissport employees have been trained.

Due to the COVID-19 situation, these training programs could not be conducted with the same emphasis on practical skills. In addition, internal audits were carried out remotely. For this purpose, Swissport developed a guide for conducting audits remotely to ensure reliable audit results despite the new situation.

In 2020, Swissport digitized its global operational inspection checklists for use in iAuditor, an inspection and audit application. By the end of 2020, all stations had access to iAuditor to carry out operational checks; an induction training course for remote delivery was developed for use at stations where no experienced inspectors were available for on-the-job training.

By integrating e.g. turnaround or daily warehouse inspections into iAuditor, data accessibility, standardization and data analysis have significantly improved.

### Targets for greater safety

Even with the most rigorous regulations and regular safety training, incidents still happen. However, we will continue to work relentlessly towards our zero-accident ambition. By addressing any deviations from our agreed-upon standard procedures, we aim at detecting safety risks at their source to allow us to apply remedies before incidents occur. In 2020, the lost-time injury frequency rate (LTIFR) was 44.7 percent lower than the figure for 2015. Our aim for 2020 was to reduce our LTIFR by 50 percent compared to 2015. We narrowly missed this target by 5.3 percent.

In 2020, we finalized the integration of the QHSE data in a business intelligence tool providing visualization of targets and trends for all levels of management, e.g. at stations, clusters or at head office. The data is extracted from several sources and fed into a business intelligence tool. This enabled us to improve visibility, transparency, communication and data quality.

No fatalities due to work-related accidents were suffered in 2020.

### Employee health during the COVID-19 pandemic

The COVID-19 pandemic has led to an unprecedented disruption of the aviation industry, with a sharp and protracted decline in global flight volumes. This has depressed Swissport's passenger service and ramp handling volumes and led to a significant, albeit somewhat less dramatic, drop in tons of air cargo handled.

Not only has the crisis impacted the business, it has also changed the way we work at airports and in our offices around the world. Our top priority has remained the health and safety of our employees, our partners and the passengers we serve on behalf of our airline customers. This is why we implemented a dedicated global crisis team at the beginning of the pandemic to issue specific guidelines for our managers and employees under the recommendations of the World Health Organization (WHO) and the airline industry. A global campaign on Swissport's hygiene measures and safety protocols has been developed and implemented in Q2 2020. They are in accordance with the recommendations of the WHO as well as national authorities and airports. At Swissport, we are prepared for all foreseeable scenarios and have implemented appropriate protection protocols.

The crisis also forced us to rethink our services and provide the respective training and development for our employees in the cargo area of passenger flights. We also implemented specific standard operating procedures and employee training regarding the disinfection of aircrafts and facilities as well as administering COVID-19 PCR tests to passengers.

We encourage and frequently remind our employees to comply with hygiene regulations and wash or disinfect their hands regularly, to practice social distancing, and to work from home if possible. Where physical distance cannot be maintained, protective masks are also recommended and available at the workplace. For our staff who work in close contact with airline passengers, special safety measures, such as protective screens, have been introduced by some airport partners. Swissport employees who work on the ramp or in cargo handling have been instructed to clean the surfaces of their vehicles before and after use. The same applies to all other work surfaces, electronic devices and equipment.

## ENVIRONMENTAL PRINCIPLES

### PRINCIPLE 7

Businesses should support a precautionary approach to environmental challenges;

### PRINCIPLE 8

undertake initiatives to promote greater environmental responsibility; and

### PRINCIPLE 9

encourage the development and diffusion of environmentally friendly technologies.



## GUIDELINES

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

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

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

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

## MEASURES AND OUTCOMES

We have identified three main drivers for Swissport's environmental impact: operational, managerial and behavioral. The greatest and most influenceable impacts can be found in our ground support equipment (GSE) area, which is why we are focusing our environmental protection activities there.

As is typical in our industry, the operational areas interface directly with local airport infrastructures. Swissport operates within the limitations of the locations and assigned infrastructures and, where necessary, adapts its processes to those prescribed by the local authorities.

### Fuel efficiency and emissions

For years now, Swissport has been deploying electrically powered and hybrid GSE (eGSE) wherever possible. Not only does eGSE decrease toxic exhaust emissions and reduce our carbon footprint, but it also leads to significant fuel cost savings. By the end of 2020, 14.6 percent of the equipment being used in Swissport's fleet was made up of electrically and hybrid-powered vehicles. The sharp drop in air traffic due to the COVID-19 pandemic has affected our efforts to increase our share of eGSE to at least 50 percent by 2025. Despite the setback, we continue to work towards further increasing our share of eGSE.

As with all next-generation equipment, eGSE also comes with challenges. Electric equipment requires appropriate battery charging facilities. Where these do not exist, Swissport engages with the relevant airport authority to work collaboratively in getting them installed. There are also some technical limitations, as not all eGSE offers the required operational versatility. So, despite our willingness to use eGSE more widely, it is not yet always possible. These challenges are also reflected in regional differences; for example, 69 percent of our eGSE is used in the EMEA region.

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

In addition to eGSE, Swissport is exploring different ways of improving the environmental performance of its equipment. To allow for our GSE to be used as efficiently as possible, we have installed telematic systems at some locations. This helps us to rightsize our fleet, maximize utilization and reduce engine idle running times (engines running while equipment is not in use). This is achieved by sending alerts to relevant equipment managers at pre-defined times, notifying them that engines are running unnecessarily.

Furthermore, our fleet includes GSE and vehicles that are powered by other more environmentally friendly sources, too, such as liquefied petroleum gas (LPG) and compressed natural gas (CNG). Their greenhouse gas emissions are far lower than those of diesel or gasoline and thereby help to decrease our carbon footprint. In 2020, 17.4 percent of Swissport's GSE was eco-powered through electric, hybrid, LPG or CNG power sources.

### Share of electric and hybrid GSE<sup>1</sup>

2020	14.6%
2019	15.3%
2018	15.0%

### Share of eco-powered vehicles

2020	17.4%
2019	18.9%
2018	18.3%

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

### **Emissions from our local airport operations**

At Swissport, we are continuously working to improve data availability and quality regarding our carbon footprint. However, conditions around all our operations and activities were aggravated by COVID-19 over the past year, making it impossible for us to collect reliable new data regarding our carbon emissions. Please refer to our 2019 Sustainability Report for detailed information about our carbon footprint, which covers 22 operations.

### **Environmental protection on the ramp**

Fuel efficiency and emission reduction are the biggest levers for reducing our environmental impact. However, a number of other aspects of our operations also play an important role. While we can control some of these areas, there are others where regulations differ greatly across the globe or where we must rely on existing airport infrastructures. Because of the heterogeneity of conditions at airports, Swissport has not yet been able to set global standards in every field of environmental protection. However, we are pursuing a variety of local measures, for example to reduce and improve the use of waste streams.

### **De-icing and anti-icing**

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

At Munich Airport in Germany, for example, 70 percent of the glycol used comes from recycled glycol, while the recycling facility and process belong to the airport. The

waste water from de-icing operations is treated according to its degree of contamination: Low-contaminated waste water is channeled into retention filter basins, while medium to highly contaminated waste water is cleaned through biodegradation and distributed via sprinkler systems. Very highly contaminated waste-water, which is only found on the central de-icing stands, is pre-treated and returned for recycling.

### **Fueling**

Swissport is fully committed to meeting its customers' into-plane and GSE fueling as well as fuel storage needs in a manner consistent with a clean environment. It is our duty and our aim to prevent any fuel releases – it is our key environmental concern in this field of our operations. To ensure that we eliminate potential fuel releases at the airports we serve, Swissport has implemented various environmental policies and procedures which are an integral part of our training and daily operations.

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

### **Transport and business travel**

Due to the COVID-19-related global travel restrictions, web conferences almost fully replaced work-related travel in 2020. However, business travel – and air travel in particular – continues to provide clear benefits, especially for a global player like Swissport. Traveling by train is an option in parts of Europe and Asia, but many journeys between our many locations worldwide can only be reasonably undertaken by air. Swissport managers and staff usually fly economy class, particularly on continental flights, as this is more space- and weight-efficient and therefore more ecologically favorable.

## ANTI-CORRUPTION PRINCIPLES

### PRINCIPLE 10

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



### GUIDELINES

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

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

The Code of Conduct, which was last updated in September 2021, is part of an induction package that is signed by every new employee. We also mandate all our employees to complete a web-based Code of Conduct training.

### MEASURES AND OUTCOMES

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

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

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

During the reporting period all matters reported via SpeakUp were investigated and handled in accordance with Swissport's internal policies. Sanctions (e.g. additional trainings, management guidance, warning letters, dismissals) have been applied where required.

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## **Notes**

This communication on progress report focuses on 2020, with more recent events occasionally also covered. The editorial deadline was 31 October 2021.

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