

FROM LANDING
TO TAKE OFF: WE CARE!



SUSTAINABILITY REPORT

2015



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CEO STATEMENT



At Swissport International we strive for sustainable development. We want to improve our sustainable practices in all parts of our industry, especially the aspects of economic, social and environmental sustainability.

This is Swissport's third Sustainability Report covering the year 2014 and beginning of 2015 and it is meant to provide you with an insight on "how we do things" in our multinational company.

On 1 August 2015, I joined Swissport to become the new President and CEO of Swissport International. Under previous leadership, Swissport has embarked on a successful growth path – from about 23,000 employees in 2007 to now well over 60,000. Given the size of our company, it is obvious that people are our success and we will continue to focus on our people and continuously building a safe and great work environment for them.

At Swissport we believe that innovation is the most important element for sustainable development. We always strive to invent new technology and develop new knowledge that will contribute to the environment and our economic growth. Using our knowledge and experience combined with innovation is crucial for doing our part for contributing to the environment and the society.

We operate in a challenging industry where our customer demands are high and we must keep improving in all aspects of our business to keep the business running efficiently. The aviation industry is constantly in change and it will always be shaped by innovation. With respect for the environment, we must be on our front foot with developing technologies and services that will allow us to be the number one choice for our customers.

Next to Ground Handling, Cargo Handling is the most important business for Swissport. "Cargo markets showed solid improvement in 2014. The upturn in the global economic cycle helped bolster confidence and international trade and therefore heightened demand for air freight. This led to a 5.8% expansion in FTKs in 2014, but the freight load factor remained low, at 45.7%. International trade is expected to continue growing at the same pace in 2015 as in 2014 on the back of a slightly healthier global economy." (IATA Annual review 2015). Even though the cargo market improved in 2014 we also had to face set-backs such as the loss of business, pricing pressure, increased labor costs and volume volatility in certain countries. Swissport has successfully developed mitigating strategies to manage through backfalls.

To support our main mission of “providing the aviation industry with consistent and tailor-made solutions around the globe for a better customer experience” we need to continue our commitment to the highest ethical standards. As a global business, Swissport International bonds people, economies and cultures while motivating economic growth and social development. Yet, as we continue to grow and expand our business we will face challenging ethical dilemmas.

Swissport’s ethical and behavioural principles, which apply throughout all the countries in which we are active, are enshrined and explained in our Code of Conduct (the “Code”), which is intended to serve as a guide to Corporate and Employee ethical behaviour. Along with the Code, our Core Values – People, Professionalism and Partnership – form a strong foundation for our actions. This provides a consistent guideline for how we work with our clients, each other, and our business partners and communities.

2014 was an eventful year for Swissport, mainly characterised by the complex but successful integration of Servisair, the biggest acquisition in Swissport’s history. We could cement our position as the world’s leading provider of ground handling and cargo services, and for 2015 we have a well defined strategy and will put a special focus on ensuring we achieve our high global quality and operations standards.

Swissport joined the United Nations Global Compact in 2011, expressing our support of the Ten Principles in the areas of human rights, labour, environment and anti-corruption. We are, and we will continue to be, committed to making the UN Global Compact and its Ten Principles part of the strategy, culture and day-to-day operations of Swissport. In addition to the above-mentioned fundamentals, Swissport also has a Group Environmental Policy which was established in and has been valid since 2007.

Swissport International Ltd. is the leading global airport and aviation service provider in terms of quality, reliability, safety, innovation and network coverage. Offering a comprehensive range of services, Swissport is able to provide an “all-inclusive” service package in addition to managing integrated collaboration models. It is my expectation that all employees will commit to our Code of Conduct and keep working to the highest standard and act with complete integrity. Swissport is a diverse and dynamic organization and I am immensely proud to be its new CEO. This Sustainability report gives us the opportunity to share a little bit of our vision with you.



Eric Born
President & CEO
Swissport International Ltd.

INTRODUCTION TO OUR SUSTAINABILITY REPORT 2015

The Swissport Sustainability Report 2015 summarizes the world of Swissport and its global operations from a sustainability perspective. The report has continuously improved since the first report in 2013 and we are proud that it has developed from a GRI C to a GRI A level in just 3 years. The report enables stakeholders and readers to get an overview of the impacts, risks and opportunities Swissport has identified as material in terms of sustainability.

Given the nature of our business, social sustainability and its sub-categories labour practices and decent work, human rights, product responsibility, and society are the most material factors identified by Swissport.

Environmental sustainable practices are an increasingly important area to consider for all companies in all industries. Swissport and the aviation industry are no exception. Due to Swissport's business nature, the operation of ground service equipment ("GSE") has been identified as the main source of environmental impact which can be influenced by the organization. The actions taken to cope with this impact are further disclosed in this report.

Sustainable economic growth has always been and remains a strategic focus for Swissport. Since Swissport is a service provider and does not own any production plants or airports, we focus on our indirect economic impact on society by ensuring a fair and safe working environment for our locally hired staff, by full compliance with local legal and tax regulations and various contributions to local societies where Swissport operates. Examples of these contributions to local communities are disclosed further in this report.

MISSION STATEMENT

To provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience.

Swissport is a people-focused organisation—only with our people will we achieve our goals and our vision. As such, we focus on the principles of sustainability and compliance, living by our Core Values:

- People
- Professionalism
- Partnership

The ongoing professional development of the people within Swissport ensures that:

- We show respect towards our people and their values; we do not compromise on safety and work with enthusiasm and enjoyment.
- We are pioneers; working constantly towards achieving sustainable results, we creatively explore new options and improved solutions.
- Continually striving to exceed the expectations of our clients and our commitments, we deliver excellent service; in any place, at any time.

Swissport is the biggest global airport and aviation service provider in terms of quality, reliability, safety, innovation and network coverage. Offering a comprehensive range of services, Swissport is able to provide an "all-inclusive" service package in addition to managing integrated collaboration models.

- Ground Handling
- Cargo Services
- Executive Aviation
- Fuelling Services
- Aircraft Maintenance
- Aviation Security

ECONOMIC SUSTAINABILITY

“At Swissport, we are working hard to ensure that we reach our goal of sustainable economic growth. Sustainable economic growth is not just concerning financial results at Swissport, it is also about ensuring a stable and safe workplace for our local staff at our local operations. In order to achieve the goal of sustainable economic growth, Swissport is focused on consolidating and strengthening our market position to ensure we are constantly driving industry innovation in key areas such as service, quality and reliability.”

Eric Born, CEO & President

The biggest impact on Swissport's 2014 results was the successful integration of Servisair after the closing of the acquisition on 23 December 2013. Swissport became one of the largest ground handlers in UK & Ireland with operations at more than 30 airports, and further increased its footprint in LATAM by being present in 10 countries in the region.

With the closing, Swissport, owned by PAI Partners, now employs more than 60,000 personnel, and the company's network exceeds 265 stations in 48 countries. Swissport's expanded and comprehensive service offering complements more than 700 customers, which equates to more than 3.9 Mio flights and 229 Mio passengers served per annum. An estimated 4.1 Mio tons of cargo are moved and 120 warehouses are operated worldwide throughout the combined network.

Swissport is recognized as the benchmark in terms of value for money, customer dedication, and cost management. The company has established a global reputation for being a valued business partner, not only because of our financial resources and modern ground support equipment, but also due to our intangible assets, particularly management expertise and a brand name that stands for superior quality.

Overall responsibility for the strategy and development of the economic impacts and market presence lies with the CEO together with the CFO of Swissport.

The Swissport Formula describes “the way we work” – it is an organization-wide established set of policies, practices and standards ensuring sustainable economic growth and continued success in all the markets where Swissport is present. Efficient and secure operations form a sustainable basis for development and provide customer confidence and peace of mind, in addition to reducing costs. With the Swissport Formula, customers and employees experience the benefits of global alignment, standardization and consistency every day.

Swissport does not disclose financial results to a full extent; however the facts and figures provided in this report show a good overview of the economic performance and worldwide market presence of Swissport.

It is important to add that Swissport as a ground handling service provider does not own or run any production plants or airports that could have a significant direct economic impact on the environment or society. As a consequence of this, the direct economic impacts of Swissport's operations are not deemed material. However Swissport recognizes that as a global company operating on local levels, we have a responsibility towards the local communities. In all countries and stations we operate in, Swissport is always looking to create jobs for local people. We ensure a fair and safe working environment for our locally hired staff and our full compliance with local legal and tax regulations as well as various positive contributions to local communities as disclosed later in this report.

FACTS & FIGURES

2014

Revenue (not normalised)	CHF 3.0 billion
Countries	48
Employees	~ 60,000
Flights handled (movements)	> 3.9 million
Cargo handled (tonnes)	> 4.1 million
Warehouses	> 120
Airports served	> 265
Customer airlines	> 700
Passengers handled (departures)	> 224 million

Countries

Continent	Countries	Stations
South America	6	35
Africa	9	37
Asia & Middle East	6	13
North America	2	65
Central America & the Caribbean	7	18
Europe	18	104

MILESTONES

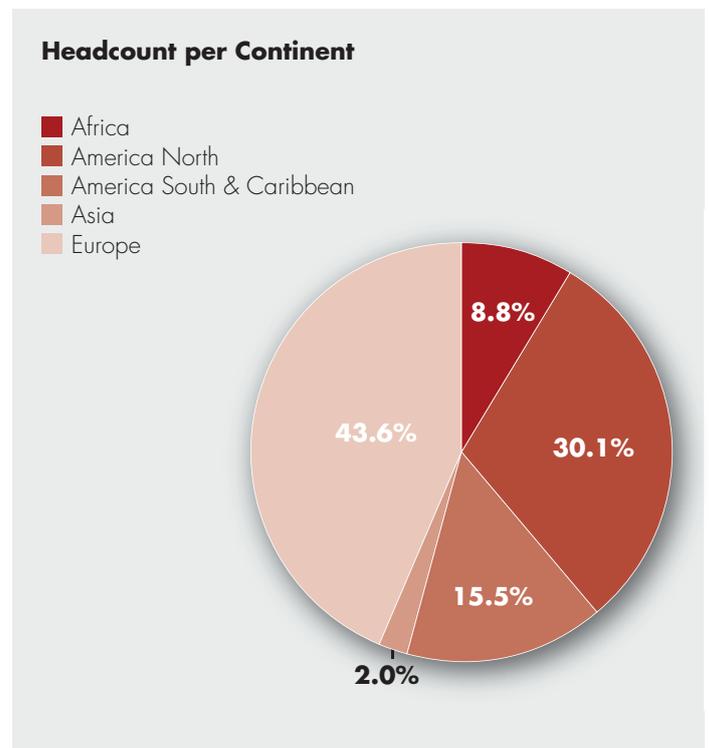
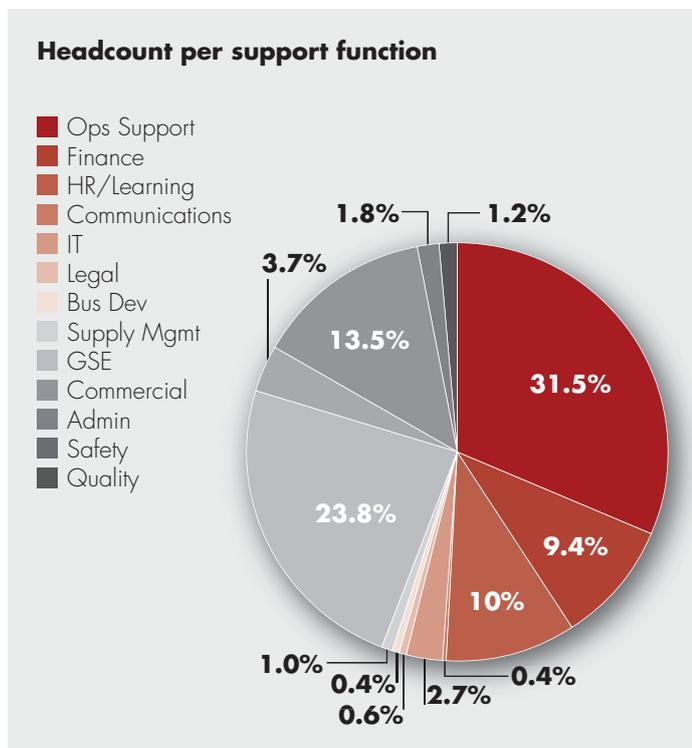
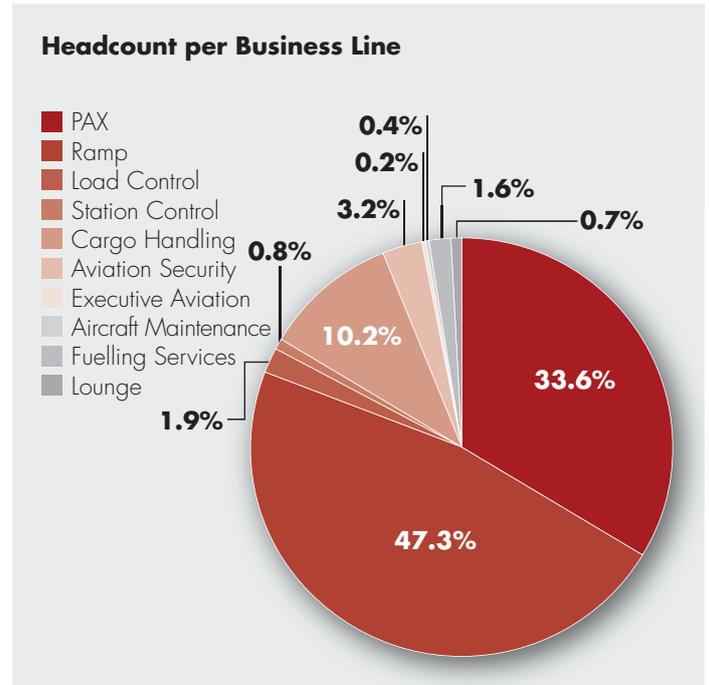
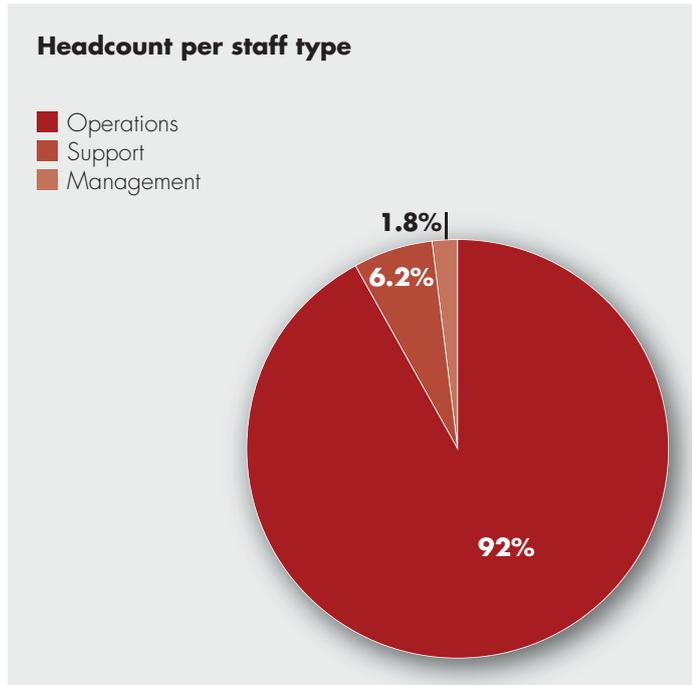
2014

- Swissport named “Cargo Handler of the Year” by ACSA
- Swissport and Cargolux sign agreement for global strategic partnership
- For the sixth year in a row: Swissport awarded “Air Cargo Handling Agent of the Year 2014”
- Swissport joins German Aviation Association (BDL)
- Swissport and Transaero Airlines sign agreement for global strategic partnership
- EuroAirport Skyview Lounge awarded “Priority Pass European Lounge of the Year”

HEADCOUNT REPORTING

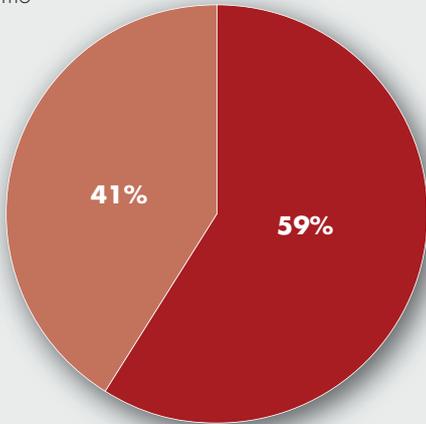
Swissport's headcount reporting is consolidated on a monthly basis for all the legal and operating entities of the Swissport Group with a majority participation of Swissport (> 50 % Swissport participation). It includes a consolidated overview over all headcount, male/female ratios and the allocation of permanent and temporary contracts. The headcount report also shows the headcounts per division and per continent, for managing the business effectively. It forms the basis for calculating HR-related performance indicators.

Total Headcount as of 31.12.2014: 58 544



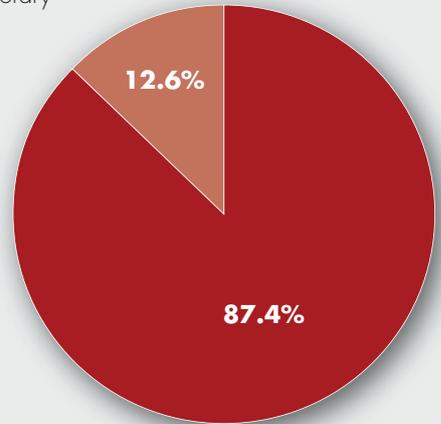
Headcount per contract coverage

- Headcount full time
- Headcount part time



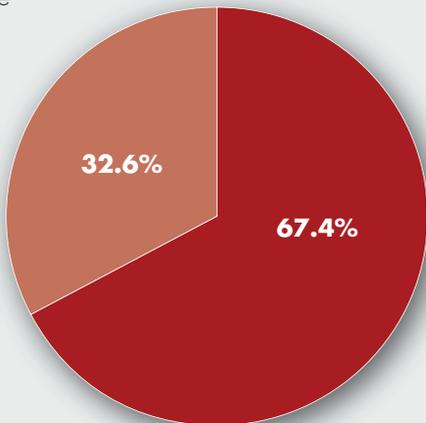
Headcount per contract duration

- Headcount permanent
- Headcount temporary



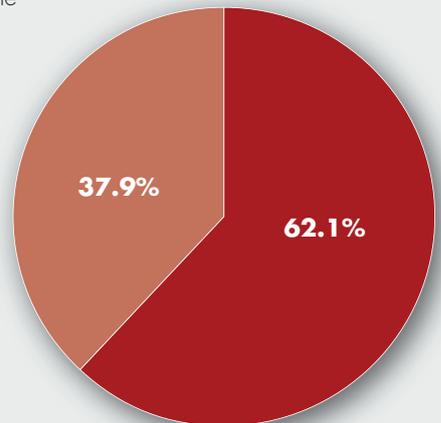
Headcount per gender - Operations

- Headcount male
- Headcount female



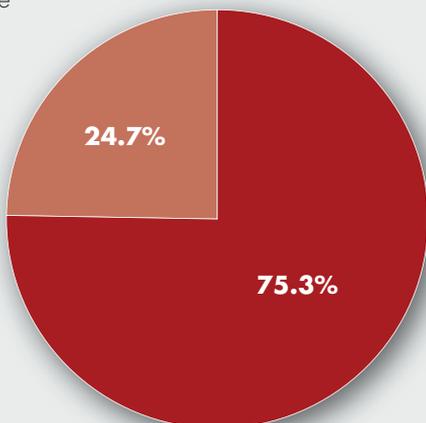
Headcount per gender - Support

- Headcount male
- Headcount female



Headcount per gender - Management

- Headcount male
- Headcount female



PRODUCTS AND SERVICES

Ground Handling

The award-winning Swissport Ground Handling business currently provides passenger and ramp handling at over 192 stations worldwide and serves in excess of 224 million passengers per year. Today, Swissport is recognised as the biggest independent global ground services provider with the largest number of hub and Low Cost Carrier base operations globally.

Innovation

Swissport has the advantage of being able to exchange expertise and share best practices from all over the world – the benefit of which is seen in the Swissport Formula. Due to our global presence, operational practices and service innovations are being developed and implemented on an ongoing basis. Process and service optimisation, through the use of information technology, has been crucial to the success of Swissport. Our vast reach and network enables rapid adoption of the latest technologies, which deliver efficiency and cost-effective operations on site. Using the benefit both of our experience and proprietary software for resource optimisation enables Swissport to develop rapid turnaround times without sacrificing quality of service. Processes are documented and described in detailed operations manuals to ensure safe handling according to the ISAGO authority. Our aim is to serve our airline customers in the most effective way while also being cognisant of the individual needs and requirements of each of our customers.

Outlook

Swissport is monitoring automation developments in the area of groundservice provision very closely. We constantly strive to reduce our production costs with the early integration of newly created features within our scope of activities. The automation process is already well developed in the area of passenger handling, including:

- Fully automated passenger handling at check-in
- Automated boarding processes

Swissport also supports working groups with our know-how in order to advance the same kind of automation in other areas, such as:

- Self-service devices at Lost & Found counters
- Checked-baggage screening
- Central load control

Our well-established operational monitoring tools allow us to test every change in procedure and verify the impact of any deviation to the running process. Swissport is an organisation that is actively shaping the future for the benefit of our customers.

Cargo

Swissport is the world's biggest Cargo Services provider, offering award-winning Cargo Handling at more than 109 airports worldwide, and handling in excess of 4.1 million tonnes annually. The cargo organisation is set up to allow global, regional and local representation at both sales and operational levels through its Customer Relationship Management (CRM) process, which is designed to improve the customer experience. Swissport Cargo is in the process of rolling out new technologies to improve operational capabilities and allow the customer to experience cost savings throughout the contract period, and we have linked this process to Cargo 2000 (C2K) measurements across our network. Our size and scope allows customers to manage multiple operations through a single point of contact, one common Service Level Agreement (SLA) and one invoice if necessary, saving on administration costs.

Innovation

With daily monitoring of the key business drivers and shipment tracking in line with Cargo 2000 (C2K) standards, we have a transparent overview of our services that ensures service quality and enforces operational excellence. Implementation of hand-held terminals reduces human error and ensures efficient operation, which allows our customers to also benefit from reduced handling and associated costs. Daily follow-ups on hours worked, volumes handled, door waiting times and many other measures ensure a scorecard approach to daily activity which further supports the Cargo operations and helps to deliver efficient operations. Swissport will continue to improve technology and interfaces for its customers and has many new and exciting advancements in production to minimise cost and improve operational readiness. We are also committed to improving the look and feel of our facilities, as well as to grow and develop new operations worldwide.

Some benefits of this approach to innovation include:

- Cargospot: The system used to manage our Cargo business, interfacing with any airline system.
- Freightfinder: Using the latest technology, Freightfinder allows you to track and trace your freight in any of our warehouses worldwide.
- Hand-Held Terminals: Swissport's customers benefit from real-time status updates so shipments can be tracked and traced in our warehouses.
- Volume Scanning Devices: Allow our customers to calculate the volume of shipments with accuracy.
- SHIELD Document Imaging System: Capturing the entire flight pouch digitally solves the problem of missing documents.



Outlook

The continued drive to grow with our customers and to ensure that we continue to deliver the highest quality handling in the most cost-efficient way is our prime focus in 2015. By leveraging the use of system-management and implementing innovative, solid operational and financial processes together with our customers, we will continue to enhance our prime position in cargo handling services. Our Global Account Management team allows customers to benefit from full access to Swissport's specialist resources, including the latest industry information and cutting-edge operating solutions designed to optimise the efficiency of customers' handling processes. This specialised team provides our customers with peace of mind and an established confidential relationship to explore and develop new opportunities and strategies. This single point of contact allows quality consistency, open communication and increased transparency in the handling process. We tailor operations to the needs of our customers and create a suite of reports based on their information requirements, both at operational and sales levels.

Executive Aviation

Swissport Executive Aviation (SEA) & PrivatPort provide exclusive ground handling services to the international community of operators and executives who utilise private or corporate jets in up to 78 stations worldwide. The mission is to make arrivals, stopovers and departures as convenient and smooth as possible for passengers and crew, providing a customised spectrum of aircraft care services. These bespoke service requirements are offered by professionals with good expertise, exceptional skills in servicing and understanding the importance of the business aviation world. The dedicated teams are hand-picked for their commitment to the job and are highly committed to their assignment, delivering assistance beyond expectation.

Fuelling

Swissport Fuelling Services is an international company that provides high quality, independent aviation fuel handling on behalf of airlines, airports and fuel suppliers. We provide a full service solution with regards to our clients' fuelling needs including both on and off airport fuel storage and distribution systems. Swissport Fuelling Services has a proven track record in demonstrating a full understanding of the requirements and responsibilities of maintaining aviation fuel systems, with a focus on safety, cost control, inventory management and a clear emphasis on environmental compliance and responsibility. Swissport Fuelling Services provides our customers with safe, efficient, independent into-plane fuelling services whilst leading the industry in on-time performance. Our expertise and knowledge in this specialist field also assists our clients in the design, construction and commissioning of aviation fuelling facilities and related structures. Swissport Fuelling Services operates to the highest industry standards in health, safety and environment. Our policies and procedures have been developed in accordance with the Air Transport Association (ATA) 103 Specification and the Joint Inspection Group (JIG) Guidelines for Aviation Fuel Quality Control & Operating Procedures.

Aircraft Maintenance

Swissport Aircraft Maintenance, the recipient of the prestigious FAA Certificate of Excellence Diamond Award, is a quality provider of third-party line maintenance services operating at 27 airports in the USA and in four other countries globally, providing line maintenance support to major commercial airlines on both a scheduled and on-call basis, ensuring that all capital-intensive equipment operates and performs flawlessly. Swissport's A & P Mechanics has the training, knowledge and expertise to meet our customers' demands.

Ground Support Equipment (GSE) Maintenance

Swissport GSE and Unit Load Device (ULD) Maintenance Services operate at over 45 airports in 13 countries, managing and maintaining a fleet of more than 4,000 units. Our commitment is to offering superior and consistent standards and dedication throughout our network: providing reliable, comprehensive and cost-effective GSE maintenance, minimising downtime and maximising productivity. Swissport Maintenance Services is committed to working within the industry towards the research and development of efficient, safe, ergonomic and environmentally friendly Ground Services Equipment.

Aviation Security

Swissport Aviation Security (Checkpoint) provides security services for more than 40 customers in over 10 countries worldwide. The team working within the organisation is highly trained in both security and vulnerability assessments, providing complete solutions for our customers. Swissport Aviation Security customers have the flexibility to choose the solution fit for them; be it on a local or a global level, the Checkpoint entities guarantee full flexibility for the procurement of security services. Our services and expertise in this specialised field are based on more than 20 years' experience within Aviation Security with a clear focus on, and commitment to quality solutions and integrated products for the client's convenience. Working with Swissport allows our clients to purchase security services via ground handling and cargo and benefit from the synergies realized by the integration of security tasks in existing processes, such as:

- Check-In Security Combined Check-In and Security Services
- Gate Security Combined Gate and Security Services
- Cabin Clean & Search Combined Cleaning and Security Services



HUB & BASE MANAGEMENT

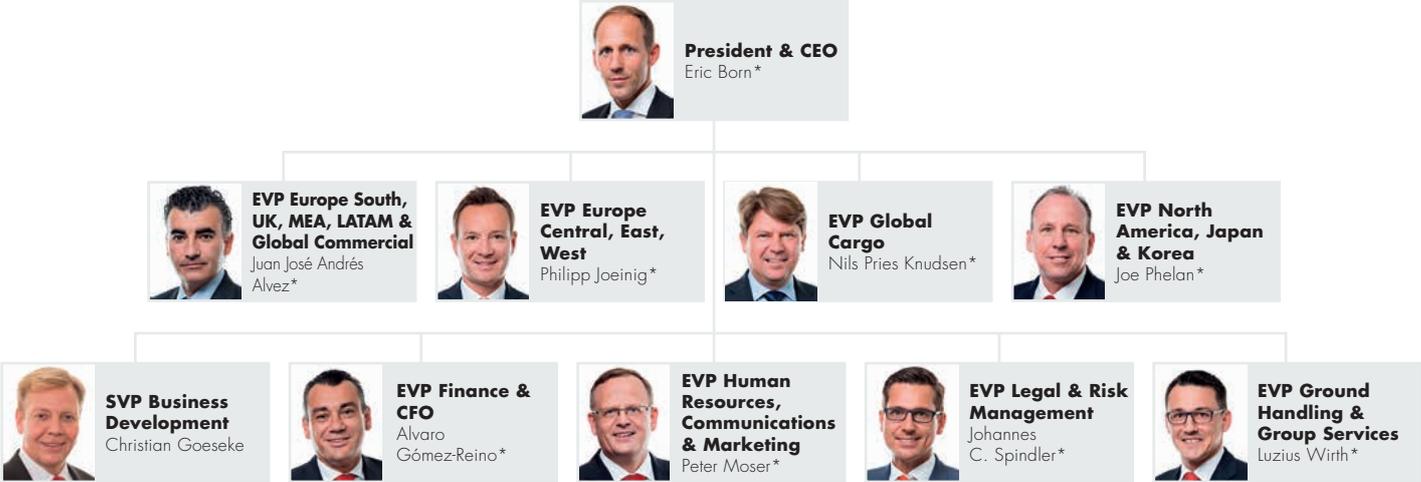
Outsourcing continues to play an important role in the aviation and airport services industry. As airlines continue to focus on profitability, they are increasingly focusing on their core business: passenger transportation. While the Swissport service portfolio can begin from a single station, true partnership comes when Swissport provides the full management of our airline partner's hub or base operations. Swissport HQ assumes professional project leadership from appointment through to the operational start, providing total reassurance for our customers during transition.

Experienced field managers from our global network support the implementation on site. This solution encompasses vast commercial expertise from more than 700 customer airlines. Quality reassurance is given to our customers via the operational and leadership training of local staff and management. Commissioning Swissport with hub operations is both financially and operationally sensible for our customers. Swissport has earned our customers' trust for hub management through our proven track record in best practice, quality and industry-leading processes and procedures in addition to our commitment to continuous innovation in service provision. Swissport is well positioned to manage the sensitive responsibility for hub management for our customers – success stories include Munich – the regional fleet of Lufthansa, Helsinki – Finnair, Johannesburg – South African Airways, Sao Paulo and Rio – Gol/Cargo: 3 stations for United in the USA.



GOVERNANCE

Group Executive Management (GEM)



* GEM Members

RESPONSIBILITIES

Topic	Lead/responsibility
General strategy of Swissport	Chairman of the Board and Board members, CEO/GEM members
Strategy of Divisions/subsidiaries	Division Head/Unit Head or business lines
Financial results/investor relations	CEO/CFO
Acquisitions & mergers	CEO/CFO/SVP Business Development/ BOD/Investment Committee
Press releases & articles/media contacts/ CD & CI	VP Corp. Communications & Marketing
New operations & major contracts	Division Head/Unit Head
Environmental & political issues	CEO/Legal/Corp. Communications & Marketing or Legal department/ Division Heads
Crisis Communication	CEO/Corp. Communications & Marketing/GEM members (Group emergency guidelines), Risk Manager Swissport
Local activities on station level	Local Management
Labour issues	Local CEO with Human Resources

Overall responsibility for the development and implementation of equal opportunity initiatives rests with the Chief Executive Officer of the company. It is the responsibility of each manager to ensure that the associated policies and procedures are published and communicated to all staff within their area of responsibility. It is also the responsibility of each manager to ensure that effective monitoring takes place to provide assurance that the policies & procedures are being adhered to. Furthermore, it is the responsibility of every staff member to ensure that their actions adhere to the associated policies and procedures that apply in their place of work. Failure to do so could lead to disciplinary action, including dismissal. In general, all Swissport policies and procedures are designed to comply with local law, represent the best human resource management practices, encourage and respect diversity and ensure equal opportunities, foster a team approach to business success, offer development and secure employment, and provide competitive remuneration and other terms and conditions. These policies, processes and guidelines are in place to provide guidance, structure and alignment for the various HR activities. Group Executive Management Meetings (GEMM) take place on a monthly basis to review the business performance including economic, environmental, and social performance in order to assess risks and opportunities, and general compliance with the principles, guidelines and international agreed standards. This ensures that any fluctuation in country or operational performances can be identified immediately; actions and improvements can be implemented and reviewed monthly. In addition, the divisional EVPs and the Group CEO visit the key countries several times a year to conduct in-depth business reviews. These reviews are supported and rounded-off by internal safety and management audits, external audits (e.g. ISO/ISAGO and/or airline audits) as well as independent internal corporate group audits, which report directly to the Board of Directors. All Governance mechanisms, processes and procedures are compliant with the general norms. Currently, the Group Executive Management has only male members. This fact has been addressed regularly and seriously. Swissport wants to reiterate that this has been and will be addressed in any recruitment and is not the result of discrimination. All 7 members of the Board of Directors are dependent (PAI or Swissport), except for the Chairmain Dr. Staehelin and the Vice Chairman Per H. Utnegaard. 100% of the members of the GEM are in the age group of 35-60 and none of the members are of any minority group.

ENVIRONMENTAL SUSTAINABILITY

“Swissport International Ltd has been a participant of the UN Global Compact for more than three years. This membership stands for our continued efforts in environmental sustainability. We are, and we will continue to be committed to making environmental sustainable practices a part of our strategy, culture and day to day operations of our company.”

Eric Born, CEO & President

According to the United Nations Global Compact Principles, businesses should support a precautionary approach to environmental challenges, undertake initiatives to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly technologies. We strive to continually improve our environmental management system, with the goal of improved environmental performance. For Swissport, Corporate Social Responsibility focuses on safeguarding society and mankind by preserving our living conditions, as well as ensuring safety for our employees. We achieve environmental quality by proactively, systematically and fully integrating environmental considerations into the planning and execution of our work. Our environmental protection activities are focused on our Ground Service Equipment (GSE).

The Swissport Group has issued an Environmental Policy which sets the goals of minimizing negative environmental impact, endeavour for continuous improvement for our services and for more effective production processes with customer adapted solutions, to be economical with raw material, materials and energy, to increase awareness of environmental issues among all employees to a level where environmental considerations become one's own responsibility and finally to foster low-emission service vehicles and ground service equipment.

Overall responsibility for the development and implementation of environmental initiatives rests with the Chief Executive Officer of the company. It is the responsibility of each manager to ensure that the associated policies and procedures are published and communicated to all staff within their area of responsibility.

Employee behaviour is guided through awareness training and regular briefings. Typically, the operational areas interface directly with the airport infrastructures. Swissport has to make use of the locations, assigned infrastructures and processes prescribed by the local authorities.

Swissport is using safety analysis and review systems to identify, control, or reduce environment, safety, and health risks through engineering and administrative controls. We strive to continually improve our environmental management system, with the goal of improved environmental performance. In addition to this we are evaluating our environmental performance through periodic reviews and audits to ensure that our conduct is consistent with these principles.

Swissport is compliant with all local environmental laws, regulations and standards. In the period covered by this report, Swissport was neither involved in any rulings, nor made liable as a result of environmental non compliance.

ENVIRONMENTAL POLICY

Swissport has made an effort to identify our main environmental impact areas as below. Guidelines are given to all operations on the design of operational and managerial procedures. The Swissport environmental policy focuses on the following core impact areas:

Operational	Managerial	Behaviour
GSE Maintenance	GSE Purchasing	GSE Usage
Anti-/De-Icing	Stationary Purchasing	Office Electricity
Waste Management		Office Air conditioning
Lavatory Services		Waste Recycling
Fuelling		

In addition to complying with all applicable environmental laws and regulations, Swissport is committed to:

- Making environmental concerns an integral part of our planning and decision-making process and committing sufficient resources to implementing effective environmental programmes;
- Practising sound environmental management of all Swissport-operated facilities and properties and all natural resources under our management; educating employees to be accountable for environmental management and encouraging them to seek innovative ways to improve the environmental aspects of our operations;
- Minimising, mitigating or restoring any adverse environmental impacts caused by our operations; maintaining open relationships with our customers, employees and government agencies to meet their information needs with regards to environmental issues;
- Continually improving our environmental programmes;
- Ensuring the proper handling and disposal of all waste, and minimising their creation while pursuing opportunities to prevent pollution and recycle and reuse waste materials;
- Evaluating our environmental performance through periodic reviews and audits to ensure that our conduct is consistent with these principles.

GSE

Due to Swissport’s business nature, the operation of Ground Service Equipment (GSE) has been identified as the main source of environmental impact, which could be influenced by the organisation. Within our own organisation, Swissport maintains continuous contact with major GSE manufacturers worldwide to evaluate adequate equipment with minimal environmental impact. For example, Swissport has been operating electrically powered GSE for many years wherever possible and available. Some electrical ground-service equipment reduces fuel usage by 30–40 %. In the Swissport de-icing business, the use of glycol is strictly monitored. Swissport constantly strives for an optimisation of glycol use and glycol recovery by using state-of-the-art technology. A glycol mix is a Swissport standard for optimised glycol usage, i.e. to reduce the use of glycol to the minimum necessary.

Fuelling

Swissport’s Fuelling operation is fully committed to meeting its customers’ fuelling and fuel storage needs in a manner consistent with a clean environment. We believe it is both good business practice and our duty to protect the natural resources of the communities which we serve while maintaining outstanding service to our customers. In keeping with this belief, it is our policy to conduct our business in an environmentally responsible manner that protects the public, our customers, our employees and the environment. To ensure minimum spilling of fuel, a “zero-drop” compliance and incentive in the fuelling service has been implemented, both for environmental and for safety reasons.

MAIN ACTIVITIES

Green Logistics

The majority of the GSE is leased, hence there is minimal logistics required for transportation of GSE from one location to another. When GSE transportation is required, the method of transportation depends on various factors, such as distance and volume for example. In most cases, the logistic suppliers transport GSE by boat. Duty travel by air is kept at the lowest possible level – a policy with top management attention. Car-sharing options and discounted rates for public travel or hire cars are offered in order to reduce the personal need for a car. Video conferencing, WebEx, Skype and telephone conferencing are often-used alternatives to business travel. Video conferences are preferred to face-to-face meetings when possible. Conference calls reduce travel costs and the environment impact related to travel, such as fuel. Regarding employees' individual transport, financial incentives for public transport offers are in place. In Head Office, public transport is subsidized with CHF 50 per employee and per month. Various similar initiatives are in place around the globe.

“As a member of the UN Global Compact, Human Rights are an important topic for Swissport. We constantly strive to ensure that all Swissport operations and significant suppliers are in compliance with the Human Rights. It is an organization-wide goal with top management focus that Swissport is seen as a company with high ethical standards. This is reflected in our Code of Conduct and our Core Values.”

Dr. Johannes Spindler – EVP General Counsel & General Secretary

According to the United Nations Global Compact Principles, businesses should support and respect the protection of internationally proclaimed human rights, and make sure that they are not complicit in human rights abuses. Furthermore, businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining, the elimination of all forms of forced and compulsory labour, the effective abolition of child labour and the elimination of discrimination in respect of employment and occupation. As a service provider and therefore a human workforce business, Swissport has a big responsibility towards its employees. Swissport is fully committed to these principles.

Swissport is actively supporting and respecting the protection of internationally proclaimed human rights through various policies and certification requirements. This is a subject of priority throughout the organization and has led to the absence of any significant incidents or violations of non-compliance with the internationally proclaimed human rights including freedom of association or collective bargaining, child labour, compulsory labour and indigenous rights by Swissport or any significant suppliers during the reporting period. Swissport has not identified any particular operation or supplier that is at significant risk or exposure in this regard. If such a case of non-compliance should occur, Swissport is prepared to take all measures necessary outlined in the Code of Conduct in order to deal with the violation.

With a large workforce of more than 60 000 employees worldwide, uniform suppliers are our most relevant supplier with regard to human rights protection. In order to ensure compliance with our standards on a global level, all significant suppliers engaged by Swissport are required to show certificates of compliance with relevant and prioritized human rights, including non-discrimination, child labour, forced and compulsory labour, security practices, and Indigenous rights. In addition to this we recognize the legitimate role of responsible trade unions and employee representatives. Swissport establishes appropriate mechanisms to enable the effective representation of staff.

The overall responsibility for environmental, political, and labour issues lies with the CEO; the responsibility is further divided to the Legal department and Human Resources.

HUMAN RIGHTS & LABOUR PRINCIPLES

For all its employees, Swissport maintains and promotes a Corporate culture and behaviour in which honesty, integrity and respect for the law are viewed as essential to achieving our desired success. In relation to human rights the Code of Conduct states:

- The recognition of internationally proclaimed human rights
- Respect for other cultures and opinions
- Professional behaviour and observance of the rules of good business practice and of internal and external rules and regulations
- Protection against discrimination

Any and all of the employees are personally obliged to abide by the Swissport Code of Conduct. They are prompted to report any evidence of possible violation of the Swissport Code of Conduct to their superior or, if appropriate, to the General Counsel or to the Chairman of the Audit Committee. As a last resort, if the employee fears retaliation, he or she has the possibility of contacting the Swissport Whistleblower hotline.

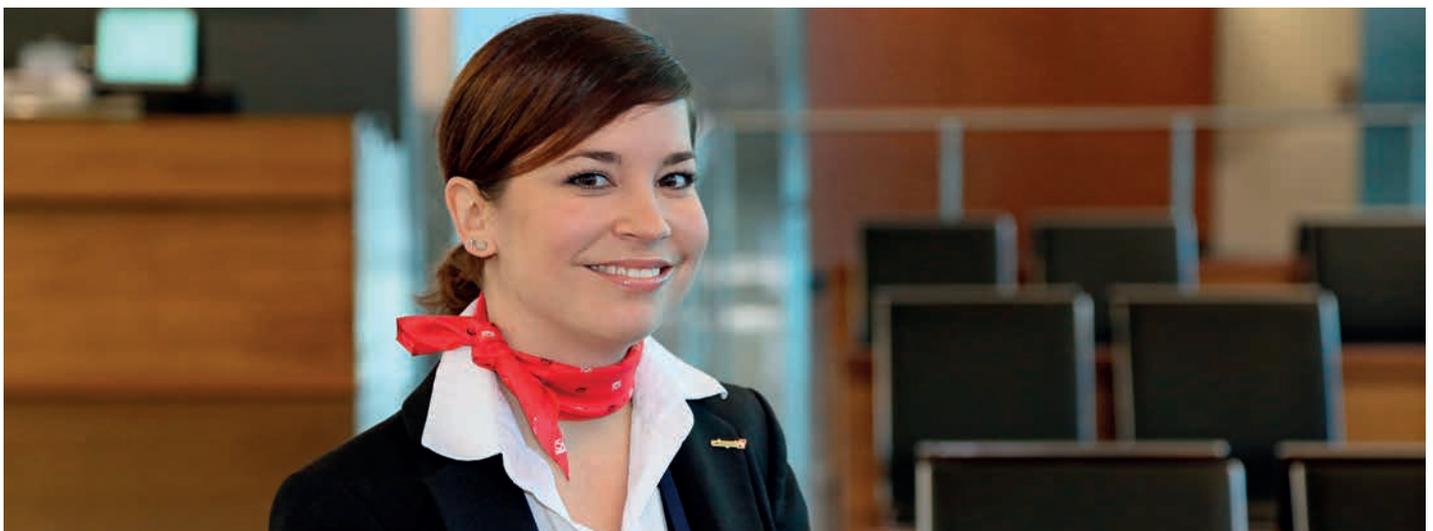
Swissport is an advocate of fair and open competition and is constantly working against corruption in all its forms, including extortion and bribery. All directors, officers and employees of the Swissport Group are required to abide by the Swissport Anti-Corruption guidelines and the Competition Law guidelines, regardless of their place of work.

Each individual Swissport employee is obliged to follow the Competition Law guidelines and Swissport has issued Anti-Corruption guidelines which are based on the Anti-Corruption rules set forth in the 1997 OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions, the 1999 Criminal Law Convention of the Council of Europe on Corruption and the 2003 United Nations Convention against corruption.

Overall responsibility for issues regarding Fair Competition and Anti Corruption lies with the CEO and EVP General Counsel, the responsibility is further divided to division heads within the company.

All directors, officers and employees are prompted to report any corrupt practice of which they become aware (including attempts thereof) to their superior or to the Group General Counsel. Disciplinary actions (including termination without notice) will be taken against those directors, officers and employees who do not comply with Anti-Corruption rules and Competition Law. In the period covered by this Sustainability Report, Swissport was neither involved in any rulings, nor made liable in relation to corruption or anti-competitive behaviour.

SOCIETY & SUSTAINABILITY



Code of Conduct

The Code of Conduct and its supporting policies (Anti-Corruption guidelines and Competition Law guidelines) apply and form the guiding principles of our behaviour. The Code of Conduct states:

- Behaviour with integrity and in compliance with the law
- The recognition of internationally proclaimed human rights
- Respect for other cultures and opinions
- Responsibility towards society
- Care for the environment
- Loyalty towards the Swissport Group
- Fair, courteous and respectful behaviour towards colleagues, superiors, subordinates, customers, shareholders, authorities, business partners and the public
- Professional behaviour and observance of the rules of good business practice and of internal and external rules and regulations
- Protection from discrimination
- Promote an open, transparent and constructive business style

Since constant awareness is the best prevention of all, Swissport urges all its employees to report any violation of the Swissport Code of Conduct. Such reporting should primarily be addressed to the superior or the local HR manager. If the superior is part of the issue then the employee should directly address it to the Head of the business unit. As a last resort, if the employee fears retaliation and/or if he/she wants to report on a confidential basis he/she has the possibility of contacting the Swissport Whistleblower e-mail hotline or the Swissport Whistleblower telephone hotline, where all communications will be treated in strict confidence, and will not result in any disciplinary action against the person making them in a good faith and intention, even if the alleged violation proves unfounded in the subsequent internal investigation. In contrast, however, any violation of the Code of Conduct by the person making such communications, and any intentionally falsified claim of such violation (such as malicious and improper accusations) will result in disciplinary action.

Fair Competition

Competition law may on no account be violated. Any such violation may result in substantial fines for Swissport and in fines or prison sentences for its employees. In particular, price-fixing among competitors (verbal, written or in any other form), market allocation and any other practices which may inhibit free competition are strictly prohibited.

Anti-Corruption

Swissport's Anti-Corruption guidelines summarise the relevant statutory provisions in Switzerland. Under Swiss law – like in most of the developed countries – corrupt practices are subject to criminal prosecution if they are carried out in Switzerland and also abroad. Therefore, when doing business abroad, all directors, officers and employees of the Swissport Group must comply with both the Swiss rules and any applicable local rules. Since the international Anti-Corruption treaties adopted over the last few years have provided for a certain harmonisation of the national legal rules, the Swiss rules are in line with those of most of the developed countries. However, since there are slight differences from country to country, it is required to assess the applicable national rules with the support of a local lawyer in each particular case which raises anti-corruption issues.

Web-Based Training

A web-based training on the three modules “Code of Conduct”, “Competition Law” and “Anti-Corruption guidelines”, was rolled out for the Head Office in 2013. A further roll-out of the web-based training to senior managers on a global level is planned. It consists of three modules, with an approximate duration of 1.5 hour.

“Labour practices and decent work are perhaps the most material aspect of Swissport’s operation. We focus on our people at every level of our company, since people are our key to success. We are constantly working together locally and globally, top management to ground level, to ensure that all procedures related to this aspect are of the highest standards. We strive for excellence in everything we do, labour practices and decent work is no exception.”

Peter Moser – EVP Human Resources, Marketing & Communications

SOCIAL SUSTAINABILITY

HR management is at the core of our business and the Swissport HR strategy builds upon the global business strategy. Both the Swissport business and the HR strategy are based on our shared Corporate vision and mission “to provide the aviation industry with consistent and tailor-made solutions around the globe, for a better customer experience” and our commitment to our Corporate Core Values “People, Professionalism and Partnership”.

As a service provider and therefore a people’s business, Swissport has a big responsibility towards its employees. Therefore, Swissport is fully committed to ensuring fair and equal employment opportunities, diversity and no discrimination, as well as full compliance with health and safety regulations.

Swissport believes that good people-management practice generates a working environment where employees are committed and dedicated to giving their best. We also believe in the importance of listening to staff and using staff knowledge in solving business issues.

The Corporate HR team works closely with line management and the worldwide HR Community to develop and implement valuable programmes, tools, processes and procedures to support Swissport managers in their daily work for more efficiency, better management and leadership in order to achieve our shared goal of excellence.

Swissport is dedicated to supporting all employees in reaching their full potential through a wide variety of training and development techniques and continuous performance management. The Swissport training program provides level-adequate training from base to top. The various training programs will be further disclosed in this report. In addition to this, Swissport does not compromise on occupational health and safety, and has implemented several training programmes and guidelines to ensure the safety of our employees.

Swissport’s operational procedures aim at the health and safety of the employees, in particular at the reduction of work accidents. Despite the wide spread of its stations (265 stations in 45 countries on five continents) Swissport strives to apply worldwide the same standardized operational procedures which are based on high national standards.

Swissport is dedicated to aligning, regularly reviewing and continuously improving its standardized processes and procedures across the entire organization. The operational procedures are reviewed by the management of the Swissport Group periodically and are improved continuously. Swissport is certified for management system ISO 9001.

EQUAL OPPORTUNITIES & RECRUITMENT POLICY

Swissport's recruitment policy can be summarised in two words: Objectivity and Equality. Swissport cares for its employees as they are the most valuable contributors to success. Therefore, Swissport is committed to making an effort when recruiting new staff where human resources specialists and line management are involved. We are looking for motivated, committed and dedicated colleagues who are skilled and bring the experience or willingness to learn and who are proud to work for Swissport. We invest in our people and do not treat them as a cost. Swissport wants to be and remain an "Employer of Choice". Therefore, Swissport adheres to all national laws relating to the recruitment of staff, and to any of the more-stringent requirements of its own internal policies (e.g. equal opportunities, employee advancement, etc.). No job applicant will be discriminated against or treated less favourably based on gender, race, colour or ethnic origin, marital status, religion or any other category protected by law. Any such discriminatory behaviour will constitute gross misconduct under our Code of Conduct. The company also recognises that, as an employer, we fully comply with all legislation that renders certain types of discrimination unlawful.

RETENTION

Swissport is not only fully committed to finding the right people for the right job at the right time, we are also dedicated to providing an attractive work environment and company culture where our employees feel respected and appreciated for the great work they are performing every day. Retention of our dedicated staff and talents is key to our success. Swissport is working on various retention measurements and means to ensure that we can say "able to go, but happy to stay!" One way of better understanding the reasons why we lose good people, is to ask them. Therefore, Swissport introduced a structured exit interview for voluntary leavers in management in order to find out about the "real" reasons for a resignation. The analysis and derived intelligence will help us in identifying any issues – individual or systematic – as soon as possible and will allow us to address them in a quick and appropriate way.

Further to structured exit interviews, Swissport has engaged in a study of general retention means for senior management and its current situation. Findings on the reasons for leaving and motivators are essential for us to understand the needs and requirements of our senior management in order to address them appropriately and effectively.



COMPEN- SATION & BENEFITS

Employment terms and conditions, competitive salary packages and incentive systems are in local responsibility and always in compliance with local legal requirements. Swissport is committed to having a fair and equal payment structure for both women and men and to “pay for performance”. In 2013, Swissport initiated a project, “Position Benchmark Analysis”, to benchmark internal positions and to ensure a coherent and consistent way to handle Compensation & Benefits for exempt employees. The project provides the following benefits:

- Establish internal fairness in positions globally
- Enhance simplicity and transparency
- Assist with global reward strategies, i.e., Executive Bonus Plan
- Provide data to assist with the identification of attendees for global strategic management meetings
- Support succession planning and talent management
- Support international assignments
- Support mergers and acquisitions

Further to a competitive and fair base salary for all employees, some positions are also entitled for a variable component of their compensation. Rules and qualifications for such executive and local bonus schemes are clearly outlined and communicated and form a fair and market-consistent portion of the overall package. For the senior management and executives of Swissport who participate in the Executive Bonus Plan, there is a direct link between company performance and variable compensation. Additional fringe benefits such as subsidies for public transport and health programmes, discounted memberships and alike are available in various locations over the world.



EMPLOYEE RELATIONS

Swissport is fully committed to information sharing with employees and provides business news and performance updates to staff on a regular basis. We recognise the legitimate role of responsible trade unions and employee representatives. Swissport establishes appropriate mechanisms to enable the effective representation of staff. Swissport believes that good people-management practice generates a working environment where employees are committed and dedicated to giving their best. We also believe in the importance of listening to staff and using staff knowledge in solving business issues.

SWISSPORT HEALTH MANAGEMENT & PENSION SCHEME

Swissport Health Management and Pension Schemes are in local responsibility and always in compliance with local legal requirements. In Switzerland, around 300 employees received advice or assistance during 2014. The majority of insureds with long-term illnesses and accident victims were able to return to work at Swissport. In cases where Swissport is unable to offer continued employment, the Health Management team endeavours to find solutions with third parties. The number of insureds with long-term illnesses remained stable in the year under review.

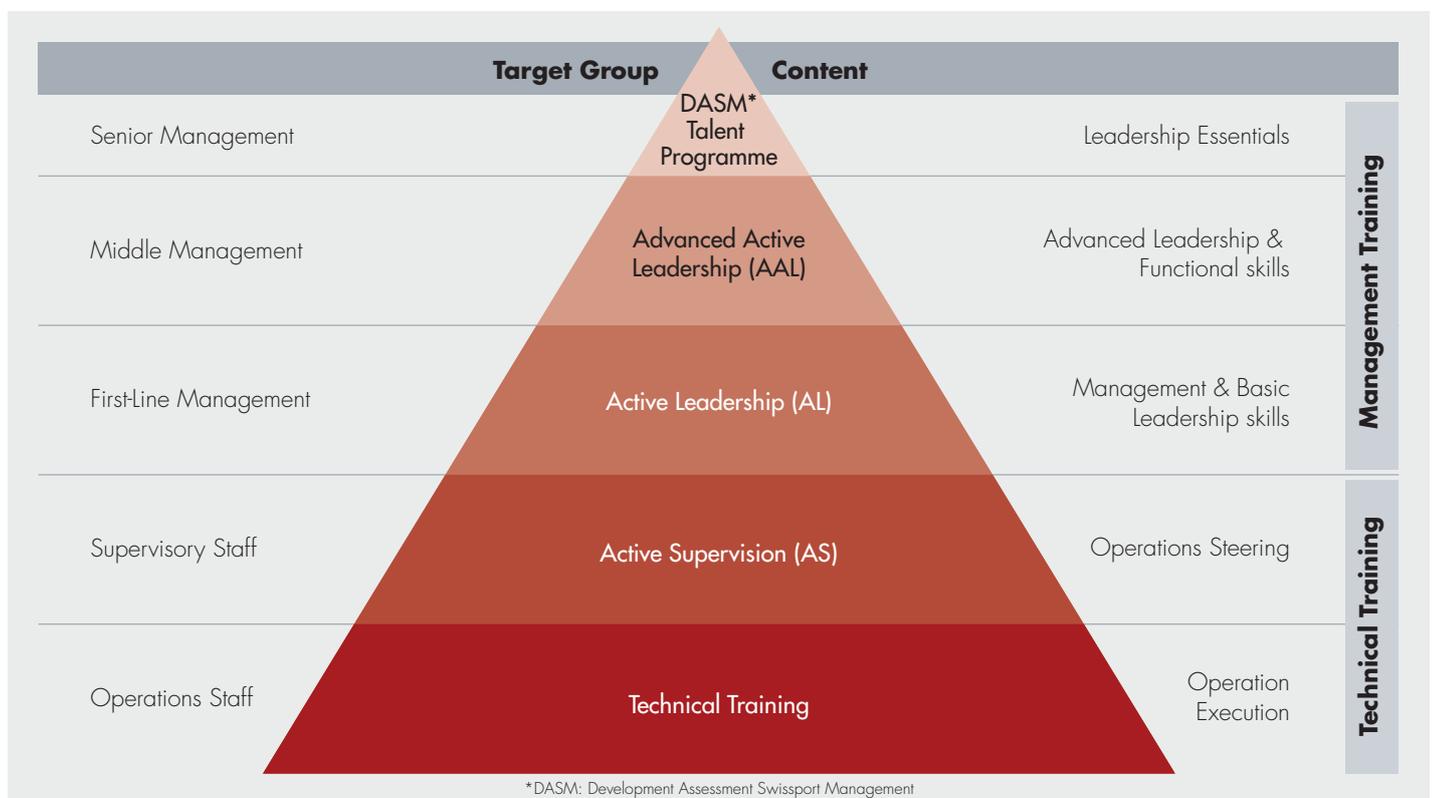
The Board of Trustees is agreed that the activities of Health Management are extremely valuable for the insureds as well as the PVS and the employer. In May 2013, it therefore decided to provide funds of CHF 275 000 net on an annual basis for the next three years (2013–2015) for health management services.

The Swissport pension scheme for Switzerland has increased its focus on sustainable investments for the pension fund. In 2014, it was able to increase the equity-based sustainable investments to CHF 84 million. The existing ZKB index product “IPF World ex CH Index Responsible Class N” was accumulated at the expense of the previous product from Safra Sarasin. In 2014, the return was therefore increased and cost reduced.



TRAINING

The CEO of Swissport and the entire Group Executive Management are committed to the development of all employees: endorsing that each individual has the relevant knowledge, skill and proficiency to deliver the highest standards of work consistently and safely in the workplace. Swissport recognises that training and development is fundamental to maintaining and continually improving operational performance, and an integral part of the organisation in the achievement of our strategy and goals. Therefore, Swissport is striving for excellence at all levels in the organisation. Swissport is dedicated to supporting all employees in reaching their full potential through a wide variety of training and development techniques and continuous performance management. The Swissport training programme provides level-adequate training from base to top – for all operations staff, to supervisory and first-line management, as well as middle and senior managers. All staff levels are in scope for technical and developmental training as reflected in the Training Pyramid represented below:



Standard Training Programme

The Swissport Standard Training Programme (STP) is applicable to all Swissport stations, unless overruled by local laws, regulations or written carrier-specific instructions. Station management shall ensure conformity with local laws, regulations and specific carrier requirements. For that purpose, station management will establish supplementary local documentation to the STP. The technical training material follows a modular approach and covers generic trainings such as human factors, fire prevention or active supervision, health and safety, dangerous goods and security, as well as all training and qualification needs for the execution of operational core services offered by Swissport.

Technical Training

The Swissport personal development and training programme pursues the global standardisation of the trainings worldwide. Therefore, Swissport is responsible for the development and maintenance of the globally binding Standard Training Programme (STP) and the corresponding technical training material, with the support of expert know-how from the business divisions and from Swissport field locations. The target groups are employees working in operations and supervisory staff. It is a goal of Swissport to ensure that all employees have a sound basic knowledge of their duties in the work place. For this reason, Swissport has developed a Technical Training Policy to achieve safe, smooth and efficient handling, and which contains the following principles:

- One global Swissport Standard Technical Training Programme that is binding on all operational units to ensure consistent, high-quality technical training to Swissport's operational staff.

- The Swissport Standard Technical Training Programme shall be established in accordance with internal requirements as specified in the Swissport Operations Manual and Standard Operating Procedures (SOPs) as well as with industry regulations, laws, regulatory and customer requirements.

- Local station, regional and/or business unit management (as appropriate) shall ensure conformity with local laws, country regulations and specific carrier requirements, and will establish supplementary local documentation (if applicable).

- Local supplements are defined as training material additional to the Corporate training material in order to fulfil any local requirements that are not covered by corporate material.

- Training delivery and compliance remains a local responsibility. This includes the establishment and implementation of local supplements to the Corporate training, the training record control and the establishment of local training development for local implementation plans.

- The Swissport Standard Technical Training Programme should include innovative learning elements, such as e-Learning modules and online testing, as well as interactive training solutions.

Organisational Structure

For the development of Corporate technical training standards and to monitor implementation, Swissport has a functional training organisation in place under the leadership of the Head of Global Training, where all business divisions are represented. Additionally, all relevant Corporate functions – such as Human Resources, Supply Management and IT – are also represented in this group.

Functional Training Working Groups develop standards by sharing best practices. The development and review of the technical training materials and the revision of the Swissport Standard Training Programme ensure compliance with industry regulations. They also monitor the implementation of the Swissport Standard Technical Training Programme and act as an entry point for updates and alerts on regulatory changes across all stations. This way it is ensured that best practices are captured and transferred into the Technical Training Materials.

Management Training

Our shared goal at Swissport is excellence. We strongly believe in quality, customer orientation and delivering top-class services at all levels. To ensure excellence in anything we do, we need to ensure that we have excellent training and development in place for our staff. One of Swissport Formula key initiatives created in 2010 is to provide Management & Leadership training to our management. As a consequence, two management training programmes – Active Leadership (AL) and Advanced Active Leadership (AAL) – have been created and customised to the different management levels in our organisation while at the same time following the same principles and guidelines to guarantee standardised quality levels worldwide for optimised effectiveness.

Active Leadership (AL)

The ultimate objective of this programme is to: “Introduce and develop skills enabling delegates to appropriately manage and lead teams in ways that engage employees and secure commitment to improved performance, revenue generation and customer satisfaction.” This training is followed by all first-line management, and is focused on the following topics:

- Performance Management/Goals and target setting
- Basic Customer Service culture
- Conflict resolution/managing conflicts
- Employee direction and motivation
- Basic influencing skills
- Time management and delegation
- Teamwork and collaboration
- Basic communication skills

Advanced Active Leadership (AAL)

The ultimate objective of this programme is to: “Build on existing management and operational capabilities to advance leadership and functional skills in order to ensure a high level of employee engagement and commitment.” This training is addressed at operations and station managers, and is focused on the following topics:

- Commercial/Financial awareness
- Advanced Customer Service culture
- Introduction to Project Management
- Attendance management
- Employee direction and motivation
- Influencing skills
- Leadership
- Managing change

Development Assessment Swissport Management

Swissport's skills gap analysis is called Development Assessment Swissport Management (DASM). The DASM project was launched in 2009 and conducted over the duration of 2.5 years for all senior management positions at Swissport worldwide. The project goal was to gain a holistic and fair assessment of our senior management group to understand both Swissport's strengths and shortcomings in order to accelerate them and to address them respectively. Process definition, roll-out and support, as well as the facilitation of feedback and debriefs, including all preparation, information and communication, is owned and driven by Corporate Human Resources in close collaboration with the HR Community and with regular discussion and approval from the Group Executive Management team. In order to be effective, development support and development actions have to be based on a thorough needs analysis.

Hogan assessments have not only been used for this skills gap analysis, but have also established as mandatory part of the selection and recruitment process for senior management at Swissport worldwide, as well as for supporting hiring and promotion decisions. In order to support individuals in their development, Swissport has various tools on hand:

- Individual Development Plans (focusing on behavioural development)
- Goal planning and competency assessment (focusing on professional development)
- Think Box – a personal development tool providing online coaching, e-learning, book and article tips, an online development plan, videos, online training sessions and much more in cooperation with Hogan
- Targeted Trainings (Finance for Non-Finance Managers, Empathy, Listening skills etc.) based on general or individual findings from Hogan and LVI analyses
- Individual Coaching
- Mentoring

ORGANISA- TIONAL STRUCTURE

The Corporate HR team works closely with line management and the worldwide HR Community to develop and implement valuable programmes, tools, processes and procedures to support Swissport managers in their daily work for more efficiency, better management and leadership in order to achieve our shared goal of excellence. Swissport is presently operating on five continents in a variety of different legal environments. This requires local experts for all human-related matters. Therefore, Swissport strongly believes in a decentralized approach for its operational HR matters. Nonetheless, Swissport's unique strength lies in our standardised approach to operations which certainly also includes best practice processes and procedures in HR. This guarantees best-in-class service to our customers. Hence, there is a strong link between the local HR teams and the Corporate HR team at Head Office – the Swissport worldwide HR Community.

The Swissport worldwide HR Community represents all the Senior HR leaders of our countries and the Corporate HR team. The Senior HR leaders have two important roles:

1. Full HR responsibility for their countries and regions for all operational needs and issues.
2. Collaboration on, and implementation of, global HR projects in line with our functional HR strategy and the defined strategic initiatives.

Global and regional meetings of the entire or parts of this group take place regularly to facilitate an exchange of current HR issues, collaboration and shared project work. It is important to understand that the Swissport worldwide HR community is collaborating on a regular basis and in different projects. As all members of this community are senior HR professionals and leaders in their countries, we have a vast variety of skills and expertise that we can widely utilise. Projects are not solely run out of the Head Office, but rather led by individual HR leaders (based on their knowledge and expertise) and accompanied and coordinated by Corporate HR. This ensures full buy-in and smooth roll-out and local implementation. In most cases, our HR colleagues are supported by their local human resources, payroll and tax specialists to ensure smooth and effective human resources operations and employee relations.

“Swissport takes great pride in our safety management system and managing our responsibility towards our products and services. We focus on the safety and quality of our services at every level of our company. It is a consistent goal for Swissport to have the lowest possible rates of injuries and we are constantly working together to ensure that all procedures meet the highest standards. We do not compromise on safety.”

Luzius Wirth – EVP Ground Handling & Group Services

PRODUCT RESPONSIBILITY & SUSTAINABILITY

Offering a wide range of ground handling services, Swissport recognizes its important role of managing product responsibility in a manner which is consistent with the Core value of professionalism. The Swissport Health & Safety Management System incorporates all aspects of operational and managerial activities that could have a potential impact on safety. Swissport recognizes its responsibility towards employee and customer health and safety, product responsibility and legal regulations.

For new locations, implementation and usage of the Swissport Health & Safety Management System is guaranteed from the first day of operation. Swissport operates a Safety Management System (“SMS”) to comply with ICAO, IATA Civil Aviation and Airports Authorities requirements. The SMS includes organization-wide policies regarding product damage, third party damage and injuries, as well as internal and external communication regulations.

Swissport is committed to self-regulation when sending out any kind of communication. The Communications policies are reviewed on a regular basis, with no specific time cycle. The Code of Conduct is used as a framework for all our communication. In the core of all communication engagements is our commitment to transparency, objectivity, balanced information and equal treatment of all parties. All interaction should be in the spirit of our Corporate values and principles, tailored to each respective audience. In addition to this, all Swissport employees are required to follow the communication policies including “General Communications Policy”, “Crises Communication Policy” and “The Social Media Policy”. The communication policies of Swissport are developed by Corporate Communications & Marketing and reviewed by the Legal Department. The successful implementation of these policies has led to an absence of reported incidents of non-compliance with regulations and voluntary codes concerning marketing and communication during the reporting period.

The overall responsibility of health and safety, product responsibility and regulations lies with the CEO. The responsibility is further divided to the Risk Management team of Swissport, Corporate Communications, and the Legal department.

Swissport is using the AQD (Aviation Quality Database) to report and record all incidents and accidents. AQD has been rolled out and implemented in all stations across the entire global network. Risk assessment and investigation processes with root cause analysis are fully built in.

Swissport has received several certifications and awards for product responsibility related performance:

Cargo 2000 (C2K) ISAGO, ATA 103 Specification, JIG Guidelines for aviation fuel quality control and operating procedures, FAA Certificate of excellence diamond award.

Safety Management System

The Swissport Health & Safety Management System incorporates all aspects of operational and managerial activities that could have a potential impact on safety. The Health & Safety, Crisis Management and Environmental Management policies all operate in alignment with one another to ensure that Swissport’s staff work in an environment that has safe and environmentally aware processes, especially when unexpected events occur. All Swissport entities are required to adhere to the standards given in this policy to ensure a safe working environment for its staff and customers, and to avoid damage to property.

Description and Key Features	
Organisation	<ul style="list-style-type: none"> · Definition of accountabilities · Definition of responsibilities · Functional organisation · Tasks for safety functions
Risk Assessment	<ul style="list-style-type: none"> · Severity rating · Probability rating · Risk analysis process and requirements
Training	<ul style="list-style-type: none"> · Training and instruction requirements
Reporting and occurrence categories	<ul style="list-style-type: none"> · Employee injuries · Aircraft damage · Third-party damage and injuries · GSE damage · Dangerous goods incidents · Cargo damage
Information/Communication	<ul style="list-style-type: none"> · Internal communication regulations · Communication regulations to customers and authorities
Occurrence Management	<ul style="list-style-type: none"> · Investigations · Root cause analysis · Findings and actions
Audits and Controls	<ul style="list-style-type: none"> · Audits · Checks · Review
Performance Measurement	<ul style="list-style-type: none"> · Statistics · Performance indicators · Corporate dashboard

Swissport is using the AQD (Aviation Quality Database) to report and record all incidents and accidents.

AQD further provides statistics to monitor actual performance and trends throughout the network. Regular case analysis is used to review existing operational procedures.

Operational Risk Management

Swissport has set up its operational safety risk management in line with the ICAO recommendations for the establishment of a safety management system. All occurrences recorded in AQD are being risk rated through the combination of defined severity and probability coding. Records are either based on incident and accident history as well as on information on “near miss” situations and ground-safety reports. Together with structured information on operational phases and contributing factors, the database provides all the necessary information about the Swissport Group risk register, which is automated and continuously updated. With regards to Health & Safety, all Swissport employees working on the ramp near to aircraft, in cargo warehouses or in another potentially hazardous environments are fully equipped with personal protective clothing (security vests, helmet, gloves, etc.), which is mandatory for them to wear as we do not compromise on safety. For the same reason, the standard training programmes which are applied in all stations worldwide include safety aspects of the working environment, in particular the use of protective clothing as well as the special behaviour on the ramp aiming at minimising the risk of working accidents. The operational procedures are reviewed by the management of the Swissport Group periodically and are improved continuously.

Health & Well-being

Swissport has fitness and health services at many locations depending on their size of operation. Health and Safety is not only a matter of protective equipment, but also of different programs that support a healthy lifestyle. Various stations of the Swissport Group offer services and programmes such as: education, counselling, and other local Human Resources programs for health and well being. These fitness and health services are available for employees, and sometimes even for their family members.



GLOBAL STANDARDS – LOCAL CHAMPIONS

Swissport is dedicated to aligning, regularly reviewing and continuously improving its standardised processes and procedures across the entire organisation. Local implementation of all standardised processes and procedures are crucial to our success in providing the customer with best-in-class services every day, every time and everywhere. The Swissport Formula is a proven model of standardizing managerial and operational processes. This enables Swissport to deliver the highest service quality for our customers and to apply the same proven standards in all our Ground Handling and Cargo operations all over the world. The Swissport Formula has been derived from the best practices not only from our operation, but also from comparative industries. It ensures pro-active management at all operational levels and is focused on a KPI-driven performance culture, optimised resource utilisation, technical and managerial training and efficient operational processes. This approach enables continuous improvement in the stations through a change of mind-set and behaviour. The Swissport Formula aims to change the company culture from a local understanding of the “Swissport way of doing things” to a global approach. The tried and trusted procedures are reinforced with the Swissport core values. Efficient and secure operations form a sustainable basis for development and provide customer confidence and peace of mind, in addition to reducing costs. With the Swissport Formula, customers and employees experience the benefits of global alignment, standardisation and consistency every day.

Collaboration across the entire organisation is crucial for successful local implementation of our global standards. Therefore, Swissport is structured as a matrix organisation. The functional communities and cross-functional teams are collaborating in a strong relationship to ensure full alignment and implementation of our standardised best-in class processes in the local stations. Good relationships are absolutely crucial in creating buy-in, ensuring a smooth roll-out and delivering the same message across the organisation. Taking over the management of a new and large operation in a totally new environment requires the skills and knowledge of a seasoned and successful management team that is able to fully ensure best quality service delivery to our customer from day one. Swissport prefers to use existing internal knowledge from the organisation to recruit a new management team to lead the new operation. The management team usually exists of a locally hired HR director with long-standing expertise in working with unions and local, specific labour-related issues. In preparation for the take-up of the new operation, the key members of the management team are identified during the succession management process as ideal candidates for such an assignment. Action plans include early communication, preparation of professional and smooth transfers for individuals and their families, but also individual and cultural preparations and advance meetings and location visits.



PERFORMANCE MANAGEMENT

Performance Management is one of the most important processes in Swissport. Our Performance Development Review System for all senior managers worldwide is another example of worldwide alignment and transparency with local implementation. Not only has the worldwide HR community ensured a consistent and smooth roll-out of the system to the entire organisation, but we have also been working continuously in setting even higher standards. This led to the implementation of a HR system to support the workflow and enable management and HR to closely manage and monitor the entire process. On top, an up-skilling training was developed and is rolled-out via the HR community to support our managers in providing high-quality performance appraisal, feedback and development sessions. The train-the-trainer approach ensures a consistent and strong message to be delivered by all trainers at the same time. As a next step, the performance management process was amended and extended to the group of operational managers at Swissport. An initial pilot roll-out to selected countries took place in 2014 following a similar process to ensure full coverage and local implementation worldwide. After a review phase later in 2014, a further roll-out to other countries is planned. As well as continuously reviewing and improving our processes, Swissport HR has also included the reviewed and optimised Swissport recruitment process in this supporting HR system in a few pilot countries. A further roll-out to selected countries will be conducted in the following years. This will further support and professionalise Swissport's efforts in getting the best people on board. A global approach in rolling out the same HR system solution ensures a fully aligned process, but at the same time still allows for the required flexibility to embed process steps for local legal compliance or cultural specialities.

Swissport engages with a range of stakeholders on a regular basis. It is our declared goal to be a reliable, professional and recognised partner in the creation of values and results for all our stakeholders – internally and externally. Our key stakeholders are identified by analysing those groups that are intrinsically affected by, or could have an effect on, our operation.

OUR STAKEHOLDERS

- Customers Airlines
- Airports
- Airport authority (private and governmental)
- IATA and other international associations in the aviation industry
- Shareholders
- Management
- Staff
- Trade Unions and work councils
- Communities
- Suppliers
- Passengers

Swissport's Sustainability Report was created through the engagement and interest of our various stakeholders. Key topics and concerns raised were:

- Employee and customer safety
- Service quality and customer satisfaction
- Human rights and labour principles
- Employee development
- Environmental Protection and Initiatives
- Equal opportunities
- Engagement in local communities

In 2013, Swissport initiated its first Sustainability Report which addressed the above topics and concerns. The following years, through further engagement of internal and external stakeholders, Swissport's awareness and engagement with sustainable practices has continuously increased. Evidence is shown in our further developed and refined reports.

CUSTOMER DIALOGUE

Swissport intends to deliver the best service and improve operational processes by developing and introducing state-of-the-art technology to our customers. We do not rest on our successes and have developed methods and tools for continuous improvement, working with our customers in a collaborative way to ensure that we always strive to be the best and offer innovative and optimal solutions to all of our customers – current and new – across all of our many and diverse operations. We believe that technology has to increase value externally and internally at the same time as reducing cost. In order to achieve this, Swissport meets with airlines to review processes and identify cooperation (potential for outsourcing of “non-core” activities and usage of technology), follows industry trends by visiting industry conferences, analyses and benchmarks competitors and also stays in contact with external partners. This is our understanding of true partnership: one of our core values. Swissport carefully observes market trends. It is obvious that these trends show a need for modifications to the current business model and increase the importance of technology: Swissport's IT is eager to continuously improve the infrastructure and applications landscape to support the business processes.

LOCAL CONTRIBUTIONS

Swissport takes pride in contributing to our local communities all over the world, and several local stations have implemented projects, contributions and initiatives both environmental and social, related to this.

FOUR RHINOS WERE SENT FROM JOHANNESBURG TO MIAMI

On 16 March 2015, four White Rhinos embarked on a journey to “The Center for Conservation of Tropical Ungulates” in Miami, Florida, where they will be protected from rhino poaching. This endangered species will live their lives in luxury and protection. Three female and one male white rhino departed on board of British Airways flight BA056. The experienced and dedicated staff at the SCS 3 BA facility in Johannesburg were assigned to make sure that this precious cargo was handled with utmost care and minimal stress. Operations supervisor Saleem Mohammed, facility supervisor Zelda Erasmus and cargo controller Lesley Mangala were assigned this important task and did an outstanding job by positioning and loading this fragile cargo.

SWISSPORT MEXICO HELPS DURING HUMANITARIAN CRISIS

As part of our collaboration with Interjet, Swissport Mexico helped move humanitarian aid for the people that suffered the impact of the Hurricane “Odil”, a category 4 cyclone that hit Cabo San Lucas in Baja California Sur on 14 September 2014, causing extensive damage across the scenic peninsula. It was considered one of the strongest tropical cyclones ever recorded to make landfall in this area, and will likely go down as one of the most destructive ones in Mexico. During those days, we stored goods from different entities like the government, the Red Cross and other organizations at our warehouse in Mexico City. All Swissport staff that participated in these efforts showed tremendous enthusiasm, thinking that every box will help someone in need.

SWISSPORT ENVIRONMENTAL ENGAGEMENT – LET’S DO IT CYPRUS

As part of our Corporate Social Responsibility, a team of Swissport Larnaca employees successfully helped to clean a part of the salt lake area in Larnaca in collaboration with the nationwide cleaning campaign “Let’s Do it Cyprus!”, which took place on our island for the second time on 6 April 2014.

“Let’s do it Cyprus!” is part of the campaign “Let’s do it World!” a global cleaning campaign that aims to relieve the world’s natural locations from trash. It is the largest voluntary program and largest citizens’ movement that has ever been organized in the world. More than 9’000 volunteers, including our Swissport employees, joined forces at more than 700 clean-up points around the island on Sunday. All goals were surpassed and some 25 tons of rubbish were picked up from the countryside and parks.

Certifications**CARGO 2000**

Swissport has achieved certification as a fully compliant Cargo 2000 company, a landmark certification recognising Swissport’s active endeavours to fully comply with all agreed industry quality standards.

ISAGO

Swissport’s Corporate Headquarter as well as 14 stations of its global network have been awarded the IATA Safety Audit for Ground Operations, listed in the ISAGO registry.

IATA

Swissport has been a Member of the Strategic Partnerships Program from 2005 to 2014.

ISO

Swissport is Management System ISO 9001 certified (by SGS).

INTERNATIONAL CARGO HANDLER OF THE YEAR – AFRICA (2011/2013/2015)

Awarded to Swissport for the third time in a row at the Air Cargo Africa 2015 Conference and Exhibition.

ACSA

Best Cargo Handler of the Year 2014 Awarded to Swissport at ACSA’s Feather Awards 2014.

ACW Air Cargo Handling Agent of the Year 2014

Awarded to Swissport for the sixth year in succession at the World Air Cargo Awards 2014.

GROUND HANDLING AWARD 2013

Awarded to Swissport at the prestigious Cargo Airline of the Year Awards 2013.

NPMA

Silver Nozzle Trophy for the most outstanding airport fuelling organization in the United States for 2013 (Oakland International Airport).

ITM

Best Global Aviation Ground Services Company 2012. Awarded to Swissport 12 years in a row, by the Institute for Transport Management.

**AWARDS &
RECOGNITION**

ABOUT THIS REPORT

This is Swissport International Ltd.'s third Sustainability Report. The reporting period includes complete information on the year 2014 and beginning of 2015 for all of Swissport International Ltd and its subsidiaries (collectively "Swissport"). The next report is planned for 2016 covering data for the year 2015.

Since the date of the previous report (08.2014), Swissport has increased its focus on sustainability. This is reflected in this report by the disclosures on Swissport's Management Approach to each category and responding to each performance indicator. This is done in accordance with version G3.1 of the Global Reporting Initiative Guidelines and with the "Communication on Progress" requirements of UN Global Compact. Any re-statement of information from the previous report is mainly concerning facts, figures and headcount reporting. The same basis for reporting is used in this report as in the previous sustainability report, and Swissport has not detected any new boundaries of the report.

The core values and the introduction at page 2 form the basis of this report and are to be considered as guidelines with regards to those aspects and indicators identified being material to Swissport. The reporting was based on the main subject areas set out in the GRI Guidelines. The present structure allows us to address specific information to key stakeholder groups identified by the organization: airlines, employees, shareholders.

The report covers all the performance indicators which are material for Swissport in relation to Economic (EC), Environmental (EN), Human Rights (HR), Labour (LA), Social (SO) and Product Responsibility (PR). The performance indicators has a corresponding disclosure of Swissport's management approach to each of the categories. Unless otherwise stated, figures, facts and manager statements are valid for Swissport on a worldwide basis and are measured and displayed in a manner which is according to the GRI protocol. All indicators, facts and figures are based on internal measured data.

Our report has been verified by GRI to fulfil all requirements for applications level A.

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G3.1 Content Index – GRI Application Level A

STANDARD DISCLOSURES PART I: Profile Disclosures

REPORT FULLY ON THE BELOW SELECTION OF PROFILE DISCLOSURES OR PROVIDE A REASON FOR OMISSION

Profile Disclosure	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
1. Strategy and Analysis				
1.1	Statement from the most senior decision-maker of the organization.	Fully	pp. 1–2	
1.2	Description of key impacts, risks, and opportunities.	Partially	p. 1–3	As Swissport is not a public listed company, we do not disclose this information.
2. Organisational Profile				
2.1	Name of the organization.	Fully	p. 31	
2.2	Primary brands, products, and/or services.	Fully	pp. 7–9	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	pp. 2–3 & pp. 10–12	
2.4	Location of organization’s headquarters.	Fully	p. 31	http://www.swissport.com/corporate/contacts/headquarters
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	p. 4	
2.6	Nature of ownership and legal form.	Fully	http://www.swissport.com/corporate/ownership/	http://www.swissport.com/corporate/ownership/
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		pp. 3–4, p. 10	
2.8	Scale of the reporting organization.	Fully	pp. 2–3	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	p. 1 & p. 3	
2.10	Awards received in the reporting period.	Fully	pp. 29–30	

Profile Disclosure	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
3. Report Parameters				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	–	Complete 2014 until June 2015
3.2	Date of most recent previous report (if any).	Fully	–	01.08.14
3.3	Reporting cycle (annual, biennial, etc.).	Fully	–	Annual
3.4	Contact point for questions regarding the report or its contents.	Fully	pp. 30–31	
3.5	Process for defining report content.	Fully	p. 2	The core values on page 2 form the basis of this report. The reporting was based on the main subject areas set out in the GRI Guidelines. The present structure makes it possible to address specific information to key stakeholder groups: Airlines, employees, shareholders
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	p. 3	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	pp. 30–31	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	p. 3	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	pp. 30–31	In general, Swissport does not diverge from the GRI Indicator Protocols
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	pp. 30–31	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	pp. 30–31	
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	–	This detailed content index
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	–	Swissport will not seek external assurance for CSR report 2015

Profile Disclosure	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
4. Governance, Commitments, and Engagement				
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Partially	pp. 11–12	We do not report fully on this disclosure, because we have not been able to gather this data, we will be able to report this information in 2017
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	–	Chair of the board of directors is an independent member of the B.O.D.
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	p. 12	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	p. 15	Employees have the possibility to address their concerns as provided in local co-determination laws.
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	p. 12	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	–	All governance mechanisms and processes are compliant with general laws and norms, However no specific company process for this topic.
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	–	All governance mechanisms and processes are compliant with general laws and norms, However no specific company process for this topic.
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	pp. 1–2 & p. 10	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	pp. 15–16	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Not	–	We do not report fully on this disclosure, as the information is proprietary
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	pp. 11–12	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	–	Swissport has been a participant of the UN global compact for more than three years.
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	–	Swissport has been a member of the strategic partnership program from 2005-2013, Swissport is a member of IATA. Swissport has a member of the board of ASA.
4.14	List of stakeholder groups engaged by the organization.	Fully	p. 27	
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	pp. 27–28	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Partially	p. 27–28	Our Stakeholders And Customer Dialog
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	p. 26–27	Our Stakeholders And Customer Dialog

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)

G3.1 DMAs	Disclosure	Level of Reporting	Location of Disclosure	Explanation for the reason for omission		
DMA EC	Disclosure on Management Approach EC					
Aspects	Economic performance	Fully	Economic Sustainability p. 3			
	Market presence					
	Indirect economic impacts					
DMA EN	Disclosure on Management Approach EN					
Aspects	Materials	Not		We do not report on this issue as the disclosure is not material to our business because Swissport is a ground handling service provider that does not own or run any production plants or airports.		
	Energy	Fully	Environmental Sustainability (p. 12–13)			
	Water	Not		We do not report on this issue as the disclosure is not material to our business because Swissport is a ground handling service provider that does not own or run any production plants or airports.		
	Biodiversity	Not		We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because Swissport can not influence the location as our operations are bound to the airport.		
	Emissions, effluents and waste	Fully	Environmental Sustainability (p. 12–13)			
	Products and services					
	Compliance					
	Transport	Fully	p. 2 Introduction to our Sustainability Report 2015			
	Overall					
Aspects	Training and education	Fully	Social Sustainability-Labour practices and decent work (pp.14–15)			
	Diversity and equal opportunity	Fully	pp. 17–18 Equal opportunities & recruitment policy			
	Equal remuneration for women and men	Fully	Compensation & Benefits (p. 18)			
DMA HR	Disclosure on Management Approach HR					
Aspects	Investment and procurement practices	Fully	Human Rights (p. 14–15)			
	Freedom of association and collective bargaining	Fully	Human Rights (p. 14–15)			
	Child labor					
	Prevention of forced and compulsory labor					
	Security practices	Not		We do not report on this issue as the disclosure is not material to our business because Swissport does not have security personell.		
	Aspects	Indigenous rights	Fully	Human Rights (p. 14–15)		
		Assessment	Fully	Human Rights (p. 14–15)		
		Corruption	Fully	Society and Sustainability (p. 15–16)		
		Public policy	Not			As Swissport is not a public listed company, we do not disclose this information.
		Anti-competitive behavior	Fully	Society and Sustainability (p. 15–16)		
Compliance						

G3.1 DMAs	Disclosure	Level of Reporting	Location of Disclosure	Explanation for the reason for omission
DMA PR	Disclosure on Management Approach PR			
Aspects	Customer health and safety	Fully	Product Responsibility and Sustainability (p. 22–23)	
	Product and service labelling			
	Marketing communications			
	Customer privacy			
	Compliance			

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Economic performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Not	–	As Swissport is not a public listed company, we do not disclose financial statements, as the information is proprietary.
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	p. 12–13	Due to the nature of Swissport's business, we do not consider climate change as a high risk or opportunity. If Global Regulations were put in place which would force air traffic to go down, it would have a direct impact. The probability of this happening is considered low. Swissport's contribution to limit climate change lies in our innovation of new technology in the groundhandling service industry
EC3	Coverage of the organization's defined benefit plan obligations.	Not	–	As Swissport is not a public listed company, we do not disclose financial statements, as the information is proprietary.
EC4	Significant financial assistance received from government.	Fully	–	No financial assistance has been received from the government during the reporting period.
Market presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Not	–	As Swissport is not a public listed company, we do not disclose financial statements, as the information is proprietary.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	–	Swissport definition on local depends on many factors, Eg. Trading blocks, and government regulations. In additions to trading regulations and location, the factors influencing Swissport suppliers: Engage suppliers based on costs and efficiency. There are no global policies established for granting locally based suppliers.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	p. 3 pp. 28–29	
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Not	–	As Swissport is not a public listed company, we do not disclose financial statements, as the information is proprietary.
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	p. 3 Economic Sustainability	

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Environmental				
Materials				
EN1	Materials used by weight or volume.	Not	–	We do not report on these issues as the disclosures are not material to our business because Swissport does not own or operate any production plants or airports.
EN2	Percentage of materials used that are recycled input materials.			
Energy				
EN3	Direct energy consumption by primary energy source.	Not	–	We do not report on these issues as the disclosures are not material to our business because Swissport does not own or operate any production plants or airports.
EN4	Indirect energy consumption by primary source.			
EN5	Energy saved due to conservation and efficiency improvements.			
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	p. 12–14	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Partially	p. 18–19	We do not report fully on this issue as parts of the disclosure is not material to our business because Swissport does not own or operate any production plants or airports.
Water				
EN8	Total water withdrawal by source.	Not	–	We do not report on these issues as the disclosures are not material to our business because Swissport does not own or operate any production plants or airports.
EN9	Water sources significantly affected by withdrawal of water.			
EN10	Percentage and total volume of water recycled and reused.			
Biodiversity				
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	–	We do not report on these points since the disclosures as prescribed by the GRI Guidelines are not applicable to our business because Swissport can not influence the location as our operations are bound to the airport.
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.			
EN13	Habitats protected or restored.			
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.			
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.			
Emissions, effluents and waste				
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not	–	We do not report on these issues as the disclosures are not material to our business because Swissport does not own or operate any production plants or airports.
EN17	Other relevant indirect greenhouse gas emissions by weight.			
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.			
EN19	Emissions of ozone-depleting substances by weight.			
EN20	NO _x , SO _x , and other significant air emissions by type and weight.			
EN21	Total water discharge by quality and destination.			
EN22	Total weight of waste by type and disposal method.			
EN23	Total number and volume of significant spills.	Fully	–	Swissport significant spills are defined as spilling volume that needs to be reported to the government officials. During the reporting no significant spills have been recorded.
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	–	We do not report on these issues as the disclosures are not material to our business because Swissport does not own or operate any production plants or airports.
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.			

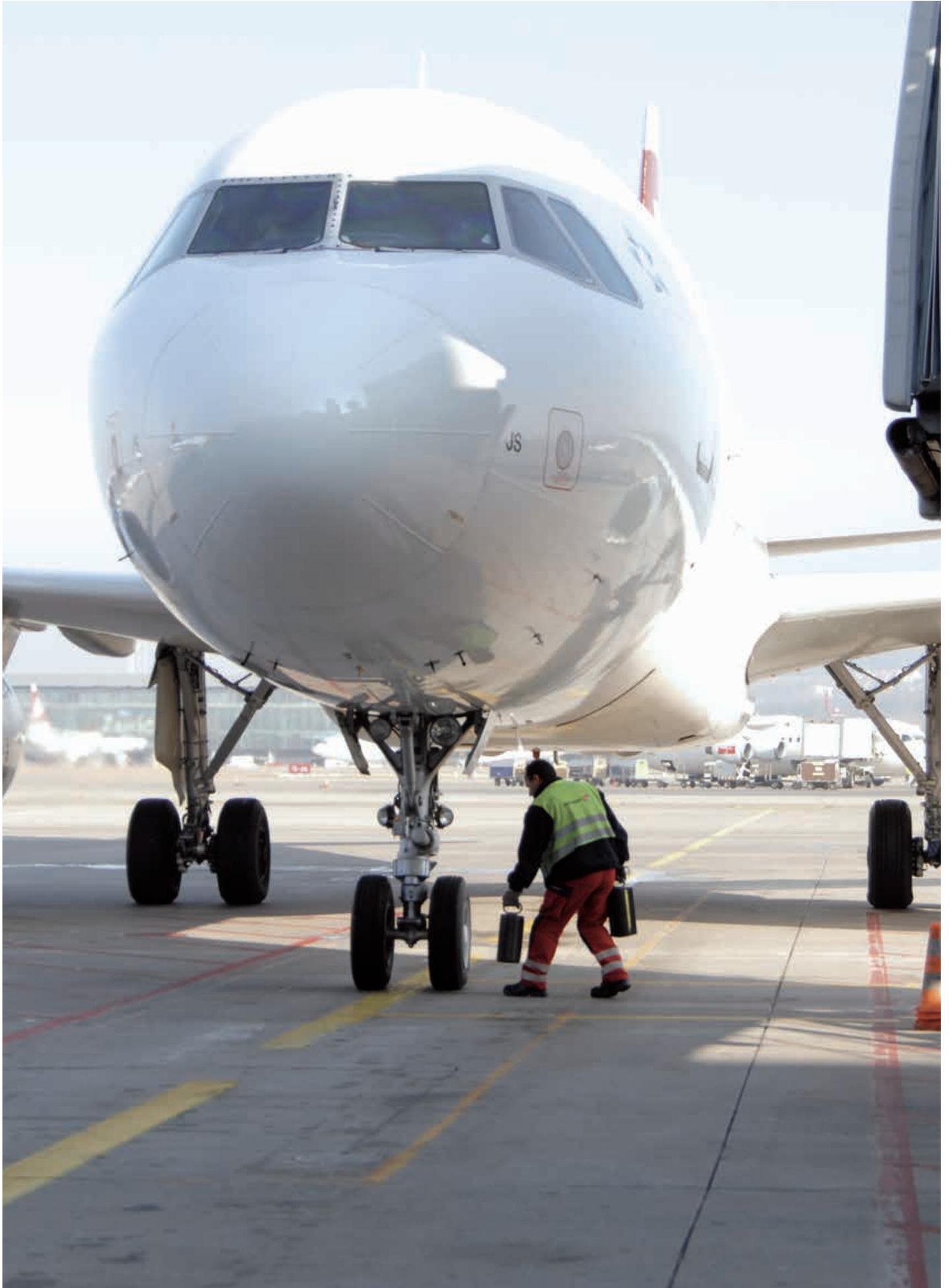
Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Products and services				
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Partially	p. 12–13	We do not report on this issue as the disclosure is not material to our business because Swissports is a ground handling service provider that does not own or run any production plants or airports.
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Not	–	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because Swissport is a service provider and does not sell any products.
Compliance				
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	–	No fines or non-monetary sanctions for non-compliance with the law received during the reporting period.
Transport				
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Fully	p. 12	
Overall				
EN30	Total environmental protection expenditures and investments by type.	Not	–	We do not report on this issue as the disclosure is not material to our business therefore no dedicated budget for environmental expenditures.
Social: Labor Practices and Decent Work				
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Partially	pp. 5–7	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because the current HR reporting systems can not support the required breakdown of data.
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Not	–	The current HR reporting systems can not support the required breakdown of data.
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	p. 18–19	
LA15	Return to work and retention rates after parental leave, by gender.	Not	–	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because the current HR reporting systems can not support the required breakdown of data.
Labor/management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	Fully	–	'The majority of the workforce (95%) is non-managerial and therefore theoretically subject to CLAs. – Half of US, all of Canada and all of Europe would be covered by CLAs which would roughly amount to 50% of the total workforce.
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	–	Because of the diverse legal regulations where Swissport operate, we can not report on minimum notice period regarding operational changes because this information is different with every Collective Labor Agreement department in the various countries. Yet, Swissport always meets the terms with legal operations which comply with the different regulations in the countries where we are stationed.

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Occupational health and safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	–	Health and Safety functions Swissport the following structure showing the minimum standard: 1 Manager Corporate, 1 Manager per each Division, 1 Manager per each Country, 1 Health & Safety Officer per each Station.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Not	–	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because the current HR reporting systems can not support the required breakdown of data.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	p. 25	
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	–	In general CLA's with trade unions do not cover all health and safety issues. However, this might be the case in some locations.
Training and education				
LA10	Average hours of training per year per employee by gender, and by employee category.	Not	–	We do not report on this yet, but we will be able to report on this upon full implementation of our training system which is foreseen for 2017.
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	pp. 17–20	To some extent Swissport offers those made redundant for operational reasons help in finding a new job.
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	Fully	–	We have 1027 overall with a formal performance appraisal and thereof 235 female and 792 male, i.e. 23% and 77% respectively
Diversity and equal opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Not	–	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because the current HR reporting systems can not support the required breakdown of data.
Equal remuneration for women and men				
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Not	–	Swissport is not a public listed company, therefore we do not disclose reports on salary as the information is proprietary.
Social: Human Rights				
Investment and procurement practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	Not	–	We do not report on this point since the disclosure as prescribed by the GRI Guidelines is not applicable to our business because the current HR reporting systems can not support the required breakdown of data.
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	Fully	–	All significant suppliers engaged by Swissport are required to show certificates of compliance with relevant human rights.
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	pp. 19–20	A web-based training on the elements of the Code of Conduct was rolled out for the Head Office late 2013." The web-based training consists of three modules, with the duration of 1.5 hour. Corporate Head Office employs 140 people and accounts for 0.35% of total workforce

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Non-discrimination				
HR4	Total number of incidents of discrimination and corrective actions taken.	Fully	–	No incidents reported during the reporting period.
Freedom of association and collective bargaining				
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Fully	p. 14–15	
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Fully	p. 14–15	
Prevention of forced and compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Fully	p. 14–15	
Security practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	–	Swissport does not have security personnel.
Indigenous rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	–	No incidents reported during the reporting period.
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Not	–	We do not report on this yet as we have thus far been unable to gather the data, but we will be able to report on this in 2017
Remediation				
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Not	–	We do not report on this yet as we have thus far been unable to gather the data, but we will be able to report on this in 2017
Social: Society				
Local communities				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Not	–	We do not report on this issue as the disclosure is not material to our business. Occasional engagement reported, however not significant part of the business.
SO9	Operations with significant potential or actual negative impacts on local communities.	Fully	–	No operations have been identified to have a significant potential or actual negative impact on local communities.
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Fully	–	Not applicable as per SO9

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Corruption				
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Partially	–	Swissport performs a specific, systematic risk assessment on divisional level (not on unit level), where – among others – also the corruption & bribery risk is assessed. For example: We are aware that Swissport would be exposed to the risk of corruption within the area of licenses & concessions, if we would not proactively plan some activities for mitigation of the risk. As we do not perform the risk assessment on unit level, we can not indicate a number or percentage of the business units at once.
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	pp. 13–14	A web-based training on the elements of the Code of Conduct including anti-corruption was rolled out for the Head Office late 2013. The web-based training consists of three modules, with the duration of 1.5 hour. Corporate Head Office employs 140 people and accounts for 0.35% of total workforce.
SO4	Actions taken in response to incidents of corruption.	Fully	p. 15	
Public policy				
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	–	We do not report this disclosure item as the information is proprietary.
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	–	Swissport does not provide any financial and in-kind contributions to political parties, politicians, and related institutions per country.
Anti-competitive behavior				
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	p. 15–16	Code of Conduct; Fair competition
Compliance				
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Not	–	We do not report this disclosure item as the information is proprietary.
Social: Product Responsibility				
Customer health and safety				
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Fully	–	Swissport is committed to updating its services regularly for improvement towards the latest standards in safety in accordance with internal requirements as specified in the Swissport Operations Manual and Standard Operating Procedures (SOPs) as well as with industry regulations, laws, regulatory and customer requirements.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	–	None received during reporting period.
Product and service labelling				
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	–	Swissport's services do not require labelling with regards to: sourcing of components, content, safe use of product, and disposal.
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	–	Not applicable as per PR3
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	pp. 26–27	

Indicator	Disclosure	Level of Reporting	Location of Disclosure	Additional Information
Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	pp. 23–24	Swissport does not sell any products whose sale is prohibited in specific markets.
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	–	None received during reporting period.
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	–	None received during reporting period.
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	–	No fines or non-monetary sanctions for non-compliance with the law received during the reporting period.



SWISSPORT INTERNATIONAL LTD.

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