

OUR COMMITMENT TO ESG

Swissport is committed to sustainability, and ESG is at the core of our strategy. As the global leader in airport services, we recognize our responsibility in helping to transform the industry. We believe that sustainability is a key opportunity to make our business more resilient. Sustainability done well will benefit our stakeholders and will be a competitive advantage. We have clear ESG ambitions with concrete goals to ensure we make sustainability happen at Swissport and for the industry.

SWISSPORT'S THREE ESG PILLARS

Sustainability is at the heart of our strategy, with environmental, social, and governance priorities core to the proposition of Swissport. Given our leading role in the airline service industry, serving 292 airports in 45 countries, we are moving at full speed to deliver against our goals and will ensure to inspire our key partners to play their role.

We have defined our ESG strategy and plan based on extensive stakeholder engagement and through an assessment of what is material in our lines of business. We have brought this strategy to life through three central pillars: People (Social), Planet (Environmental), and Policy (Governance). Each pillar corresponds with a component of the ESG framework. We set an overall ambition as well as targets for each of these areas and are working relentlessly toward achieving our goals.

We put People first because we believe that they are both at the heart of our business but also at the heart of our ESG journey. Without people, there is no change. We make a promise to keep our people safe at work, offer them comprehensive training, provide fair labor practices as well as a diverse and inclusive working environment, and we give back to the communities around us.

We equally play our part in protecting the Planet. We defined a 10-year decarbonization plan which aims to reduce carbon emissions by at least 42 percent by 2032, primarily driven by the gradual electrification of our fleet. In addition, we are launching a wide range of environmental actions, including waste and circularity initiatives that require the support of all our employees.

All of this is rooted in our Policy pillar, ensuring that we have the right playing field in place for our ESG strategy but also for the business overall. We are committed to full compliance with laws and regulations as well as human rights, have a zero-tolerance policy against bribery and corruption, and protect our data and systems with advanced information security. We involve our suppliers in our ESG commitments.

Our sustainability strategy is grounded on a full materiality assessment. We are also completing a double materiality assessment to further align our strategy to ESG risks and opportunities that have emerged and will be emerging around us.

OUR ESG GOVERNANCE

We have strong governance in place to ensure we walk the talk on ESG. At the Board level, our Safety, Health, and ESG (SHESG) Committee – chaired by our CEO – reviews on a quarterly basis the sufficiency of and the progress against our ESG priorities. Our Board of Directors is updated every quarter through the SHESG Committee.

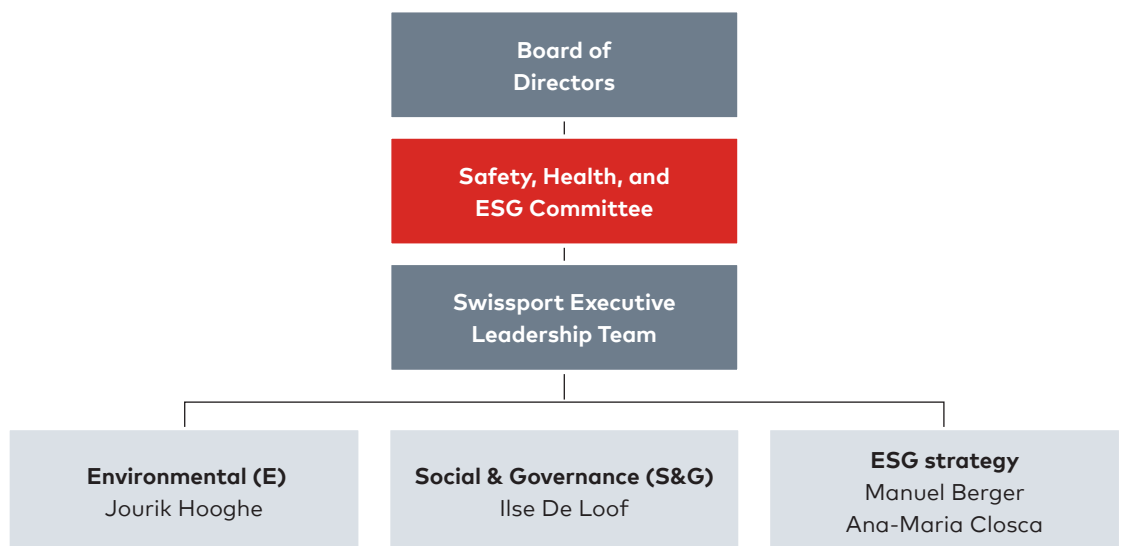
The Executive Leadership Team reviews the ESG program at least quarterly, and makes sure that the resources are allocated to ensure progress on our ESG roadmap. At the operational level, we have assigned clear responsibilities to drive the ESG agenda.

1 We have strategically appointed sponsors from the Executive Leadership Team to drive our environmental, social, and governance initiatives. As of 2023, leading the environmental pillar is Swissport CFO Jourik Hooghe, whose prior work in sustainability ensures that the Company's environmental investments are properly evaluated and effectively incorporated into business planning. Spearheading Swissport's social and governance pillars is General Counsel Ilse De Loof.

2 To drive the ESG strategy, we have established a dedicated ESG team consisting of a Head of ESG and a deputy. This team centrally coordinates ESG activities across the organization and ensures alignment of the roadmap with the defined ESG strategy.

3 The ESG team is supported by an extended team of subject-matter experts from different functional teams across Swissport.

We have also integrated ESG-related risks into our overall Enterprise Risk Management and principal risks. Our Enterprise Risk Management is updated twice per annum, mitigation actions are defined and monitored, and principal risks and the mitigating actions are reported to our Audit Committee with final approval by the Board of Directors.



STAKEHOLDER ENGAGEMENT

At Swissport, we engage with our key stakeholders to ensure we have an integrated value-creation approach based on strong partnerships, allowing us to win sustainably in the marketplace. We identify our key stakeholders as those groups that are either benefiting from or affected by our operations or who potentially impact these operations.



EXAMPLES OF ENGAGEMENT IN 2022 AND 2023



Our customers

Focus areas

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

How we engage

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

Considerations and outcomes

- Prioritizing safety is of utmost importance for both our customers and us. We have a stringent Safety First culture, integrating six fundamental safety rules into our operations and continuing to engage to learn from customers and to explain how safety in case of conflict will take priority over service.
- In our commitment to offering our customers the finest team and services, we have reinforced our corporate values and enhanced our value proposition to employees.
- As an increasing number of our customers report on their Scope 3 emissions, we took the initiative to establish our own emissions baseline in 2022. We will provide annual updates on our progress to ensure we contribute our fair share of the data.
- To maintain transparency about our sustainability efforts and progress, we have subscribed to EcoVadis, a globally recognized sustainability rating, offering our customers insights into our standing in terms of sustainability.



Our airports

Focus areas

- Sustainability
- Fleet electrification

How we engage

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

Considerations and outcomes

- Recognizing the growing emphasis on sustainability at the airports we serve, we have made a commitment to elevate our environmental and occupational health standards. To achieve this, we are implementing ISO 14001 and ISO 45001 standards across our network.
- In our pursuit of fleet electrification, close collaboration with airports is imperative. To move forward with this initiative, we have developed a comprehensive plan for electrifying our fleet. Moreover, we are intensifying our partnerships with airports to coordinate the implementation of necessary charging infrastructure.

Our people

Focus areas

- Employee engagement
- Fair labor conditions
- Diversity & inclusion

How we engage

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

Considerations and outcomes

- Recognizing that most of our employees are not accessible via email due to the nature of their roles, we implemented an internal employee communications app: One. This innovative tool enables us to effectively engage with our entire workforce through their mobile devices, ensuring seamless communication and coordination.
- Given the nature of work of our employees, it is imperative for them to have workplaces and rest areas which enable them to do their best work. To ensure confidence and competence at work, we introduced six fundamental rules which represent the minimum standards we provide to create a positive work environment for all our employees across the Swissport network, including firm commitments to fair wages, appealing break rooms, and stable shift schedules.
- At Swissport, we firmly believe that individuals thrive in an environment where they can express their true selves. With this belief, we have identified Diversity & Inclusion as one of our key ESG priorities. Moving forward, we are dedicated to placing a significant focus on this important topic.



Our suppliers

Focus areas

- Sustainable procurement
- Procurement of GSE

How we engage

- Regular exchanges
- Contact with key suppliers managed centrally

Considerations and outcomes

- To align our sustainability objectives with those of our suppliers, we require their commitment to the Supplier Code of Conduct, which mirrors the core values of Swissport.
- Given the lead times on procuring ground support equipment (GSE), especially concerning electric GSE, we are in close contact with our respective suppliers to ensure the timely delivery of required fleet assets.





Our investors

Focus areas

- Operational and financial performance
- Sustainable value creation

How we engage

- Monthly Board meetings
- Bi-weekly updates
- Quarterly committee meetings incl. Audit Committee and Safety, Health & ESG Committee

Considerations and outcomes

- We maintain regular communication with our investors, providing them with updates on our performance.
- Sustainability is a crucial concern for our investors. Consequently, we revitalized our ESG strategy, actively involving our investors in the process and placing it into the core of our business.



Our communities

Focus areas

- Local employment
- Charitable activities

How we engage

- Direct engagement from station managers
- Local outreach programs

Considerations and outcomes

- At many of the airports we operate in, we play a significant role as employers within the local communities. Consequently, we actively support and encourage our employees to initiate and participate in community-driven initiatives at the local level.
- During times of crisis, we stand by our employees and the local communities we serve. For instance, in early 2023, amidst the devastating earthquake in Turkey and Syria, Swissport collaborated with recognized aid organizations and our airline customer, Turkish Airlines, to manage the transportation of humanitarian cargo.

MATERIALITY-DRIVEN PRIORITIES

To determine the priority of sustainability issues we need to address, we conducted a full materiality assessment in 2020, with a refreshed assessment focused on our ESG strategy in 2022. The assessments integrated the views of our stakeholders and confirmed that our most material issues were on our people, the planet, and the governance we provide to – and expect from – our stakeholders.

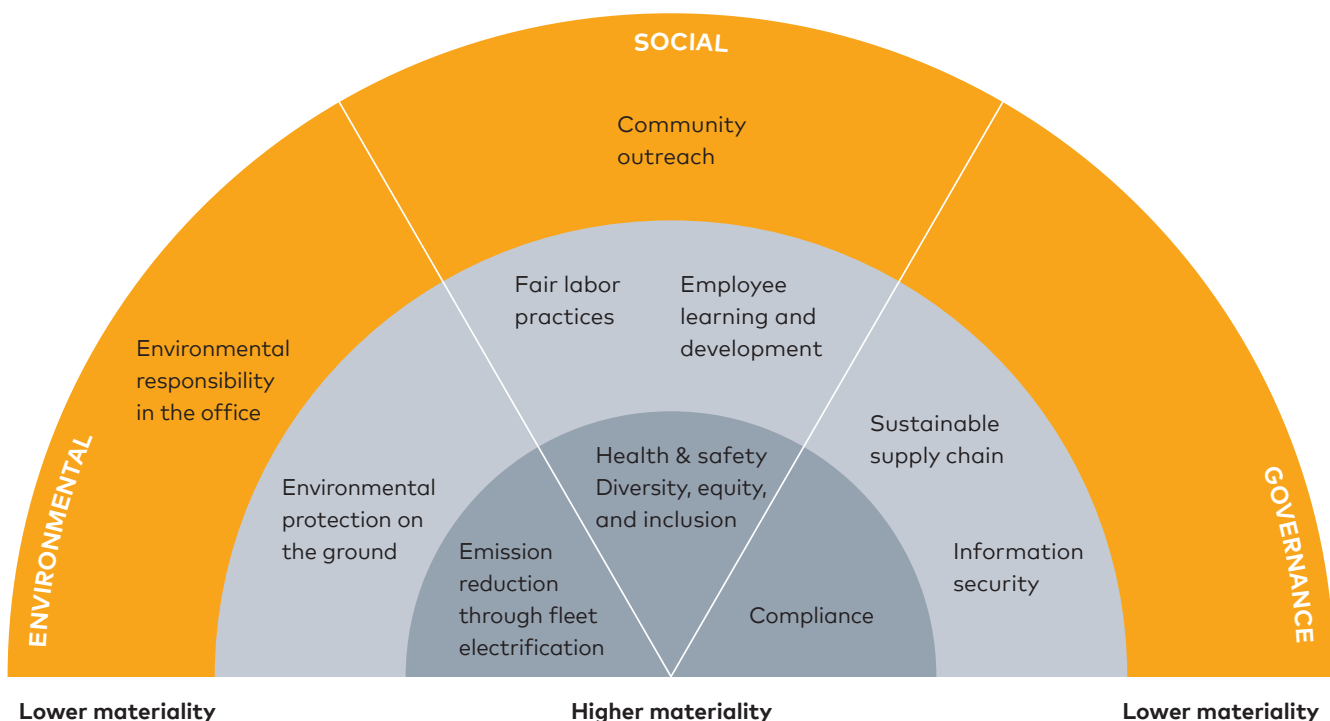
The 2020 materiality analysis was split into three main phases. We conducted a trend analysis in accordance with multiple standards, including the Standards of the Global Reporting Initiative (GRI), the Air Freight & Logistics Standards of the Sustainability and Accounting Standards Board (SASB) and the Sustainable Aviation Guidance Alliance (SAGA). The trend analysis looked at industry trends and resulted in a list of 138 sustainability topics. These were subsequently clustered to create a concise, mutually exclusive yet exhaustive list of 13 potential material sustainability topics.

To validate the results of the trend analysis, we actively engaged with stakeholders. This helped us understand what expectations they had toward Swissport regarding sustainability. In 2020, we

conducted eight interviews with two industry associations from the aviation sector, and six direct and indirect customers – including airlines, airports, freight forwarders, and a pharmaceutical company. During our ESG refresh in 2022, we conducted an additional 16 interviews with internal and external stakeholders, including four interviews with direct customers.

The feedback we received helped us determine the priorities and now guides our sustainability activities. Based on the discussions with our stakeholders, we concluded on 11 material sustainability topics within the environmental, social, and governance clusters, and defined their level of priority. The topics with the highest materiality from our stakeholders' perspectives were emission reduction through fleet electrification; health and safety; diversity, equity, and inclusion; followed by compliance.

Within the next year, we also plan the completion of a double materiality assessment to ensure our ESG priorities remain up-to-date with expectations of our stakeholders and the fast-evolving ESG landscape.



OUR AMBITION AND TARGETS

Ambition	Targets	UN SDG ¹
<p>People</p>  <p>People and their safety are at the heart of our ESG strategy. We ensure a safe and inclusive work environment for all our employees, protecting them from harm and allowing them to reach their full potential no matter who they are. In addition, we provide fair labor practices, offer comprehensive training, and give back to communities around us.</p>	<ul style="list-style-type: none"> Reduce work-related injuries (LTIs) year on year by 5 percent until 2027 Certify 80 percent of sites with ISO 45001 by 2024 Align labor practices with the core principles of the UN Global Compact by reporting annually on our progress Provide at least three hours of training per 100 hours worked to our operational staff Increase proportion of women leaders to 40 percent by 2027 Reach 100 stations with regional social outreach programs in health care, charity, environmental protection, and career development by 2027 	   
<p>Planet</p>  <p>We take our impact on the planet seriously and play our part in protecting the environment. Our efforts are aligned with recognized standards such as science-based targets and we partner with stakeholders across the value chain to reach our own goals as well as those of aviation overall.</p>	<ul style="list-style-type: none"> Reduce Scope 1 and 2 carbon emissions by at least 42 percent by 2032 Increase share of e-powered vehicles in the Swissport fleet to 55 percent by 2032 Certify 80 percent of sites with ISO 14001 by 2024 Eliminate plastic tableware from all Aspire Lounges by 2025 	   
<p>Policy</p>  <p>We uphold the highest standards of integrity, transparency, and accountability in how we conduct business and foster a culture of acting ethically. We aspire to continually strengthen our governance processes, ensure full compliance with legislation, and adhere to core international principles.</p>	<ul style="list-style-type: none"> Introduce new corporate values in 2023 to strengthen our corporate behavior Comply fully with all required legislation and train all relevant employees annually on our compliance program Certify against ISO 27001 in 2023 and further build out our cybersecurity protection Ensure our suppliers adhere to Swissport's standards in terms of sustainability and business conduct 	

¹ Sustainable Development Goal