TOWARDS A SUSTAINABLE FUTURE

SITA

SITA GROUP CSR REPORT 2019

INTERACTIVE INSTRUCTIONS

Here are a few helpful tips to help you navigate content found throughout this document.

EASY NAVIGATION

Use the arrows to navigate through the pages chronologically, the home button to jump back to the start, or the contents button to go back to the contents page.

CONTENT GUIDE

Each page has a content guide that shows you where you are in the document.

A RESPONSIBLE BUSINESS
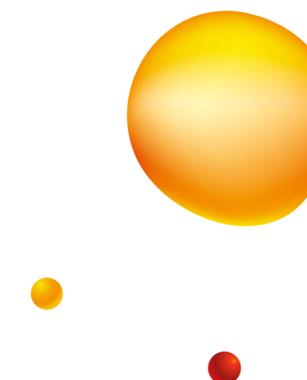
OUR ORGANIZATION
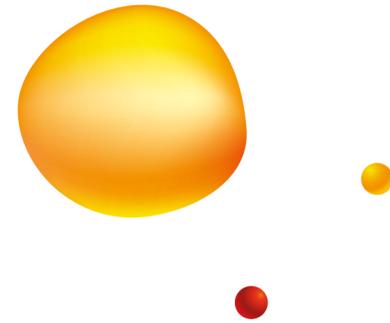
A RESPONSIBLE
BUSINESS

CEO STATEMENT

Welcome to SITA's Corporate Social Responsibility Report

In 2019, SITA celebrated 70 years at the heart of the air transport industry. During the year, we took time out with our employees and members to reflect on the extraordinary journey of SITA as an integral part of the industry, collaborating with its stakeholders for the benefit of the entire global aviation community.

Our global focus is very much reflected in this year's CSR report, which shows how, by acting responsibly as a business, we are supporting the communities around the world in which our employees, shareholders, and customers live and work. Across the SITA organization, we are committed to environmental action to create a sustainable future for SITA and the industry we serve.

Responsibility
As a responsible business, SITA supports the United Nations Global Compact (UNGC). These 10 principles, in the areas of human rights, labor, environment and anti-corruption guide our policies and practices in integral areas of our business. This includes how we treat our employees, manage our supply chains, limit our negative environmental impacts, and promote high standards of business ethics.

Community
Every year, through our employee volunteer program, Value in Volunteer Action (VIVA). SITA supports a wide range of community activities with a focus on initiatives that support the United Nations Development Goals, particularly Zero Hunger, Good Health and Wellbeing, Life Below Water and Life On Land. 2019 was a record-breaking year for our volunteer program, with SITA employees across the world contributing a total of nearly 2,500 hours to community causes.

Our SITA Air Transport Community Foundation, which is championed by the SITA Council, continues to create opportunities for young people in Africa. The Foundation's aim is to ensure that our sponsorship has long-lasting impacts, through sustainably designed projects. These programs have provided over 85,000 young people with access to IT and education across five African countries the projects have changed the lives of many young people, their families and communities.

Our employees themselves constitute a diverse and connected global community. In 2019, SITA launched the Year of Learning program, our employees completed 289,420 hours of learning globally in the year: 42% above target. In addition to professional development, employees were required to complete mandatory training on anti-bribery, our code of conduct, trade sanctions, reputation management and environmental sustainability. The learnings from these courses serve an important purpose to embed responsible practices in the 197 countries and territories where we do business.

Sustainability
Throughout the year, we continued to expand and improve our programs to measure and reduce SITA's environmental impacts. ISO 14001:2015 certification is one of these programs, and I was delighted to announce that our self-service terminal equipment assembly site in Burlington, Ontario became our seventh certified location in 2019.

We have continued work on an aviation sustainability program to evolve and innovate solutions that enable airlines and airports reduce their carbon emissions. SITA's strategy focuses on technologies to increase operational efficiencies, helping to reduce delays, respond to disruption, create efficient flight plans and fuel use, for example. Our airport management solutions also contribute to aviation's goals for carbon neutral growth.

In addition, we have declared our own ambition to be carbon neutral by 2022, through a program called Planet+. It builds on two years of offsetting carbon emissions from business travel at SITA. This has been a successful program in its own right, benefitting developing communities around the world with solar power, clean water, and digital classrooms.

Writing this introduction in the first half of 2020, at a time of global economic and social disruption, I am aware that the theme of this year's report is very relevant. Our CSR program first launched nearly 10 years ago, and we have taken considered steps towards a sustainable future. I look forward to many more years of sustainable travel in this new era for our industry.

Barbara Dalibard
CEO, SITA

MATERIALITY

BUSINESS

- Labor and working practice
- Responsible procurement
- Product & services innovation
- Operational excellence and customer satisfaction

ENVIRONMENT

- Reducing greenhouse gas emissions
- Environmental management and compliance
- Supporting sustainable aviation goals
- Management of end-of-life equipment

SOCIAL

- Supporting local communities
- Local economic contribution
- Diversity and Inclusion

GOVERNANCE

- Business Integrity
- Data protection and information security
- Certification and assurance of best practices

We have grouped our material issues into four key areas: Business, Environment, Social and Governance, they in turn are mapped against the relevant United Nations Sustainable Development Goals (UN SDGs).

Our first materiality assessment took place in 2015 and drew upon feedback and survey data from our Executive Leadership Team, over 700 SITA employees, our Customer Advisory Board, sessions with our Council and Board, and wider industry research.

On a yearly basis we revisit and update our materiality assessment based on management reviews, employee workshops and surveys, bid process information, and industry and membership communications.

In 2019 tackling climate change was an issue that rose significantly amongst all stakeholders, and with it our focus on controlling greenhouse gas emissions within our business and on supporting the sustainability goals of our industry.

Areas such as operational efficiency, business conduct, data privacy, environmental management and compliance, diversity and inclusion and support for local communities remain core, while supply chain assurance through responsible procurement practices has increased in importance, met by an increased emphasis on certification and best practice.

GLOBAL FRAMEWORKS

THE GLOBAL COMPACT
WE SUPPORT

SUSTAINABLE DEVELOPMENT **GOALS**

GRI

5 locations ISO 9001:2015 Quality Management Systems certified

4 locations ISO 20000-1:2011 Service Management Systems certified

7 locations ISO 14001:2015 Environmental Management Systems certified

2 global command centers (Singapore and Montreal) ISO 27001:2013 Information Security Management Systems certified

Since 2011 we have formally reported our environmental, economic and social performance using the Global Reporting Initiative (GRI) disclosures framework. These reports also serve as our communication on progress as signatories to the United Nations Global Compact (UNGC).

Between 2014 and 2019 we achieved and maintained ISO 14001:2015 certification for seven office locations. We have also achieved certification to ISO and other international standards for specific product and service areas and sites. These certifications demonstrate our commitment to management consistency, control and continual improvement not only on environmental matters but throughout our business.

We're actively engaged with air transport industry bodies to steer technology and change. Through major initiatives and workgroups, we work closely with IATA, ACI, ATA, ICAO, OTA and other global and regional associations around the world. We create community value through pioneering work on community systems, shared infrastructures and industry standards.

We map our material report topics and disclosures to the UN Sustainable Development Goals (SDGs). This mapping is shown in the GRI Index at the end of this report.

CSR STRATEGY

We have programs in place that are helping us to measure and reduce our environmental impact around the world.
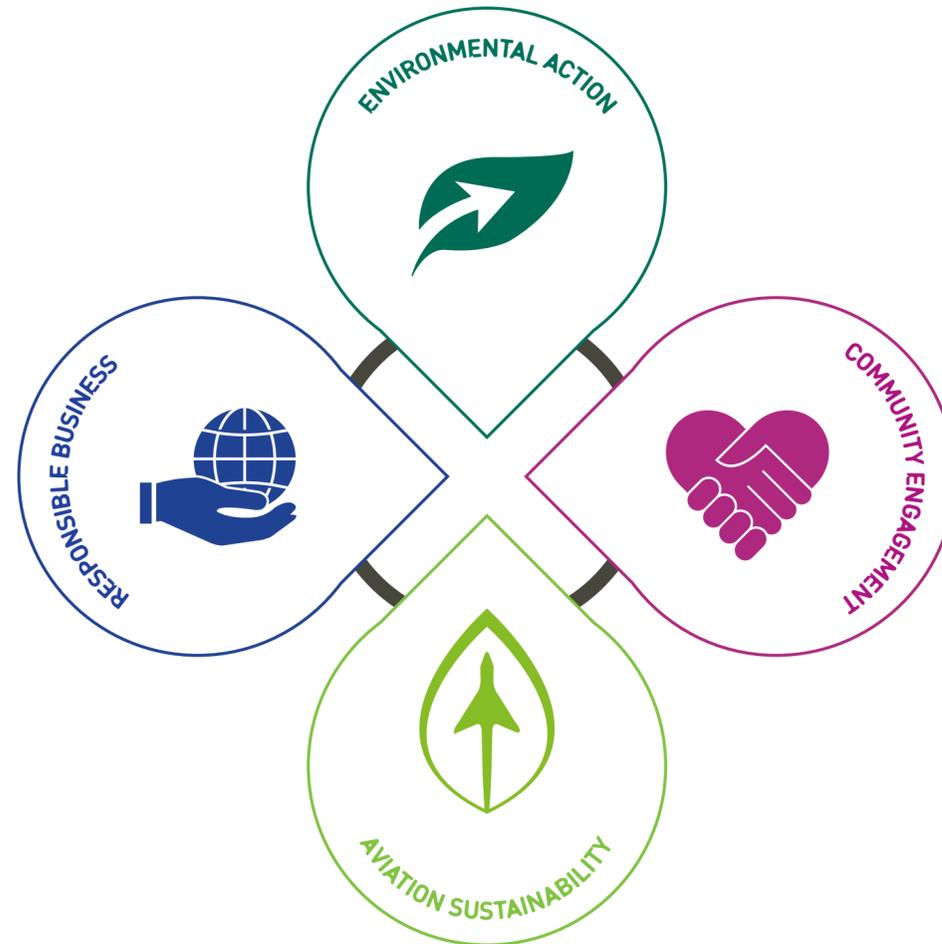
Our business is guided by core principles and practices that ensure we remain a responsible business, everywhere we operate.

ENVIRONMENTAL ACTION

RESPONSIBLE BUSINESS

COMMUNITY ENGAGEMENT

AVIATION SUSTAINABILITY

Our global presence enables our business and our employees to support the communities where we operate.

We can help airlines and airports reduce carbon emissions at each stage of operations, and contribute to carbon neutral growth.

Acting responsibly is at the heart of all we do. We believe that sustainability and corporate social responsibility can make a positive difference for our people, our industry, broader society and the environment.

Our Corporate Social Responsibility (CSR) and Sustainability team is managed by dedicated resources and reports into the Executive Leadership Team (ELT), a structure that reflects the commitment by the organization to responsible business practices.

The CSR and Sustainability team engage with other groups across the business on a variety of programs and topics. This ensures that we have the knowledge and capabilities to act responsibly and in compliance with all national and local laws in areas such as labor, health and safety, anti-bribery and corruption, ethics and the environment.
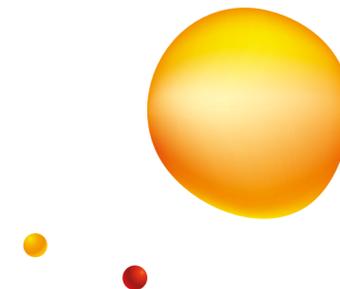
TARGETS

Our CSR targets for 2019

Indicator	2019 target (against 2018 measure)	2019 status at year end
Water usage across key sites (Atlanta/Singapore/Prague)	4% decrease	1.5% decrease
Total paper consumption in major sites	15% decrease	14.3% decrease
Electricity consumption in offices where the ability is present for measurement	5% decrease	1% decrease
Energy intensity per square meter	5% decrease	3.8% decrease
Emissions (from office operations)	7% decrease	12% decrease
Emissions intensity (from office operations) per square metre	10% decrease	13.4% decrease
Emissions from air travel	10% decrease	7.4% decrease
Emissions offset from air travel	100% of all recorded air travel	100% of all air travel
Create and roll out mandated environment training for all employees	70% completion rate	84% completion rate
Volunteering days	200	328

Notes on target measurements

Energy and office emissions target calculations are based on 26 sites including four additional sites for which data became available in 2019.

Emissions from air travel have been calculated using DEFRA 2019 emissions factors.

A small percentage (0.67%) of energy data for the final months of the year at two locations was estimated.

12 sites reported using 100% or a proportion of renewably sourced energy as of 2019. These proportions were used to calculate office emissions target achievements for the year.

Water data for three key sites (Atlanta, Singapore, Prague) was used for target comparison. A further 10 sites began reporting water consumption as of 2019 and will be included in a new baseline.

Each year, at the start of the reporting period, we define a set of targets for corporate social responsibility at an organizational level. These targets provide a central framework to assess what we're doing to reduce our environmental impact and integrate CSR into our business.

We achieved strong employee engagement through environment training, and support for employee volunteering showed excellent results as well.

Over the course of 2019 we increased the number of locations where we measure energy, yet still maintained an overall decrease in consumption.

We also moved to between 32% and 100% renewable energy at 12 locations, which reduced office-based emissions well beyond target.

Water consumption decreased overall, but in Singapore a program of renovations impacted pipe works and required discharge and recharge of the sprinkler system, resulting in increased usage. Water measurement will extend to 10 further locations going forward, and we'll look to shared strategies among our locations to target and reduce overall consumption. Paper consumption continues to drop significantly year on year thanks to improved processes and tools.

We've improved the methodologies we use to calculate emissions from business air travel, and aim to reduce these significantly as we embark on a journey to carbon neutrality by 2022.

STAKEHOLDER ENGAGEMENT

Members

Our membership base includes airlines, airports, airport-based organizations, and air traffic management with 95% of all international destinations and over 13,500 industry sites connected by SITA's network.

SITA members guide our direction and strategy through their representatives on the SITA Council. We communicate regularly through our Member Connect e-news and annually at our AGA.

Making sure members' views are represented is what makes SITA unique. By representing members and their requirements, we remain at the heart of the air transport community.

Customers

Today, we work with over 2,800 air transport organizations. Our customers include airlines, airports, ground handlers, governments and border agencies. We work with Air Traffic Control, and Air Navigation Services Providers, as well as aerospace, aircraft and airframe manufacturers.

We engage and share ideas with our customers regularly through mechanisms such as the SITA Innovation Forum, SITA Executive Advisory Forum, Customer Advisory Boards across each of SITA's geographies, and our SITA Council, comprising around 35 customer representatives from across the world's air transport industry.

We operate formal feedback channels, such as our annual Customer First Feedback Survey, and engage regularly with customers through committees and user groups specifically dedicated to airports, baggage, passenger, aircraft, and AIRCOM services.

SITA industry publications include Air Transport, Passenger and Baggage IT Insights research and reports which provide intelligence, insights and benchmarks for our industry's IT leaders.

Employees

We engage with our 5,000-plus employees as talented partners contributing to our success and growth as a business.

Formal feedback channels include an annual employee survey conducted by an independent third party. 80% of employees participated in the 2019 survey, an increase of 75% over the previous year. Satisfaction improved substantially this year, particularly on scores around learning and development. Once again feedback on line management and diversity and inclusion was above best in class.

At 25 of our largest offices we have on-site location leaders and a leadership team for each profession in our career framework. Employees can engage with these leadership frameworks in addition to line management on issues such career development and relevant location issues.

Open forums for employee engagement include CEO-led quarterly global staff calls, regional staff calls, local Town Halls, and our very popular annual Open Day, an employee learning and networking event synchronized at locations around the globe.

Local communities

We provide skilled, productive decent work directly to local people in 127 countries around the world. Beyond employment, we play an active role in responding to local community needs in many ways.

Our Value in Volunteer Action (VIVA) program gives each employee a full day's paid leave for volunteering and fundraising each year. These activities are planned and delivered locally and provide funding and hands-on help where community needs are greatest. Our Location Leader program at 25 sites also ensures functional leadership to engage with local priorities and concerns.

We support a variety of education programs that build technology and air transport industry skills in the communities where we operate. This support takes the form of university curriculum partnerships, graduate development and employment, mentorships, paid internships, apprentice programs, and work experience of various kinds.

We also support local community education and development through a number of funding channels. Charitable project investments through SITA Air Transport Community Foundation support technology education for young people in Africa. Our carbon offset program funds sustainable development projects around the world. And our commitments under the India Companies Act and the South African Broad-Based Black Economic Empowerment (BBBEE) Act provide targeted financial and structural support where it's needed most.

Industry bodies

SITA has working partnerships with over 50 air transport industry associations, international organizations, standard-setting bodies and institutions including IATA, ACI, ICAO and ATAG. By working with a wide range of air transport associations in global and regional forums, we aim to deliver common approaches and set new standards that help the industry as a whole become more efficient and ultimately more sustainable.
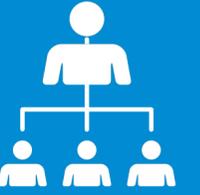
OUR ORGANIZATION
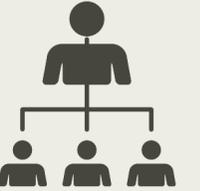
HEART OF THE INDUSTRY

2,800
customers in around 200 countries and territories

400+
member organizations

100%
dedicated to the air transport industry

260
patents granted since 2016

70 years
at the heart of the air transport industry (1949-2019)

15
new patents in 2019

SITA

EASY AIR TRAVEL EVERY STEP OF THE WAY
VISION

SEAMLESS PASSENGER JOURNEY

OPERATIONAL EXCELLENCE

INDUSTRY COLLABORATION

AT AIRPORTS

FOR AIRCRAFT

AT BORDERS

DOMAINS OF EXPERTISE
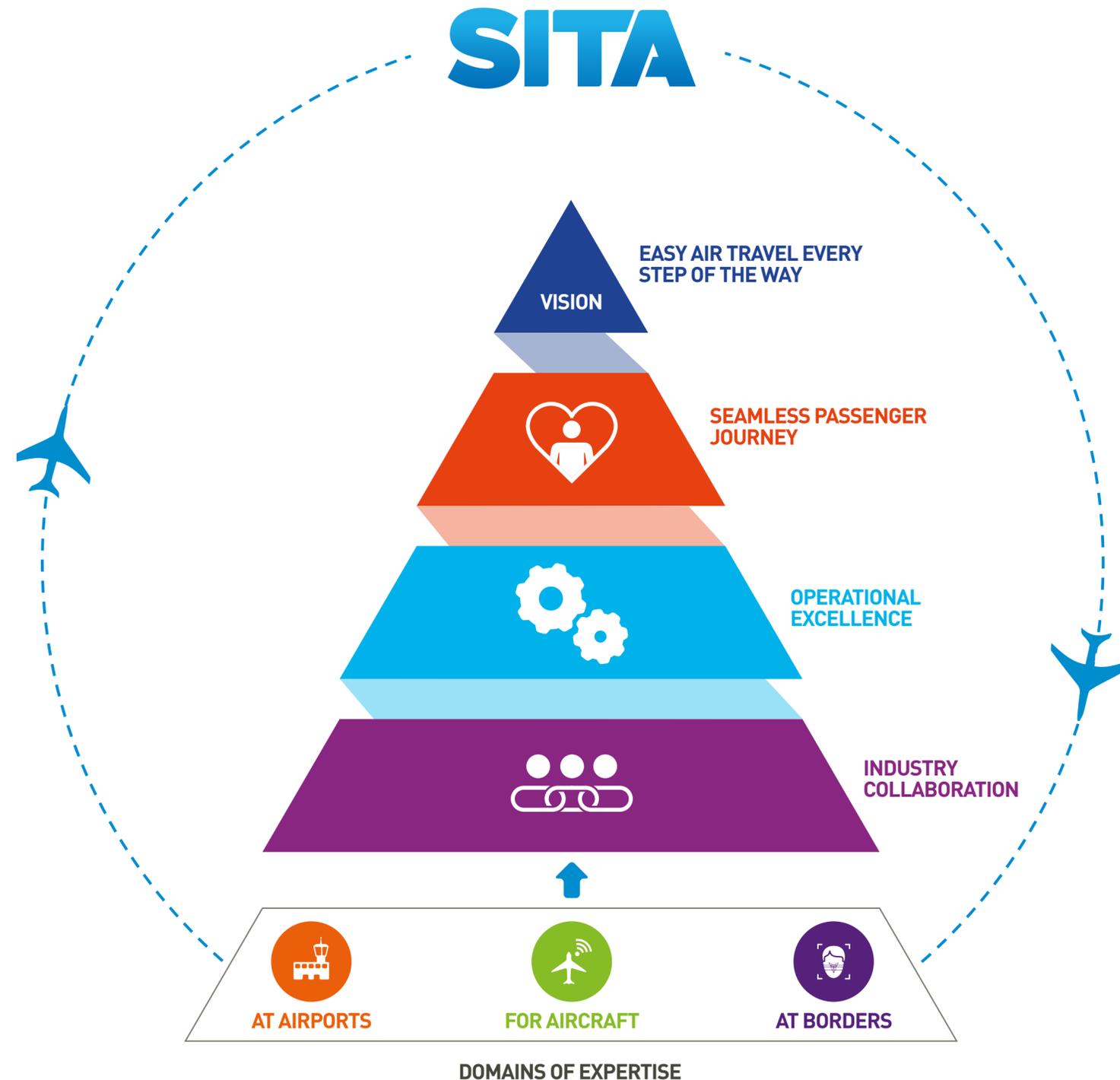
SITA is the world's leading air transport IT and communications specialist.

We provide a broad portfolio of air transport industry services, from check-in and baggage processing, to boarding, border control, in-flight connectivity and more.

We specialize in innovative technology solutions, services and infrastructure that help drive the success of the air transport industry. Uniquely created by the industry, to serve the industry, we draw on this expertise and deep knowledge, co-innovating with the industry to create better ideas, products and services that significantly contribute to sustainable air travel.

A RESPONSIBLE BUSINESS

OUR ORGANIZATION

OUR PEOPLE

ENVIRONMENTAL PERFORMANCE

OUR COMMUNITIES

MANAGEMENT AND REPORTING

A GLOBAL PRESENCE

80% of permanent employees work in these 16 countries
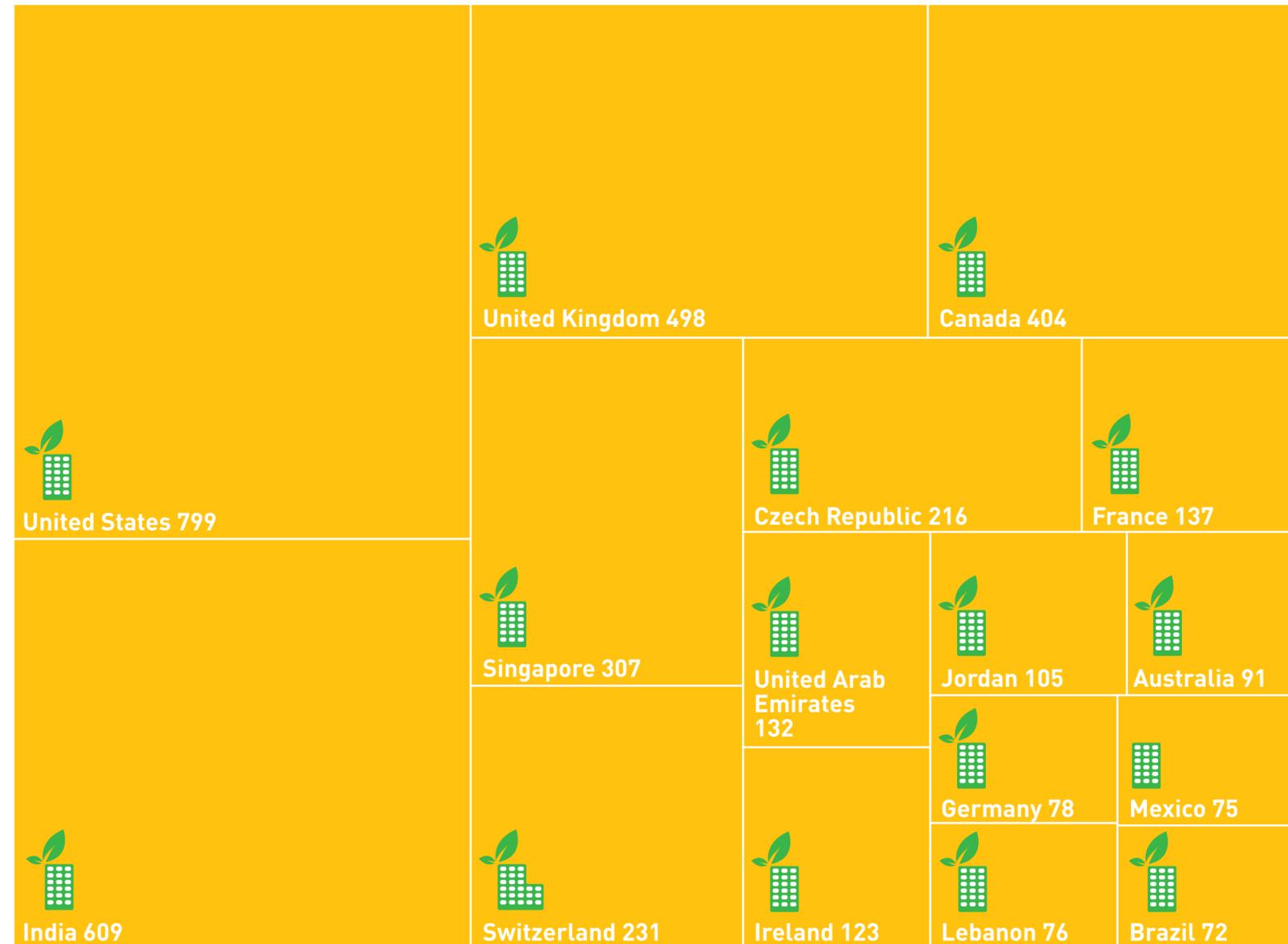
20% in these 111 countries

United States 799

India 609

United Kingdom 498

Singapore 307

Switzerland 231

Canada 404

Czech Republic 216

United Arab Emirates 132

Ireland 123

France 137

Jordan 105

Germany 78

Lebanon 76

Australia 91

Mexico 75

Brazil 72

China (69) +, South Africa (64) *+, Netherlands (53) c, Italy (46) *+, Russian Federation (38) +, Indonesia (35) +, Egypt (34) *+, Malaysia (32) +, Spain (29) *+, Belgium (29) c, Hong Kong (26) *+, Saudi Arabia (25) , Denmark (24) +, Malta (24) ,Bangladesh (22) +, Oman (22) , Japan (21) +, Thailand (20) +, Argentina (19) +, Philippines (19) +, Taiwan (19), Turkey (18), Costa Rica (14) +, Korea, Republic of (14), Vietnam (14) +, Chile (13) +, Morocco (13), Pakistan (13), Poland (12), Colombia (10), Nepal (10), Peru (10), Ghana (9), Jamaica (9), Curacao (7), Nigeria (7), Bulgaria (6), Ecuador (6), Qatar (6), Romania (6), Ukraine (5), Greece (4), Iran, Islamic Republic of (4), Israel (4), Kuwait (4), Myanmar (4) +, New Zealand (4), Trinidad and Tobago (4), Algeria (3), Austria (3) +, Cambodia (3), Ethiopia (3), French Polynesia (3), Hungary (3), Sint Maarten (3), Sri Lanka (3), Zambia (3), Antigua and Barbuda (2), Aruba (2), Cabo Verde (2), Cameroon (2), Congo, The Democratic Republic of the (2), El Salvador (2), Kazakhstan (2), Maldives (2), Mongolia (2), Mozambique (2), Panama (2), Paraguay (2), Portugal (2), Slovakia (2), Sudan (2), Sweden (2), Tunisia (2), Uganda (2), Angola (1), Azerbaijan (1), Bahrain (1), Brunei Darussalam (1), Burkina Faso (1), Burundi (1), Chad (1), Congo (1), Cote d'Ivoire (1), Croatia (1), Cyprus (1), Dominican Republic (1), Eritrea (1), Fiji (1), Gabon (1), Grenada (1), Guinea (1), Guyana (1), Kenya (1), Lao People's Democratic Republic (1), Libya (1), Mali (1), Mauritius (1), Norway (1), Papua New Guinea (1), Reunion (1), Saint Vincent and the Grenadines (1), Senegal (1), Serbia (1), Suriname (1), Syrian Arab Republic (1), Tanzania, United Republic of (1), Turkmenistan (1), Uzbekistan (1), Yemen (1), Zimbabwe (1)

Symbols indicate countries that have:

c = corporate office

+ = regional office(s)

* = office(s) where environmental performance is tracked

We serve around 200 countries and territories worldwide, and directly employ people at offices and airports in 127 of these. Around 84% of of our people work in countries with 50 or more SITA employees.

Our largest employee bases are in the United States, India, the United Kingdom and Canada, all with more than 400 employees each. Our 10 largest offices are in Atlanta, Montreal, London (2), Delhi, Singapore, Geneva, Prague, Letterkenny, and Dubai.

All countries with SITA permanent employees shown here can be considered countries where we operate for the purposes of this report. Also indicated are countries where we have regional or corporate offices and countries with office locations where we track energy, emissions, paper, water and other environmental data. The relevance of these locations to specific topics is indicated throughout the report.
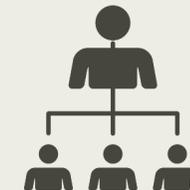
CULTURE AND VALUES

We constantly improve to make things smarter, quicker and easier. We work with drive and energy... all because we're absolutely focused on delivery for our customers.

STEP UP FOR THE CUSTOMER

We get things done. We own what we do and we do the right thing for our customers and our colleagues.

KEEP IT SIMPLE
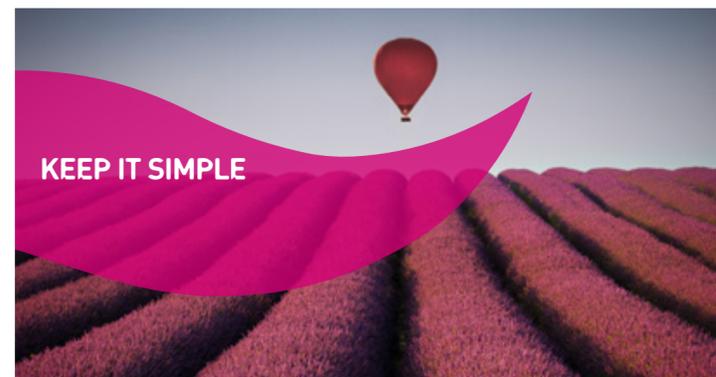
We seek to make it simpler, quicker and easier for everyone.

DO IT TOGETHER

We believe in the power of collaboration and what can be achieved when we all work together.


BE OUR BEST

We're always improving, being curious and pushing ourselves to inspire, learn, adapt and grow.

SITA's vision is easy air travel every step of the way.

Our four employee values foster this simple but powerful vision, supporting high performance and delivery of our strategy, and helping to shape our working experience every day at SITA.

Bravo is our employee recognition program. It's peer-led, allowing any employee to use an online form to easily nominate a colleague or cross-functional team for outstanding modelling of the SITA values. 35% of employees received one or more Bravo awards in 2019.

The SITA Council Awards provide further opportunities to showcase team successes in innovation and stepping up for the customer. This year our employees submitted more than 30 projects for consideration by the Council. The innovation award went to a SITA team for creating a novel outdoor workspace using inflatable shelters to install onboard Wi-Fi for Philippine Airlines. Two further awards went to teams at Cochin International Airport and Bhubaneswar Airport for their exemplary work safeguarding terminal equipment and services during extreme weather.

GOVERNANCE

SITA is not a publicly traded company. Created by the air transport community, SITA is 100% dedicated to meeting the community's needs for IT and communications.

Responsibility for decision-making on economic, environmental and social topics happens at several levels.

Detailed information on the composition and structure of our organization as it pertains to financial and other annual reporting requirements is included within the SITA Group Financial Statements and SITA Group Annual Report.

SITA Board: includes the CEO and ensures the effective operation of the company overall.

SITA Council: represents members' interests and serves as the governing body for the SITA Air Transport Community Foundation.

Audit and Risk Management Committee: reviews all risks recorded in the corporate risk register, including any related to economic, environmental and social impacts.

Executive Leadership Team (ELT): responsible for corporate strategy, policies, and organizational structure, including those related to economic, environmental and social impacts.

CSR Office: defines strategy, approach and targets and carries out day-to-day program management, reporting to the Executive Leadership team and on matters of the SITA Air Transport Foundation to the SITA Council.

	SITA Board	SITA Council	Audit & Risk Management Committee	Remuneration Committee	Nomination Committee	Membership Committee	Trade Compliance Committee	Executive Leadership Team
Average Tenure	3.2	3.0	3.1	2.7	3.7	2.7	1.6	-
Men	10	26	6	7	11	4	3	8
Women	4	5	3	2	2	1	2	3
TOTAL	14	31	9	9	13	5	5	11
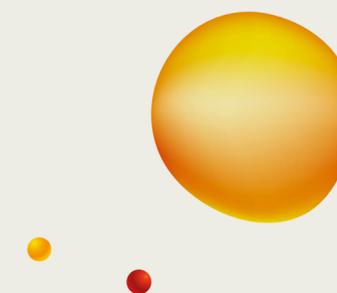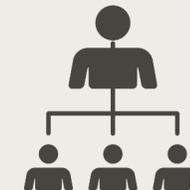
DOING BUSINESS THE RIGHT WAY

RADAR is our online reporting portal and dedicated telephone line supporting confidential and anonymous reporting of issues.

- Anti-bribery & corruption
- Data privacy
- Employment practices
- Environmental health
- Safety and security
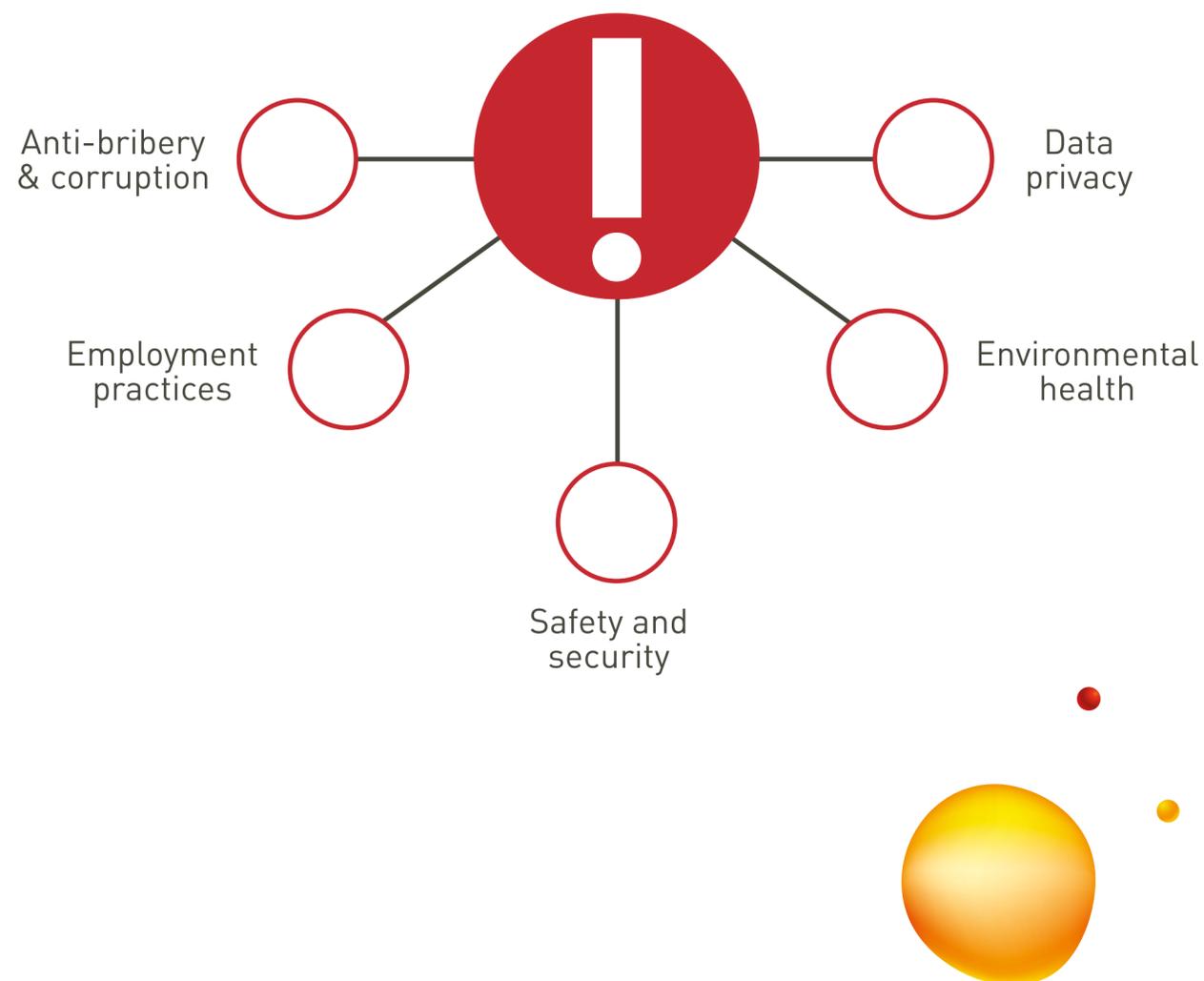
Wherever we are in the world, we are committed to doing business the right way by acting honestly and fairly, complying with laws and regulations and adhering to policies and procedures.

Our Ethics Program is endorsed by our CEO and the SITA Board and acts as an umbrella program bringing together compliance activities on anti-bribery and corruption, trade controls, data protection and competition. Raising awareness of and educating employees on ethics, compliance and the applicable laws and regulations is a fundamental part of our governance.

At the beginning of each year a training and communication plan is produced to provide a clear view of the year ahead. As part of the plan, all employees are required to complete mandatory e-learning on our Code of Conduct, anti-bribery and corruption and trade sanctions every year. Targeted in-person training is conducted whenever possible and we have introduced biannual compliance risk assessments across the globe to identify key risks to enable the prioritization of resources more effectively.

SITA's Corporate Policies describe the way in which SITA requires all employees to behave and/or conduct business on SITA's behalf. In 2019 we launched a new Disclosures Policy and Disclosures Register to all permanent employees. The policy requires employees to record all gifts, hospitality or entertainment given or received to or from third parties and disclosure of any potential or actual conflict of interest.

Our employees can raise questions and report concerns about ethics-related matters using our internal confidential reporting system known as RADAR. Reports can be made anonymously either through the web platform or via live operators and all submissions are investigated promptly and thoroughly with feedback provided as appropriate and in a timely manner.

SITA will not tolerate retaliation against anyone making reports in good faith. Any retaliation will be treated as a violation of our Code of Conduct. Where appropriate, disciplinary action up to and including dismissal may be taken, and/or additional guidance and training will be provided.
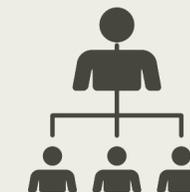
DATA PROTECTION AND INFORMATION SECURITY

30+
data protection and security awareness training events and activities delivered to employees in 2019

100+
airports protected by SITA's Airport Security Program

ISO 27001
certified at our two global command centers in Singapore and Montreal

PCI-DSS
compliant for 30+ data center applications
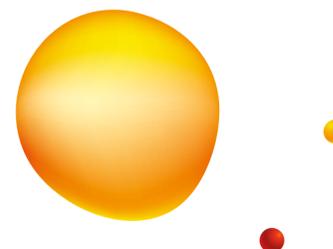
We are committed to ensuring the reliability and security of systems used within our organization and by our customers in the air transport industry, and to the integrity and privacy of personal data held within these systems.

We do this through dedicated resource, strong security governance, policies and standards aligned with ISO27001/2 standards, certification and compliance for relevant applications and services, a privacy-by-design framework to support privacy regulation compliance, and a wide range of continually evolving control measures, monitoring, modelling, testing, training and awareness activities.

We continue to monitor legislation across the globe to ensure our data privacy obligations are best practice. In 2019 we deployed a range of new policies and processes to address requirements under General Data Protection Regulation (GDPR). A program of awareness training ensures our employees understand the privacy requirements across the business and can respond to requests from individuals on the processing of their personal data and enquiries from our customers and other commercial entities.

Throughout 2020 we will be rolling out a SITA Privacy by Design (PbD) Framework which builds on the work completed for GDPR and helps ensure that privacy considerations are embedded throughout every stage of the data lifecycle.
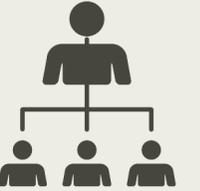
OUR SUPPLY CHAIN

583 key suppliers accounted for around 95% of our spend in 2019

3,500 approximate number of suppliers we transacted with in 2019
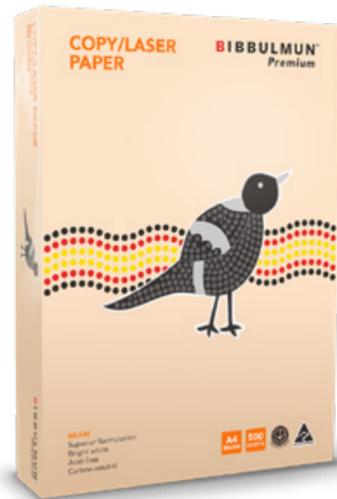
Our Purchasing Policy ensures we're open to supporting local communities when it's the right thing to do. One example is our Sydney office where we source all our stationery supplies from Bibbulmun, a charitable organization that supports Indigenous community projects.

As a global provider of IT and communications solutions to the air transport industry, our supply chain is geographically spread and complex.

Our Terms and Conditions set out the requirement for suppliers when supplying SITA, and we expect our suppliers to follow SITA's Supplier Code of Conduct which is available on our website.

Our Purchasing Policy governs the purchase of all goods and services, providing details on both the selection criteria and the due diligence requirements on new and existing suppliers. During the new supplier set up process, all suppliers are screened for restricted parties using an external tool. Key suppliers are required to complete a self-assessment that enables us to assess their performance and which provides a calculated risk assessment for the likelihood modern slavery in the supply chain.

As an air transport industry technology provider, we consider the risks of forced labor in our own operations to be low. As a purchaser of IT assets, however, we are cognizant of labor and environmental risks associated with their manufacture and disposal. Our corporate risk register includes, therefore, risks associated with modern slavery and IT waste disposal, and these are monitored at the highest governance level by SITA's Audit & Risk Committee.

We developed a bespoke Modern Slavery Awareness course during the year to ensure employee awareness as required by Section 54 of the UK Modern Slavery Act 2015. All UK and all purchasing employees are required to complete the course in 2020.

SITA, as a responsible business, is committed to paying suppliers in a timely fashion. We are members of the Prompt Payment Code in the UK, and participate in providing information on our payment schedules half yearly.

OUR PEOPLE
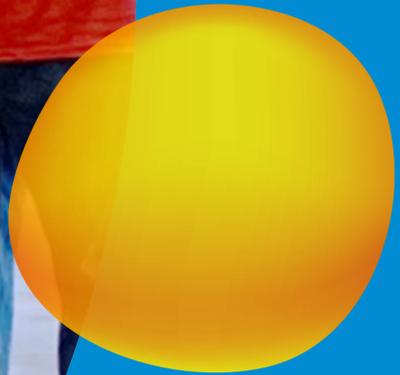
GLOBAL AND DYNAMIC

Total employees

1,046 (21.3%) Women

3,866 (78.7%) Men

4,913 Permanent Employees

1,425 Offshore FTE

449 Contingent Workers

79 Students/Graduates

37 (46.8%) Women   42 (53.2%) Men

39 Fixed Term Contractors

8 (20.5%) Women

31 (79.5%) Men
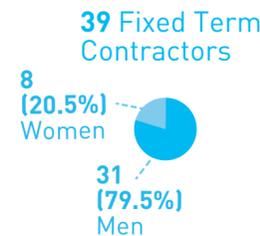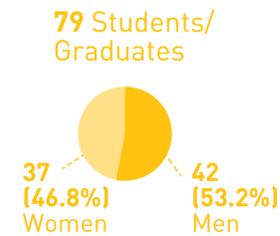
At 31 December 2019, SITA's workforce comprised 5,031 permanent, fixed term contract and student employees, 449 contingent workers, contracted as required for an indefinite term, and 1,425 full-time equivalent (FTE) offshore resources through partner organizations in India, Europe and Central America.

Offshore resourcing extends our geographical coverage and complements our expertise when needed in solutions support, testing and development. We have reduced our offshore resourcing by 20.6% compared to 2018.

Of our 5,000-plus employees, just over 2,000 work in service management roles and a little more than 1,000 work in technology management roles.

Region	Permanent	Fixed term	Contingent worker
EUR	1571 (87.5%)	55 (3.1%)	169 (9.4%)
AME	1457 (90.3%)	24 (1.5%)	132 (8.2%)
MAI	1193 (90.8%)	17 (1.3%)	104 (7.9%)
APA	692 (91.3%)	22 (1.9%)	44 (5.8%)

Permanent   Fixed term   Contingent worker
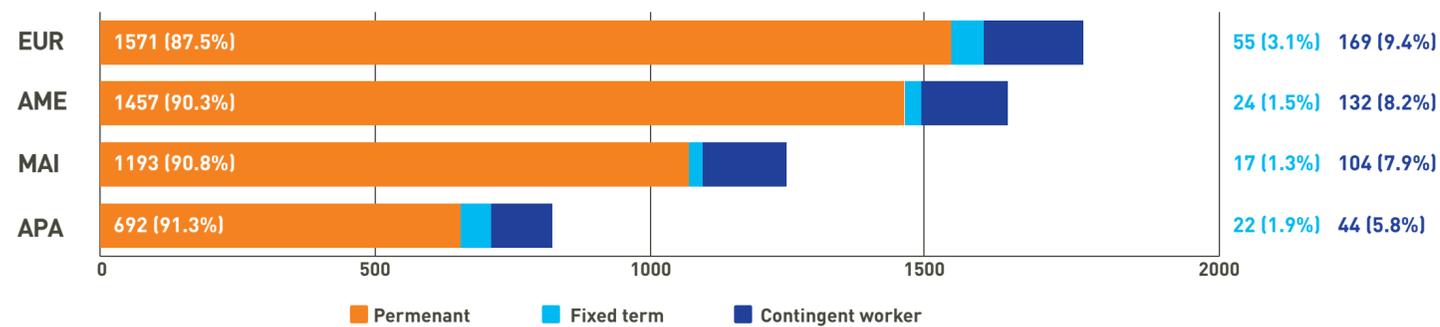
A DIVERSE WORKFORCE

SITA employees, by gender

Women 21.3%	Men 78.7%

Strong pay equity globally

Women 22.5%	Men 77.5%

Women's share of overall remuneration

Men's share of overall remuneration
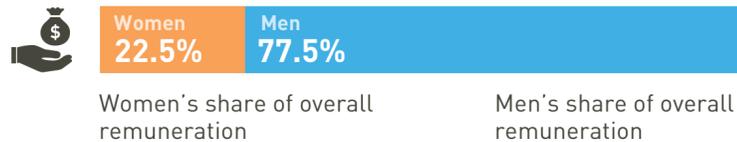
Improving gender balance in younger hires

	Women	Men	Overall
Under 30 Years	28%	72%	9%
30-50 Years	21%	79%	66%
Over 50 Years	21%	79%	25%
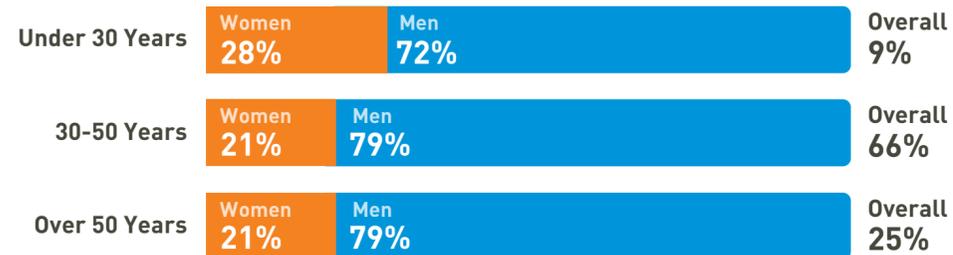
Near gender parity among students

	Women 47%	Men 53%
Student employees		

Proportionally equal gender representation in senior roles

Professional   Leadership

Women	10%	47%	37%	6%
Men	24%	34%	36%	6%

Associate   Management
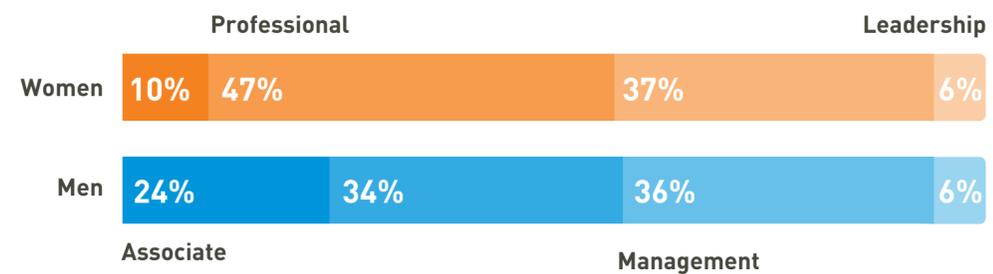
With a global reach like few others, SITA is geographically and culturally diverse by nature.

Through management awareness and training, and by scrutinizing our hiring and review practices, we're working to ensure we reflect other diversity categories just as clearly.

In 2019 women made up just over 21% of our employees, a ratio fairly typical of the technology industry. Women at SITA, however, are proportionally as likely to be in management and leadership roles as men, which is a significant equity measure, as are our strong records on gender balance in younger hires, pay equity and flexibility.

Roles at SITA are typically full time, with part-time roles offered on individual requests for flexibility and in line with local laws. 1.5% of SITA employees work part time (4.8% of women and 0.6% of men) and there is, as a global principle, no distinction made between benefits provided to full-time and part-time employees.

YEAR OF LEARNING

40 target hours of learning per employee

10% increased training budget in 2019

43% above learning target globally for the year

52.9 average learning hours per person

51.3 average learning hours (women)

53.3 average learning hours (men)
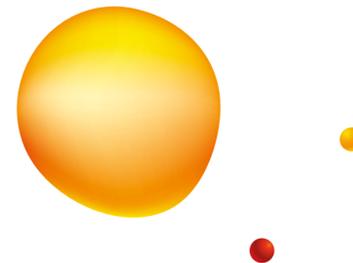
Learning and development are fundamental to working at SITA.

It is standard for all active SITA employees to have formally recorded individual development plans, goals for the year, regular performance reviews and a year-end review.

In 2019 we launched the Year of Learning, with all employees set a challenge to allocate a minimum of 40 hours, within their normal contracted work hours, to learning – or 203,000 hours overall.

To support this effort, we increased our training budget by 10%, updated our learning platform, and rolled out a new bundle of compliance and mandatory learning modules called Get Set Go. Our employees far exceeded the expected target, clocking up 289,420 hours of learning in the year.

GET SET GO

Anti-bribery

Environmental Sustainability

Code of Conduct

Reputation Management

Trade Sanctions

EMPLOYEE RETENTION

Employee Turnover

TOTAL	JOINERS	LEAVERS
	754	546

BY GENDER	JOINERS	LEAVERS
WOMEN	206	169
MEN	547	377

BY AGE GROUP	JOINERS	LEAVERS
50+	73	158
30-49	506	327
UNDER 30	175	61

BY LOCATION	JOINERS	LEAVERS
MEIA	221	90
EURO	294	235
APAC	98	66
AME	141	155

VOLUNTARY TURNOVER RATE

2019
6.1%

29%
of roles filled by internal candidates

39%
of leadership roles filled by internal candidates
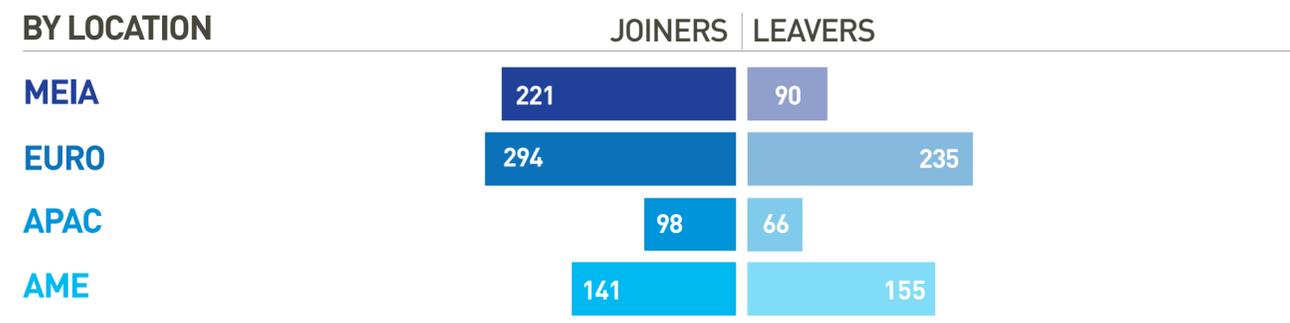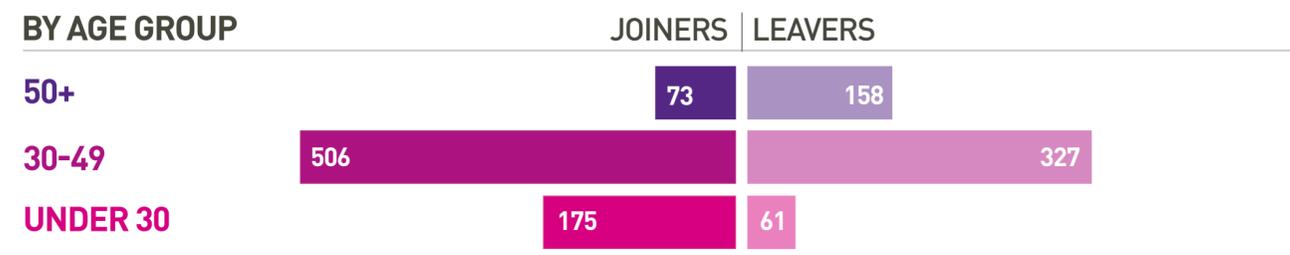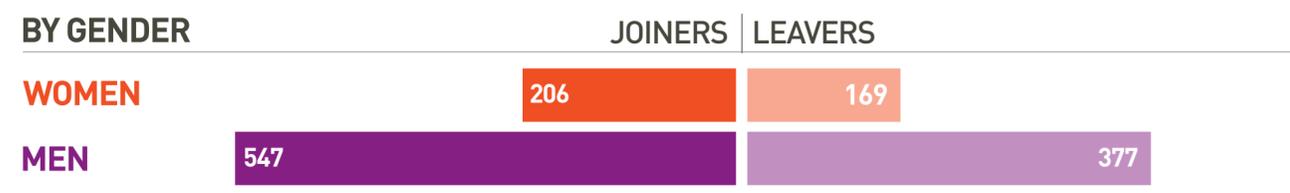
We maintain very high standards of labor conditions for all our people, whether directly employed, temporarily contracted or engaged through partner organizations.

Our number of permanent employees increased by 3% in 2019. In the same period our voluntary turnover rate decreased from 6.7% to 6.1%.

In the 200 countries and territories where we provide services, including 127 where we have permanent employees, we meet and exceed the requirements of local laws and regulations as well as International Labour Organization (ILO) conventions.

WELL AT WORK

International Women's Day in Q1 inspired employee events dedicated to women's leadership, health, motivation and inclusivity. Our Women Empowered employee resource groups and 15 of our largest locations took time out to celebrate and support causes including girls in STEM outreach, women's career development and finances, helping women out of poverty and domestic violence, and breast cancer awareness.

Bookmarked by Earth Day and UN World Environment Day, we set aside time in Q2 to take care of the environment and our own wellbeing while at work. We planted trees in India, picked litter in London, Madrid, Bohemia and San Diego, cleared greenspaces and beaches in Geneva, Frankfurt, and Montreal, and began a major switch to reusable and zero waste kitchen supplies at our largest locations.

OPEN DAY

Open Day in September has become an annual fixture at SITA and a chance for employees in 33-plus office locations around the world to network and share experiences. Learning modules this year covered SITA products and innovations, service management, industry trends and our sustainability program. The day was a clear success, rated 5.4 out of 6 in a survey completed by over 1,000 employees.

MOVEMBER

Along with the now traditional "best-in-beard" competitions in Movember, men's health events in the last quarter raised awareness and funds for men's physical and mental wellbeing and included sessions on fitness, motivation, money matters, adapting to change, and dealing positively with stress.

The health and wellbeing of our employees is top priority, and we act at global and local levels to ensure a well workforce and healthy workplaces.

Through our Well at Work program employees can access free, confidential 24/7 support from our global Employee Assistance Provider (EAP) on matters related to physical, mental, social and financial wellbeing. The program also promotes employee health and wellbeing through scheduled activities, events, and workshops organized through local HR management. In 2019 these activities followed a theme each quarter as shown here.

As our employees are based primarily in office environments, the risks of accident and injury at work and of occupation related diseases are relatively low.

A master Health, Safety and Security Policy serves as a basis for policies and procedures at our offices that comply with local regulations. In our seven ISO 14001 certified offices, these local policies and procedures are closely aligned with emergency response controls and are subject to internal and external audit on a regular basis.

ENVIRONMENTAL PERFORMANCE

OUR ENVIRONMENTAL COMMITMENTS

33 offices held Environment & Sustainability workshops on Open Day

81% of office-based employees work in locations where we measure environmental data

90% of office-based employees were welcome to attend these workshops

45% of office-based employees work in locations certified ISO 14001:2015

84% of employees completed Environmental Awareness at SITA online training

17,002 pieces of IT equipment were recycled in 2019 in 48 countries

SITA is committed to understanding and managing our environmental impacts wherever we are in the world.

We do this through our corporate environment policy, by measuring environmental data at key sites, through our carbon offset program, and by our adoption of ISO14001:2015 (Environmental Management Systems) as a framework for measurement and improvement.

SITA Corporate Environment Policy is readily available to our workforce. To ensure these principles and activities are well understood by our employees, we deliver bespoke training through online learning and workshops such as those at our Open Day in September 2019.

Safe and responsible recycling of IT assets, be they SITA's own assets or those of our customers, is an important part of our Environment Policy, and we have strict rules and processes in place for recycling these assets. Working with a limited number of approved suppliers around the world in order to effectively monitor and ensure compliance, we recycled over 17,000 pieces of IT equipment in 2019 – around half on behalf of customers, and the remainder from our own operations.

ENVIRONMENTAL MANAGEMENT AND PERFORMANCE

We started measuring environmental data at our larger offices in 2011 using a central environmental management system (EMS) platform for analysis and reporting.

In 2014 we took a strategic decision to adopt ISO 14001 as our framework for managing environmental impacts. Not only does this demonstrate our sustainability commitment to our stakeholders, it provides externally audited assurance of our approach and ensures continual improvement.

In 2019 we were proud to achieve ISO 14001:2015 certification at our design and manufacturing facility in Burlington, Ontario. This means that the new family of SITA self-service terminal equipment is produced in an ISO 14001:2015 certified facility.

We measure energy, emissions, water, paper and other environmental data at 25 of our larger offices. Seven of these locations are also ISO 14001:2015 certified.

LONDON
ISO 14001

BURLINGTON
ISO 14001

MONTREAL
ISO 14001

LETTERKENNY

ROME
ISO 14001

PARIS

PRAGUE

ISLIP NY

MADRID

HONG KONG

BEIRUT

ATLANTA
ISO 14001

CAIRO

DUBAI

GENEVA
ISO 14001

DELHI (2)

FRANKFURT

AMMAN

SÃO PAULO

MUMBAI

JOHANNESBURG

SINGAPORE
ISO 14001

RIO DE JANEIRO

SYDNEY

ENERGY

61,581,478 MJ
energy consumption at measured locations

↓ **1%** since 2018

↓ **18.4%** since 2011

983 MJ/m²
energy intensity at measured locations

↓ **3.8%** since 2018

↓ **32.9%** since 2011

42.2%
of measured energy is from renewable sources

100%
renewable energy used at six locations

8
locations use a mix of renewable energy (between 32% and 95%)

40%
of office-based employees work in locations that use renewable energy

In 2019 we were able to capture energy data within our organization at 26 office locations, including our Atlanta data center. This is four more locations than in previous years, and includes nine of our 10 largest offices.

The energy consumption reported here is from electricity used for power, lighting, heating and cooling. Energy intensity is calculated by dividing electricity consumption by occupied floor space.

For the first time we are able to report how our energy consumption splits between renewable and non-renewable fuel sources.

We have embarked on a program to switch to 100% renewable or carbon offset electricity for all our largest premises over the next two years. It forms part of our commitment to be carbon neutral by 2022.

EMISSIONS

0.098 tons CO_2e/m2
operations emissions intensity

↓ **50.6%** since 2011   ↓ **13.4%** since 2018

5,972 tons CO_2e
emissions from operations Scope 2

↓ **41.3%** since 2011   ↓ **12%** since 2018

15,471 tons CO2e total combined Scope 2 and 3 emissions in 2019

9,499 tons CO_2e
emissions from business travel (Scope 3)

↓ **9.2%** combined emissions reduction since 2018

↓ **7.3%** since 2018

In our environmental management system we capture emissions from two sources: operational energy consumption from electricity used at our offices (Scope 2) and employee air and rail business travel (Scope 3).

We achieved a beyond target drop in operational energy emissions this year by sourcing renewable energy at 12 of the offices where we measure energy consumption. We expect this trend to continue as more of our offices make the switch to renewables.

Business travel emissions also decreased, as did emissions overall, thanks to continued investment in improving collaboration tools that reduce the need to travel. We have also taken time to review and revise our air travel information sources and calculations to ensure more accurate mileage data and emissions factors going forward.

DEFRA (2019) emissions factors have been used for travel and UK operations emissions. For all other calculations, International Energy Agency (2019) factors have been used.

Where we are using part renewable energy, a pro-rata has been applied.

For emissions intensity we use the number of square meters of occupied space as the normalizing factor.

GOING GREEN AT SITA OFFICES

9.4%
reduction in water consumption at 3 key sites since 2015

15.2%
reduction in paper per person use since 2018

Water measurement by location

Location	Atlanta	Prague	Singapore	Total
Baseline water stress	High (40-80%)	Low (<10%)	Low (<10%)	
Consumption in megaliters	8.9	1.26	4.85	15.1
Change since 2018	-9.5	-3.5%	18.2%	-1.5%
Change since 2015	-26.0%	3.9%	-13.1%	-20.3%

Baseline water stress determined using the Aqueduct Water Risk Atlas, March 2020.
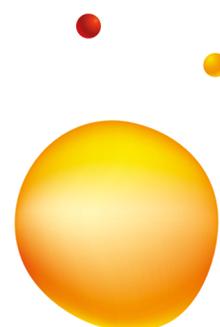
We've been tracking paper consumption since 2011 and water consumption at three key sites since 2015. Both measurements form part of our annual environmental performance targets.

We continue to reduce paper consumption year on year, enabled by better collaboration tools and new work habits. Paper consumption overall decreased 14.3% in the year, with a 15.2% reduction in paper consumption per person. For further reductions we'll look to identify specific paper-intensive business processes and seek alternatives.

Water consumption went down 1.5% during the year, and shows a significant drop over a four-year period. We're now collecting water data at 13 locations in total, which will help us to understand water usage patterns more globally and to refine target reductions.

We've also begun an initiative to standardize good environmental practices at SITA offices, beginning with the 10 largest offices where 49% of our employees work.

These 10 locations are off to a good start with sustainable practices like these:

- 100% recycle paper and most recycle plastic and metal containers too.
- 70% also collect hard to recycle items like batteries and small electronics.
- 100% feature adaptive and automated LED lighting and fittings that maximize daylight.
- 100% have dedicated video conferencing suites.
- 60% have meeting rooms equipped with USB plug-n-play video conferencing.
- 60% have phased out disposables in the kitchens, provided reusable cups and cutlery, and/or use bean-to-cup coffee machines.
- 50% enable green transport with cycle to work schemes, EV charging points, parking restrictions or public transport allowances.

TOWARDS CARBON NEUTRALITY

PLANET+

SITA's carbon neutral program

UGANDA
17,500 trees planted

KENYA
15,000 mangroves planted

GUATEMALA
1.6m litres of clean water for 56 schools

RWANDA
Solar power, hygiene and sanitation at three schools

INDIA
7,500 solar powered lights installed and solar powered digital classrooms enabled at 37 schools

BORNEO
5,000 mangroves planted and orangutan habitats restored
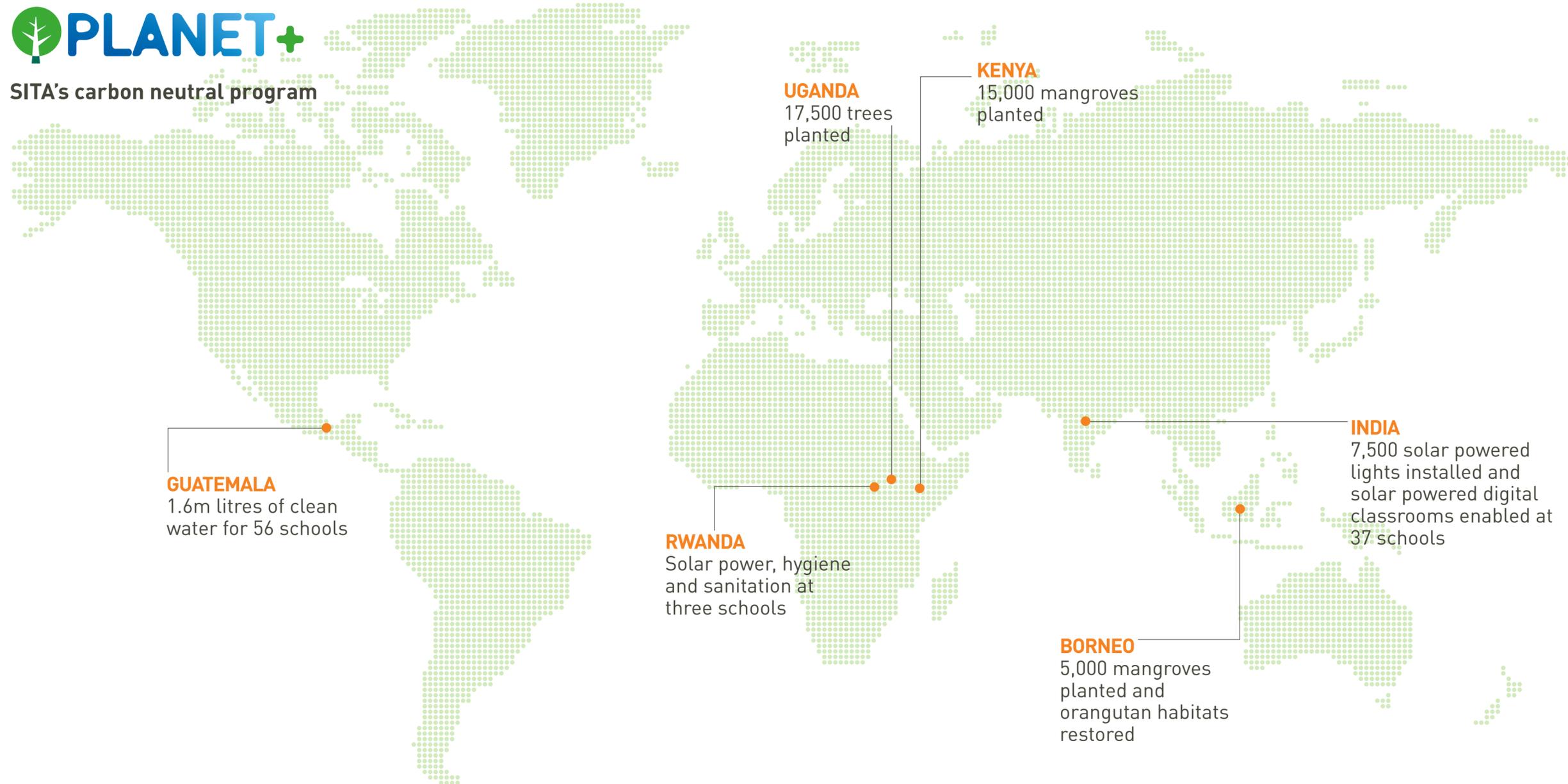
In 2018 we began offsetting employee business travel through an internal carbon levy.

In the last two years this has enabled us to offset of 25,500 tons of CO_2e by funding verified carbon programs around the world that support the UN Sustainable Development Goals.

We took the program a step further in 2019, establishing a baseline carbon footprint under the carbon neutral protocol that includes not only emissions from business travel and energy shown in this report, but also emissions from shipping, waste, data centers, and electricity transmission and distribution.

Using this baseline footprint, we've launched our aim to be carbon neutral by 2022. We call the program Planet+ and it's organized along three key themes:

- **'Travel Smart'** aims to reduce our travel footprint.

- **'Office Smart'** helps build sustainable workplaces through collaboration technology and renewable energy.

- **'Planet Smart'** uses carbon credits to offset what we can't remove or reduce.

OUR COMMUNITIES
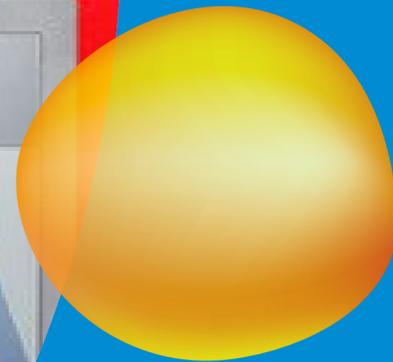
VOLUNTEERING AND AND EMPLOYEE FUNDRAISING

2,458
volunteer hours devoted to community causes

US$19,501
raised by employees for local charities in 2019

US$188,586
raised by employees for local charities to date

SITA VIVA is the name of our volunteering and philanthropy program. It stands for "Value In Volunteer Action" and it gives SITA employees a full day's paid leave for voluntary and charitable activities each year.

In honour of our 70th anniversary in 2019 we set our locations a challenge to organize 70 charitable team activities for employees. By year end we exceeded our goals with 72 team activities at 28 locations around the world and a total of 328 volunteer days.

Find out more about the wide range of charitable events and activities organized by our people around the world by following our social media channels.

CSR COMMITMENTS

South Africa

8
school computer labs funded and installed by SITA since 2011

100
learnership contracts granted to date

US$1.1
invested in learnerships and school computer labs to date

16
learnership contracts granted in 2019

India

US$71,500
granted in total in 2019

7
charitable organizations received SITA India corporate funding in 2019

SITA demonstrates its commitments to supporting economic empowerment for disadvantaged groups and to meeting its corporate social responsibility requirements in a number of ways.

SITA South Africa is currently credited as a Level 4 Contributor, ICT Sector Code under the Broad-Based Black Economic Empowerment (B-BBEE) Act 2003. Each year we provide fully paid one-year learnership contracts to students to complete technical IT related accredited programs. In 2019 we were pleased to welcome 16 new learnership students to work with us.

We also invest in building school computer labs to ensure schools in disadvantaged areas can offer an ICT curriculum. In 2019 we were proud to open a new, fully equipped computer lab at Phumulani Secondary School in Katlehong, the eighth lab funded and installed by SITA in South Africa.

In India we are committed to meet our corporate social responsibility requirements under the India Companies Act 2013. In the year ending March 2019, SITA India increased annual funding by 7.3% to 5.5m INR (US$71,500) to provide much-needed funding to a range of local and national charities and non-governmental organizations selected by our India CSR Committee.

During the year this funding supported children's education programs at SOS Children's Villages, Khushii, Khushboo and the Anchal Charitable Trust, food distribution through the Ashaya Patra Foundation, as well as ongoing work by rural development organization Vikas Sahyog Pratishthan and the Blue Cross animal charity.
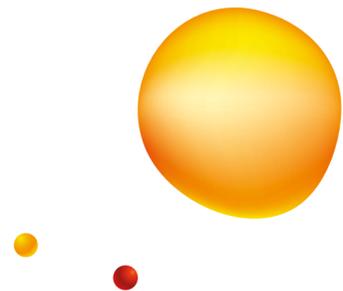
AN AWARD-WINNING FOUNDATION

2014 – 2019 Foundation achievements

85,000+
students positively impacted

1,500+
PCs installed

6
schools equipped with solar power

51.4%
girl students with access to IT and education

17
brand new computer labs built at schools

244
International Computer Driving License (ICDL) courses funded

356
teachers trained

74
computer labs created and equipped in total

39
entrepreneur grants

The SITA Air Transport Community Foundation was developed in 2014 under the guidance of the SITA Council with the aim of providing ICT and education to young people in Africa.

Recognizing a growing youth population on the continent and a skills gap in ICT, the Foundation seeks to ensure opportunities for technology and aviation that the African continent presents are not lost.

To date, more than 85,000 children and young people have benefited from Foundation-funded projects realized by our charity partners Computer Aid, Peas, and the University of the Witwatersrand.

We're proud to announce that in 2019 the SITA Air Transport Community Foundation won the IEMA Sustainability Impact Award for Community Social Value, received 'silver' in the 'Best Foundation' category of the Corporate Engagement Awards and was shortlisted for the Responsible Business Awards for Community Impact.

IEMA Transforming the world to sustainability
IEMA Sustainability Impact Awards 2019
WINNER

CEA The Corporate Engagement Awards 2019 **SILVER**
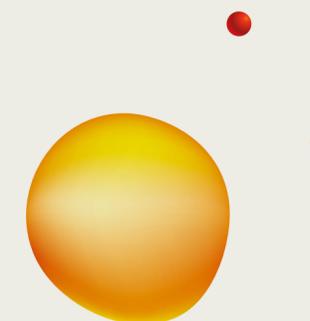
2019 FOUNDATION ACTIVITIES

SITA Air Transport Industry Foundation projects are designed to provide sustainable solutions and include elements such as teacher training, IT maintenance and solar power.

Programs with at least 50% girls

ETHIOPIA

75 teachers across 25 SITA Foundation funded primary schools in Amhara trained to ICDL standards.

ZIMBABWE

ICT and ICDL skills extended to teaching staff at 11 SITA Foundation funded school computer labs.

UGANDA

New ICT block at PEAS Lamwo Kuk Ki built, furnished and equipped with 30 PCs and solar power.

2 classrooms converted to ICT labs at PEAS Frontier and Nangonde and equipped with 30 PCs and solar power.

Teachers across all PEAS Uganda schools with SITA Foundation funded labs trained to improve ICT skills and maintenance.

SOUTH AFRICA

13 BSc / MSc / PhD student bursaries funded at Wits University in engineering and aeronautical subjects.

ZAMBIA

New ICT / science block built at PEAS George using new and repurposed SITA Foundation funded kit.

Coding clubs implemented at 10 secondary schools across Lusaka.

CAREER AND HIGHER EDUCATION PROGRAMS

MOSCOW
- Co-operative education program with Moscow State University of Civil Aviation

LONDON
- Heathrow apprenticeship program
- Accelerate graduate program

LETTERKENNY
- University of Ulster (Magee) internship program
- Accelerate graduate program

PRAGUE
- Accelerate graduate program (starting 2020)

ATLANTA
- Accelerate graduate program
- Junior Achievement (JA) volunteer program

TIANJIN
- Scholarship program with the Civil Aviation University of China

AMMAN
- Internship, upskilling and hiring program with Al Hussein Technical University

RIO DE JANEIRO
- Volunteer student mentoring program with Associação Vencer

JOHANNESBURG
- B-BBEE learnership program
- Foundation bursary funding for Wits University students

SITA's global presence puts us in a unique position to help young people around the world into promising careers.

At year end in 2019, 79 students were employed at SITA. This included 22 graduates hired through "Accelerate", a two-year program that gives recent STEM or business graduates a start in software development, quality assurance, service designers, solution engineering and other IT specialisms.

Support for student and graduate development also extends to fully paid internships, apprenticeships, mentoring, and university partnerships. In Letterkenny 130 students to date have participated in our fully paid internship program with the University of Ulster (Magee). In Johannesburg we've welcomed 100 students to date on fully paid one-year learnerships, and our network infrastructure apprenticeship program at London Heathrow Airport led to permanent employment for two recent graduates.

We also co-operate with universities in Russia, China, South Africa and Jordan on programs that help ensure alignment between learning aims and technology industry requirements.

MANAGEMENT AND REPORTING

MANAGEMENT APPROACH AND REPORTING BOUNDARIES

Material topic	Management approach
Operational excellence and customer satisfaction	Member ownership and governance participation, collaborative engagement through multiple channels, customer co-creation
Product and service innovation	Innovation Board, ideation campaigns, strong patent development
Responsible procurement	Purchasing policy, Supplier code of conduct, mandatory training and awareness, risk register for modern slavery in the supply chain
Employee talent, acquisition and retention	Values, Year of Learning, BRAVO awards, development and performance regimes, long service awards
Labor and working practices	Occupational health and safety regimes, Well at Work program
Diversity and inclusion	Hiring awareness and monitoring, efforts targeted by location
Environmental management and compliance	Environment Policy, ISO 14001:2015 certification, environmental management system platform, annual targets, mandatory training and awareness
Management of end-of-life equipment	Strict supplier control, risk register for IT asset recycling
Supporting sustainable aviation goals	Air Transport Action Group (ATAG) membership, mandatory training and awareness
Supporting local communities	Volunteering and philanthropy, graduate and higher education programs, Foundation and carbon offset program funding
Local economic contribution	Charitable fundraising and sponsorship, Foundation and carbon offset program funding
Human rights	SITA Code of Conduct, UNGC participation, training and awareness
Business integrity	Ethics program, mandatory training and awareness
Data protection and information security	ISO 27001 certification and alignment, PCI-DSS compliance, GDPR compliance, mandatory training and awareness
Certification and assurance of best practice	Certification to ISO and other international and national frameworks

Our approach to managing material topics is detailed throughout this report and summarized here for clarity.

The material issues are considered relevant within the boundary of the SITA Group organization. This was assessed by reviewing whether the impacts occur inside or outside the organization as per the GRI guidelines on defining boundaries.

The scope of reporting extends to areas of SITA Group activities where information can be obtained using the following methodology. SITA's CSR office requests and consolidates relevant data and information from the respective departments, individuals and systems within SITA, and prepares the report to the best of our knowledge for the the period 1 January to 31 December 2019. The scope of reporting excludes SITA's subsidiaries CHAMP Cargosystems and Aviareto.

There have been no changes to the scope or boundaries since the last report issued in June 2019. No significant feedback specific to the previous year's report has been received from stakeholders.

There were no significant changes to our size, structure, ownership or supply chain between 2018 and 2019.

Changes in employee numbers and offshore engagement are detailed in the Our People section of this report. Minor changes include:

- Small changes to employee numbers and offshore engagement detailed in the Our People section of this report.

- An ad hoc Trade Compliance Committee, first convened in 2018, became a permanent SITA Board Committee in the second half of 2019.

- Floorspace was reduced in Geneva and Atlanta, increased in Islip, NY, and 70 hot desks were added at our Montreal office.

- SITA acquired 100% of Software Design, an Italian software and solution integrator tailored to airports.

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
GRI 102: General Disclosures 2016					
102-1	Name of the organization	Cover			
102-02	Activities, brands, products, and services	12	Product and service innovation, Operational excellence and customer satisfaction, Supporting sustainable aviation goals	Principle 8: Environment, SDG 9, SDG 13	See also www.sita.aero/about-us/who-we-are, www.sita.aero/solutions-and-services/solutions, www.sita.aero/about-us/sita-membership, and SITA Group Consolidated Financial Statements 2019: General Information.
102-03	Location of headquarters	13			SITA is headquartered in Geneva, Switzerland.
102-04	Location of operations	13			See www.sita.aero/about-us/contact-us
102-05	Ownership and legal form	15			Detailed information on the composition and structure of our organization is included in the SITA Group Consolidated Finaincial Statements 2019 under General Information.
102-06	Markets served	12			
102-07	Scale of the organization	13			See SITA Group Consolidated Financial Statements 2019.
102-08	Information on employees and other workers	13			Figures are at year-end from our HR information systems. Employment does not vary seasonally.
102-09	Supply chain	18	Responsible procurement	Principle 7 & 8: Environment, SDG 9, SDG 13	See www.sita.aero/about-us/working-for-the-community
102-10	Significant changes to the organization and its supply chain	39			
102-11	Precautionary Principle or approach	See commentary			SITA adopts a precautionary approach with regards to Principle 15 of the Rio Declaration on Environment and Development.
102-12	External initiatives	7			
102-13	Membership of associations	7, 10			See www.sita.aero/about-us/sita-board-council-members
102-14	Statement from senior decision-maker	5			
102-15	Key impacts, risks, and opportunities	9			
102-16	Values, principles, standards, and norms of behavior	14, 16			
102-17	Mechanisms for advice and concerns about ethics	16	Business integrity	Principle 10: Anti-corruption	
102-18	Governance structure	15			
102-19	Delegating authority	15			

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
102-20	Executive-level responsibility for economic, environmental, and social topics	15			
102-21	Consulting stakeholders on economic, environmental, and social topics	6, 10, 15			
102-22	Composition of the highest governance body and its committees	15			We are able to report a governance body membership breakdown by gender only.
102-23	Chair of the highest governance body	See commentary			The CEO sits on the Board but not as chairman.
102-24	Nominating and selecting the highest governance body	See commentary			Selection of the SITA Board and Council is directed by the Articles of Association for SITA SCRL.
102-26	Role of highest governance body in setting purpose, values, and strategy	15			
102-29	Identifying and managing economic, environmental, and social impacts	15			
102-30	Effectiveness of risk management processes	15			
102-31	Review of economic, environmental, and social topics	See commentary			Corporate risk register reviews include economic and social risk registered topics and take place quarterly with the ELT and Audit and Risk Management Committee.
102-32	Highest governance body's role in sustainability reporting	15			
102-33	Communicating critical concerns	16			
102-40	List of stakeholder groups	10			
102-41	Collective bargaining agreements	See commentary	Labor and working practices	Principle 6: Labor	We have collective bargaining agreements in place in 17 countries representing 12.2% of SITA's directly employed workforce. All these agreements contain guidelines on rules of engagement for negotiations.
102-42	Identifying and selecting stakeholders	6			
102-43	Approach to stakeholder engagement	10			
102-44	Key topics and concerns raised	6			See www.sita.aero/air-transport-it-review/trends
102-45	Entities included in the consolidated financial statements	See commentary			See SITA Group Consolidated Financial Statements 2019.
102-46	Defining report content and topic Boundaries	39			

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
102-47	List of material topics	6			
102-48	Restatements of information	See commentary			Errors in the 2018 CSR Report version submitted to the UNGC and shared at the AGA were corrected in the final version published on sita.aero and on the SITA intranet. These included incorrect figures in the pay equity chart (p.16), a unit error on emissions intensity (p.19), an incorrect paper reduction figure (p.19), and incorrect figures in the water table chart (p.20).
102-49	Changes in reporting	6			
102-50	Reporting period	See commentary			This report covers the corporate social responsibility activities of the SITA Group from January to December 2019.
102-51	Date of most recent report	See commentary			The last report was published in June 2019 and covered the period January to December 2018.
102-52	Reporting cycle	See commentary			The reporting cycle is annual.
102-53	Contact point for questions regarding the report	Back Cover			
102-54	Claims of reporting in accordance with the GRI Standards	See commentary			This report has been prepared in accordance with GRI Standards: Core option.
102-55	GRI content index	40-46			
102-56	External assurance	See commentary			It is not SITA's policy to assure non-financial reports, and thus the report has not been externally assured.
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	6, 39			
103-2	The management approach and its components	39	Environmental management and compliance	Principle 7 & 8: Environment, SDG 7, SDG 13, SDG 15	
103-3	Evaluation of the management approach	39			
GRI 201: Economic Performance 2016					
201-1	Direct economic value generated and distributed	See commentary	Local economic contribution	SDG 8	See SITA Group Consolidated Financial Statements 2019.
201-3	Defined benefit plan obligations and other retirement plans	See commentary	Local economic contribution		See SITA Group Consolidated Financial Statements 2019, Summary of significant accounting policies (R) Employee benefits.
GRI 204: Procurement Practices 2016					
204-1	Proportion of spending on local suppliers	18	Local economic contribution		

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
GRI 205: Anti-corruption 2016					
205-2	Communication and training about anti-corruption policies and procedures	16, 22	Labor and working practices	Principle 6: Labor	
GRI 302: Energy 2016					
302-1	Energy consumption within the organization	28	Environmental management and compliance	Principle 7 & 8: Environment, SDG 7, SDG 13, SDG 15	Energy figures that were previously reported in kWh are reported in MJ this year as per GRI requirements.
302-2	Energy consumption outside of the organization	28	Environmental management and compliance	Principle 7 & 8: Environment, SDG 7, SDG 13, SDG 15	
302-3	Energy intensity	28	Environmental management and compliance	Principle 7 & 8: Environment, SDG 7, SDG 13, SDG 15	
302-4	Reduction of energy consumption	28			
GRI 303: Water and Effluents 2016					
303-5	Water consumption	30	Environmental management	Principle 7 & 8: Environment, SDG 13	
GRI 305: Emissions 2016					
305-2	Energy indirect (Scope 2) GHG emissions	29	Reducing greenhouse gas emissions	Principle 7 & 8: Environment, SDG 13	The breakdown of GHG for the year was as follows: CO2 5910.15 tons, CH4 4.3 tons CO2e, N2O 19.9 tons CO2e
305-3	Other indirect (Scope 3) GHG emissions	29	Reducing greenhouse gas emissions	Principle 7 & 8: Environment, SDG 13	
305-4	GHG emissions intensity	29	Reducing greenhouse gas emissions	Principle 7 & 8: Environment, SDG 13	
305-5	Reduction of GHG emissions	29	Reducing greenhouse gas emissions	Principle 7 & 8: Environment, SDG 13	
GRI 307: Environmental Compliance 2016					
307-1	Non-compliance with environmental laws and regulations	See commentary	Environmental management and compliance	Principle 7 & 8: Environment, SDG 7, SDG 13, SDG 15	No significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations were received in the reporting period.
			Management of end-of-life equipment		

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
GRI 401: Employment 2016					
401-1	New employee hires and employee turnover	23	Labor and working practices	Principle 6: Labor	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	21	Labor and working practices	Principle 6: Labor	
401-3	Parental leave	See commentary	Labor and working practices	Principle 6: Labor	Employee entitlement to parental leave meets or exceeds statutory requirements in all countries where we employ people.
GRI 401: Employment 2016					
401-1	New employee hires and employee turnover	23	Labor and working practices	Principle 6: Labor	
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	21	Labor and working practices	Principle 6: Labor	
401-3	Parental leave	See commentary	Labor and working practices	Principle 6: Labor	Employee entitlement to parental leave meets or exceeds statutory requirements in all countries where we employ people.
GRI 402: Labor / Management Relations 2016					
402-1	Minimum notice periods regarding operational changes	See commentary	Labor and working practices	Principle 6: Labor	We keep our employees informed of strategic and organizational changes and work through local HR contacts to advise and support on country-specific requirements. Collective bargaining agreements contain guidelines on rules of engagement for negotiations.
GRI 403: Occupational Health & Safety 2016					
403-03	Occupational health services	24			
403-04	Worker participation, consultation, and communication on occupational health and safety	See commentary			Formal joint management-worker health and safety committees are in place in major locations including in the UK, France, Canada, South Africa, and Australia.
403-05	Worker training on occupational health and safety	See commentary			Health and safety awareness and training form part of onboarding practices for all new hires.
403-06	Promotion of worker health	24			
403-09	Work-related injuries	See commentary			One minor injury occurred in Sydney with no work stoppage.

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
GRI 404: Training and Education 2016					
404-1	Average hours of training per year per employee	22	Employee talent acquisition and retention	Principle 6: Labor	
404-2	Programs for upgrading employee skills and transition assistance programs	22	Employee talent acquisition and retention	Principle 6: Labor	All our major locations and most of our medium and small locations engage outplacement ervices to support continued employability following severance.
404-3	Percentage of employees receiving regular performance and career development reviews	22	Employee talent acquisition and retention	Principle 6: Labor	
GRI 405: Diversity and Equal Opportunity 2016					
405-1	Diversity of governance bodies and employees	15, 20	Labor and working practices	Principle 6: Labor, SDG 5, SDG 10	
			Diversity and inclusion		
405-2	Ratio of basic salary and remuneration of women to men	21	Labor and working practices	Principle 6: Labor	
GRI 406: Non-discrimination 2016					
406-1	Incidents of discrimination and corrective actions taken	See commentary			There were no reported incidents in the reporting year.
GRI 408: Child Labor 2016					
408-1	Operations and suppliers at significant risk for incidents of child labor	18, 39	Labor and working practices	Principle 6: Labor, Principle 1 & 2: Human rights	
			Human rights		

GRI CONTENT INDEX

DISCLOSURE		PAGE	MATERIAL ASPECTS	LINKAGES	COMMENTARY
GRI 409: Forced or Compulsory Labor 2016					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	18, 39	Labor and working practices	Principle 6: Labor, Principle 1 & 2: Human rights	
			Human rights		
GRI 413: Local Communities 2016					
413-1	Operations with local community engagement, impact assessments, and development programs	18, 33, 34, 37	Supporting local communities (where we operate)	SDG 10	
Other material aspects					
	Supporting local communities (through our Foundation)	35, 36		SDG 4, SDG 5	
	Supporting local communities (through carbon offset)	31		SDG 4, SDG 7, SDG 8, SDG 13, SDG 15, SDG 17	
	Data protection and information security	17		SDG 17	Read more about SITA's security initiatives within the air transport community: https://www.sita.aero/about-us/working-for-the-community/industry-initiatives/cyber-threat-center
	Certification and assurance of best practices	7			
	Innovation	12, 14			Details on innovation activities in the year is available in the SITA Group Activity Report 2019 section on Innovation.

MORE INFORMATION

Feedback and questions on this
report are welcomed and encouraged.
They can be directed to the SITA CSR
& Sustainability team via e-mail:
csr@sita.aero, via the corporate
website at **www.sita.aero** or through
our social media channels:
www.sita.aero/resources/sita-social

THE GLOBAL COMPACT

COMMUNICATION ON PROGRESS

This is our **Communication on Progress**
in implementing the principles of the
United Nations Global Compact and
supporting broader UN goals.

We welcome feedback on its contents.