OUR PATHWAY TO CARBON NEUTRALITY

SITA GROUP CSR REPORT 2020

SITA

CONTENTS

OVERVIEW

CEO STATEMENT

"SITA IS COMMITTED TO BEING A CARBON NEUTRAL COMPANY BY 2022, OR EVEN BEFORE, HELPING TO CREATE A SUSTAINABLE FUTURE FOR OUR EMPLOYEES, OUR BUSINESS, OUR COMMUNITIES AND OUR INDUSTRY."

Barbara Dalibard
CEO, SITA

WELCOME TO SITA'S CORPORATE SOCIAL RESPONSIBILITY REPORT

In 2020, disrupted by COVID-19, the aviation industry saw the sharpest decline in air travel since the Second World War. At the outset, SITA focused on keeping the industry's operations running, and providing customers with technologies to help them adapt to the new environment.

At the same time, despite the pandemic, we maintained every effort to progress our CSR and sustainability strategy, adapting in some areas but overridingly remaining committed to managing the economic, environmental and social impacts of our organization.

CARBON NEUTRALITY BEFORE, OR BY, 2022

Throughout the year, we continued to work towards becoming a certified carbon neutral organization by 2022, through our Planet+ program. This program aims to define our emissions, measure them, and reduce the environmental impacts of our operations and business travel, while complementing those actions with offsetting initiatives. I am delighted to say that we fully expect to achieve, and beat, our 2022 target. This is good news, and it will help to create a sustainable future for our employees, our business, and our communities.

STRATEGIC PRIORITIES

This CSR Report covers our key topics with respect to environmental, social, and governance. Our strategy focuses on programs to reduce our environmental impact, to support the communities where we operate around the world, to be a responsible business, and to support our airline and airport customers' programs to reduce their carbon emissions. With regard to their sustainability, and that of the aviation industry at large, SITA's solutions are increasingly focusing on helping airlines and airports to decarbonize operations, which contributes to their carbon neutral growth. See 'Sustainable aviation'.

CHALLENGES

The impact of COVID-19 on the air transport industry clearly affected SITA's performance in the year, although, as outlined in the **SITA Activity Report 2020**, we were able to weather the storm.

We introduced measures and programs to ensure the health and wellbeing of our employees, while making sure they could stay connected from their homes, so ensuring business continuity for our customers. Those based on customer premises, such as at airports, were given the guidance and equipment needed to stay healthy and minimize risk. See '2020 in Focus' and 'Our People'.

We responded to a shift in industry needs for a healthy and safe passenger journey, with portfolio developments for contactless and mobile-driven journeys, and the sharing of health data. To support industry recovery, we also introduced next generation platform capabilities, including cloud, to meet our customers' requirements for agility and cost-effectiveness.

ACHIEVEMENTS IN 2020

As this report shows, we still made sound progress during 2020. On the **environmental** front, we saw an overall emissions reduction in 2020 of 48%, some 11,423 CO2 tons, helped of course by reduced business travel due to the pandemic, but also through our focus on greener offices.

In terms of our **people**, SITA's annual employee survey saw a score of 84% for our employees' experience of inclusiveness at SITA, comparable to the best performing organizations worldwide. In addition, despite lockdown, we reached 98% of our learning target of 40 hours for each employee. I am also delighted to say that we achieved 24th place in the Forbes best multinational employers in 2020, out of 750 companies.

On the **community** front, given the pandemic, we successfully preserved our level of investment in community programs around the world. To highlight a few successes, in 2020 SITA India increased its annual funding for a range of charitable programs by over 35%, while donating to the Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund for COVID-19 Support. SITA South Africa, in the meantime, was pleased to welcome 15 new learnership students. We also granted bursaries to 13 underprivileged students studying STEM-related degree programs at the University of the Witwatersrand in Johannesburg.

OUTLOOK

As we look ahead, SITA remains on track to achieve our goal to be carbon neutral by 2022. We will continue our focus on decarbonizing our operations, reducing our GHG emissions through our Planet+ program. I look forward to reporting further successful outcomes next year, in what we anticipate will be a healthier environment for aviation.

Barbara Dalibard
CEO, SITA

SITA IN BRIEF

SITA is the air transport industry's IT provider, delivering solutions for airlines, airports, aircraft, and governments. SITA's technology powers more seamless, safe, and sustainable air travel.

With around 2,500 customers, SITA's solutions drive efficiencies at more than 1,000 airports, while delivering the benefits of connected aircraft to customers of 18,000 aircraft globally. SITA also provides IT solutions for over 60 governments to strike the balance between secure borders and seamless travel.

SITA's vision of 'Easy and safe travel every step of the way' is supported by a focus on industry collaboration, operational excellence and the seamless passenger journey.

In 2020, as the industry responded to the pandemic, SITA contained its fall in revenue to -27%, at US$ 1.34 billion, compared to the previous year's US$ 1.8 billion. See **SITA Activity Report 2020.**

"SITA IS AT THE HEART OF THE WORLD'S AIR TRANSPORT INDUSTRY, AND HAS BEEN SO FOR OVER 70 YEARS."

Omar Jefri
Chair, SITA Board
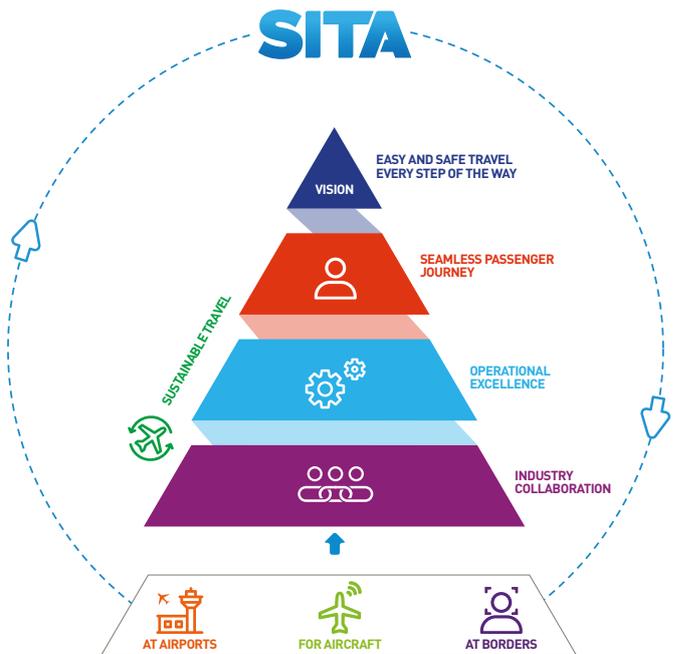
70+
years of air travel IT and expertise

Nearly every passenger trip in every corner of the globe relies on SITA technology

1,700
strong global team of service professionals and field engineers 'on-the-ground' 24/7/365

95%
of international destinations are served by SITA

2,500+
airlines, airports, ground handlers and governments, all working closely with SITA

200+
countries and territories served by SITA

1,000+
airport footprint

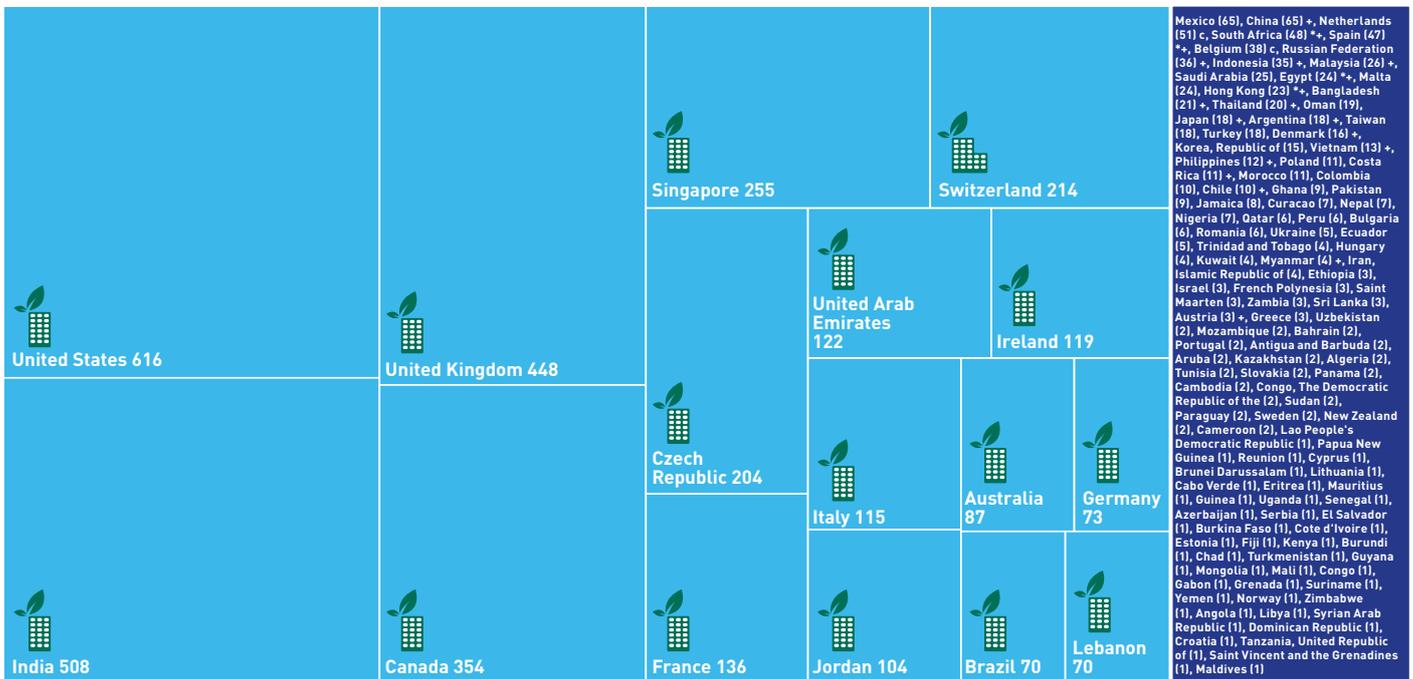**Almost every airline and** airport in the world is supported by SITA

OUR GLOBAL PRESENCE

SITA provides services in around 200 countries and territories worldwide, directly employing people at offices and airports in 129 countries through 2020. Around 83% 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 350 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.

Around 80% of permanent employees work in these 16 countries

20% in these 113 countries

United States 616

India 508

United Kingdom 448

Canada 354

Singapore 255

Czech Republic 204

France 136

United Arab Emirates 122

Italy 115

Jordan 104

Switzerland 214

Ireland 119

Australia 87

Brazil 70

Germany 73

Lebanon 70

Mexico (65), China (65) +, Netherlands (51) c, South Africa (48) *+, Spain (47) *+, Belgium (38) c, Russian Federation (36) +, Indonesia (35) +, Malaysia (26) +, Saudi Arabia (25), Egypt (24) *+, Malta (24), Hong Kong (23) *+, Bangladesh (21) +, Thailand (20) +, Oman (19), Japan (18) +, Argentina (18) +, Taiwan (18), Turkey (18), Denmark (16) +, Korea, Republic of (15), Vietnam (13) +, Philippines (12) +, Poland (11), Costa Rica (11) +, Morocco (11), Colombia (10), Chile (10) +, Ghana (9), Pakistan (9), Jamaica (8), Curacao (7), Nepal (7), Nigeria (7), Qatar (6), Peru (6), Bulgaria (6), Romania (6), Ukraine (5), Ecuador (5), Trinidad and Tobago (4), Hungary (4), Kuwait (4), Myanmar (4) +, Iran, Islamic Republic of (4), Ethiopia (3), Israel (3), French Polynesia (3), Saint Maarten (3), Zambia (3), Sri Lanka (3), Austria (3) +, Greece (3), Uzbekistan (2), Mozambique (2), Bahrain (2), Portugal (2), Antigua and Barbuda (2), Aruba (2), Kazakhstan (2), Algeria (2), Tunisia (2), Slovakia (2), Panama (2), Cambodia (2), Congo, The Democratic Republic of the (2), Sudan (2), Paraguay (2), Sweden (2), New Zealand (2), Cameroon (2), Lao People's Democratic Republic (1), Papua New Guinea (1), Reunion (1), Cyprus (1), Brunei Darussalam (1), Lithuania (1), Cabo Verde (1), Eritrea (1), Mauritius (1), Guinea (1), Uganda (1), Senegal (1), Azerbaijan (1), Serbia (1), El Salvador (1), Burkina Faso (1), Cote d'Ivoire (1), Estonia (1), Fiji (1), Kenya (1), Burundi (1), Chad (1), Turkmenistan (1), Guyana (1), Mongolia (1), Mali (1), Congo (1), Gabon (1), Grenada (1), Suriname (1), Yemen (1), Norway (1), Zimbabwe (1), Angola (1), Libya (1), Syrian Arab Republic (1), Dominican Republic (1), Croatia (1), Tanzania, United Republic of (1), Saint Vincent and the Grenadines (1), Maldives (1)

Symbols indicate countries that have:

c = corporate office

+ = regional office(s)

* = office(s) where environmental performance is tracked

OUR VISION, CULTURE AND VALUES

SITA's four employee values foster our vision of 'Easy and safe travel every step of the way'. They support high performance and the delivery of our strategy, being constantly reinforced through evaluation and reward, through initiatives such as our 'Bravo' and newly introduced 'Kudos' employee recognition programs.

Bravo allows any employee to nominate a colleague or cross-functional team for outstanding modeling of the SITA values, usually in relation to a significant initiative or project. In 2020, around 30% of employees received one or more Bravo awards. Kudos encourages in-the-moment, spontaneous 'thank-yous' to show gratitude and recognize each other for living the SITA values.

Other opportunities to recognize employee values come with the SITA Council Awards. In 2020, aligned with our value of 'Step up for the customer', we introduced a single, new category called 'Supporting our customers through the COVID-19 crisis'. This includes SITA support initiatives, project deliveries, and implementations.

Joint winners among our teams in India and Australia were chosen from 30 entries submitted. See **SITA Activity Report 2020**.

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.

2020 IN FOCUS

> "SITA ROSE TO THE CHALLENGES OF THE PANDEMIC IN 2020. PEOPLE WERE A PRIORITY, BUT THE COMPANY STILL REMAINED FOCUSED ON ITS GOAL OF CARBON NEUTRALITY."

Kerry Peirse
President, SITA Council

MAKING PEOPLE A PRIORITY

Throughout 2020, the pandemic changed SITA's ways of working and the focus of our initiatives. The number one priority for SITA management became keeping employees safe and well, recognizing that the COVID-19 crisis is a human crisis.

WELLBEING AND TEAM PERFORMANCE

To keep people connected and support their wellbeing, SITA's HR Country Managers and Location Leaders implemented a virtual program of over 150 webinars, rolled out centrally and supported locally.

At the same time, HR actively supported SITA's managers with webinars and learning resources to help them support their direct reports, as SITA's teams transitioned to a new remote working environment. Any employees experiencing downtime were encouraged to invest in their learning and development to upskill them for the future. See 'Our People'.

The focus on prioritizing people was undoubtedly a factor in SITA's achievement of 24th place among the **Forbes** list of **'The World's Best Employers'** in 2020.

CONTINUITY AND SERVICE LEVELS FOR CUSTOMERS

As part of the air transport community, it is SITA's responsibility to support industry operations globally. SITA made an immediate shift to support customers through the pandemic, ensuring business continuity and maintaining normal levels of service. SITA teams quickly implemented remote 24/7 support, we helped with repatriation flights across the world, and, through collaboration, we remotely implemented CUTE, Maestro, Bag Message, and other solutions.
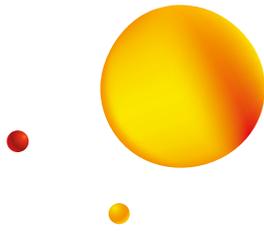
SITA Human Resources team priorities in 2020: Navigating through change in the face of COVID-19

Keeping SITA's people safe and informed, and rapidly setting up remote working to protect employee health, backed by wellness resources and other measures.

Identifying SITA staff and locations with an urgent need for Personal Protective Equipment (PPE) and rapidly issuing safety briefings, guidelines and PPE kits.

Keeping people connected, through guidance and regular communication, and embracing technology to enable home-working while maintaining productivity.

Delivering what matters through people manager training, focusing SITA on a special incentive for maintaining corporate performance, and continuing to transform SITA's talent and skills for the future.

MEETING NEW INDUSTRY NEEDS

SITA pivoted to meet urgent industry demands for a healthy, safe, and frictionless passenger experience – to reassure passengers and enable 'COVID-compliant' journeys. We responded to requirements from airlines, airports and governments for agility, resilience, efficiencies, and cost containment.

We switched portfolio developments to areas vital to recovery and survival, as communicated through **SITA's Runway for Future Operations.** We modified or launched eight solutions in 2020 specifically to support COVID requirements. See the **SITA Activity Report 2020**.

MAINTAINING OUR COMMITMENT TO CARBON NEUTRALITY THROUGH OUR PLANET+ PROGRAM

At the same time as pivoting to meet the industry's new needs, during 2020 SITA kept a sharp focus on maintaining our commitment to becoming a certified carbon neutral organization by 2022, as part of our Planet+ program. Our environmental initiatives continued unabated, to further reduce our impact on the environment.

COMMUNITY COMMITMENT

On the community front we switched some programs and funding due to risks caused by the pandemic, but nevertheless kept up all efforts and commitments to deliver on our objectives. See under 'SITA Air Transport Community Foundation'.

In Lebanon, our SITA colleagues supported communities after the August 2020 explosion in Beirut, by raising funds and volunteering time to help the relief efforts. SITA assisted local staff, including a grant to reinforce efforts to rebuild homes and to help people around them.

STAKEHOLDER ENGAGEMENT AND MATERIAL ISSUES

"WORKING CLOSELY WITH STAKEHOLDERS ENSURES THAT WE MEET SOCIETAL, CUSTOMER, AND INDUSTRY NEEDS, WITH FULL TRANSPARENCY AND COMPLIANCY."

Jacques Demaël
Senior Vice President, Strategy and Business Support, SITA

STAKEHOLDER ENGAGEMENT

Our stakeholder engagement defines the topics most material to our business, as displayed in the table on page 11. The stakeholders we have identified are critical to our business. They were defined and prioritized from internal feedback as groups which represent a high interest or impact on our operations.

OUR MATERIAL AREAS AND CSR STRATEGY

Our first and most comprehensive materiality assessment took place in 2015, forming the basis of our past reports and our current report. Since then, we have reviewed the assessment on an annual basis and used a range of feedback mechanisms to validate the accuracy and relevance of our material issues. In 2020, due to the challenges of COVID-19, some of these engagement mechanisms were either adapted to be virtual or did not take place. We plan to complete a new, comprehensive materiality assessment for our 2021 report.

We use the United Nations Sustainable Development Goals (UN SDGs) as a framework for defining and measuring our progress against the material areas. Our assessment defines our CSR Strategy and the five key areas most material to our business: a responsible business, environmental action, our people, our communities and sustainable aviation. This report's structure reflects this.

Material areas	Issues	Key stakeholders			
		Members*	Customers	Employees	Industry bodies
RESPONSIBLE BUSINESS	Responsible procurement Product and services innovation Operational excellence and customer satisfaction Business integrity Data protection and information security Certification and assurance of best practices Local economic contribution Passengers' health and safety	X	X		X
ENVIRONMENTAL ACTION	Reducing greenhouse gas emissions Environmental management and compliance		X	X	X
OUR COMMUNITIES	Supporting local communities Local economic contribution	X	X	X	
OUR PEOPLE	Labor and working practice Diversity and inclusion Employee health, safety and wellbeing	X		X	
SUSTAINABLE AVIATION	Supporting sustainable aviation goals	X	X		X

Feedback mechanisms

We use a range of formal and informal channels to gain feedback from our stakeholders, many of which evolved to virtual channels due to the pandemic. Our feedback mechanisms include:

- SITA Annual General Assembly & SITA Council representatives at Council meetings (members)
- Various customer forums, boards, committees and user groups including SITA Executive Advisory Forum and Customer Advisory Boards (customers)
- Annual Customer First Feedback Survey (customers)
- Air Transport, Passenger and Baggage IT Insights research and reports (customers)
- Local town halls, regional and functional and CEO-led staff calls (employees)
- Regular dialogue and partnership meetings (industry bodies)

* airlines, airports, airport-based organizations, and air traffic management

RESPONSIBLE BUSINESS

OUR GOVERNANCE

Being a responsible business requires good governance. Responsibility for decision-making on economic, environmental and social topics happens at several levels in SITA. 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, which is a supplement to the **SITA Activity Report 2020**.

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. We are a membership-owned organization with over 400 active members from across the air transport community.

SITA Board				SITA Council	
Remuneration Committee	Nomination Committee	Audit & Risk Committee		Membership Committee	Nomination Committee

Executive Leadership Team

CSR Office

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

SITA Council: represents SITA members' interests. It is through the Council that SITA members guide our direction and strategy, which has reserved seats for both airport and ICT provider representatives.

Remuneration Committee: advises the Board on matters relating to SITA-wide remuneration policies, in particular as they relate to its executives.

Board Nomination Committee: provides recommendations to the SITA Board on the proposed appointment of Directors of the Board.

Audit and Risk Management Committee (ARMCom): advises the Board on matters relating to financial policy as well as to control and risk management of SITA, and reviews all risks recorded in the corporate risk register, including any related to economic, environmental and social impacts.

Membership Committee: addresses membership policy and rules, as well as member admissions and expulsions.

Council Nomination Committee: recommends the SITA Council President and Deputy President.

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

CSR Office: defines strategy, approach and carries out day-to-day program management, including matters relating to the SITA Air Transport Community Foundation.

	SITA Board	SITA Council	Audit & Risk Management Committee	Remuneration Committee	Board Nomination Committee	Council Nomination Committee	Membership Committee	Executive Leadership Team
Average Tenure*	4.5	2.3	3.9	2.3	0.4**	4.1	2.0	-
Men	8	21	3	4	3	3	3	8
Women	4	8	2	1	3	1	1	3
TOTAL	12	29	5	5	6	4	4	11

As of 31st December 2020

* Years

** The Board Nomination Committee began at the end of June 2020, hence the low average tenure figure.
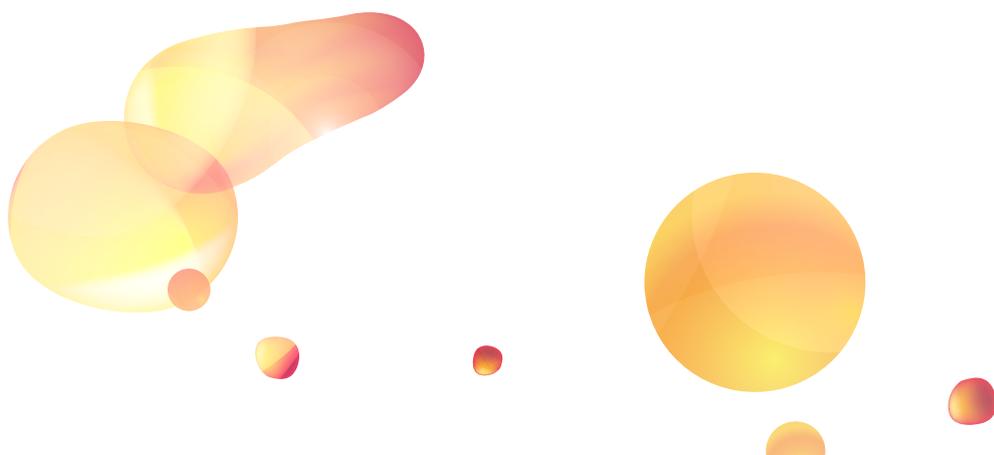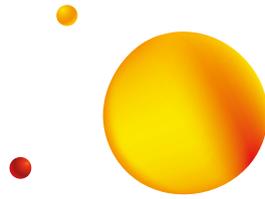
ROLES AND RESPONSIBILITIES IN RISK MANAGEMENT

The following key roles and responsibilities are relevant in SITA's overall Enterprise Risk Management Process.

At the board level, the Audit and Risk Management Committee (ARMCom) undertakes an annual review, at minimum, to evaluate any potential risks of any SITA policies and activities. The members of the committee are all independent SITA Board Directors. The Head of SITA Internal Audit and Risk Management reports directly to the Chair of this Committee.

SITA's Enterprise Risk Management Process lists key enterprise risks, as well as emerging issues. For each risk listed in the Enterprise Risk Register, SITA develops a risk treatment strategy supported by action plans to address it, determining responsibilities and timescales, and regularly monitoring and reporting on progress.

Role	Responsibilities and tasks
Risk owner	Usually an Executive Team Member
	Accountable for the assessment of the risk, also considering internal and external factors
	Accountable for the treatment of the risk, including risk response planning
	Provides input to Risk Management
Risk management	Conduct quarterly Risk Register Update with Risk Owners
	Monitor and control implementation of risk response strategy
	Maintain SITA's Enterprise Risk Register keeping it accurate and up-to-date
	Responsible for the Risk Management methodology and process and for the maintenance of the tools utilized for the risk management activity
Executive Team	Risk Register Review and reassessment, also considering the relation of risks to each other
	Endorse Risk Categorization & Targeted Residual Risk
	Identification and endorsement of new risks and corresponding description
ARMCom	Exercise oversight over the company's risk management activities

OUR BUSINESS PRACTICES

Doing business the right way, everywhere we operate, is key to our long-term success and fulfilling our commitments as a trusted global and corporate citizen. We have in place various ethical standards that we expect our employees to follow, complying with the relevant laws and regulations.

SITA's conduct policies, standards, governance, employee training and communications include our code of conduct, environmental sustainability, anti-bribery and corruption, cybersecurity, gifts, hospitality and entertainment, trade, competition, data privacy, and modern slavery. Added to that, we provide an internal ethics-related reporting system, operated by a third-party organization, for employees to raise or report any ethically related issues.

"OPERATING WITH INTEGRITY, BEING ETHICAL AND TREATING OTHERS WITH RESPECT, IS AT THE HEART OF SITA'S CULTURE."

Robert Gould
Global Head of Ethics and Compliance, SITA

SITA Code of Conduct

Environmental Policy

Cybersecurity awareness

Modern Slavery

Data Protection and Information Security

Health, Safety and Security Policy

Purchasing Policy and supplier code of conduct

Trade Sanctions

Our Disclosures Policy
(Gifts, Hospitality and Entertainment along with Conflicts of Interests)

Reputation Management

Anti-Bribery and Corruption Policy

Ethics Charter for our border management systems

As a supplier of border security systems to over 60 governments across the world, we take data privacy seriously. We are committed to adhere to an 'Ethics Charter for SITA AT BORDERS', which means that at all times, SITA promotes the appropriate management of sensitive and personal biometrics and biographic data.

DATA PROTECTION AND INFORMATION SECURITY

SITA is committed to providing the industry with stable, reliable, and secure systems. Our security-related controls aim to ensure that information – along with the information systems that process, store or transmit data – are adequately protected against malicious threats, unauthorized access, use, disclosure, disruption, modification, or destruction.

Our Chief Information Security Officer and Data Protection Officer oversees our company's information and data security, as well as the policies and programs that safeguard data. Security standards are aligned with ISO27001/2, which details requirements for establishing, implementing, maintaining and continually improving an information security management system (ISMS) – the aim of which is to help organizations make the information assets they hold more secure. A Privacy Program covers data protection within our organization, including the General Data Protection Regulation (GDPR) for the EU and additional relevant jurisdictions.

We deliver awareness training for our employees to ensure they know their responsibilities around secure work practices and data protection. SITA operates a Privacy by Design (PbD) framework to ensure that privacy and data protection issues are already addressed in the design phase of any system, service, product, or process and then throughout the project lifecycle.

"WE ARE COMMITTED TO ENSURING THE RELIABILITY AND SECURITY OF SYSTEMS USED WITHIN OUR ORGANIZATION AND PROVIDED TO OUR CUSTOMERS, AND TO THE SECURITY, INTEGRITY AND PRIVACY OF PERSONAL DATA HELD WITHIN THESE SYSTEMS."

Mark Orosz
Chief Information Security Officer (CISO) & Data Protection Officer (DPO), SITA

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

CERTIFICATION AND ASSURANCE OF BEST PRACTICES

We are committed to improving and better managing our operational processes in relation to quality management and environmental management. Seven of our office locations are ISO 14001:2015 certified. In addition, we are certified to ISO and other international standards for product and service-specific areas such quality management.

5
locations ISO 9001:2015 Quality Management Systems certified

7
locations ISO 14001:2015 Environmental Management Systems Certified

OUR PROCUREMENT AND SUPPLY CHAIN

Our suppliers are based in different parts of the world. Complex in nature, they reflect SITA's global operations and provision of IT and communications services to the global aviation sector. We know that our responsibility goes beyond what we can achieve alone as a business and that our supply chain has an important part to play. Our responsibility is to ensure that our suppliers, and their own supply chain, act in an ethical and sustainable manner and adhere to the legal and labor standards of the countries in which they operate.

We expect all vendors to follow our **Supplier Code of Conduct** when supplying services or goods to SITA, underpinned by contractual terms and conditions. Our internal purchasing policy details the necessary due diligence and selection criteria for the purchase of goods and services.

At a minimum, our suppliers must comply with all applicable environmental laws, regulations, and sound industry practices. This includes chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits, and environmental reporting.

When applicable, suppliers must also comply with any additional environmental requirements as described in SITA's design and product specifications. SITA prefers suppliers whose goods or services have a reduced environmental impact. As part of the procurement process, potential suppliers must demonstrate how they fully meet our environmental requirements.

In terms of forced labor, the risks in SITA's operations are low. However, as we purchase and dispose of IT assets, we are aware of labor and environmental risks around the manufacture and disposal of these assets. We manage our risks via a corporate risk register, which is monitored by our Audit and Risk Management Committee.

Our Modern Slavery course forms part of our compliance and mandatory courses that all UK employees and purchasing colleagues are required to complete each year.

We screen all our new suppliers for any 'restricted parties' using an external system. Restricted parties include those blacklisted for past trade with embargoed countries and the Office of Foreign Assets Control's (OFAC's) Specially Designated Nationals (SDN) list. Through self-assessment, we assess performance and the risks of slavery or human trafficking of our key suppliers too.

426
key suppliers accounted for around 90%* of our spend in 2020

*Our calculations include suppliers but exclude tax authorities
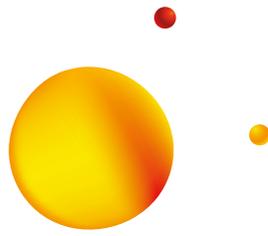
OUR PRODUCT AND SERVICES INNOVATION

Innovation remains a key issue for our stakeholders, including our airline, airport, government, and other customers across the air transport eco-system. We believe innovation offers our customers value by addressing the current and future challenges facing the air transport industry – particularly given the increasing rate of digitalization due to the pandemic.

For that reason, we focus our innovation and portfolio evolution on addressing industry pain-points, working collaboratively with customers on Proofs-of-Concept, trials, and pilot projects. Our innovation program is steered by our Innovation Board, comprising senior strategy, portfolio, research and other executive representatives who meet quarterly to define priorities.

Driving our innovation and portfolio evolution are SITA's portfolio teams and the SITA Lab. Our portfolio teams focus on addressing industry problems with today's deployable technology, while our dedicated research team, the SITA Lab, explores the potential of emerging technology in a three-to-five-year timeframe.

In 2020, we quickly switched our innovation and portfolio development efforts to meet the new needs of the air transport industry for safe, healthy, seamless, and secure passenger journeys. This includes airport and border solutions for touchless, automated, biometric, and mobile-enabled passenger experiences.

Current innovations underway are looking at new and emerging technologies across the journey, supply chains and operations, including biometrics for digital identity, artificial intelligence, computer vision, machine learning, blockchain, and digital health credentials. See the **SITA Activity Report 2020** for more information.

OPERATIONAL EXCELLENCE AND CUSTOMER SATISFACTION

Supporting our customers' business by providing best-in-class products and services is our daily focus. To understand how we are performing, where we potentially need to improve and contribute to customer success, we regularly engage with our customers, including through formal annual surveys (our Customer First Feedback (CFF)).

Our 2020 CFF survey revealed that we are strong in understanding business needs, business relationship management, products and solutions performance, customer service management, customer support, and incident handling. While we are pleased and proud of these results, we have started Lean Sigma improvement initiatives to maintain our high customer satisfaction and service levels.

"SITA WAS ABLE TO QUICKLY UNDERSTAND AND ADAPT THEIR OFFERING TO THE NEW WORLD OF PASSENGER TRAVEL AND THE RELATED COMMERCIAL IMPACT ON AIRPORTS. THEIR SOLUTIONS ALIGN WITH OUR VISION, HELP MINIMIZE OUR RISK EXPOSURE, AND IMPROVE THE PASSENGER EXPERIENCE. WE'RE EXCITED TO BE INVESTING IN FUTURE-PROOFING SYDNEY AIRPORT WITH A STRATEGIC PARTNER AND MARKET LEADER IN THE REGION."

John Raso
Head of Aeronautical Technology and infrastructure, Sydney Airport

OUR PEOPLE

GLOBAL, DYNAMIC AND DIVERSE

At SITA, we believe that creating and nurturing an inclusive culture is about who we are as an organization, and as an employer. Diversity is more than a target to SITA: it is a key part of our collective identity and values.

"DIVERSITY IS ABOUT VALUING EACH INDIVIDUAL AND ALL OF THEIR DIFFERENT STRENGTHS AND EXPERIENCES. IT IS ABOUT BUILDING AN INCLUSIVE AND BALANCED ENVIRONMENT WHERE EVERYBODY – NO MATTER THEIR ROLE, SENIORITY OR FUNCTION – IS ENCOURAGED TO SHARE THEIR EXPERIENCES AND IDEAS."

Diana Einterz
President, Americas, SITA

Total Employees

31
Fixed-term contractors

55
Students

4,417
Permanent
employees

4,503*
SITA Staff

2,000
Offshore
Resources**

154
Contingent
Workers***

		Permanent	Fixed-term	Contingent worker
EUR	2019	1571 (87.5%)	55 (3.1%)	169 (9.4%)
	2020	1569 (95.90%)	13 (0.79%)	54 (3.30%)
AME	2019	1457 (90.3%)	24 (1.5%)	132 (8.2%)
	2020	1197 (96.22%)	4 (0.32%)	43 (3.46%)
MEIA	2019	1193 (90.8%)	17 (1.3%)	104 (7.9%)
	2020	1036 (96.55%)	5 (0.47%)	32 (2.98%)
APAC	2019	692 (91.3%)	22 (1.9%)	44 (5.8%)
	2020	615 (94.76%)	9 (1.39%)	25 (3.85%)

■ Permanent   ■ Fixed-term   ■ Contingent worker

All figures as at end of 31 December 2020 with exception of offshore resources where an average has been used
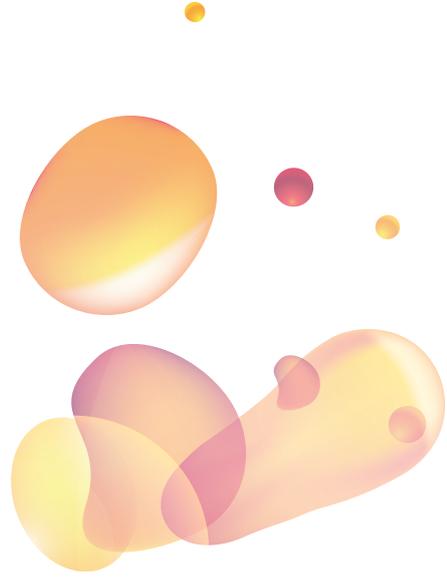
* Permanent, fixed term contract and student employees

**Offshore resources refers to third party/outsourced personnel

*** We define contingent workers to include freelancers, consultants, independent contractors and other non-permanent workers on a project-specific basis

EUR (Europe), AME (Americas), MEIA (Middle East, India and Africa), APAC (Asia Pacific)
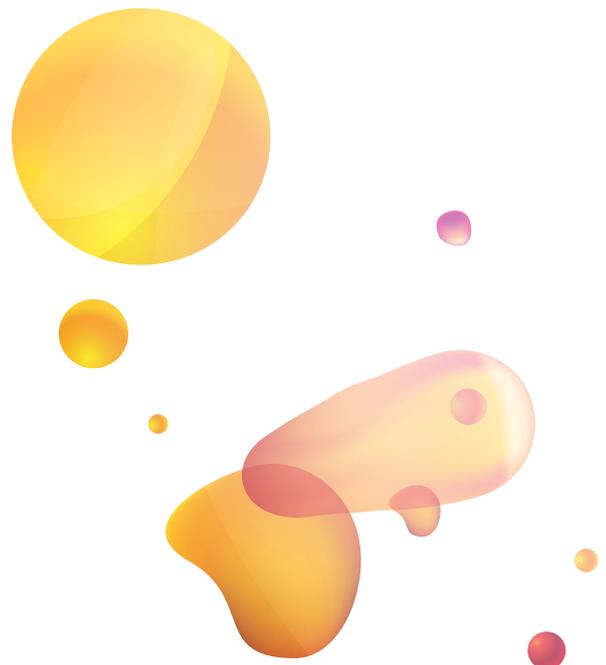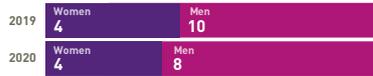
Our 4,500-plus employees are geographically dispersed, spanning 129 countries, more than 280 cities and 380 locations. We represent over 130 nationalities and speak over 60 languages.
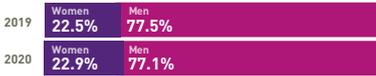
SITA employees*, by gender

2019	Women 21.3%	Men 78.7%
2020	Women 21.8%	Men 78.2%

Board representation

2019	Women 4	Men 10
2020	Women 4	Men 8

Share of overall remuneration by gender

2019	Women 22.5%	Men 77.5%
2020	Women 22.9%	Men 77.1%

Women's share of overall remuneration

Men's share of overall remuneration

Part-time working

2019	Women 4.5%	Men 0.6%	Overall 1.4%
2020	Women 8.9%	Men 2.6%	Overall 4%

Gender and generational balance*

50+ Years

2019	Women 20.0%	Men 80.0%	Overall 28.0%
2020	Women 19.8%	Men 80.2%	Overall 29.0%

30-49 Years

2019	Women 20.9%	Men 79.1%	Overall 62.9%
2020	Women 21.9%	Men 78.1%	Overall 63.4%

Under 30 Years

2019	Women 27.7%	Men 72.3%	Overall 9.0%
2020	Women 28.6%	Men 71.4%	Overall 7.6%

Near gender parity among students

2019	Women 47%	Men 53%
2020	Women 49%	Men 51%

New hires

2020	Women 33%	Men 67%

Employee experience of inclusiveness**

2019	81%
2020	84%
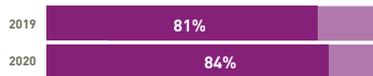
Proportionally equal gender representation in senior roles

Men

- Leadership 6%
- Management 37%
- Professional 33%
- Associate 24%

Women

- Leadership 6%
- Management 36%
- Professional 46%
- Associate 11%
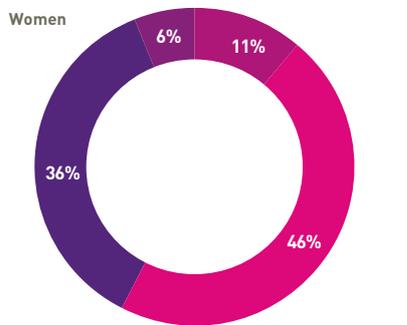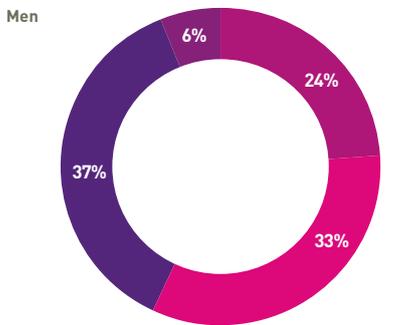
Legend: Leadership | Management | Professional | Associate

*permanent and fixed-term contractors

**rating from annual employee survey

Diversity is more than a target to SITA: it is a key part of our collective identity and values.

Diversity and inclusion continue to be key areas of progress for SITA. We believe that creating and nurturing an inclusive culture is about who we are as an organization, and as an employer. Diversity is more than a target to SITA: it is a key part of our collective identity and values.

As an Equal Employment Opportunity (EEO) employer, we ensure that employees are hired, trained, compensated, and promoted based on their skill sets and abilities, regardless of race, color, religion, gender, age, disability, nationality, or sexual orientation.

Through continuous monitoring of our core people practices and processes, from pay reviews to our hiring and management practices, SITA ensures that we reflect a broad diversity across our organization and are an equitable and inclusive workplace.

We ensure pay equity for our employees through benchmarking and detailed analysis. We submit data to compensation surveys to compare it to other high-tech companies, setting pay lines for our main markets and locations, and ensuring that we use the market median to provide our employees with a competitive package. We also analyze our career framework to compare employee compensation in the same role and location.

We meet country-specific legislation and, where required by law, we report on our pay practices. Our people managers are equipped to make equitable pay decisions across the organization. Our internal processes support this, including senior manager and leadership reviews and approvals; pay review analytics across different workforce segments – such as country, grade, organization, gender, or generation; and guidance from our HR teams.

In 2020, we retained positive results in the gender balance among younger new hires and students. Women made up just over 21% of our employees, taking a marginally higher share (22.9%) of overall remuneration. The proportion of women in our company is characteristic of the technology industry.

We are particularly focused on making sure women are equally represented in management and leadership positions. Our Board of Directors comprises over 30% women, and our SITA executive team over 25% women. The presence of women in leadership and technology roles has increased over the past two years: from 21.9% in 2018 to 22.5% in 2020, and 15.1% in 2018 to 15.9% in 2020, respectively.

We survey our employees annually to measure their experience of inclusiveness at SITA and saw an improved favorable score of 84% in 2020 versus 81% in 2019. This score is higher than the market norm for technology companies, and on par with the best performing organizations worldwide.

While full-time roles are common in SITA, part-time or flexible working requests are reviewed on a case-by-case basis and aligned to local regulations. With 2020 being a unique year, we offered greater flexibility in our working arrangements. We saw a rise in part-time working: nearly 4% of SITA employees in 2020, compared to 1.5% in 2019. We provide the same benefits to full-time and part-time employees, regardless of gender.

In addition to our current diversity and inclusion programs, we plan to continue our focus on talent acquisition, targeting representation in candidate pools that better reflect local country benchmarks, and creating balanced interview panels. This will ensure we proactively seek and source the best mix of talent and perspectives for our teams.

MAKING PEOPLE A PRIORITY

SITA places the utmost importance on ensuring that labor standards remain high for our employees – whether permanent, temporary, offshore, or contingent workers. We comply with employment regulations in the countries we operate.

Our number of permanent employees decreased by approximately 10% in 2020 and our voluntary turnover rate increased from 6.1% to 8.4%..

In the wind-down of our passenger services business, we negotiated a deal with IT company, Coforge, to keep affected SITA colleagues in employment. Just under 100 SITA colleagues transferred over to work for Coforge in 2020.

With the global economic uncertainty brought on by the pandemic, also in 2020, we implemented several solutions to retain our permanent workforce while offering more flexible and voluntary measures. For example, our executives and senior managers took voluntary pay cuts in 2020. Our other employees, by choice, were able to reduce their working hours, move to working part-time on a temporary or permanent basis, or take sabbaticals or early retirement. In the few countries where partial unemployment was temporarily implemented, SITA employees were able to access government assistance. As well as implementing hiring freezes, using internal candidates to fill new roles where competencies and skills matched, we reduced our contingent workers across the world: down to 154 from 449 in 2019.

We also had an average of 2,000 offshore resources in 2020. Offshore resourcing extends our geographical coverage and complements our expertise when needed in solutions support, testing and development. We have reported year-end figures in previous years, though many of our offshore contracts tend to expire before the end of the year. We have, therefore, adjusted our reporting this year to provide an average figure to reflect this more accurately.

EMPLOYEE HEALTH, SAFETY AND WELLBEING

Our employees are our greatest assets. With the impact of COVID-19 through 2020, we placed even greater emphasis on our employees' health, safety and wellbeing. We responded at global and local levels to inform and protect our employees' health by moving to remote working supplemented by several other measures.

SITA's Leadership, HR, and Facilities teams worked together to develop and implement a safe working plan aligned with local government guidelines for those offices that reopened. We re-focused our 'Well at Work' program in 2020 to mitigate the mental and physical challenges of the pandemic. We did this by raising awareness of mental health, encouraging our employees to break their daily work routine, such as participating in virtual activities to stay connected with fellow colleagues. We also invested in wellness resources and increased manager-employee check-ins and communications.

To ensure necessary precautions were taken and implemented, we provided safety briefings and personal protective equipment (PPE) kits, including respirator face masks and gloves, to the 20%-plus SITA employees who needed to continue working onsite or at customer locations, such as in and around airport sites. This amounted to around 1,000 employees.

Our global Health, Safety, and Security Policy for SITA offices around the world and our new Working Safe From Home Policy ensure that we create health, safety, and security policies and procedures in line with the local regulations. In our seven ISO 14001 certified offices, these local policies and procedures are closely aligned with emergency response controls, while being subject to internal and external audits regularly.

We regularly review our global Health, Safety, and Security Policy and Working Safe From Home Policy and framework, updating and publishing it on our intranet pages to make it easily accessible to SITA employees, contingent workers, and subcontractors. Workplace accidents and injuries – whether office, field, or home-based – remained low in 2020.

Taking care of our people during the pandemic in 2020
Our Well at Work program

WELLNESS WEDNESDAYS

We chose Wednesday as the day to remind SITA employees to focus on self-care to stay safe and healthy and to support each other.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

We invited employees to join a series of webinars delivered by our EAP provider. Each month tackled a new theme with two webinars on offer.

RESOURCES FOR EMPLOYEES AND THEIR LOVED ONES

We upgraded our EAP Lifeworks platform to a modern and user-friendly wellbeing solution, designed to support our employees' mental, physical, social, and financial wellbeing.

It features clinically verified wellbeing resources and information. This service is freely available to our employees and their family members.

EXTRA LOCAL ACTIVITIES AND EVENTS

We supplemented our wellbeing initiatives with local activities and events organized by our local HR managers, delivered virtually.

These included a wellbeing week in Prague, financial wellbeing classes in India, yoga classes in France, a resilience session in Middle East, India and Africa, cooking classes in Ireland, virtual coffee breaks within and between countries, flu vaccination reimbursement, and more.

LEARNING AND DEVELOPMENT

2019

100%
of 40 hours per employee target met

52.9
average learning hours per person

2020

98%
of 40 hours per employee target met

35
average learning hours per person

"DEVELOPMENT AND GROWTH ARE CORE VALUES AT SITA. WE OFFER MULTIPLE LEARNING OPPORTUNITIES FOR ALL OUR EMPLOYEES WHEREVER THEY ARE IN THE WORLD."

Alina Ionescu
Senior Vice President, Human Resources, SITA

Even while supporting the air transport industry during the uncertainties of 2020, learning and development remained fundamental to our organization, as in 2019. Our vision of 'Easy and safe travel every step of the way' relies on SITA people being their best, and we continue to invest in their development. All of our people have easy access to world-class learning, and we remain committed to giving employees the time and space to learn, experimenting with what works and what does not, and receiving the feedback and coaching they need to be their best.

We have formal systems in place for individual development plans, goal setting for the year, regular performance reviews, and a year-end review for all our SITA employees.

Our learning strategy in 2020 focused on being our best and 'preparing for 2022 and beyond' – in line with the objective of our internal organizational transformation program, called EVOLVE. We stepped up efforts to maximize the use of our learning platforms and resources, in order to upskill our teams by building learning journeys for each profession in SITA. We undertook initiatives focused on identifying and developing technical skills and proficiencies.

We needed to adapt our approach to leadership and management development following the impact of the pandemic. Working with the International Institute for Management Development (IMD), through 2020, we continued to develop the leadership capabilities of our top 180 leaders, by switching our delivery model to an entirely virtual one. Our broader people management program planned for 2020 was postponed to 2021.

We continued to create the best compliance and mandatory training programs possible, to ensure that SITA operates in a legally compliant manner across the globe. Our training includes modern slavery, trade sanctions, anti-bribery, reputation management, environmental sustainability, privacy and data protection, cybersecurity, privacy at the design phase, preventing harassment in the workplace, and our company code of conduct.

By the end of 2020, SITA employees achieved a combined total of 189,000 learning hours versus 289,420 hours of learning in 2019. This was a 98% achievement of the 40 hours per employee target for virtual learning in 2020, despite the challenges of lockdown. Our most popular courses completed in 2020 included: Agile & Scrum, IMD Leadership, Technical Support, Project Management, Lean Six Sigma Certification and Python.

OUR COMMUNITIES

Despite the challenges resulting from the pandemic, we are proud to have continued our support in education, health, and economic empowerment for students and disadvantaged groups, while also meeting our CSR commitments in the regions where SITA is located.
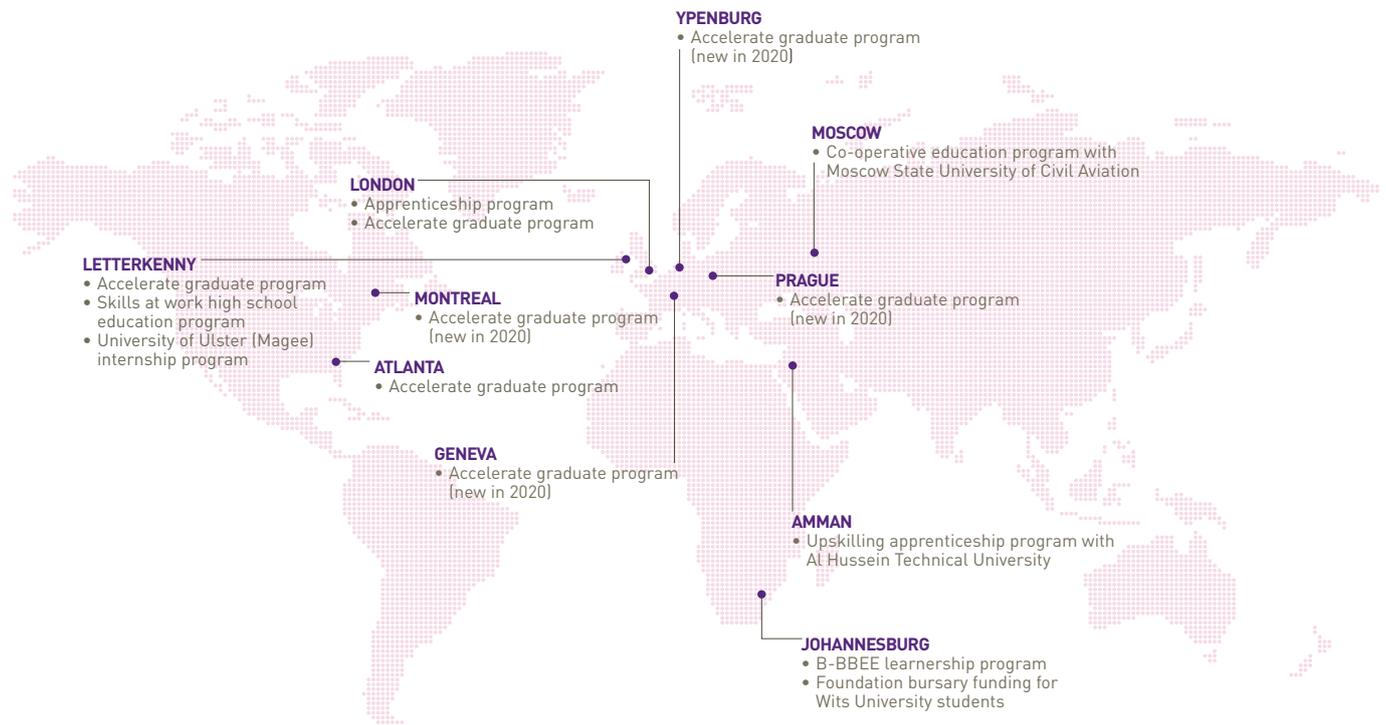
HELPING STUDENTS INTO PROMISING CAREERS

With SITA's global reach, we believe we can make a difference to the lives of young people in the communities where we operate – from funding education programs, offering internships to undergraduate students looking to gain relevant skills and experience in their field of study, to kickstarting recent STEM or business graduate careers in technology-based roles through our 'Accelerate' graduate program.

At year-end, we had 70 students – either those on paid skills-based programs, undergraduates on paid fixed-term placements, or paid graduates on our 'Accelerate' graduate program – all working in different departments and roles within our organization.

Due to the challenges of the pandemic, in 2020 we saw decreases, globally, in the number of internships, apprenticeships, and intakes to our Accelerate graduate program. University partnership programs in Tianjin and Rio De Janeiro did not take place as planned. However, we were able to expand Accelerate by introducing the program in Prague, Geneva and Ypenburg.

To date, in our more established programs, we have placed 115 students (including 15 in 2020) in paid skills-based programs in several cities across South Africa, as well as 130 in Letterkenny (eight entered the second year of their internships in 2020).

YPENBURG
• Accelerate graduate program (new in 2020)

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

LONDON
• Apprenticeship program
• Accelerate graduate program

LETTERKENNY
• Accelerate graduate program
• Skills at work high school education program
• University of Ulster (Magee) internship program

MONTREAL
• Accelerate graduate program (new in 2020)

PRAGUE
• Accelerate graduate program (new in 2020)

ATLANTA
• Accelerate graduate program

GENEVA
• Accelerate graduate program (new in 2020)

AMMAN
• Upskilling apprenticeship program with Al Hussein Technical University

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

2020 Highlights:

70
student placements at SITA

To date:

9
ICT Labs created under B-BBEE* to date

* Broad-Based Black Economic Empowerment (B-BBEE)

EMPLOYEE VOLUNTEERING

VIVA, Value in Volunteer Action, is the name of SITA's employee volunteering program. All employees are entitled to a full day's paid leave for voluntary and charitable activities each year.

The challenges created by the COVID-19 pandemic in 2020 necessitated a rethink in our ways of giving back to our local communities. Our employees came up with innovative ideas to support local charitable initiatives. From online fundraising to supporting the distribution of surgical masks – or even participating in virtual walking, running, or cycling relays – our employees supported more than 13 causes throughout the year.

4,200
volunteer hours devoted to community causes since 2018

US$190K+
raised by employees for local charities to date

Our local colleagues actively supported communities impacted by the blast in Beirut in 2020 by volunteering their weekends to support relief efforts and raising funds for the charities and humanitarian organizations: Lebanese Red Cross, Beit el Baraka, and Offre Joie.

OUR CSR COMMITMENTS

We continued supporting education, health, and economic empowerment for disadvantaged groups in South Africa and India, meeting our CSR commitments, despite the challenges of COVID-19.

Our SITA South Africa branch remains a Level 4 Contributor*, ICT Sector Code under the Broad-Based Black Economic Empowerment (B-BBEE) Act 2003. We fund one-year learnership contracts each year for students to complete technical IT-related accredited programs. The learnership programs aim to equip learners with formal national qualifications and practical skills application through workplace experience at SITA, preparing them for the job market and making them employable.

In 2020, we funded 15 new learnership students. To date, 115 learnerships contracts have been funded. We also invest in building school computer labs to ensure schools in disadvantaged areas can offer an ICT curriculum. In 2020, a new ICT lab was created for the MES (Mould Empower Serve) Johannesburg Shelter, bringing the total to nine ICT labs built to date.

The partnership with the MES aims to support the shelter community with the provision of ICT equipment, skills workshops, a learning center, and after-school tuition programs so that students in the community can reach their full potential and continue to make a positive impact.

Since 2015, SITA has also invested in the acceleration, growth and sustainability of 15 Small, Medium & Micro Enterprises (SMMEs), primarily for IT. Many have become suppliers to SITA. The aim is to increase the participation of black-owned SMMEs, both within our supply chain and in the broader South Africa economy.

*Level 4 is 100% compliant with the Black Economic Empowerment contribution level

South Africa

US$1.2M
invested in learnerships and school computer labs to date

15
learnership positions awarded in 2020

115
learnership positions awarded to date

US$156K
invested in enterprise and supplier development of 15 SMMEs* to date

4
new local SMMEs* supported in 2020

*small, medium and micro-enterprises

9
school computer labs funded and installed by SITA since 2012

As part of the corporate social responsibility requirements under the India Companies Act 2013, SITA funds a range of local and national charities and non-governmental organizations in India. Our India CSR Committee, consisting of SITA employees, including female representatives across many SITA locations in India, oversees this process.

The journey that started with quality education to children has now evolved to embrace other categories of the United Nations Sustainable Development Goals (UN SDGs).

We made CSR payments totalling over US$ 500,000 in the 2020-2021 Indian financial year, split across the Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund for COVID-19 support and six NGOs.

In 2020, our NGO funding supported: care for vulnerable groups, reduction of noise pollution and protection of environmental habitats (the Earth Saviours Foundation); underprivileged children and women with education, skills, and health (Khushi Kinship for Humanitarian Social and Holistic Intervention); food provision programs run by the Akshaya Patra Foundation; welfare support (Khushboo Welfare Society); shelter, medical, facilities, and access to education provided by the Aghor Foundation; and supporting conservation and biodiversity for healthcare purposes (Bombay Natural History Society).

India

Over

US$500K

granted in total*

6

charitable organizations received SITA India corporate funding

*Financial year-end March 2021

SITA AIR TRANSPORT COMMUNITY FOUNDATION

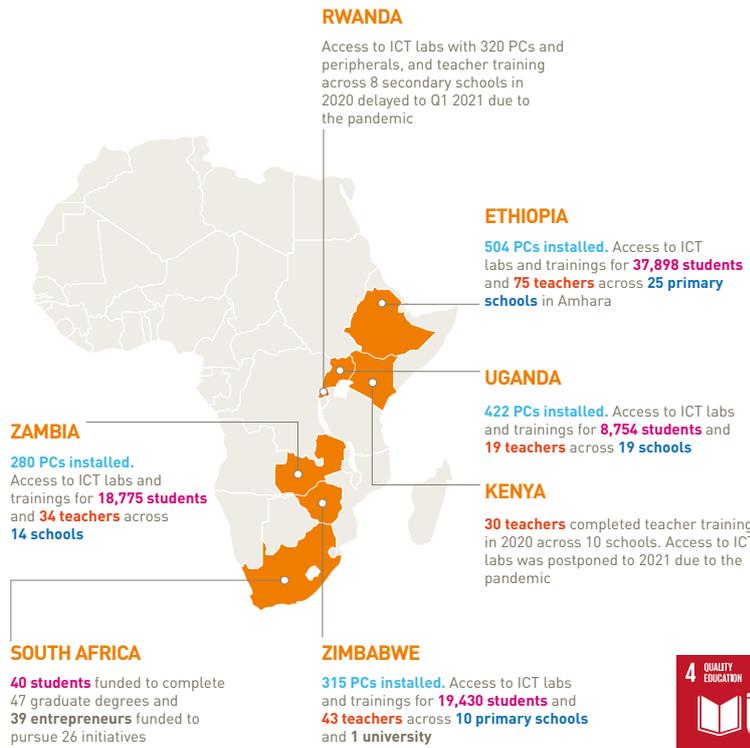## IMPACTS OF THE FOUNDATION 2014-2020

85,000+
students positively
impacted
Ethiopia | Uganda | Zimbabwe
South Africa | Zambia

51.4%
female students with access
to IT and education
Ethiopia | Uganda | Zimbabwe
Zambia | South Africa

201
teachers trained
Ethiopia | Kenya | Uganda | Zimbabwe | Zambia

74
computer labs created
and equipped in total
Ethiopia | Uganda | Zimbabwe | Zambia

1,500+
PCs installed
Ethiopia | Uganda | Zimbabwe | Zambia

RWANDA
Access to ICT labs with 320 PCs and
peripherals, and teacher training
across 8 secondary schools in
2020 delayed to Q1 2021 due to
the pandemic

ETHIOPIA
504 PCs installed. Access to ICT
labs and trainings for **37,898 students**
and **75 teachers** across **25 primary
schools** in Amhara

UGANDA
422 PCs installed. Access to ICT labs
and trainings for **8,754 students** and
19 teachers across **19 schools**

ZAMBIA
280 PCs installed.
Access to ICT labs and
trainings for **18,775 students**
and **34 teachers** across
14 schools

KENYA
30 teachers completed teacher training
in 2020 across 10 schools. Access to ICT
labs was postponed to 2021 due to the
pandemic

SOUTH AFRICA
40 students funded to complete
47 graduate degrees and
39 entrepreneurs funded to
pursue 26 initiatives

ZIMBABWE
315 PCs installed. Access to ICT labs
and trainings for **19,430 students** and
43 teachers across **10 primary schools**
and **1 university**

SUSTAINABLE DEVELOPMENT GOALS

4 QUALITY EDUCATION | 5 GENDER EQUALITY | 10 REDUCED INEQUALITIES | 17 PARTNERSHIPS FOR THE GOALS

Launched in 2014, the SITA Air Transport Community (ATC) Foundation invests funds into sustainable programs focused on IT education for students and teachers, addressing the IT and technology skill gaps in Africa, supporting equal access to education, and helping to drive local entrepreneurship.

Each of the programs supported aligns with several United Nations Sustainable Development Goals (UN SDGs), such as Quality Education, Gender Equality, Reduced Inequalities, and Partnerships for the Goals.

Using the UN SDGs as a framework ensures that the SITA ATC Foundation contributes to the long-term success and positive impacts of the programs that it delivers in Africa.

To date, the Foundation has equipped and built 74 computer labs and funded the training of 201 teachers in Ethiopia, Kenya, Uganda, Zimbabwe and Zambia. Some 40 students have been supported and funded since 2014, completing a total of 47 degrees. Over 85,000 students in these countries, as well as in South Africa, have been positively impacted by the Foundation and supported by our charity partners: Computer Aid, PEAS (Promoting Equality in African Schools), and the University of the Witwatersrand.

2020 SITA ATC FOUNDATION ACTIVITIES

In 2020, the SITA ATC Foundation continued to support projects we had committed to. However, the challenges of COVID-19 made it necessary for some of our charity partners to change the emphasis and approach of some of their programs for reasons of health, safety, and practicality.

PEAS (PROMOTING EQUALITY IN AFRICAN SCHOOLS)

With PEAS, we initially committed funds to provide new or upgraded ICT suites in three schools and server upgrades in a further three schools in Uganda. However, due to COVID-19, needs changed, so the original program was paused. Instead, the funding was diverted to provide distance learning opportunities and pastoral support to students in low-income communities across Uganda and Zambia. By the end of 2020, over 3,000 learning packs were developed and distributed, along with teacher guides, and regular educational radio broadcasts were held for students. The initial ICT suites and server upgrades program will recommence in 2021.

4 QUALITY EDUCATION | 5 GENDER EQUALITY | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES

COMPUTER AID

SITA works with Computer Aid to provide computer equipment and facilities for schools in Africa.

In 2020, we committed to a digital schools program to initiate teacher training in ICDL (computer certification) and to build and equip 18 ICT labs for secondary schools in Naivasha in Kenya and Kigali in Rwanda.

Due to the pandemic, the projects initially met with some delay or were adjusted accordingly. For example, in Kenya, teacher training shifted to virtual training, with 30 teachers completing their training by the end of the year. All the projects have recommenced and will roll out in full through 2021.

> "The teacher has been calling my mum to ask how I am doing and to encourage me to study so I know they still care about me even when I am not in school."

PEAS Student

UNIVERSITY OF THE WITWATERSRAND

In 2020, 13 students received funding for their studies at the University of the Witwatersrand, eight of whom were women. All students continued with online learning through COVID-19; seven students have graduated and two await graduation in 2021, with the rest continuing their studies beyond 2020.

Program with at least 50% women

ENVIRONMENTAL ACTION

OUR CARBON NEUTRALITY OBJECTIVE

Climate change is one of the biggest challenges of our time. From energy consumption to waste management and mobility, SITA is committed to ensuring that we do everything possible to adopt sustainable practices and reduce and mitigate our environmental impacts, wherever in the world we operate.

Acknowledging the urgency of addressing the challenges of climate change, SITA's aim to be a certified carbon neutral organization by 2022 is well ahead of common industry milestones, such as 2030 and 2050, or those of the Paris Agreement.

We manage our sustainable practices and environmental impacts through our Corporate Environment Policy and Energy Management Policy, which direct our actions and responsibilities. Promoted throughout our organization, the policies are reinforced annually with mandatory Environmental Awareness training for all employees, and through regular webinars and workshops.

"SITA IS COMMITTED TO BECOMING A CERTIFIED CARBON NEUTRAL COMPANY BY 2022, UNDER THE CARBONNEUTRAL® PROTOCOL. WE ARE ON TRACK TO ACHIEVE, AND MOST LIKELY BEAT, OUR TARGET DATE FOR THIS OBJECTIVE."

Dr. Edna Ayme-Yahil
Vice President Head of Communications, Brand & Sustainability, SITA

OUR PLANET+ PROGRAM: CARBON NEUTRAL BEFORE, OR BY, 2022

In 2019, we first announced our commitment to becoming a certified Carbon Neutral Company by 2022, under the CarbonNeutral® Protocol. This protocol requires SITA to achieve net-zero carbon dioxide emissions by defining emissions related to our operations, measuring them, reducing them, and then offsetting the remaining ones that have not been reduced or removed.

Working with independent sustainability assessor RSK, SITA has undertaken an annual assessment of our operations and associated Green House Gases (GHGs) occurring from Scope 1, 2 and 3 emissions. See SITA's GHG emissions 2018-2020, by scope, page 40.

In the definition of those emissions to be assessed, SITA opted to include multiple non-mandated emission sources within the Scope 3 emissions category. This has resulted in a robust GHG assessment of our operations including, but not limited to, emissions generated from business travel (transport and accommodation), energy consumed in homeworking environments, shipping, waste, water, and electricity transmission, and distribution.

Based on the assessment, we developed a reduction plan to address energy consumption, energy optimization, emission avoidance, and switching to renewable energy. Under the CarbonNeutral® Protocol, any remaining emissions can then be offset through the purchase of validated carbon offset programs.

ISO14001:2015 (Environmental Management Systems – EMS) certification is a milestone for organizations committed to sustainable operations. It provides externally audited assurance to an organization's customers and partners of a commitment to environmental sustainability and responsible practices.

In 2020, SITA achieved ISO14001:2015 **certification for seven sites,** which together account for just over 43% of SITA's office-based staff. The offices are based in Atlanta, Burlington, Geneva, London, Montreal, Rome, and Singapore.

Our objective is simple: to reduce our contribution to climate change through responsible energy management and travel practices. **SITA's Planet+ program**, a key element of SITA's organizational transformation, is the embodiment of this objective. The program is organized around three key themes:
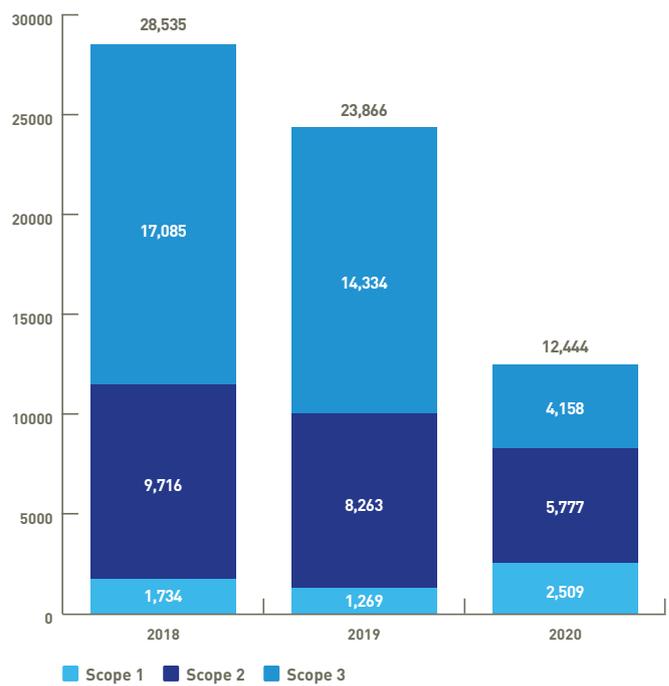
- **'Office Smart'** – aims to reduce our operational emissions and focuses on building sustainable workplaces through adoption of renewable energy, adoption of low energy consumption technology, as well as strong waste and water management practices.

- **'Travel Smart'** – aims to reduce our travel emissions footprint through sustainable travel practices.

- **'Planet Smart'** – addresses those emissions that we are unable to reduce or remove.

EMISSION CATEGORIES SCOPE 1 TO 3

Scope 1 covers direct **emissions** from owned or controlled sources. **Scope 2** covers indirect **emissions** from the generation of purchased electricity, steam, heating and cooling consumed by the reporting company. **Scope 3** includes all other indirect **emissions** that occur in a company's value chain.

SITA's GHG emissions 2018-2020, by scope

GHG Emission – Scope Breakdown – in CO2 tons

	2018	2019	2020
Total	28,535	23,866	12,444
Scope 3	17,085	14,334	4,158
Scope 2	9,716	8,263	5,777
Scope 1	1,734	1,269	2,509

■ Scope 1   ■ Scope 2   ■ Scope 3

CREATING SUSTAINABLE WORKPLACES

Under SITA's Planet+ program, the goal of **'Office Smart'** is to reduce our operational emissions to help create sustainable workplaces. This includes emissions from electricity and gas consumption across our operations, as well as from shipping, water, and waste.

As a service company, the main operational consumption of energy (heating, air conditioning and ventilation) is derived from SITA's office-based staff locations, SITA-owned data centers, and employee homeworking environments.

Since 2011, we have been switching over to renewable or partially renewable energy where this can be sourced. We are implementing green energy solutions and have solar-powered offices and data centers in the planning stages, such as our data center in Singapore in 2021.

In 2020, almost 45% of our office-based staff worked in locations that use 100% and partially renewable energy, up from 40% in 2019. Currently eight locations, accounting for 34.3% of total staff either based in offices or at airports, use 100% or partial renewable energy. Our Montreal, London Gate, Geneva, Frankfurt, and Brussels offices were joined in 2020 by SITA offices in Letterkenny, Prague, and Ypenburg – making up the eight. We have made steady progress from 2018 to 2020, as the chart on page 42 shows.

45%
office-based staff worked in locations using 100% and partially renewable energy, up from 40% in 2019

2020 figures, approximate

17%
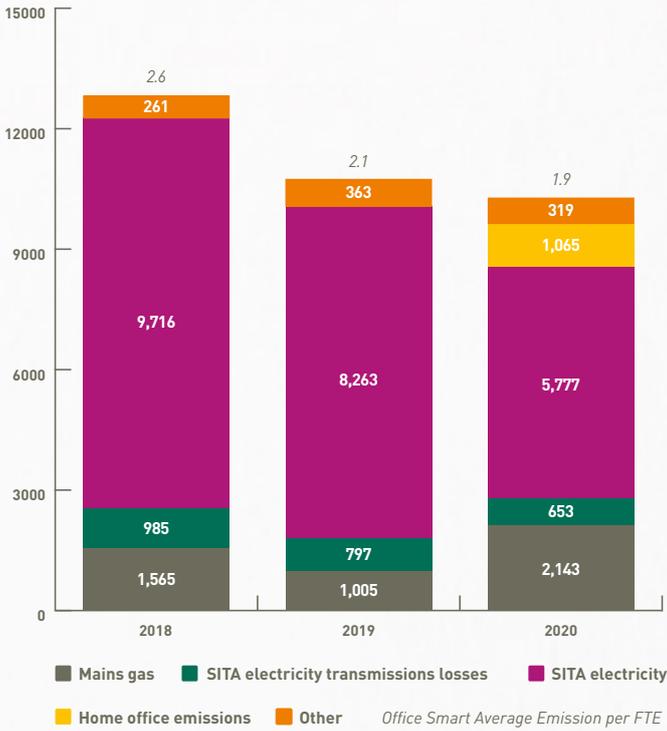less emissions generated from electricity in the workplace and home

10%
reduction in total emissions per Full Time Employee

PLANET+

Office Smart Carbon Footprint in CO2 tons

Chart legend:
- **Mains gas**
- **SITA electricity transmissions losses**
- **SITA electricity**
- **Home office emissions**
- **Other**
- *Office Smart Average Emission per FTE*

	2018	2019	2020
Office Smart Average Emission per FTE	2.6	2.1	1.9
Other	261	363	319
Home office emissions			1,065
SITA electricity	9,716	8,263	5,777
SITA electricity transmissions losses	985	797	653
Mains gas	1,565	1,005	2,143

2020 measures included:

- Opting for green energy providers, whenever possible.

- Optimizing our office floor footprint, with a 14.5% office footprint reduction achieved in 2020.

- Reducing electricity consumption by replacing old devices with more energy efficient ones.

- Making environmental considerations part of the selection criteria for our corporate IT equipment, based on the Electronic Product Environmental Assessment Tool (EPEAT).

Beyond energy and emissions, we continue with our initiatives to green our SITA offices, adopting and introducing green practices. Through regular communications and interactions, we support and encourage our employees to build sustainability practices into their day-to-day work.

PLANET+

REDUCING OUR TRAVEL FOOTPRINT

Before the COVID-19 crisis, 41% of SITA's emissions originated from business travel. For 2020, under our Planet+ **'Travel Smart'** program, we set a target to reduce our travel emissions by 30%. Our final figure was, in fact, an 83.1% reduction, though the figure is clearly exaggerated due to restrictions on global travel during the pandemic.

But we are confident that post-COVID, travel measures introduced by our Travel Smart program will continue to reduce our travel emissions long into the future. They include:

- Reducing business travel for internal meetings, while using collaborative tools such as Microsoft Teams, cameras, and smartboard equipment available in most SITA offices.

- Optimizing the location and the number of staff traveling to attend the same meeting or event.

- Co-locating employees, in the same team, in the same locations wherever possible, as part of SITA's location strategy.

- Selecting optimal flight options in terms of CO2 emissions.

- Selecting rail options rather than flight options where possible.

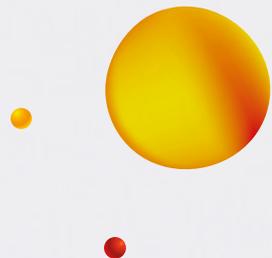- Opting for public transport or shuttles rather than taxis where possible.

-83%
Reduction in emissions related to SITA employee business travel (transportation and accommodation, Scope 3)
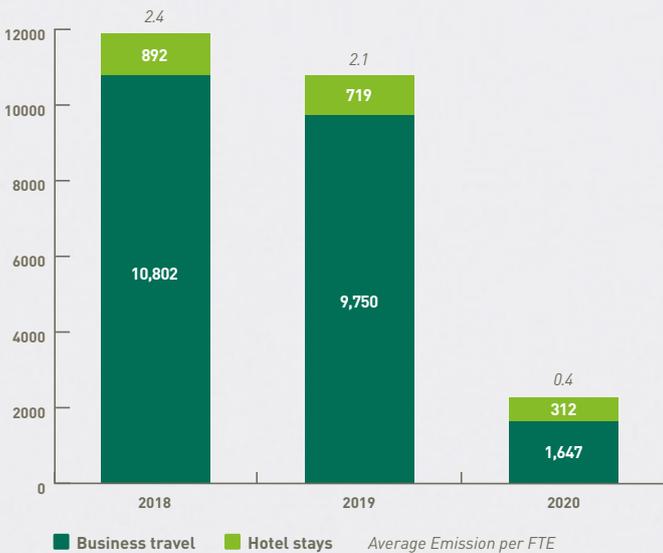2018-2020

-85%
Per Full Time Employee
2018-2020

PLANET+

Where we cannot avoid travel, we will continue to offset under the Planet Smart part of our Planet+ program.

Travel Smart Carbon Footprint in CO2 tons

Year	Business travel	Hotel stays	Average Emission per FTE
2018	10,802	892	2.4
2019	9,750	719	2.1
2020	1,647	312	0.4

■ Business travel ■ Hotel stays *Average Emission per FTE*

OFFSETTING EMISSIONS

SITA's carbon emissions offset strategy and program, the **'Planet Smart'** element of our Planet+ program, involves the:

1. Acquisition of Energy Attribute Certificates (EACs) in those locations where renewable energy is not yet available for SITA to purchase*. In these situations, SITA opts to purchase EACs rather than Carbon Offset Credits. EACs help to fund and foster the development of green energy supplies, giving companies faster access to green energies as they evolve.

2. Acquisition of Carbon Offset Credits and the funding of Catalyst programs. This approach goes beyond the purchase of carbon offsets to negate CO2 emissions. Deemed the only credible approach for reporting net zero emissions, it demonstrates SITA's commitment to CSR in the broader sense.

*It is not an option when the country's only source of energy is fossil based, or where the city's only source is fossil based. Also, many SITA offices are co-located offices and we rely on the landlord to opt for green energy for the whole building, and unless they switch, we do not have the option.

1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION
7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
13 CLIMATE ACTION	15 LIFE ON LAND				

32,500 tons CO2e

voluntary offset since 2018, representing 50% total emissions

100%

of emissions voluntary offset in 2020

SITA is investing in projects that will help remove carbon emissions in the future, restore local eco-systems, support biodiversity, and enable local communities to reduce their emissions output. These projects will provide local jobs, while improving health, hygiene, gender equality and education – supporting multiple UN SDGs.

The EACs, Carbon Offset Credits and Catalyst programs are funded by an internal carbon levy applied to all emissions generated, set at the high end of the range recommended by climate experts.

In 2018 and 2019, we applied this carbon levy exclusively to offset unavoidable business travel emissions, as a way of taking practical and immediate action to mitigate the impact of our travel on the environment. In 2020, we extended our offset program to emissions generated from all our operations, covering Scopes 1, 2 and 3.

% of SITA's emissions offset through verified programs, 2018-2020

Year	2018	2019	2020
Total	37%	40%	100%
Carbon offset	100%	100%	54%
Energy Attribute Certificate			46%

Legend:
- Carbon offset
- Energy Attribute Certificate

THE PROGRAMS WE INVEST IN

Every Carbon Offset program that SITA invests in is approved by the International Carbon Reduction and Offset Alliance (ICROA). Each of them supports the United Nations Sustainable Development Goals (UN SDGs), with robust monitoring, reporting, and verification by independent third parties. Our Carbon Offset program is managed through Natural Capital Partners, a leading global provider of sustainable environmental offset emission programs.

India

Focus: High-impact community-based projects impacting environment and community sustainability

Classification: Verified Carbon Standard (VCS) and Climate, Community and Biodiversity Alliance (CCBA)

Learn more about the **project**

East Africa (Uganda & Kenya)

Focus: Community reforestation and social impact in East Africa

Classification: Gold Standard and Verified Carbon Standard (VCS) and Climate, Community and Biodiversity Alliance (CCBA)

Learn more about the **project**

Spain

Focus: Native woodland restoration and forest creation

Classification: Verified Carbon Standard (VCS) and Climate, Community and Biodiversity Alliance (CCBA)

Learn more about the **project**

Indonesia Rimba Raya, Borneo

Focus: Rainforest conservation, community development and biodiversity conservation
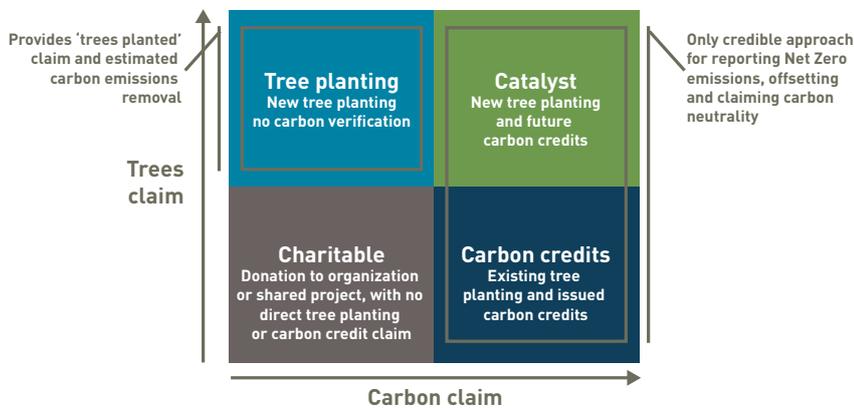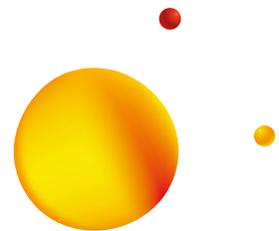
Classification: REDD+: United Nations Programme

Learn more about this **project**

ACHIEVING CARBON NEUTRALITY

The combined purchase of Carbon Credits and Catalyst is deemed the only credible approach for achieving net zero emissions and reporting, as well as offsetting and claiming carbon neutrality. This is fundamental to SITA's 2022 Carbon Neutral ambition.

Provides 'trees planted' claim and estimated carbon emissions removal

Only credible approach for reporting Net Zero emissions, offsetting and claiming carbon neutrality

Trees claim

Tree planting
New tree planting no carbon verification

Catalyst
New tree planting and future carbon credits

Charitable
Donation to organization or shared project, with no direct tree planting or carbon credit claim

Carbon credits
Existing tree planting and issued carbon credits

Carbon claim

SUSTAINABLE AVIATION

SITA has working partnerships with over 50 air transport industry associations, international organizations, standards-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 to become more efficient and ultimately more sustainable.

Technology has a role to play. SITA's solutions can help airlines and airports reduce carbon emissions at each stage of their operations and contribute to their carbon neutral growth, through more efficient flight planning, fuel consumption, on-time departures, faster turnarounds, and management of airport operations. In addition, we are focused on other areas, such as reducing the energy consumption of the equipment and services needed for processing passengers.

Our self-service portfolio of kiosks, gates, and bag-drops feature sustainable design elements such as modular construction, single form factor and passive cooling. Their lightweight components minimize the impact of material use and shipping. Our SITA Smart Path kiosks use patented GreenPower™ technology, which reduces energy costs by up to 75%.

SITA is adopting cloud-based services and adapting its approach towards infrastructure and application management. As a result, we are transforming to hybrid hosting solutions and managed services. This includes migrating applications from, and reducing dependence on, existing data centers, as well as the transfer of classical data center services to cloud-hosted services. These cloud-based services can help reduce energy emissions for airlines and airports, and they have the potential to be carbon neutral when provided from data centers with renewable energy.

SITA's Airport Management enables the sharing of data and intelligence across airport stakeholders, to achieve greater operational efficiencies, improved flight planning and routing to reduce fuel use and related emissions, better runway management, and allocation of resources to support more efficient aircraft turnaround.

As airports are responsible for pre-departure sequencing, using departure management tools like SITA's Airport-Collaborative Decision Making (A-CDM) platform allows aircraft to be optimized, so there is less congestion. Minimal time between engine start and departure ensures the reduction of noise, fuel, and CO_2 emissions.

"WE ARE COMMITTED TO DELIVERING PRODUCTS AND SOLUTIONS THAT SUPPORT SUSTAINABLE AVIATION, AND COLLABORATING WITH THE INDUSTRY ON SUSTAINABLE AVIATION INITIATIVES."

David Lavorel
CEO, SITA AT AIRPORTS AND BORDERS

Airports can optimize aircraft taxiing, for example, with efficient allocation, runway management, and predictive technology. The implementation of 'necessary delays' during disruption periods could save between 40-245kg fuel and 126-774kg emissions per flight. This works by reducing cruise speed while maintaining more efficient fuel burn at higher altitudes (ICAO).

SITA Airport Management also helps airport stakeholders optimize fixed and mobile resources. Airports can adjust their building management systems for efficiency, so when a gate is not in use, lights and heating can be turned off, saving energy. In addition, airports can optimize operations to prioritize and track specific environmental KPIs, gaining access to valuable environmental data to map and track emissions.

Our crew applications CrewTab and FlightFolder help airlines to reduce their environmental impacts by moving from paper-based to digital operations, which enables sustainable practices, preventing resource waste, for example, while promoting a circular economy and responsible consumption.

To help make flights more sustainable, SITA offer flight crews and dispatchers the eWAS weather situational awareness apps for fuel-efficient flights and disruption mitigation by avoiding severe weather. eWAS apps limit fuel consumption, enabling flexible flight plans and accurate fuel evaluation.

Through our partnership with Safety Line we offer OptiFlight to optimize take-offs and flight paths based on historical data and real-time updates for weather, head, and tailwinds. This reduces fuel consumption and limits aircraft CO_2 emissions at key flight stages. Safety Line estimates savings on fuel and carbon emissions of 234kg per climb for a B777, with a 214 CO_2 tons reduction a year per aircraft tail.

On the ground

SITA Airport Management
A-CDM

In the air

eWAS Dispatch
eWAS Pilot
OptiFlight
FlightFolder
CrewTab

Environmental benefits:

Fuel savings

Carbon savings

Noise reduction

Improved air quality

Waste/resource reduction

ABOUT THIS REPORT

This 2020 SITA CSR Report covers the period 1 January to 31 December 2020. It has been prepared for SITA Group activities where information and data were available. SITA's subsidiaries CHAMP Cargosystems and Aviareto are excluded from the scope of this report because they are not 100% owned by SITA.

Our CSR office prepares this report using data and information from the relevant business departments and systems within SITA, and from external parties for data and information relating to emissions. Data is captured on aspects including carbon emissions, energy, water consumption, recycling, employee fundraising, volunteering and corporate giving, as well as employee information such as diversity.

We assessed and reviewed the SITA Group's social, economic, and environmental impacts inside and outside of our organization, using stakeholder feedback to determine our CSR strategy and the boundaries of each issue we have mentioned in this report. See 'Stakeholder Engagement and Material Issues'.

We have expanded our material issues to include a stronger emphasis on health and wellbeing, in line with stakeholder concerns following the impacts of the COVID-19 pandemic. We plan to undertake a comprehensive materiality assessment in 2021 for our next report.

REPORTING FRAMEWORKS

SITA has formally reported its environmental, economic and social performance since 2011 using the Global Reporting Initiative (GRI) disclosures framework.

As a responsible business, we support the United Nations Global Compact (UNGC). Its 10 principles determine how we treat our employees, manage our supply chains, limit our negative environmental impacts, and promote high standards of business ethics. We map our activity to the United Nations Sustainable Development Goals (UN SDGs).

Our CSR reports also serve as a way for us to communicate our progress and commitment to sustainability and corporate social responsibility as signatories to the UNGC.

SIGNIFICANT CHANGES

There were no significant changes to our structure, ownership, or supply chain impacting 2020. There were changes to our size in 2020.
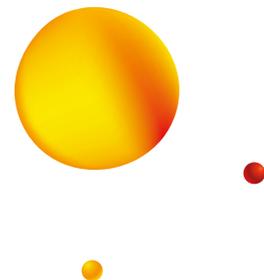
Some of these changes include:

- Reduction in employee numbers – see the 'Making people a priority' section of this report.
- Office floor space was reduced by 14.5% globally in 2020. See 'Creating sustainable workplaces'.
- In early 2020, we announced the acquisition of GTD Air Services, which took place in late 2019. See the **SITA Activity Report 2019** for more information.
- During 2019, SITA began the wind-down of its passenger services business.

As a company legally registered in Belgium, the Belgian Companies and Associations Code came into effect in 2020. We have revised our Articles of Association to fall in line with this regulation, which will be approved in 2021, so no changes came into effect in the 2020 reporting year.

Also, in 2020, SITA's Board and Council approved a transformation program to reorganize the SITA Group's current legal structure. The aim is to simplify SITA's structure and reinforce SITA's position as a sustainable provider of connected IT products and services to the air transport industry, while meeting evolving market demands and the challenges of global compliance requirements. See the **SITA Activity Report 2020**.

Content Team: Edna Ayme-Yahil, Martine Brocard, Alexandra Levinger, Manju Rani, and Terry Tucker

Design: Amarat Raval

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
General Disclosures 2016					
102-01	Name of the organization				See cover page
102-02	Activities, brands, products, and services		Principle 8	SDG 9, SDG 13	See pages 4-7 on SITA in Brief
102-03	Location of headquarters				Headquartered in Geneva, Switzerland
102-04	Location of operations				See page page 6 on Our Global Presence.
102-05	Ownership and legal form				Detailed information on the composition and structure of our organization is included in the General Information on page 17 of SITA Group Consolidated Financial Statements 2020.
102-06	Markets served				See pages 4-7 SITA in Brief
102-07	Scale of the organization				See pages 4-7 SITA in Brief See SITA Group Consolidated Financial Statements & Activity Report 2020.
102-08	Information on employees and other workers			SDG 8, SDG 10	See pages 22-28 on Our People Figures are at year-end from our HR information systems. Employment does not vary seasonally.
102-09	Supply chain	Responsible procurement	Principle 8	SDG 12	See page 20 on Our Procurement and Supply Chain.
102-10	Significant changes to the organization and its supply chain				See page 50 on About this report
102-11	Precautionary Principle or approach		Principle 7		SITA adopts a precautionary approach with regards to Principle 15 of the Rio Declaration on Environment and Development.
102-12	External initiatives				See page 50 About this report
102-13	Membership of associations				We have working relationships with over 50 air transport industry associations, international organizations, standard-setting bodies and institutions including International Air Transport Association (IATA), Airports Council International (ACI), International Civil Aviation Organization (ICAO) and Air Transport Action Group (ATAG). We are members of ACI Europe, World Travel and Tourism Council (WTTC) and ATAG.
102-14	Statement from senior decision-maker				See page 2 on CEO statement
102-15	Key impacts, risks, and opportunities				See pages 10 -11 on Stakeholder Engagement and Material Issues See page 20 on Our Procurement and Supply Chain. **Partial declaration:** We were not able to complete this disclosure in full as we plan to do a comprehensive materiality assessment in 2021 with new targets.
102-16	Values, principles, standards, and norms of behavior				See page 7 on Our Vision, Culture and Values
102-17	Mechanisms for advice and concerns about ethics		Principle 10:	SDG 16	See page 16 on Our Business Practices
102-18	Governance structure				See pages 12-15 on Our Governance

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
102-19	Delegating authority				See pages 12-15 on Our Governance
102-20	Executive-level responsibility for economic, environmental, and social topics				See pages 12-15 on Our Governance
102-21	Consulting stakeholders on economic, environmental, and social topics			SDG 16	See page 10-11 on Stakeholder Engagement and Material Issues
102-22	Composition of the highest governance body and its committees			SDG 5	**Partial declaration:** We are only able to report on the gender and tenure of our governance body and committees. See page 14 on Our Governance.
102-23	Chair of the highest governance body			SDG 16	See pages 12-15 on Our Governance
102-24	Nominating and selecting the highest governance body			SDG 5, SDG 16	**Partial declaration:** Selection of the SITA Board and Council is directed by the Articles of Association for SITA SC. Our Council Representatives and Board Directors reflect the importance SITA places on diversity, expertise on industry matters, and experience over a range of social, economic and financial topics. See **Meet the Team.**
102-26	Role of highest governance body in setting purpose, values, and strategy				See pages 12-15 on Our Governance
102-29	Identifying and managing economic, environmental, and social impacts			SDG 16	See pages 12-15 on Our Governance
102-30	Effectiveness of risk management processes				See pages 12-15 on Our Governance
102-31	Review of economic, environmental, and social topics				Corporate risk register reviews include economic, environmental and social risk registered topics. See pages 12-15 on Our Governance.
102-32	Highest governance body's role in sustainability reporting				Our CEO formally signs and approves the organization's sustainability report and material topics
102-33	Communicating critical concerns				See pages 16-17 on Our Business Practices
102-40	List of stakeholder groups				See page 10-11 on Stakeholder Engagement and Material Issues
102-41	Collective bargaining agreements		Principle 3	SDG 8	We have collective bargaining agreements in place in 11 countries representing 6% of SITA's directly employed workforce as at August 2020. We have updated our bargaining agreement reporting in 2020 to exclude the six countries where mandatory pay increases apply that had been included in our 2019 reporting.
102-42	Identifying and selecting stakeholders				See pages 10-11 on Stakeholder Engagement and Material Issues
102-43	Approach to stakeholder engagement				See pages 10-11 on Stakeholder Engagement and Material Issues
102-44	Key topics and concerns raised				See pages 10-11 on Stakeholder Engagement and Material Issues

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
102-45	Entities included in the consolidated financial statements				See SITA Group Consolidated Financial Statements 2020
102-46	Defining report content and topic boundaries				See pages 10 -11 on Stakeholder Engagement and Material Issues See page 50 About this report
102-47	List of material topics				See pages 10-11 on Stakeholder Engagement and Material Issues
102-48	Restatements of information				In prior years, all enviromental reporting was based on data gathered in our environmental management system. As of 2020, SITA has begun reporting its enviromental impact based on an independent external sustainability assessor.

We have material corrections on our 2019 CSR report namely: - The base year for our CSR committments in India was incorrectly reported as the year ending March 2019, when it was in fact for the year ending March 2020 |
102-49	Changes in reporting				See page 2 on CEO Statement
102-50	Reporting period				This report covers the corporate social responsibility activities of the SITA Group from January to December 2020. Where baseline periods of data differ we have indicated those on the respective sections in the report
102-51	Date of most recent report				The last report was published in June 2020 and covered the period January to December 2019.
102-52	Reporting cycle				The reporting cycle is annual
102-53	Contact point for questions regarding the report				See back cover
102-54	Claims of reporting in accordance with the GRI Standards				This report has been prepared in accordance with GRI Standards: Core option
102-55	GRI content index				See pages of index
102-56	External assurance				It is not part of SITA's policy to currently assure non-financial reports. Therefore this report has not been externally assured.
GRI 201: Economic Performance 2016		Local economic contribution		SDG 8, SDG 9	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See SITA Group Consolidated Financial Statements 2020
103-2	The management approach and its components				See SITA Group Consolidated Financial Statements 2020
103-3	Evaluation of the management approach				See SITA Group Consolidated Financial Statements 2020
201-3	Defined benefit plan obligations and other retirement plans				Please see pages 32-33 & 48-56 of SITA Group Consolidated Financial Statements 2020 for a summary of employee benefits plan and payments.

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 205: Anti-corruption 2016		Labor and working practice	Principle 6 & 10	SDG 16	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 16-17 on Our Business Practices
103-2	The management approach and its components				See pages 16-17 on Our Business Practices
103-3	Evaluation of the management approach				See pages 16-17 on Our Business Practices
205-2	Communication and training about anti-corruption policies and procedures				See pages 16-17 on Our Business Practices
205-3	Confirmed incidents of corruption and actions taken				0 incidences
GRI 302: Energy 2016		Environmental management and compliance	Principle 7 & 8	SDG 7, SDG 8, SDG 13, SDG 15	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues. See pages 38-39 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
103-2	The management approach and its components				See pages 38-39 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
103-3	Evaluation of the management approach				See pages 38-39 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
302-1	Energy consumption within the organization				Our office spaces are our most significant source of energy consumption inside our organization. See pages 41-42 on Creating Sustainable Workplaces **Partial declaration:** We are able to report only on total electricity consumption, including electricity used for heating, cooling, steaming: 16,671 MWh. Our assessments are completed by an external and independent assessor using the Carbon Neutral Protocol methodology. When available, actual consumption has been used, otherwise, benchmarks are used on a per country level (either per meter square or number of full time equivalent employees).
302-4	Reduction of energy consumption				See pages 41-42 on Creating Sustainable Workplaces **Partial declaration:** We can only provide reduction of the yearly electricity consumption, based on external and auditor assessment: 7'265 MWh versus 2019, i.e. 26,2 MJoules.

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 305: Emissions 2016		Reducing greenhouse gas emissions	Principle 7 & 8	SDG 3, SDG 7, SDG 12, SDG 13, SDG 15, SDG 17	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 38-47 on Environmental Action
103-2	The management approach and its components				See pages 38-47 on Environmental Action
103-3	Evaluation of the management approach				See pages 38-47 on Environmental Action
305-1	Direct (Scope 1) GHG emissions				See page 40 on SITA's GHG emissions 2018-2020, by scope Biogenic CO2 emissions is not relevant for SITA. GHG emissions estimates are quantified by applying the most relevant emission factor(s) from published reputable sources (i.e. DEFRA) which takes into account GWP. SITA's GHG assessments quantify all six Kyoto GHGs (CO2, methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), sulphur hexafluoride (SF6) and perfluorocarbons (PFCs)), and are measured in terms of tons of carbon dioxide (CO2) equivalence, or tCO2e. The global warming potential (GWP) of each GHG are taken into consideration.
305-2	Energy indirect (Scope 2) GHG emissions				See response 305-1
305-3	Other indirect (Scope 3) GHG emissions				See response 305-1
305-4	GHG emissions intensity				Our CO2 emissions are per FTE (full-time equivalent) is 2.4 CO2 tons. The denominator we use to calculate this ratio is yearly average full-time equivalent employees, which include permanent staff, contractors, consultants and interns/students. All 3 scopes are included and all gases are included in the calculation.
305-5	Reduction of GHG emissions				See page 40 on SITA's GHG emissions 2018-2020, by scope.
GRI 307: Environmental Compliance 2016		Environmental management and compliance	Principle 7 & 8	SDG 7, SDG 13, SDG 15, SDG 16	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 16-17 on Our Business Practices See page 19 on Certification and Assurance of Best Practices See pages 38-40 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
103-2	The management approach and its components				See pages 16-17 on Our Business Practices See page 19 on Certification and Assurance of Best Practices See pages 38-40 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
103-3	Evaluation of the management approach				See pages 16-17 on Our Business Practices See page 19 on Certification and Assurance of Best Practices See pages 38-40 on Our Carbon Neutrality Objective See pages 41-42 on Creating Sustainable Workplaces
307-1	Non-compliance with environmental laws and regulations				No significant fines or non-monetary sanctions for non-compliance with environmental laws. and regulations were received in the reporting period.

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 401: Employment 2016		Labor and working practices Diversity and inclusion Employee health, safety and wellbeing	Principle 6	SDG 3, SDG 5, SDG 8, SDG 10	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 8-9 on 2020 in Focus See pages 22-29 on Our People
103-2	The management approach and its components				See pages 8-9 on 2020 in Focus See pages 22-29 on Our People
103-3	Evaluation of the management approach				See pages 8-9 on 2020 in Focus See pages 22-29 on Our People
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees				See page 22 on Global, Dynamic and Diverse
401-3	Parental leave				**Partial declaration:** We do not track data on parental leave globally. However, employee entitlement to parental leave meets or exceeds statutory requirements in all countries where we employ people.
GRI 403: Occupational Health & Safety 2018		Labor and working practice Health and wellbeing	Principle 6	SDG 8	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See page 26 on Employee Health, Safety and Wellbeing
103-2	The management approach and its components				See page 26 on Employee Health, Safety and Wellbeing
103-3	Evaluation of the management approach				See page 26 on Employee Health, Safety and Wellbeing
403-3	Occupational health services				See page 26 on Employee Health, Safety and Wellbeing
403-4	Worker participation, consultation, and communication on occupational health and safety				See page 26 on Employee Health, Safety and Wellbeing **Partial declaration:** Our employees are predominantly office based so our health and safety practices reflect this low injury environment. However, in major locations, we have formal joint management-worker health and safety committees in place.
403-5	Worker training on occupational health and safety				Health and safety awareness and training form part of onboarding practices for all new hires. A detailed Health, Safety and Security framework including training is contained with the company intranet pages.
403-6	Promotion of worker health				See page 26 on Employee Health, Safety and Wellbeing
403-9	Work-related injuries				There were reported injuries (1 in 2019)

GRI INDEX

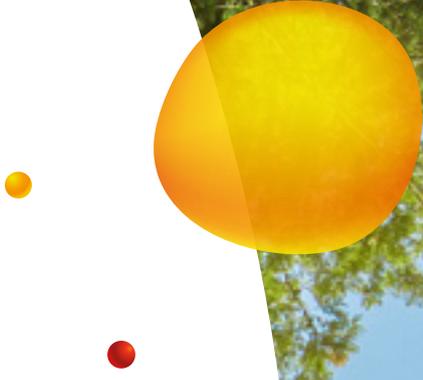| DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 404: Training and Education 2016		Labor and working practice	Principle 6: Labor	SDG 4, SDG 8, SDG 10	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 28-29 on Learning and Development
103-2	The management approach and its components				See pages 28-29 on Learning and Development
103-3	Evaluation of the management approach				See pages 28-29 on Learning and Development
404-1	Average hours of training per year per employee				See pages 28-29 on Learning and Development **Partial declaration:** For proprietory reasons, we are unable to disclose by gender, level or function
404-2	Programs for upgrading employee skills and transition assistance programs				See pages 28-29 on Learning and Development All our major locations and most of our medium and small locations engage outplacement services to support continued employability following severance.
404-3	Percentage of employees receiving regular performance and career development reviews				**Partial declaration:** Due to COVID-19, we changed our approach to having more regular, informal employee-manager touchpoints rather than recorded performance reviews in 2020. Due to this, we are unable to report by % or by gender and employee category.
GRI 405: Diversity and Equal Opportunity 2016		Diversity and inclusion	Principle 6: Labor	SDG 5, SDG 8, SDG 10	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 22-25 on Global, Dynamic and Diverse
103-2	The management approach and its components				See pages 22-25 on Global, Dynamic and Diverse
103-3	Evaluation of the management approach				See pages 22-25 on Global, Dynamic and Diverse
405-1	Diversity of governance bodies and employees				We track our employee demographics in terms of gender and generation globally. See pages 22-25 on Global, Dynamic and Diverse. **Partial declaration:** We have not reported on age and diversity on our governance bodies, only gender. See page 14 on Our Governance
405-2	Ratio of basic salary and remuneration of women to men				**Partial declaration:** For proprietary reasons we cannot disclose the details required for this disclosure. However, pay is equitable regardless of gender - see page 25 on Diversity and Inclusion.

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 406: Non-discrimination 2016		Diversity and inclusion	Principle 6	SDG 5, SDG 8	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 22-25 on Global, Dynamic and Diverse
103-2	The management approach and its components				See pages 22-25 on Global, Dynamic and Diverse
103-3	Evaluation of the management approach				See pages 22-25 on Global, Dynamic and Diverse
406-1	Incidents of discrimination and corrective actions taken				There were 0 in 2020
GRI 408: Child Labor 2016		Labor and working practice	Principle 1, 2 & 5	SDG 8, SDG 16	
103-1	Explanation of the material topic and its Boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
103-2	The management approach and its components				See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
103-3	Evaluation of the management approach				See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
408-1	Operations and suppliers at significant risk for incidents of child labor				See pages 20 on Our Procurement and Supply Chain
GRI 409: Forced or Compulsory Labor 2016		Labor and working practice	Principle 1, 2 & 4	SDG 8	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
103-2	The management approach and its components				See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
103-3	Evaluation of the management approach				See pages 16-17 on Our Business Practices See page 20 on Our Procurement and Supply Chain
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor				See page 20 on Our Procurement and Supply Chain

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
GRI 413: Local Communities 2016		Supporting local communities Local economic contribution		SDG 4, 5, 8, 10 & 17	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 30-37 on Our Communities
103-2	The management approach and its components				See pages 30-37 on Our Communities
103-3	Evaluation of the management approach				See pages 30-37 on Our Communities
413-1	Operations with local community engagement, impact assessments, and development programs				See pages 30-37 on Our Communities Our employee volunteering and fundraising efforts via our 'VIVA' program runs at all of our offices. We receive year end impact assessment reports on our CSR and ATC Foundation project activity. **Partial declaration:** We did not capture data on the % of our operations that participated in VIVA in 2020 due to the pandemic and our activity was impacted with many of our offices closed.
Data protection and information security		Data protection and information security			
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See page 18 on Data Protection and Information Security
103-2	The management approach and its components				See page 18 on Data Protection and Information Security
103-3	Evaluation of the management approach				See page 18 on Data Protection and Information Security
Passengers' health and safety		Passengers' health and safety		SDG 3	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 8-9 on 2020 in focus
103-2	The management approach and its components				See pages 8-9 on 2020 in focus
103-3	Evaluation of the management approach				See pages 8-9 on 2020 in focus
Business Integrity		Business Integrity		SDG 8, SDG 9, SDG 12, SDG 16, SDG 17	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 12-21 on Responsible Business
103-2	The management approach and its components				See pages 12-21 on Responsible Business
103-3	Evaluation of the management approach				SSee pages 12-21 on Responsible Business

GRI INDEX

DISCLOSURE		MATERIAL ISSUE	UN GLOBAL COMPACT PRINCIPLES	UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)	COMMENTARY
Certification and assurance of best practices		Certification and assurance of best practices			
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See 19 on Certification and Assurance of Best Practicess
103-2	The management approach and its components				See 19 on Certification and Assurance of Best Practicess
103-3	Evaluation of the management approach				See 19 on Certification and Assurance of Best Practicess
Operational Excellence & Customer Satisfaction		Operational Excellence & Customer Satisfaction			
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See page 21 on Operational Excellence & Customer Satisfaction
103-2	The management approach and its components				See page 21 on Operational Excellence & Customer Satisfaction
103-3	Evaluation of the management approach				See page 21 on Operational Excellence & Customer Satisfaction
Product and services innovation		Product and services innovation		SDG 9	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See page 21 on Our Products and Services Innovation See SITA Activity Report 2020 section on Innovation
103-2	The management approach and its components				See page 21 on Our Products and Services Innovation See SITA Activity Report 2020 section on Innovation
103-3	Evaluation of the management approach				See page 21 on Our Products and Services Innovation See SITA Activity Report 2020 section on Innovation
Sustainable Aviation		Sustainable Aviation	Principle 8 & 9	SDG 7, SDG 9, SDG 12, SDG 13, SDG 17	
103-1	Explanation of the material topic and its boundary				See pages 10-11 on Stakeholder Engagement and Material Issues See pages 48-49 on Sustainable Aviation
103-2	The management approach and its components				See pages 48-49 on Sustainable Aviation
103-3	Evaluation of the management approach				See pages 48-49 on Sustainable Aviation

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