

SITA FACTS

EASY AND SAFE TRAVEL EVERY STEP OF THE WAY

SITA is the world's leading specialist in air transport communications and information technology. Read the facts...

GLOBAL PRESENCE

4,700
EMPLOYEES

140
NATIONALITIES

60+
LANGUAGES SPOKEN

SITA SUPPORTS ALMOST
EVERY AIRLINE AND
AIRPORT IN THE WORLD

2,500
CUSTOMERS

AIRLINES,
AIRPORTS,
SERVICES AND
GOVERNMENTS

200
COUNTRIES & TERRITORIES

1,000
AIRPORTS

NEARLY EVERY PASSENGER
TRIP RELIES ON OUR
TECHNOLOGY

OWNERSHIP

400+
SITA AIR
TRANSPORT
INDUSTRY
MEMBERS

30+
AIR TRANSPORT
IT LEADERS
ON SITA'S BOARD
AND COUNCIL

20
ON
COMMITTEES
TO SET
STANDARDS

INNOVATION

R&D



INVESTING 7% (APPROX) OF REVENUES IN RESEARCH AND PRODUCT DEVELOPMENT (2019 - 2021)
INVESTMENT COMMITTED TO MEET FUTURE INDUSTRY NEEDS

PARTNERSHIP



SITA & ORANGE BUSINESS SERVICES SUCCESSFUL LONG-TERM PARTNERSHIP (CIRCA 20 YEARS)

PATENTS



390 PATENTS GRANTED TO SITA BY JUNE 2021 FOR INNOVATIONS. 220+ MORE PATENT APPLICATIONS PENDING AS THE PIPELINE INCREASES

BIOMETRICS



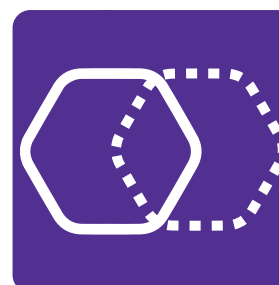
SITA SMART PATH COMMON-USE MOBILE AND BIOMETRICS-ENABLED SELF-SERVICE SOLUTION (2016 - 2021)

AI



PIONEERING WITH AI FOR OTP, FLIGHT PREDICTION, STAND ALLOCATION, BAG TRACKING / PROCESSING, CHATBOTS AND MORE (2019-2021)

DIGITAL TWINS



VIRTUAL REPLICA OF THE AIRPORT TO MODEL VAST AMOUNTS OF DATA TO RAPIDLY ANALYZE, PREDICT AND CONTROL AIRPORT OPERATIONS (2017-2021)



CORPORATE SOCIAL RESPONSIBILITY

- SITA IS A CERTIFIED CARBONNEUTRAL® COMPANY
- ISO14001 CERTIFICATION IN 7 MAIN OFFICES
- 48% EMISSIONS REDUCTION IN 2020, HELPED BY FOCUS ON GREENER OFFICES
- 85,000+ STUDENTS POSITIVELY IMPACTED BY STEM EDUCATION IN ETHIOPIA, KENYA, UGANDA, ZAMBIA, ZIMBABWE AND SOUTH AFRICA, SUPPORTED BY SITA AIR TRANSPORT COMMUNITY FOUNDATION
- 4,200 VOLUNTEER HOURS DEVOTED TO COMMUNITY CAUSES SINCE 2018

NETWORK AND INFRASTRUCTURE

95% OF ALL INTERNATIONAL DESTINATIONS COVERED BY SITA'S EXTENSIVE NETWORK

13,500 AIR TRANSPORT SITES CONNECTED BY SITA VPN NETWORKS

600 AIRPORTS WITH AIRPORTHUB™ GLOBAL CONNECTIVITY PLATFORM

BAGGAGE

Nº1 BAGGAGE TRACING NETWORK, WORLDTRACER, TRACES MILLIONS OF MISHANDLED BAGS WORLDWIDE EACH YEAR

IN USE AT **2,800** AIRPORT LOCATIONS

36 BILLION

BUSINESS AND MISSION-CRITICAL MESSAGES HANDLED BY SITA EVERY YEAR FOR AIR TRANSPORT

PASSENGERS, AIRPORTS AND GOVERNMENTS



5,000

SITA KIOSKS WORLDWIDE



50,000

WORKSTATIONS SUPPORTED AT OVER 460+ AIRPORTS



2.2BN

TRAVELER JOURNEYS PROCESSED BY SITA BORDER SYSTEMS (p.a.)

750 MILLION TRAVELERS DATA RECORDS A YEAR PROCESSED BY SITA'S BORDER SYSTEMS

70% OF THE WORLD'S TOP 20 AIRPORTS USE SITA SERVICES

PLAYED A MAJOR ROLE IN

70.3%

IMPROVEMENT IN MISHANDLED BAGGAGE WITH ANNUAL MISHANDLING COSTS FALLING FROM 2007 BY 40.8% TO US\$2.5M LAST YEAR

46.9
MILLION
MISHANDLED BAGS



2007

25.4
MILLION
MISHANDLED BAGS



2019

AIRCRAFT

146M

PASSENGERS USING SITA'S IN-FLIGHT MOBILE SERVICE (p.a.)

400+

AIRLINE CUSTOMERS. THE LEADER IN AIRCRAFT CONNECTIVITY

50,000

PILOTS WITH BEST-IN-CLASS WEATHER DATA

18,000+

AIRCRAFT USING SITA'S AIRCRAFT COMMUNICATION SERVICES

All figures based on pre-pandemic activity levels
*p.a. per annum

TO LEARN MORE ABOUT SITA VISIT WWW.SITA.AERO

SITA