

SITA Group

GRI Content Index 2022

SITA



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Sustainability
Report 2022

For questions,
contact: csr@sitaaero.com

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Statement of use	SITA Group has reported the information in accordance with the GRI Standards for the period from 1 January 2022 to 31 December 2022.
GRI 1 used	GRI 1: Foundation 2021
Applicable GRI Sector Standard(s)	Not applicable

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
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General disclosures

GRI STANDARD/ OTHER SOURCE	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	See SITA 2022 Sustainability Report cover page. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf See SITA 2022 Sustainability Report, About this report, page 95. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=95
	2-2 Entities included in the organization's sustainability	See SITA 2022 Sustainability Report, About this report, page 95. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=95
	2-3 Reporting period, frequency and contact point	Our SITA 2022 Sustainability Report relates to our activities performed between 1 January 2022 and 31 December 2022. It is published annually like the SITA Group Consolidated Financial Statements and Activity Report 2022 which include financial reporting. The SITA 2022 Sustainability Report was published on 14 June 2023. Questions can be addressed to csr@sita.aero
	2-4 Restatements of information	SITA has re-baselined its 2019 greenhouse gas footprint as part of its SBTi application. This includes more scope 3 emissions sources compared to the corresponding SITA 2019 CSR Report.
	2-5 External assurance	SITA's greenhouse gas emissions have been externally assured (limited assurance) both for 2019 and 2022 by our financial auditor PricewaterhouseCoopers. See SITA 2022 Sustainability Report, Auditor's assurance on SITA's greenhouse gas emissions, page 102. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=102
	2-6 Activities, value chain and other business relationships	See SITA 2022 Sustainability Report, About SITA, pages 7 to 8. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=7
	2-7 Employees	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97
	2-8 Workers who are not employees	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97
	2-9 Governance structure and composition	See SITA 2022 Sustainability Report, ESG compliance, transparency, and governance, pages 76 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=76
	2-10 Nomination and selection of the highest governance body	The Board (the highest governing body) and the General Assembly make/approve the decisions. The CEO or other members of the executive management team implement decisions approved at the Board or by the General Assembly.
	2-11 Chair of the highest governance body	The chair of the Board is not an executive officer in the organization
	2-12 Role of the highest governance body in overseeing the management of impacts	See SITA 2022 Sustainability Report, ESG compliance, transparency, and governance, pages 76 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=76
	2-13 Delegation of responsibility for managing impacts	See SITA 2022 Sustainability Report, ESG compliance, transparency, and governance, pages 76 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=76 The board has oversight of ESG topics, though the executive management team is responsible for identifying, managing, and implementing ESG topics. Various stakeholders such as employees, customers, and the Board - are consulted.
	2-14 Role of the highest governance body in sustainability reporting	Information unavailable.
	2-15 Conflicts of interest	A conflict of interest register for Board Directors is maintained and shared with the Directors. The SITA Board regulations govern how conflicts of interest are handled at the individual level at SITA Board meetings.
	2-16 Communication of critical concerns	Critical concerns are communicated to the SITA Board or to one of the Board's committees by the CEO or by the Head of Internal Audit. The Board meets regularly, at minimum once per quarter or on an ad hoc basis as needed.
	2-17 Collective knowledge of the highest governance body	No training performed at SITA Board level on ESG related topics for 2022. Plans are in place for 2023.
	2-18 Evaluation of the performance of the highest governance body	Annual self assessment by the SITA Board and committees and annual peer review by the Board. Actions are taken within a year of the self assessment.
	2-19 Remuneration policies	The SITA Board of Directors must choose to be remunerated or not. The remuneration policy includes a fixed annual fee for holding the director mandate, and a variable fee for committee participation. SITA Executive Leadership Team remuneration comprises a pay salary, a variable pay based on yearly objectives and a long-term incentive plan.
	2-20 Process to determine remuneration	See SITA 2022 Sustainability Report, ESG compliance, transparency, and governance, pages 76 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=76

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		Board Director remuneration approved by General Assembly. The Remuneration Committee of the Board engage external consultants to benchmark remuneration policies and packages.
	2-21 Annual total compensation ratio	Information unavailable.
	2-22 Statement on sustainable development strategy	See SITA 2022 Sustainability Report, CEO Statement, pages 4 to 6. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=4
	2-23 Policy commitments	See SITA 2022 Sustainability Report, Ethics, page 79. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=79
	2-24 Embedding policy commitments	See SITA 2022 Sustainability Report, Ethics, page 79. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=79
	2-25 Processes to remediate negative impacts	See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18 See SITA 2022 Sustainability Report, ESG compliance, transparency, and governance, pages 76 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=76
	2-26 Mechanisms for seeking advice and raising concerns	See SITA 2022 Sustainability Report, Ethics, page 79. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=79
	2-27 Compliance with laws and regulations	SITA commits to a high level of compliance and we will continue to act with high compliance and ethical standards. For confidentiality reasons, we cannot report on instances of compliance or non-compliance with laws and regulations.
	2-28 Membership associations	We have working relationships with many 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), Air Transport Action Group (ATAG), Federal Aviation Administration (FAA), and Civil Air Navigation Services Organisation (CANSO). We are members of ACI Europe, World Travel and Tourism Council (WTTC) and ATAG. SITA is also a UN Global Compact member.
	2-29 Approach to stakeholder engagement	See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
	2-30 Collective bargaining agreements	We have collective bargaining agreements in place in nine countries representing 5.1% of SITA's permanent employee workforce as at December 2022.
Material topics		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
	3-2 List of material topics	See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
Energy		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Energy management, pages 39 to 41. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=39
GRI 302: Energy 2016	302-1 Energy consumption within the organization	SITA has the following information related to energy consumption within the organization in 2022: a. Consumption of fuel from SITA-owned generators. Non-renewable:158,193 liters. b. Consumption of fuel from SITA-owned generators. Renewable: 0 liter. c. i) Electricity consumed (from primary data and estimations for our offices only) - 13,061,612 kWh . ii.a) Natural gas consumed for heating (from primary data and estimations for our offices only) - 5,817,050 kWh. ii.b)District heating (from primary data and estimations for our offices only) -938,196 kWh. iii) Cooling consumption: information unavailable. iv) Steam consumption: information unavailable. d. SITA does not sell energy. e. SITA total energy consumption for electricity and heating in its offices - 19,816,857 kWh. f. We used primary data (real consumption) for sites where information is available, and combined with assumptions per FTE (for electricity) or square meters (for heating). g. We use numerous emission factors database including the International Energy Agency (IEA) for electricity and Base Carbone from ADEME.
	302-2 Energy consumption outside of the organization	Information unavailable. We cannot track energy consumption of our software and kiosks at client sites.
	302-3 Energy intensity	See SITA 2022 Sustainability Report, Climate change, pages 26 to 38. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=26 See SITA 2022 Sustainability Report, Energy management, pages 39 to 41. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=39
	302-4 Reduction of energy consumption	See SITA 2022 Sustainability Report, Climate change, pages 26 to 38. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=26 See SITA 2022 Sustainability Report, Energy management, pages 39 to 41. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=39
	302-5 Reductions in energy requirements of products and services	Information unavailable.

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Emissions		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Climate change, pages 26 to 38. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=26
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<p>SITA has the following information related to its greenhouse gas emissions in 2022:</p> <ul style="list-style-type: none"> a. Scope 1 2022 emissions were 1,693 tCO_{2e}. b. All gases included in the Greenhouse Gas Protocol are accounted for in our calculations (See SITA 2022 Sustainability Report, Climate change, pages 26 to 38). c. SITA did not use biomass energy sources directly. d. SITA baseline year for its emissions in 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA Scope 1 emissions in 2019 were 1,191 tCO_{2e}. SITA re-did its 2019 calculations in 2022 to include all emissions sources in order to submit its SBTi targets. e. Common emissions and conversion factors such as IEA & ADEME have been used to translate input into CO_{2e}. f. SITA approach to compute its emissions was based on operational control. g. SITA's 2019 and 2022 GHG footprint assessment was performed by EcoAct, an independent and external emission assessor, following the GHG protocol and complying with the SBTi Net-Zero framework. When available actual data have been used as input, else, assumptions were based on discussion with SITA business units or benchmarks with the industry.
	305-2 Energy indirect (Scope 2) GHG emissions	<p>SITA has the following information related to its greenhouse gas emissions in 2022:</p> <ul style="list-style-type: none"> a. Scope 2 2022 emissions were 4,581 tCO_{2e} (location-based) and 987 tCO_{2e} (market-based). b. All gases included in the Greenhouse Gas Protocol are accounted for in our calculations (See SITA 2022 Sustainability Report, Climate change, pages 26 to 38). c. The emissions breakdown per specific greenhouse gas is not available. Nevertheless, all calculations are done in CO_{2e}. d. SITA baseline year for its emissions in 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA 2019 emissions were 8,930 tCO_{2e} (location based) and 8,261 tCO_{2e} (market based). SITA re-did its 2019 calculations in 2022 to include all emissions sources in order to submit its SBTi targets. e. Common emissions and conversion factors such as IEA & ADEME have been used to translate input into CO_{2e}. f. SITA approach to compute its emissions was based on operational control. g. SITA's 2019 and 2022 GHG footprint assessment was performed by EcoAct, an independent and external emission assessor, following the GHG protocol and complying with the SBTi Net-Zero framework. When available actual data have been used as input, else, assumptions were based on discussion with SITA business units or benchmarks with the industry.
	305-3 Other indirect (Scope 3) GHG emissions	<p>SITA has the following information related to its greenhouse gas emissions in 2022:</p> <ul style="list-style-type: none"> a. Scope 3 2022 emissions were 181,981 tCO_{2e} (location-based) and 182,251 tCO_{2e} (market-based). b. The emissions breakdown per specific greenhouse gas is not available. Nevertheless, all calculations are done in CO_{2e}. c. The biogenic emissions in CO_{2e} for 2022 is not available. d. All scope 3 emissions sources categories have been computed as per the Greenhouse Gas Protocol. e. SITA baseline year for its emissions in 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA 2019 emissions were 161,481 tCO_{2e} (location based) and 161,385 tCO_{2e} (market based). SITA re-did its 2019 calculations in 2022 to include all emissions sources in order to submit its SBTi targets. f. Common emissions and conversion factors such as DEFRA, IEA, ADEME, CEDA have been used to translate input into CO_{2e}. g. SITA's 2019 and 2022 GHG footprint assessment was performed by EcoAct, an independent and external emission assessor, following the GHG protocol and complying with the SBTi Net-Zero framework. When available actual data have been used as input, else, assumptions were based on discussion with SITA business units or benchmarks with the industry.

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	305-4 GHG emissions intensity	<p>SITA intensity ratios related to its 2022 emissions are:</p> <p>a. Based on tCO_{2e}/FTE: 38.0 (location-based), and 37.3 (market-based); based on tCO_{2e}/mUSD: 137.72 (location-based), and 135.28 (market-based).</p> <p>b. SITA uses Full Time Employee (FTE) as denominator for its tCO_{2e}/FTE ratio, and includes permanent, fixed term, contractors, contingent workers, students and our subsidiary CHAMP. For its tCO_{2e}/mUSD, SITA uses its total revenue for of SITA Group in millions of United States Dollars.</p> <p>c. All scopes following the Greenhouse Gas Protocol are included in our intensity ratios.</p> <p>d. All emission sources following the Greenhouse Gas Protocol were accounted and converted in CO_{2e} for our calculations.</p>
	305-5 Reduction of GHG emissions	See SITA 2022 Sustainability Report, Climate change, pages 26 to 38, and disclosure 305-1. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=26
	305-6 Emissions of ozone-depleting substances (ODS)	Not applicable to SITA.
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Information unavailable. SITA computes its GHG emissions in CO _{2e} , including all GHGs mentioned by the Greenhouse Gas Protocol.
Employment		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Talent management, pages 58 to 63. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=58
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	SITA provides the same benefits to part-time and full-time employees across all its operations in more than 120 countries. SITA monitors and offers different benefits depending on country best practice.
	401-3 Parental leave	Information unavailable. 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.
Occupational health and safety		
GRI 3: Material Topics 2021	3-3 Management of material topics	<p>See SITA 2022 Sustainability Report, Employee Health, Safety, and Well-being, pages 44 to 50, which predominantly focuses on health and well-being. This is because the risks of work-related accidents, injuries, or ailments are typically low for SITA employees because of predominantly office and home-office settings.</p> <p>https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=44</p> <p>SITA has a robust Health, Safety and Security (HSS) Program, easily accessible for all SITA full-time employees and contract workers on SITA's intranet. The HSG65 Safety Model Program is currently being transitioned to ISO 45001:2018, with one major site already ISO 45001:2018 certified.</p> <p>Most of the deliverables under Disclosure 3-3 are well addressed under the HSS program for staff to be aware of SITA's Master HSS Policy and various HSS training and awareness materials.</p> <p>The incident or near-miss reporting process is articulated in SITA's HSS program.</p> <p>Major sites are audited through external and local auditors on HSS - audits take place based on SITA's internal calendar.</p> <p>SITA is a multinational firm, and English is our corporate language. All processes, policies, and communications are predominantly in English.</p> <p>SITA offers reasonable insurance and health accommodation to its employees, meeting local country employment benefits. This is over and above to Employee Assistance Program provided by SITA.</p>
	403-1 Occupational health and safety management system	<p>SITA followed the HSG65 Safety Model, which is currently being transitioned to ISO 45001:201, with one major site already ISO 45001:2018 certified.</p> <p>Information and training modules to raise awareness on HSS delivery is available on SITA's intranet.</p>
	403-2 Hazard identification, risk assessment, and incident investigation	<p>The incident or near-miss reporting process is defined under SITA's HSS program and easily accessible to all SITA staff, including incident / near-miss reporting forms. This policy applies to all SITA staff, contractors, at SITA premises and customers' sites.</p> <p>SITA have named contacts responsible for ensuring policy application and incident reporting.</p> <p>An incident register is maintained.</p>
	403-3 Occupational health services	SITA's HSS program is easily accessible to all SITA staff - full-time employees, contractors, and students etc, and open to their feedback and suggestions for improvement. SITA hires contractors worldwide through professional firms who ensure local compliance on HSS delivery.

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GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	A formal and open communication channel exists with workers through their line managers, the People team, and Facilities teams to ensure two-way communication and feedback on HSS. Large SITA locations have a local management team comprising a Location Leader and other representatives, including from the People team and Facilities. They are all easily accessible for SITA employees to report HSS-related issues or feedback.
	403-5 Worker training on occupational health and safety	Training material is available on the dedicated HSS page on SITA's intranet. New joiners are inducted on safety training and the HSS program available on SITA's intranet.
	403-6 Promotion of worker health	SITA offers its employees reasonable insurance and health accommodation, meeting local country employment benefits. This is over and above to the Employee Assistance Program offered for well-being. See SITA 2022 Sustainability Report, Employee health, safety, and well-being, pages 44 to 50. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=44
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Internal and external audits are conducted according to SITA's internal calendar to evaluate workplace hazards and readiness per SITA's HSS program to support a safe and healthy work environment.
	403-8 Workers covered by an occupational health and safety management system	SITA has a robust Health, Safety and Security (HSS) Program, easily accessible for all SITA full-time employees and contract workers on SITA's intranet. The HSG65 Safety Model Program is currently being transitioned to ISO 45001:2018, with one major site already ISO 45001:2018 certified. SITA staff and contractors primarily operate from SITA offices. Most of these offices are leased at reliable commercial buildings in each country who are allowed to lease premises by local legal authorities. In addition, SITA performs internal and external evaluations of a site before leasing and making it fit for operations. SITA HSS program covers all SITA employees and contractors and applies to all SITA offices, and customers' sites where SITA employees and contractors may operate. SITA operates in more than 120 countries, with more than 350 locations (SITA offices and airport presence) around the world.
	403-9 Work-related injuries	The incident or near-miss reporting process is defined under SITA's HSS program and is easily accessible to all staff, including incident / near-miss reporting forms. Incident count for the last 4yrs: 2020: Nil (C-19 closure) 2021: Nil (C-19 closure) 2022: 1 (minor electric shock). The incident in 2022 was not considered major, and the employee was absent for one day. SITA do not differentiate incident from a SITA employee or contractor.
	403-10 Work-related ill health	See disclosure 403-09.
Training and education		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Talent management, pages 58 to 63. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=58
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97
	404-2 Programs for upgrading employee skills and transition assistance programs	The learning programs we offer are either online or in-person. We also offer mentoring and coaching programs where employees learn from more senior colleagues or external coaches. From a content perspective, our offering is wide-ranging, covering learning that is functional, technical, soft skills, managerial, leadership etc. We track completion and progress and can pull various reports including which courses employees have undertaken. 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	Information not available. Actions are ongoing to better structure, monitor, and report on our performance management system, including performance reviews and individual development plans. As of 2023, managers will formally assess employees' overall performance and results at the end of the year.
Diversity and equal opportunity		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Diversity, equity, and inclusion, pages 51 to 57. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=51
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97
	405-2 Ratio of basic salary and remuneration of women to men	See SITA 2022 Sustainability report, People metrics, pages 97 to 101. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=97 The information by significant locations of operation is not yet available.
Customer privacy		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability report, Privacy, pages 69 to 70. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=69

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GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints or leaks received or identified.
Cyber security		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Cyber security, pages 71 to 72. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=71 See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
Operational excellence		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Operational excellence, pages 80 to 82. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=80 See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
Business resilience		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, Business resilience, pages 83 to 89. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=83 See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18
ESG compliance, transparency and governance		
GRI 3: Material Topics 2021	3-3 Management of material topics	See SITA 2022 Sustainability Report, ESG compliance, transparency and governance, pages 75 to 78. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=75 See SITA 2022 Sustainability Report, Stakeholder engagement and materiality, pages 18 to 22. https://www.sita.aero/globalassets/docs/surveys--reports/sustainability-report-2022.pdf#page=18