

The background of the cover page is a photograph of two men in business suits shaking hands in a modern office. They are silhouetted against a large window that looks out onto a cityscape. The lighting is warm, suggesting late afternoon or early morning. The floor is highly reflective, showing the silhouettes of the men and the window frame.

# SITA GROUP IMPACT REPORT 2024, REFERENCE MATERIALS

Employee Engagement KPIs, People Metrics,  
GHG Emissions, and GRI Index

## Employee Engagement KPIs

KPIs	2019	2020	2021	2022	2023	2024
Overall employee well-being score from our employee engagement survey	87%	85%	86%	85%	85%	85%
Employee rating from employee engagement survey for “my manager genuinely cares about well-being”	-	89%	90%	89%	89%	89%
Employee rating from employee engagement survey for “I can be myself at work without worrying about being accepted”	-	-	90%	89%	89%	89%
Employee rating from employee engagement survey for “I am generally able to balance my work and my personal responsibilities”	-	-	82%	80%	80%	81%
Employee rating from employee engagement survey for “I am able to sustain the level of energy I need throughout the workday”	84%	83%	83%	82%	80%	82%
Increase in women’s representation in our workforce	21.3%	21.8%	22.1%	22.4%	22.8%	25.1%
Overall DEI score in our employee survey	84%	87%	88%	87%	85%	87%
‘Diversity’ score in employee survey for: “SITA supports diversity in the workplace (recognizing and respecting the value of human differences)”	88%	91%	91%	90%	89%	90%

## People Metrics

SITA Workforce	2019	2020	2021	2022	2023	2024
<b>Total</b>	5,480	4,514	4,514	5,069	5,456	5,739
<b>Permanent employees</b>	4,913	4,417	4,244	4,202	4,345	4,541
<b>Fixed-term contractors</b>	39	31	25	30	120	110
<b>Students (on placement)</b>	79	55	76	120	134	196
<b>Contingent workers</b>	449	154	189	273	322	327
<b>CHAMP permanent employees</b>	-	-	-	413	494	524
<b>CHAMP fixed-term contractors</b>	-	-	-	31	41	3
<b>CHAMP contingent workers</b>	-	-	-	-	-	38

CHAMP became a 100% subsidiary in 2022. We define contingent workers as including freelancers, consultants, independent contractors, and other non-permanent workers on a project-specific basis. Data in the detailing tables exclude CHAMP permanent employees and fixed-term contractors.

Workforce by region	2019	2020	2021	2022	2023	2024
<b>Number of permanent, fixed-term, students &amp; contingent workers</b>						
<b>AME</b>	1,613	1,251	1,139	1,077	1,122	1,029
<b>APA</b>	758	654	1,124	1,155	1,250	1,444
<b>EUR</b>	1,795	1,665	1,710	1,847	2,010	2,135
<b>MEA</b>	1,314	1,087	541	546	539	566

APA and MEA geographies re-defined in 2021.  
AME (Americas), APA (Asia Pacific), EUR (Europe), MEA (Middle East and Africa)

Locations	2019	2020	2021	2022	2023	2024
<b>% of SITA permanent and fixed-term workers at SITA offices and at airport locations</b>						
Airport	21.85%	23.4%	23.4%	23.79%	23.3%	22.4%
Town	78.15%	76.6%	76.6%	76.21%	-	-
Home	-	-	-	-	2%	2%
Office	-	-	-	-	74.7%	75.6%

Gender	2019	2020	2021	2022	2023	2024
<b>% Permanent &amp; fixed-term contractors</b>						
Women	21.3%	21.8%	22.1%	22.4%	22.7%	25.1%
Men	78.7%	78.2%	77.9%	77.6%	77.3%	74.9%
<b>% Students</b>						
Women	43.3%	55.3%	49.1%	46.8%	42.5%	31.6%
Men	56.7%	44.7%	50.9%	53.2%	57.5%	68.4%

Generation	2019	2020	2021	2022	2023	2024
Under 30	9%	7.6%	7.4%	7.8%	9.5%	14.8%
30-49	62.9%	63.4%	62.4%	61.2%	60.9%	59.5%
50+	28%	29%	30.3%	31%	29.7%	25.6%

Employee levels	2019	2020	2021	2022	2023	2024
<b>% Permanent &amp; fixed-term contractors by level</b>						
Associate	20.5%	20.9%	20.8%	19.3%	18.9%	21.3%
Professional	36.6%	35.9%	35%	35.2%	35%	36.8%
Management	37%	36.9%	38.1%	39.3%	40.4%	36.9%
Leadership	6%	6.3%	6.2%	6.2%	5.8%	5%
<b>% Gender representation by employee levels (junior to senior)</b>						
Associate – Women	23.4%	11.4%	12.8%	11.6%	10.6%	16.9%
Associate – Men	76.6%	88.6%	87.2%	88.4%	89.4%	83.1%
Professional – Women	29.3%	28.7%	28.1%	29.9%	30%	31.5%
Professional – Men	70.1%	71.9%	71.3%	70.1%	70%	68.5%
Management – Women	24%	21.4%	21.3%	21.5%	22.4%	23.8%
Management – Men	75.7%	78.6%	78.7%	78.5%	77.6%	76.2%
Management – Undisclosed	0.3%	-	-	-	-	-
Leadership – Women	21.5%	22.2%	21.2%	21.3%	21.4%	23.2%
Leadership – Men	78.5%	77.8%	78.8%	78.7%	78.6%	76.8%

Employee levels	2019	2020	2021	2022	2023	2024
<b>% Permanent &amp; fixed-term contractors by level</b>						
<b>Associate – under 30</b>	57%	20.2%	19.5%	19.6%	22.9%	34.6%
<b>Associate – 30–49</b>	37.6%	65.1%	65.5%	64.8%	62%	52.4%
<b>Associate – 50+</b>	5.4%	14.8%	15.1%	15.7%	15.1%	13%
<b>Professional – under 30</b>	23.7%	8.6%	8.8%	10.8%	13.8%	18.9%
<b>Professional – 30–49</b>	70.1%	69.8%	68.4%	66.5%	65.3%	63.9%
<b>Professional – 50+</b>	6.2%	21.5%	22.8	22.8%	20.9%	17.2%
<b>Management – under 30</b>	2.5%	0.7%	0.7%	0.6%	0.8%	1.3%
<b>Management – 30–49</b>	79.7%	60%	59.1%	58.6%	60.1%	62.8%
<b>Management – 50+</b>	17.8%	39.4%	40.3%	40.7%	39.1%	35.9%
<b>Leadership – under 30</b>	-	-	-	-	-	-
<b>Leadership – 30–49</b>	58.9%	41.9%	38.3%	35.7%	35.8%	33.8%
<b>Leadership – 50+</b>	41.4%	58.1%	61.7%	64.1%	64.2%	66.2%

Turnover	2019	2020	2021	2022	2023	2024
<b>Voluntary turnover rate %</b>	6.1%	8.4%	9%	9%	6.3%	6.7%
<b>Voluntary and involuntary turnover %</b>	11.2%	17.5%	14.5%	14.8%	11.8%	15.7%
<b>Turnover number total</b>	554	848	624	622	537	759
<b>Turnover number by age</b>						
<b>Under 30</b>	62	77	52	60	59	104
<b>30–49</b>	318	461	381	388	307	382
<b>50+</b>	174	310	191	310	163	273
<b>Turnover rate by age</b>						
<b>Under 30</b>	11.2%	9.1%	8.3%	9.6%	10.9%	14%
<b>30–49</b>	57.4%	54.4%	61.1%	62.4%	57.2%	50%
<b>50+</b>	31.4%	36.6%	30.6%	20%	31.9%	36%
<b>Turnover number by gender</b>						
<b>Men</b>	382	641	471	449	376	565
<b>Women</b>	172	206	153	173	143	190
<b>Undisclosed</b>	-	1	-	-	16	4
<b>Turnover rate by gender</b>						
<b>Men</b>	69%	75.6%	75.5%	72.2%	70.1%	74%
<b>Women</b>	31%	24.3%	24.5%	27.8%	26.8%	25%
<b>Undisclosed</b>	-	0.1%	-	-	3.1%	1%

Turnover number by region	2019	2020	2021	2022	2023	2024
AME	155	311	218	199	117	217
APA	68	109	153	153	124	150
EUR	239	250	205	227	236	332
MEA	92	178	48	43	60	60
Turnover rate by region						
AME	28%	36.7%	34.9%	32%	21.8%	28.6%
APA	12.3%	12.9%	24.5%	24.4%	23.1%	19.8%
EUR	43.1%	29.5%	32.9%	36.5%	43.9%	43.7%
MEA	16.6%	21%	7.7%	6.9%	11.2%	7.9%
Turnover pertaining to permanent employees only, calculated by number of leavers divided by average headcount. APA and MEA geographies re-defined in 2021.						

Type of Leavers – Gender	Men	Unspecified	Women	Totals
Involuntary termination	300	2	114	416
Resignation	240	7	65	312
Other reasons (Death, Divestiture, Retirement, Terminated Placement)	20	1	10	31
<b>Totals</b>	<b>560</b>	<b>10</b>	<b>189</b>	<b>759</b>

Type of Leavers – Location	AME	APA	EUR	MEA	Totals
Involuntary termination	155	44	190	27	416
Resignation	59	97	125	31	312
Other reasons (Death, Divestiture, Retirement, Terminated Placement)	4	8	16	3	31
<b>Totals</b>	<b>218</b>	<b>149</b>	<b>331</b>	<b>61</b>	<b>759</b>

New hires	2019	2020	2021	2022	2023	2024
<b>Number of new permanent employee &amp; fixed-term contract hires by age</b>						
Total	689	244	408	577	732	978
Under 30	179	59	104	131	179	383
30-49	444	151	255	375	490	535
50+	66	34	49	71	62	53
Unspecified	-	-	-	-	-	7
<b>% of new permanent employee &amp; fixed-term contract hires by age</b>						
Under 30	26%	24.2%	25.2%	22.7%	24.4%	31.3%
30-49	64.4%	61.9%	62.5%	65%	66.9%	61.6%
50+	9.6%	13.9%	12%	12.3%	8.7%	6.2%
Unspecified	-	-	-	-	-	0.9%
<b>Number of new permanent employee &amp; fixed-term contract hires by gender</b>						
Total	689	244	408	577	732	978
Men	503	163	292	412	535	646
Women	186	81	116	165	197	324
Unspecified	-	-	-	-	-	8
<b>% of new permanent employee &amp; fixed-term contract hires by gender</b>						
Men	73%	66.8%	71.6%	71.4%	73.1%	66%
Women	27%	32.2%	28.4%	28.6%	26.9%	33.1%
Unspecified	-	-	-	-	-	1%

New hires	2019	2020	2021	2022	2023	2024
<b>Number of graduate &amp; undergraduate hires</b>						
Total	30	7	25	30	134	189
<b>Number of new permanent employee &amp; fixed-term contract hires by region</b>						
AME	141	50	77	128	131	139
APA	100	31	102	168	209	296
EUR	225	127	199	240	329	434
MEA	223	36	30	41	63	108
Turnover pertaining to permanent employees only, calculated by number of leavers divided by average headcount. APA and MEA geographies re-defined in 2021.						
<b>% of new permanent employees &amp; fixed-term contract hires by region</b>						
AME	20.5%	20.5%	18.9%	22.2%	17.9%	14.2%
APA	14.5%	12.7%	25%	29.1%	28.6%	30.3%
EUR	32.7%	52%	48.8%	41.6%	44.9%	44.5%
MEA	32.4%	15%	7.4%	7.1%	8.6%	11%

Share of overall remuneration	2019	2020	2021	2022	2023	2024
<b>Permanent &amp; fixed-term employees by gender</b>						
<b>Women</b>	22.5%	22.9%	22.6%	22.8%	23.4%	25.1%
<b>Men</b>	77.5%	77.1%	77.4%	77.2%	76.6%	74.9%
Excludes a small minority of permanent and fixed-term employees that are paid hourly and daily.						

<b>Learning</b>						
<b>Permanent &amp; fixed-term contractors</b>						
<b>Average learning hours</b>	41.6	33.3	34.6	25.3	18.7	12.6
<b>Average learning hours by gender</b>						
<b>Men</b>	46.4	40.2	38.9	29.6	20.6	14.7
<b>Women</b>	47.1	36.3	35.1	26.2	17.4	13.2
<b>Average learning hours by employee level</b>						
<b>Associate</b>	44.4	44.7	40.8	41.3	34.1	20.3
<b>Professional</b>	40.3	35.2	33.6	25.3	24.9	15.2
<b>Management</b>	42.9	30.6	32.6	24	16.4	14.5
<b>Leadership</b>	46.2	38.8	25.5	18	14.1	10.7

SITA Governance	2019	2020	2021	2022	2023	2024
<b>Board representation</b>						
<b>Total</b>	12	12	12	12	12	12
<b>Women</b>	4	4	2	3	3	3
<b>%</b>	33.3%	33.3%	16.7%	25%	25%	25%
<b>Men</b>	8	8	10	9	9	9
<b>%</b>	66.7%	66.7%	83.3%	75%	75%	75%
<b>Under 30</b>	-	-	-	-	-	0
<b>30-49</b>	-	-	-	-	-	2
<b>50+</b>	-	-	-	-	-	10

SITA Board, Council & Executive Team by tenure	SITA Board	SITA Council	Executive Team
<b>Average Tenure in Years</b>	2.9	2.7	14
<b>Men</b>	9	15	12
<b>Women</b>	3	3	2
<b>Total</b>	12	18	14
<b>Under 30</b>	-	-	0
<b>30-49</b>	-	-	5
<b>50+</b>	-	-	9

	2022	2023	2024
Share of women in management positions in revenue-generating functions (e.g. sales) as % of all such managers (i.e. excluding support functions such as HR, IT, Legal, etc.)	21.5%	21.2%	24.4%
Share of women in STEM-related positions (as % of total STEM positions)	13.7%	13.5%	14.7%

## Our market-based carbon footprint data (in tCO<sub>2</sub>e)

Scope	Emission's category	2024	2023	2019
<b>Scope 1 GHG Emissions</b>				
1.1	Direct GHG emissions from stationary combustion	2,649	1,520	1,007
1.2	Direct GHG emissions from mobile combustion	76	180	247
1.3	Direct physical or chemical processing GHG emissions	-	0	0
1.4	Direct fugitive GHG emissions	139	132	177
<b>Scope 1 total</b>		<b>2,864</b>	<b>1,832</b>	<b>1,430</b>
<b>Scope 2 GHG Emissions</b>				
2.1	Indirect GHG emission from imported electricity	1,627	1,454	9,197
2.2	Indirect GHG emission from imported energy other than electricity (steam, heating, cooling, and compressed air)	-	348	-
<b>Scope 2 total</b>		<b>1,627</b>	<b>1,802</b>	<b>9,197</b>
<b>Scope 3 GHG Emissions</b>				
3.1	Purchased goods and services	67,446	71,125	102,277
3.2	Capital goods	5,872	3,183	8,421
3.3	Fuel- and energy-related activities not included in scope 1 or scope 2	1,127	649	2,384
3.4	Upstream transportation & distribution	4,497	3,400	2,404
3.5	Waste generated in operations	437	210	191
3.6	Business travel	10,909	11,665	22,279
3.7	Employee commuting	9,494	9,345	7,101
3.8	Upstream leased assets	-	-	-

Scope	Emission's category	2024	2023	2019
<b>Scope 3 GHG Emissions continued</b>				
3.9	Downstream transportation and distribution	-	-	-
3.10	Processing of sold products	-	-	-
3.11	Use of sold products	54,550	57,481	53,485
3.12	End-of-life treatment of sold products	2,122	1,340	858
3.13	Downstream leased assets	-	-	-
3.14	Franchises	-	-	-
3.14	Investments	-	-	-
<b>Scope 3 total</b>		156,454	158,398	199,399
<b>Total carbon footprint</b>		160,945	162,032	210,027

# 2024 GRI content index

Statement of use		SITA Group has reported the information in accordance with the GRI Standards for the period from 1 January 2024 to 31 December 2024.	
GRI 1 used		GRI 1: Foundation 2021	
Applicable GRI Sector Standard(s)		Not applicable	
	Disclosure	Location	Page
<b>General disclosures</b>			
	2-1 Organizational details	See Business Review Introduction	
	2-2 Entities included in the organization's sustainability reporting	See Business Review	
	2-3 Reporting period, frequency and contact point	Our SITA 2024 Impact Report relates to our activities performed between 1 January 2024 and 31 December 2024. It is published annually like the SITA Group Consolidated Financial Statements which include financial reporting. The SITA 2024 Impact Report was published on XXX. Questions can be addressed to sustainability@sita.aero	
	2-5 External assurance	SITA's greenhouse gas emissions scope 1-3 calculation have been externally assured (limited assurance) by independent financial auditor.	
	2-6 Activities, value chain and other business relationships	See Business Review and Governance section	
	2-7 Employees	See People metrics in the Appendix of this report	
	2-8 Workers who are not employees	See People metrics in the Appendix of this report	
	2-9 Governance structure and composition	See Sustainability Strategy	
	2-10 Nomination and selection of the highest governance body	See Sustainability Strategy	
	2-11 Chair of the highest governance body	See Governance section	
	2-12 Role of the highest governance body in overseeing the management of impacts	See Governance section The board has oversight of ESG topics and the executive management team is responsible for identifying, managing, and implementing ESG topics. Various stakeholders such as employees, customers, and the Board – are consulted. See DMA in Sustainability Strategy.	
	2-14 Role of the highest governance body in sustainability reporting	SITA Board of Directors supervises the activities of the SITA Group. As part of the Board's annual planning, the directors receive regular updates on ESG matters. The CSRD Steering Committee keeps us up with project progress, as well overseeing and advising on implementing the reporting directive across SITA.	

## General disclosures

2-15 Conflicts of interest	A conflict of interest register for Board of 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	SITA Board of Directors supervises the activities of the SITA Group. The Board has four standing committees, each with a specific focus. The mandates of the Audit and Risk Management Committee and Remuneration Committee cover economic, environmental, and social topics. Each Committee reports to the Board to give regular updates on their activities.
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 Business Review and Governance section 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	See People metrics in the Appendix of this report
2-22 Statement on sustainable development strategy	See Sustainability Strategy and CEO Statement
2-23 Policy commitments	See Governance section
2-24 Embedding policy commitments	See Governance section
2-25 Processes to remediate negative impacts	See Governance section
2-26 Mechanisms for seeking advice and raising concerns	See Governance section
2-27 Compliance with laws and regulations	SITA commits to a high level of compliance and will continue to act with high compliance and ethical standards. For confidentiality reasons, SITA cannot report on instances of compliance or non-compliance with laws and regulations.

## General disclosures

	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 Double Materiality Assessment, Sustainability Strategy	

## Material topics

GRI 3: Material Topics 2021	3-1 Process to determine material topics	See Double Materiality Assessment, Sustainability Strategy	
	3-2 List of material topics	See Double Materiality Assessment, Sustainability Strategy	

## Energy

GRI 3: Material Topics 2021	3-3 Management of material topics	See Energy management in Environmental section	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	<p>SITA has the following information related to energy consumption within the organization in 2024:</p> <ul style="list-style-type: none"> <li>a. Consumption of fuel from SITA-owned generators. Non-renewable: Information unavailable.</li> <li>b. Consumption of fuel from SITA-owned generators. Renewable: 0 liter. <ul style="list-style-type: none"> <li>i) Electricity consumed (from primary data and estimations for our offices only) – 9,273,134 kWh .</li> <li>ii.a) Natural gas consumed for heating (from primary data and estimations for our offices only) – 10,434,150 kWh.</li> <li>ii.b) District heating (from primary data and estimations for our offices only) – information unavailable.</li> <li>iii) Cooling consumption: information unavailable.</li> <li>iv) Steam consumption: information unavailable.</li> </ul> </li> <li>c. SITA does not sell energy.</li> <li>d. SITA total energy consumption for electricity and heating in its offices – 19,707,284 kWh.</li> <li>e. 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).</li> <li>f. We use numerous emission factors database including the International Energy Agency (IEA) for electricity and Base Carbone from ADEME.</li> </ul>	
	302-2 Energy consumption outside of the organization	<p>Use of sold products:</p> <ul style="list-style-type: none"> <li>SITA at Airports: 322,322,461.2 MJ</li> <li>SITA Communication and Data exchange: 52,580,433.6 MJ</li> <li>SITA at Border: 4,166,308.8 MJ.</li> <li>SITA for Aircraft: 4,545,690.5 MJ</li> <li>CHAMP Cargosystems: 5,558,234 MJ</li> <li>IPS Materna: 3,782,267.3 MJ</li> </ul> <p>For other carbon footprint scope 3 categories see Climate change in Environmental section</p>	

## Emissions

GRI 3: Material Topics 2021	3-3 Management of material topics	See Climate change in Environmental section	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	<p>a. Our direct (Scope 1) GHG emissions were accounted for 2863.94 t CO<sub>2</sub>.</p> <p>b. How we measure our carbon footprint, see Climate change</p> <p>c. SITA did not use biomass energy sources directly.</p> <p>d. SITA baseline year for its emissions is 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA Scope 1 emissions in 2019 were 1,430.25 tCO<sub>2</sub>e. SITA re-did its 2019 calculations in 2024 to include all emissions sources in order to submit its SBTi targets.</p> <p>e. Common emissions and conversion factors such as IEA &amp; ADEME have been used to translate input into CO<sub>2</sub>e.</p> <p>f. SITA approach to compute its emissions was based on equity control, About this report</p> <p>g. SITA's 2019 and 2024 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.</p>	
	305-2 Energy indirect (Scope 2) GHG emissions	<p>SITA has the following information related to its greenhouse gas emissions in 2024:</p> <p>a. Scope 2 2024 emissions were 1,627 tCO<sub>2</sub>e (market-based) and 4,658 tCO<sub>2</sub>e (location-based).</p> <p>b. All gases included in the Greenhouse Gas Protocol are accounted for in our calculations (See Climate change in Environmental section).</p> <p>c. The emissions breakdown per specific greenhouse gas is not available. Nevertheless, all calculations are done in CO<sub>2</sub>e.</p> <p>d. SITA baseline year for its emissions is 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA 2019 emissions were 9,850.70 tCO<sub>2</sub>e (location based) and 9,197 tCO<sub>2</sub>e (market based). SITA re-did its 2019 calculations in 2024 to include all emissions sources in order to submit its SBTi targets.</p> <p>e. Common emissions and conversion factors such as IEA have been used to translate input into CO<sub>2</sub>e.</p> <p>f. SITA approach to compute its emissions was based on equity control.</p> <p>g. SITA's 2019 and 2024 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.</p>	
	305-3 Other indirect (Scope 3) GHG emissions	<p>SITA has the following information related to its greenhouse gas emissions in 2024:</p> <p>a. Scope 3 2024 emissions were 156,685.74 tCO<sub>2</sub>e (location-based) and 156,453.74 tCO<sub>2</sub>e (market-based).</p> <p>b. The emissions breakdown per specific greenhouse gas is not available. Nevertheless, all calculations are done in CO<sub>2</sub>e.</p> <p>c. The biogenic emissions in CO<sub>2</sub>e for 2024 is not available.</p> <p>d. All scope 3 emissions sources categories have been computed as per the Greenhouse Gas Protocol.</p> <p>e. SITA baseline year for its emissions is 2019, before COVID-19, as SITA activities in the following years were severely impacted by the pandemic. SITA 2019 emissions were 199,499.43 tCO<sub>2</sub>e (location based) and 199,399.43 tCO<sub>2</sub>e (market based). SITA re-did its 2019 calculations in 2024 to include all emissions sources in order to submit its SBTi targets.</p>	

## Emissions

		<ul style="list-style-type: none"> <li>f. Common emissions and conversion factors such as IEA, CEDA, Base Carbone have been used to translate input into CO<sub>2</sub>e.</li> <li>g. SITA's 2019 and 2024 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.</li> </ul>	
	305-4 GHG emissions intensity	<p>SITA intensity ratios related to its 2024 emissions are:</p> <ul style="list-style-type: none"> <li>a. Based on tCO<sub>2</sub>e Total Workforce: 28.6 (location-based), and 28 (market-based); based on tCO<sub>2</sub>e/mUSD: 101.93 (location-based), and 99.9 (market-based).</li> <li>b. SITA uses Total Workforce as denominator for its tCO<sub>2</sub>e/Total Workforce ratio, and includes permanent, fixed term, contractors, contingent workers, students and our subsidiaries as reported in the annual report. For its tCO<sub>2</sub>e/mUSD, SITA uses its total revenue for of SITA Group in millions of United States Dollars.</li> <li>c. All scopes following the Greenhouse Gas Protocol are included in our intensity ratios.</li> <li>d. All emission sources following the Greenhouse Gas Protocol were accounted and converted in CO<sub>2</sub>e for our calculations.</li> </ul>	
	305-5 Reduction of GHG emissions	See Climate change in Environmental section	
	305-7 Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	SITA computes its GHG emissions in CO <sub>2</sub> e, including all GHGs mentioned by the Greenhouse Gas Protocol.	

## Employment

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See People metrics in the Appendix of this report	
<b>GRI 401: Employment 2016</b>	401-1 New employee hires and employee turnover	See People metrics in the Appendix of this report	
	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

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	<p>See DMA in Sustainability Strategy and Social section of the report. SITA focuses on health, including mental 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>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.</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>	
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	<p>SITA followed the HSG65 Safety Model, which is currently being transitioned to ISO 45001:2018, 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	<p>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.</p>	
	403-4 Worker participation, consultation, and communication on occupational health and safety	<p>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.</p> <p>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.</p>	
	403-5 Worker training on occupational health and safety	<p>Training material is available on the dedicated HSS page on SITA's intranet.</p> <p>New joiners are inducted on occupational health and safety training and the HSS program available on SITA's intranet.</p>	

## Occupational health and safety

	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 Social section of the report.	
	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 from 2020: 2020: Nil (C-19 closure) 2021: Nil (C-19 closure) 2023: 5 minor incidents 2024: 3 minor incidents  The incidents in 2024 were not considered major, none of them required medical assistance.  SITA does not differentiate incident from a SITA employee or contractor.	
	403-10 Work-related ill health	See disclosure 403-09.	

## Training and education

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See Social section of the report and Double Materiality Assessment, Sustainability Strategy	
<b>GRI 404: Training and Education 2016</b>	404-1 Average hours of training per year per employee	See People metrics in the Appendix of this report	

## Training and education

	404-2 Programs for upgrading employee skills and transition assistance programs	<p>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.</p> <p>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.</p>	
	404-3 Percentage of employees receiving regular performance and career development reviews	<p>In 2023, a performance management system was introduced allowing for thorough performance reviews and individual development plans monitoring. Performance reviews are since then carried out across all company a regular six-month basis. In 2024, 99.82% of employees who were assigned to participate filled in goals and reviewed it at the end of the year, and 88.10% had individual development plans (IDPs).</p>	

## Diversity and equal opportunity

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See Social section of the report and Double Materiality Assessment, Sustainability Strategy	
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	405-1 Diversity of governance bodies and employees	See People metrics in the Appendix of this report and Social section of the report	
	405-2 Ratio of basic salary and remuneration of women to men	See People metrics in the Appendix of this report and Social section of the report The information by significant locations of operation is not yet available.	

## Customer privacy

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See Social section of the report and Double Materiality Assessment, Sustainability Strategy	
<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints or reportable data incidents received or identified.	

## Cyber security

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See Social section of the report and Double Materiality Assessment, Sustainability Strategy	
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## Operational excellence, Business resilience and ESG compliance, transparency and governance

<b>GRI 3: Material Topics 2021</b>	3-3 Management of material topics	See Business Review and Governance section	
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