

SITA FACTS

EASY AIR TRAVEL EVERY STEP OF THE WAY

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

OWNERSHIP

400+
SITA AIR TRANSPORT INDUSTRY MEMBERS

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

20
ON COMMITTEES TO SET STANDARDS

GLOBAL PRESENCE

4,700
EMPLOYEES

140
NATIONALITIES

60+
LANGUAGES SPOKEN

SITA SUPPORTS ALMOST EVERY AIRLINE AND AIRPORT IN THE WORLD

2,800
CUSTOMERS
AIRLINES, AIRPORTS, SERVICES AND GOVERNMENTS

200
COUNTRIES & TERRITORIES

1,000
AIRPORTS

NEARLY EVERY PASSENGER TRIP RELIES ON OUR TECHNOLOGY

INNOVATION

R&D



INVESTING 7% (APPROX) OF REVENUES IN RESEARCH AND PRODUCT DEVELOPMENT (2019 - 2020)
INVESTMENT COMMITTED TO MEET FUTURE INDUSTRY NEEDS

PARTNERSHIP



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

PATENTS



> 260 PATENTS GRANTED TO SITA BY END OF 2019 FOR INNOVATIONS. MANY MORE PATENTS IN THE PIPELINE, WHICH HAS RISEN SIGNIFICANTLY OVER THE LAST 4 YEARS

BIOMETRICS



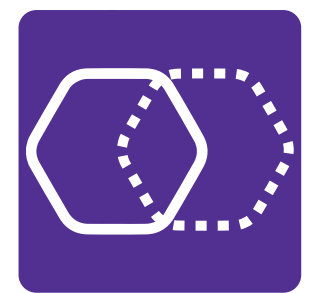
SITA SMART PATH COMMON-USE MOBILE AND BIOMETRICS-ENABLED SELF-SERVICE SOLUTION (2016 - 2020)

AI



PIONEERING WITH AI FOR OTP, FLIGHT PREDICTION, STAND ALLOCATION, BAG TRACKING / PROCESSING, CHATBOTS AND MORE (2019-2020)

DIGITAL TWINS



VIRTUAL REPLICA OF THE AIRPORT TO MODEL VAST AMOUNTS OF DATA TO RAPIDLY ANALYZE, PREDICT AND CONTROL AIRPORT OPERATIONS (2017-2020)



CORPORATE SOCIAL RESPONSIBILITY

- SITA PLANET+ PROGRAM COMMITMENT TO CARBON NEUTRALITY BY 2022
- ISO14001 CERTIFICATION IN 7 MAIN OFFICES
- 41% FALL IN OPERATIONS EMISSIONS & 8% FALL IN ENERGY CONSUMPTION SINCE 2011 (at 26 offices)
- 85,000+ STUDENTS POSITIVELY IMPACTED BY STEM EDUCATION IN UGANDA, ETHIOPIA, ZIMBABWE AND SOUTH AFRICA, SUPPORTED BY SITA AIR TRANSPORT COMMUNITY FOUNDATION
- 12,000+ STAFF VOLUNTEER DAYS ON PROJECTS AROUND THE WORLD SINCE 2014

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) vs **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