

COMMUNITY ENGAGEMENT PRINCIPLES

This document introduces SITA's approach to employee volunteering, philanthropy and blood donation.

Strategy & Growth Enablement

Sustainability & CSR

sustainability@sita.aero

Prague, Czech Republic

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Policy Owner
Patrik Svensson, Senior VP Strategy
& Growth Enablement

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1. Our commitment

At SITA, we are committed to making a positive and lasting contribution to the communities where we live, work and operate. Our approach to positive social and environmental impact is grounded in three core pillars: supporting local communities, advancing environmental wellbeing, and fostering innovation that benefits society. It is guided by transparency, ethical conduct and a focus on measurable outcomes.

Through employee volunteering, transparent charitable donations, and global support for blood donation, we encourage our people to engage meaningfully, respond to local needs, and help create opportunities for more inclusive, resilient, and sustainable communities.

SITA Community Engagement Principles are aligned with the SITA Code of Conduct and Anti-Bribery and Corruption Policy.

Principles guiding our community engagement:

- **Transparency:** All activities and donations are documented, tracked, and reported.
- **Ethical conduct:** We avoid conflicts of interest and ensure compliance with all relevant laws and internal policies.
- **Local empowerment:** We empower local teams to identify and support causes that matter in their communities, while ensuring global alignment.
- **Impact measurement:** We seek measurable outcomes and require reporting from beneficiaries.
- **Continuous improvement:** We regularly review our policies and programs to maximize positive impact.

2. Employee volunteering: SITA VIVA (Value in Volunteer Action)

Purpose: Every SITA employee is entitled to a full day's paid leave each year to participate in voluntary and charitable activities of their choice.

Global impact: The program has been in place since 2018 and has included team, individual and online volunteering. Via the VIVA program employees have increasingly engaged in expert volunteering and knowledge sharing.

Focus areas: Our volunteering supports community-centered initiatives, focuses on local impact, and accentuates help to environmental causes on local scale. Where possible, volunteering addressing environmental and/or community-focused issues linked to innovation is leveraged:

- Environment – climate adaptation, environmental restoration, biodiversity and decarbonization
- Innovation – technology access, digital inclusion, and STEM (science, technology, engineering and mathematics) education
- Community – equity-focused support, and local projects and initiatives.

Signature programs:

- In African countries, especially in South Africa, education initiatives, including internships and graduate programs in STEM and business fields are supported addressing technology skill gaps and entrepreneurship.
- In India, local charities and NGOs are funded on an ongoing basis, with a special focus on environmental projects on local levels, underprivileged children and women, and food provision programs.

We encourage all employees to support causes close to them, reflecting SITA's commitment to diversity, equity, and inclusion in all our locations.

3. Charitable donations policy

Purpose: SITA's charitable donations are voluntary contributions to registered charities, non-profits, NGOs, or recognized social enterprises, with no expectation of commercial return.

Focus areas: All donations must support one or more of SITA's social responsibility pillars addressed via volunteering program:

- Environment – climate adaptation, environmental restoration, biodiversity and decarbonization
- Innovation – technology access, digital inclusion, and STEM (science, technology, engineering and mathematics) education
- Community – equity-focused support, and local projects and initiatives.

Governance & transparency:

- All donations are subject to a clear approval process.
- Donations over US\$1,000 require additional documentation and impact reporting with a set timeframe.
- Donations must be non-political, non-religious, and cannot be made to actual or potential customers or suppliers.
- All donations are tracked for compliance, and larger donations are subject to additional screening for ethics and anti-bribery.

4. Blood donation leave policy

Purpose: SITA encourages voluntary blood donation by offering all permanent and fixed-term employees one paid day per year for blood donation, subject to local laws.

Key principles:

- Blood donation must be voluntary and not monetized.
- Employees must meet eligibility criteria as defined by national health authorities.
- In countries with more generous statutory allowances, local legislation takes precedence.

5. Contact and further information

For more details on SITA's community engagement, charitable giving, or volunteering programs, please contact our Sustainability and CSR team at sustainability@csr.aero or csr@sita.aero.

Note: This summary is intended for public use and reflects SITA's commitment to responsible, impactful, and transparent community engagement.