



# SITA CSR CHARTER

## **Policy description**

This document describes the principles of SITA's CSR Charter.

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## 1. INTRODUCTION

Acting responsibly is at the heart of everything SITA does as a business. Thus, Corporate Social Responsibility (CSR) for us means a broad commitment to our employees, business partners, communities, environment, and the Air Transport Industry. Our business is guided by core principles, practices, and commitments that every employee must follow to ensure that SITA remains a responsible business everywhere we operate.

**Our approach to Sustainability and CSR is based on the following commitments:**

1. Doing business in a responsible and ethical manner
2. Operating in an environmentally sustainable manner
3. Developing a diverse and skilled workforce
4. Contributing to the economic and social development of the communities where we operate
5. Providing the Air Transport Industry and adjacent markets with opportunities to make a positive and meaningful contribution to a sustainable future

## 2. APPLYING THE PRINCIPLES

### 1. Doing business in a responsible and ethical manner

- SITA strives to act as a responsible corporate citizen in every country it operates, conducting business in compliance with all applicable national and international laws and codes of practices.
- SITA engages in fair, open, and free competition and maintains solid relationships with its customers, partners, suppliers, Air Transport Industry organizations, governmental bodies, and citizens.
- SITA is committed to conducting business ethically and honestly and implementing and enforcing policies and systems that prevent bribery and corruption.
- SITA is committed to providing the Air Transport Industry with stable, reliable, and secure systems protecting against malicious threats, unauthorized access, use, disclosure, disruption, modification, or destruction.
- SITA is committed to ensuring that privacy and data protection issues are addressed throughout the entire lifecycle of any system, service, product, or process.
- SITA is committed to selecting suppliers that meet the legal requirements for local and international labor practices and environmental protection and show superior social and environmental performance.

### 2. Operating in an environmentally sustainable manner

- We abide by international and local laws, standards, and codes of practices regarding the environment.
- SITA is committed to reducing its impact on the environment through efficient operation of its business, minimizing energy use, and reducing its consumption of manufactured products, raw materials, and other natural resources in every country where it operates.
- SITA is committed to reducing its greenhouse gas emission to the bare minimum and as fast as possible and offsetting any emission generated through verified carbon offset programs until then.



### **3. Developing a diverse and skilled workforce**

- SITA is an equal opportunity employer, respecting and nurturing diversity through recruiting and promoting employees based on their skills and proficiency, irrespective of age, ethnic origin, gender, religion, or sexual orientation.
- SITA is committed to providing all employees professional development and learning opportunities, enabling them to maintain their skills and marketability.
- SITA provides a safe and professional work environment to protect the health and wellbeing of employees and enable them to perform their roles effectively.

### **4. Contributing to the economic and social development of the communities where we operate**

- SITA hires local, national, and regional residents and uses goods and services from the local communities where SITA operates, wherever possible.
- SITA compensates employees in line with market practice and provides incentive programs to reward high levels of contribution and performance.

### **5. Providing the Air Transport Industry and adjacent markets we support with opportunities to make a positive and meaningful contribution to a sustainable future**

- SITA is committed to addressing issues in the Air Transport Industry and adjacent markets by offering reliable and high-quality products and services and developing common standards, considering their perspectives, needs, and concerns.
- SITA lends its expertise to help engage in constructive actions and public dialogue on issues of importance to the industries we support.
- Through the development of innovative technologies, products, and services, SITA is helping its customers to lower their environmental impact and contributing to a more sustainable aviation industry.