SITA ACTIVITY REPORT 2022

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

SITA

See also: SITA's latest Sustainability
Report at www.sita.aero

SITA

SITA BOARD OF DIRECTORS

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SITA BOARD DIRECTORS (as of 31 December, 2022)

Dr. Omar Jefri
Chair
Saudi Arabian Airlines

A.T Srinivasan
Vice Chair
CIO - Qatar Airways

Hui Yee Boo
Group Chief Financial Officer
Malaysia Airlines

Mel Crocker
VP & Chief Information Officer
Air Canada

Michael Doersam
Group Chief Financial Officer
Emirates

Dominique Fehlmann
General Counsel & Company Secretary
Swiss International Air Lines Ltd

Nicolas Ferri
VP EMEAI
Delta Air Lines

Russell Hubbard
VP, Deputy General Counsel, Chief Privacy & Data Protection Office
American Airlines

Ladislaus Matindi
Managing Director and CEO
Air Tanzania

Frank Meyer
Chief Digital Officer, member of the ExeCom
Etihad

Dominique Prümm
Executive Director Aviation & Infrastructure
Fraport

Juliana Rios
Chief Information & Digital Officer - LATAM
Airlines Group

SITA ACTIVITY REPORT 2022

CHAIR'S STATEMENT

SITA

SHAPING THE FUTURE OF TRAVEL TOGETHER

DR. OMAR JEFRI, CHAIR

THE AIR TRANSPORT INDUSTRY: GAINING STRENGTH

I am delighted to say that 2022 saw the air transport industry gaining strength and momentum after the disruptions caused by the pandemic. Despite the economic and humanitarian shocks inflicted by the Russia-Ukraine crisis – and the dampening effects of rising energy costs, inflation, interest rates, and high airfares – our industry's resilience has proved to be remarkable. It became very clear as the year progressed that people all over the world wanted a swift return to the skies, as reflected in the significant rise in passenger demand.

By the end of last year, global air passenger traffic stood at over 75% of 2019 levels, according to IATA, who report that once again "consumers are thoroughly enjoying the freedom to travel" across most regions of the world. IATA cite expected 2022 airline net losses of US$6.9 billion, "significantly better than the losses of US$42.0 billion and US$137.7 billion in 2021 and 2020 respectively," along with an anticipated net profit of US$4.7 billion in 2023, the first profit since 2019.

Risks still exist, of course, particularly relating to the global economy, fuel prices, and disruptions caused by staff shortages, industrial relations and supply chain issues. On top of that is the prevailing uncertainty caused by the Russia-Ukraine crisis, which has seen SITA, like so many organizations, suspending services in Russia. But judging from all indicators at the time of writing, I am extremely optimistic about the resumption of a healthy, vibrant and profitable global travel industry.

ENABLING TRAVEL INDUSTRY GROWTH

Two of the standout trends over the last three years are the accelerated digitalization of travel and operational processes, as well the industry's journey to carbon net-zero by 2050, which is itself helped by greater efficiencies delivered by the digital shift. SITA's Board and Management fully recognize the criticality of these trends as a new era of digital travel emerges, and as the industry returns to growth and explores the opportunities ahead.

SITA is enabling this digital transformation for the air transport industry – as well as for the wider

> **Two standout trends are the accelerated digitalization of travel, as well the industry's journey to carbon net-zero by 2050, which is itself helped by greater efficiencies delivered by the digital shift. SITA is enabling digital transformation for the air transport industry – as well as for the wider travel industry."**

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SHAPING THE FUTURE OF TRAVEL TOGETHER

DR. OMAR JEFRI, CHAIR

Continued...

travel industry on which SITA is now also focused, including major sporting and religious events, cruise, and rail. The Board worked closely with SITA Management on the strategic planning that shaped SITA's 4-Year Plan (2023-2026), which sets out an ambitious growth path, with a sharp focus on the needs of SITA customers and the industry at large, in order to succeed in the years ahead.

Organizations across the industry see digital transformation as the way to gain operational efficiencies, enhance the passenger experience, create more opportunities for monetization, and reduce costs, while also addressing capacity constraints as the industry ramps-up. SITA's business plan centers on the fact that whatever the form of travel, the need for safe and seamless automated journeys is of paramount importance, with smarter more efficient borders, better on-time performance, and greater capacity – all thanks to digital processes. SITA's latest Air Transport Industry Insights research, conducted in 2022 and released in 2023, reveals that airports and airlines are ramping up their investments in

technology to digitalize operations and speed up the passenger journey by offering more self-service options.

See the '[CEO Report](#)' for more.

> **SITA's business plan and strategy will benefit all SITA customers and the travel industry at large, reinforcing the organization's community role and responsibilities, while meeting industry trends head-on with smart data-driven digital and cloud technologies as the path forward, and as a way to tackle sustainability and intermodality."**

The entire travel industry faces similar requirements as growth returns, and there is a clear need to address this together through common and shared approaches. This is a great opportunity for SITA to continue to make digital travel a reality, as the go-to air transport industry IT provider with a portfolio to digitally transform travel, while meeting common needs for improved passenger flow, efficiently managed disruptions, the integration of operational and passenger data, and more.

COMMUNITY ROLE AND RESPONSIBILITIES

SITA's business plan and strategy will benefit all SITA customers and the travel industry at large, reinforcing the organization's community role and responsibilities, while meeting industry trends head-on with smart data-driven digital and cloud technologies as the path forward, and as a way to tackle sustainability and intermodality. Let me recount four examples that have caught the eye of SITA Board Directors over the last year or so.

First, digitalization is seen as a key contributor to our community's sustainability targets. The SITA Board

> **SITA's sights remain set on enabling intermodal travel, to deliver an interconnected travel experience – through the integration of travel by road, air, sea and rail. As part of its community role, SITA is experienced in bringing together multiple stakeholders to adopt integrated digital ways of working."**

is well aware of the importance of this trend, from the experiences of our own organizations. SITA focuses strongly on collaborating with the industry on

SHAPING THE FUTURE OF TRAVEL TOGETHER

DR. OMAR JEFRI, CHAIR

Continued...

sustainable aviation initiatives driven by digitalization. One example is SITA OptiFlight® – developed with customer feedback and using machine learning to reduce fuel consumption and limit aircraft CO_2 emissions at key flight stages. We were encouraged to see many successes in this area in 2022, including the deployment of SITA OptiClimb® by Singapore Airlines, to reduce up to 15,000 tons of aircraft carbon emissions a year. The CEO Report explains more.

Second, we are seeing the rise of SITA Smart Path and SITA Flex, both of which help to reimagine the travel experience, making travel digital, mobile, and biometrically-enabled – whether on or off airport. The Board regards SITA Smart Path as an excellent community asset, offering a whole-journey identity management solution where 'your face is your boarding pass and passport'. It means that SITA is able to provide low-touch, self-service and agent-assisted passenger processing solutions at airports worldwide. SITA is also moving beyond traditional common-use for our community, with the introduction of SITA Flex. This harnesses Application Programming Interfaces (APIs) and cloud technologies to provide a mobile, self-service, and automated passenger experience, both on and off-site.

Third, we are witnessing the continued strength and importance of SITA's border management portfolio, for the travel industry's land and sea borders. The portfolio leads the world, accounting for around 2.2 billion journeys a year, and used by over 70 governments and all G20 nations. Ever since the 2000 Olympic Games in Sydney, it has supported major events, the latest being the 2022 World Cup, where it played a pivotal role in facilitating the flow of thousands of players, team support, officials, VIPs, media and, of course, spectators – both on and off the airport at stadiums and other venues.

And fourth, SITA's sights remain firmly set on enabling intermodal travel, another major industry trend which aims to deliver an interconnected travel experience on a single ticket – through the integration of travel by road, air, sea and rail. As part of its community role, SITA is experienced in bringing together multiple stakeholders to adopt integrated digital ways of working. SITA's approach to delivering intermodal travel is to support unifying digital systems to simplify the journey and operations. One such example is French rail operator SNCF Voyageurs, which in 2022 became one of SITA's first intermodal customers, enabled by SITA's APIs and other capabilities for its 'Train + Air' service.

COLLABORATIVE INNOVATION

The Board firmly believes that by meeting current and future community requirements, SITA continuously reinforces its relevance to the air transport industry, providing its members, customers and the community with the technology solutions to advance travel and prepare for the future.

Of vital importance to SITA's community role and responsibility is keeping a constant eye on emerging trends and technologies that will benefit the air transport community. That is why, in 2022, the Board was keen to approve further funds for SITA to pursue collaborative innovation initiatives, which include bolder approaches to identifying and pursuing opportunities, a strong partnership program called SITA Launchpad, and a program among employees to accelerate the capture of innovative ideas and their exploration.

SITA has always innovated collaboratively with airline, airport and border customers – as well as with other industry organizations – to explore opportunities to reduce costs, gain operational efficiencies, and enhance the passenger experience. So the Board welcomes this bold approach in areas such as digital identities, advanced analytics and data management, security and safety at airports, and sustainable alternative energy.

> **SITA provides the technology solutions to advance travel and prepare for the future, while keeping an eye on emerging trends and technologies. That is why the Board was keen to approve further funds for SITA to pursue collaborative innovation initiatives."**

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DR. OMAR JEFRI, CHAIR

Continued...

THE SITA BOARD'S FOCUS THROUGH THE YEAR

It was a busy year for the SITA Board. In February 2022, we felt it necessary to convene a Special General Assembly to update SITA shareholders on the cyber security incident which took place in early 2021 (as outlined in my Chair Statement in the 2021 SITA Activity Report). One of the outcomes of work done by the Board and Management in the aftermath of the incident was to enhance SITA's Enterprise Security Improvement Plan in line with recommendations coming from external assessments by industry experts.

> **SITA has always innovated collaboratively to explore opportunities to reduce costs, gain operational efficiencies, and enhance the passenger experience. The Board welcomes its bold approach in areas such as digital identities, advanced analytics and data management, security and safety at airports, and sustainable alternative energy."**

The Cyber Security Committee, formed by the SITA Board to oversee the incident investigation – and consisting of IT experts from the SITA Board – is now a Standing Committee of the Board. Now called the 'Cyber and Privacy Committee', its mandate is to continue to monitor all enhancements of the Enterprise Security Improvement Plan and Privacy Program.

Also in February, the Board announced the appointment of David Lavorel as SITA's new CEO. Making the final recommendation was the Board's CEO Selection Committee, which reports to the SITA Board and includes the SITA Council President and a subset of Board Directors. We are delighted David is at the helm and we have complete confidence in his leadership and vision,

as SITA maintains its focus on leading a strategic change for the air transport industry through digital and smart solutions.

The Board meeting in March, at which we approved the SITA NV Group Financial Statements, was the first formal meeting for David as our new CEO. It was important for us to gain a clear understanding of SITA's plans for future growth, including investments in new growth areas, along with the focus on accelerated product development and innovation. The Board considered the direction of SITA's Communications & Data Exchange business and its proposal to deliver an SD-WAN solution tailor-made for the air transport industry, which was announced later in the year in partnership with Versa Networks, a new generation of SDN provider. At the same time, the Board considered the considerable growth opportunities for SITA's now fully-owned cargo software subsidiary CHAMP Cargosystems. We regard CHAMP as a strong player in the market with significant potential and a promising future. See the 'Business Review' for more.

In the second quarter of the year, we saw changes to the SITA Board in line with the evolution of SITA's structure

and governance, which was approved by Shareholders at the Extended General Assembly in October 2021. In the first use of our new process for nominating directors under SITA's new governance, we saw seven new Directors join the Board in 2022. I am delighted that our new Directors bring fresh new skills and insights to help concentrate minds on SITA's growth trajectory.

The changes in the SITA Board's composition continue to ensure that SITA represents industry concerns and developments, while also remaining representative of the extraordinary geographic diversity of our industry and SITA's Membership base. (See the SITA Board for the Directors who joined and left the Board during the year.) At the Board strategy session held in September, we worked closely with SITA Management to provide input and feedback on SITA's 4-Year Plan, which sets out SITA's strategy and objectives to be a US$2 billion company by 2026, while positioning SITA as the leading trusted digital advisor for our industry.

SITA's evolved governance also conferred on the SITA Council an advisory role through which it contributes and advises on SITA's portfolio of products and solutions for the benefit of the

SHAPING THE FUTURE OF TRAVEL TOGETHER

DR. OMAR JEFRI, CHAIR

Continued...

community. The Council continues to be a Member-representative body addressing the interests of SITA's Member community. The Board is keen to maintain a strong relationship with the SITA Council, and I am invited, as Board Chair, by the Council President to attend the Council's bi-annual meetings. This provides an opportunity to share updates from the Board with the Council Representatives.

Throughout the year, the Board also continued to monitor the progress of the implementation of SimplySITA, effective as of January 2022. As a reminder, SimplySITA is a crucial strategic evolution for SITA, as part of its Long-

Term Business Strategy to help build a sustainable SITA that remains relevant to the future of aviation. The program has involved migrating SITA entities in around 200 countries into a single business structure, to simplify SITA's legal structure and provide greater efficiencies and flexibility for the organization. The Board has been pleased with the progress of this demanding global program.

Likewise, we were pleased to receive business updates throughout 2022 on the introduction and progress of SITA's 'all-in' transformation program called RISE. The program aims to accelerate transformational change and significantly enhance performance for SITA, underpinning the organization's objectives to grow organically and inorganically.

It involves driving a shift in the mindset and culture of SITA people all around the world, supported by a partnership with IMD. SITA's people are critical to the growth and success of SITA, and RISE gives everyone a chance to shape the future of the company. That is why it is important to see a cornerstone of the SITA People Team's strategy being to attract, retain, and build top and diverse talents, as SITA shifts to a high-performance culture.

THANK YOU

Before closing, let me express my gratitude to SITA's Board Directors, Council Representatives and SITA Management for their expertise, experience, commitment and guidance in 2022. The year brought us greater optimism about the future of travel, and shone a clear light on SITA's responsibility to continue to digitalize the industry and to drive for growth. The Board has full confidence in SITA's performance, focus and plans for the future. We invite all SITA Members to leverage SITA, the asset you own, as you plan and execute your continued digital transformations.

Let me also thank SITA's teams right across the organization for their dedication, and their efforts to evolve an excellent portfolio of solutions and services. We fully recognize their work in helping our industry to recover and embark on a more operationally efficient industry of the future, with the seamless and digital passenger journey at its heart. I am sure we can rely on their commitment and drive to steer SITA through another successful year as a growing organization that is simpler, stronger, and sustainable.

BOARD CHANGES IN 2022

I would like to warmly welcome those Directors who joined the SITA Board in 2022, as well as thank all those Directors who left the Board for their service and contribution.

[SITA Board composition](#) as of 31 December 2022.

> **SITA has always innovated collaboratively to explore opportunities to reduce costs, gain operational efficiencies, and enhance the passenger experience. The Board welcomes its bold approach in areas such as digital identities, advanced analytics and data management, security and safety at airports, and sustainable alternative energy."**

COUNCIL PRESIDENT'S STATEMENT

DIGITALLY TRANSFORMING TRAVEL

ADIB CHARIF, PRESIDENT

THE PROMISE OF A HEALTHIER FUTURE

After an extraordinary few years, passenger demand is returning swiftly, bringing the promise of a healthier future for airlines, airports and other travel community players. As a community, we must now focus sharply on solving the capacity constraints and congestion we sometimes face. We must rise to the challenges and deliver on the opportunities provided by technology transformation to address the current and future requirements of everyone in our industry.

Technology is showing the way forward. Across the air transport industry – and indeed throughout the wider travel industry – CIOs see digital transformation as critical to preparing for the future of travel, helping us to meet pressing needs, while improving our operational excellence, by being more flexible, efficient and agile.

We saw the accelerated digitalization of aviation during COVID, including more demand for mobile-enabled touchless walk-through passenger processing, to ensure safe and smooth travel processes. SITA's Air Transport IT Insights, released at the start of 2023, is clear proof of the industry's continued determination to digitalize, confirming an increased focus on investment in digital technologies to meet issues, for both airlines and airports. This includes technologies to smooth the passenger experience and to help curb bottlenecks, in turn allowing the redistribution of staff resources to focus on more complex tasks.

THE COUNCIL'S ROLE AND RESPONSIBILITIES

I was delighted to be re-elected as SITA Council President and I thank all Council Representatives for their continued faith in me. I remain committed to ensuring that the Council shares its knowledge and insights as SITA evolves. The Council sees the community's desire to digitally shift as crucial to SITA's raison d'être as a community provider and as a key partner in digitally enabling travel. SITA is committed to working closely with customers to this end; its portfolio is a leading enabler, be it through next-generation platforms that underpin the industry's digital transformation, or through automating and digitalizing passenger processing and industry operations, on and off the airport, at the border, and around the aircraft.

> **The Council sees the community's desire to digitally shift as crucial to SITA's raison d'être as a community provider and as a key partner in digitally enabling travel. SITA is committed to working closely with customers to this end. SITA's portfolio is a leading enabler."**

DIGITALLY TRANSFORMING TRAVEL

ADIB CHARIF, PRESIDENT

Continued...

Through SITA's portfolio, the community is able to respond to new needs and challenges. The Council Representatives act collectively on behalf of our community to ensure this remains the case, as we help to determine SITA's portfolio directions.

The Council continues to play an important role in other key areas, such as the selection of Board Director candidates through the participation of three Council Representatives on the Nomination Committee. We are also collaborating with SITA Management to drive enhancements to the operational activities of the SITA Service Desk.

Changes to the Council were implemented in 2022, including the new Council composition and our newly defined advisory role which has a primary focus on the SITA portfolio. In the first half of 2022 the formation of the new Council was finalized, and the Representatives were formally appointed at the Council meeting of 16 June 2022. The Council may be comprised of up to 20 Representatives coming from 10 Council Geographic Member Groups.

"The industry's digital transformation is critical to streamline travel, making it convenient and walk-through, while making operations efficient, with the ability to respond quickly to fast emerging situations. SITA's solutions enable this, being focused on collaboration, operational excellence and the seamless passenger journey."

A PORTFOLIO FOR THE FUTURE

The first meeting of the newly composed Council centered on understanding the Council's new role and the mandate of its Representatives. It was also an opportunity to gain deeper insights into SITA's portfolio capabilities, through an introduction to SITA's four business units – Airports, Borders, Aircraft, and Communications & Data Exchange. In December 2022, a successful and dynamic meeting of the Council took place and we continued to look closely at SITA solutions, with demonstrations from the Aircraft and Borders businesses, as well as hearing an assessment of the aviation industry by IATA Chief Economist Marie Owens Thomsen.

The initiative to provide deeper portfolio insights to the Council, through the involvement of management and specialists, will continue to increase awareness and recognition of the value of SITA's portfolio. The use of case studies is proving beneficial, as they offer real-life examples of how SITA's portfolio addresses specific issues, ensuring that solutions are understood and appreciated by key stakeholders.

What is clear from our discussions is that the industry's accelerated digital transformation is critical to streamline passenger travel, making it convenient, touchless and walk-through, while also making operations efficient and cost-effective, coupled with the capabilities to respond with speed to fast emerging and evolving situations.

SITA's solutions achieve this, being focused on collaboration, operational excellence and the seamless passenger journey, including automation and self-service, process optimization, operations sharing and outsourcing. They address market volatility through fast deployment, flexibility in use, and feature value-based pricing models to ensure agility in uncertain times.

This aligns well with the requirements of SITA's members and customers. The Council will continue to play its vital role of contributing to the development of SITA's portfolio of air transport industry products and solutions.

DIGITALLY TRANSFORMING TRAVEL
ADIB CHARIF, PRESIDENT

"The SITA Council Awards are for projects that address member and community challenges as we continue to embrace a digital future. We saw 19 nominations submitted during 2022 from SITA teams all over the world, for projects covering services, products or solutions, implementations, or Proofs-of-Concept."

Continued...

MAKING DIGITAL TRAVEL A REALITY

That brings me to the SITA Council Awards. Given the Council's role in helping to shape the development of SITA's portfolio, it is fitting that the Council judges award nominations for projects that address member and community challenges as we continue to embrace a digital future. We saw 19 Council Award nominations submitted during 2022 from SITA teams all over the world, for projects covering services, products or solutions, implementations, or Proofs-of-Concept.

Given the increased drive to digitalize travel processes and operations, 'Making digital travel a reality' was the category chosen for the awards. When narrowing down the entries to a shortlist of six, the judges considered how the projects enable easier travel, passenger convenience, sustainability, agility, cost effectiveness and efficiency – with complementary criteria including understanding the customer, SITA's community role, and cross-team and industry collaboration.

As always, it was a closely-run race, so choosing the winner and runners up proved difficult. But at the Council meeting in December 2022, our winning vote went to the SITA digital baggage project with Lufthansa. The project reduces mishandled bag costs and improves the customer experience by digitally automating bag reflight operations. This is an ideal way to meet a critical need, especially in peak and busy periods, as we see soaring demand for flights. Now available to all, the solution, WorldTracer Auto Baggage Reflight, is a fully automated Software-as-a-Service (SaaS) solution capable of re-flighting bags without any human intervention.

Three runners up all received equal votes, each demonstrating the relevance of SITA's portfolio and innovations for the future. One was the ground-breaking trusted traveler credential trial with the Government of Aruba, enabling passengers to use one privacy-preserving digital app with a trusted and digital copy of their passport, while giving the arrival government the ability to pre-clear passengers for boarding. In the coming year, we will definitely be hearing more about this trial in the advance of digital travel.

SITA's Digital Twin technology at Hamad International Airport was another a runner up. Winning the 'Smart Solution of the Year' award at the prestigious annual Qatar IT Business Awards in 2022, Hamad's Digital Twin displays a 3D representation of systems and facilities to optimize maintenance and stand management, including information regarding wait times, queues, airline arrivals, weather, cleaning, and much more. The other runner up was Singapore Airlines' deployment of SITA OptiClimb® to reduce up to 15,000 tons of aircraft carbon emissions a year, with estimated fuel savings of up to 5% during climb-out on each flight. As a digital inflight prescriptive analytics tool for fuel optimization, SITA OptiClimb® will not only provide Singapore Airlines with significant cost savings, but will also greatly help support its sustainability program and commitment to net-zero carbon emissions by 2050.

The two other nominations that made the top six include a SITA project with Fraport AG Frankfurt Airport – also involving Star Alliance and NEC – addressing 'any airport to anywhere' digital travel. In addition, the top six included a significant move towards seamless intermodal travel with the introduction of SITA Flex Integration Services, which enhance the seamless journey experience and benefit passengers, airlines and other modal service providers such as rail, buses, cruise, and ferries. We anticipate that both of these projects will have an increasingly positive impact on the travel experience in the years ahead.

DIGITALLY TRANSFORMING TRAVEL
ADIB CHARIF, PRESIDENT

" Our winning vote went to the SITA digital baggage project with Lufthansa. It reduces mishandled bag costs and improves the customer experience by digitally automating bag reflight operations. This is an ideal way to meet a critical need, especially in peak and busy periods, as we see soaring demand for flights."

Continued...

BETTER CONNECTED – THE VOICE OF SITA MEMBERS

The Council Awards keep SITA and the Council Representatives engaged and connected with one another, combining insights and expertise. Part of SITA's RISE transformation program (see the [CEO Report](#)) is to continuously maintain and enhance that level of connection and engagement.

To help drive the initiative, the President of each of SITA's four Geographies met with Council Representatives within their respective Geography to re-energize the relationship and to encourage their role as Representatives of the members in their Council Geography group. One of the outcomes from this engagement was the implementation of more active two-way communication between Representatives and SITA, which takes the form of a Microsoft Teams channel called 'SITA Council – The Voice of the Members'. This is a first for SITA and the Council. In addition to that, the Membership Committee of the Council met regularly to handle the flow of matters impacting various SITA Members.

"The year saw a ground-breaking trusted traveler credential trial with the Government of Aruba, a Digital Twin technology initiative at Hamad International Airport, and Singapore Airlines' deployment of SITA OptiClimb® to reduce up to 15,000 tons of aircraft carbon emissions annually."

THANK YOU AND LOOKING AHEAD

Before I finish, I would like to thank all the SITA Council Representatives for their dedication, commitment and knowledge as the Council embraces its advisory role and brings further expertise and insights to the development of SITA's portfolio. We offer grateful thanks to those whose term on the Council ended in 2022 – and we welcome all those Representatives who joined our new Council.

Let me also express my appreciation and gratitude to the SITA Board, SITA's CEO, David Lavorel, his Executive team, the Shareholder Relations team, and SITA employees across the world, in particular those who liaise closely with the Council to share their portfolio insights. As I said earlier, I think we can all look forward to healthier years ahead, as well as important opportunities for SITA as it continues its drive to digitalize our air transport community.

DIGITALLY TRANSFORMING TRAVEL
ADIB CHARIF, PRESIDENT

"

The Council will continuously maintain and enhance its level of connection and engagement with SITA, as a representative body of the air transport community, through meeting with SITA's Geography Presidents and portfolio experts."

SITA COUNCIL

Officially, all Council Representatives stepped down on 15 June 2022. As part of the newly composed Council, 19 Representatives were formally appointed at the first meeting of the newly formed Council on 16 June 2022. We would like to thank all former Representatives and welcome all new Representatives.

SITA Council composition as of 31 December 2022.

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COUNCIL
REPRESENTATIVES

SITA

SITA COUNCIL REPRESENTATIVES (as of 31 December, 2022)

Adib Charif
Council President

Representing the Middle East & India Group (Middle East Airlines - Air Liban)

Riadh Della

Representing the Middle East & North Africa Group (Tunisair)

Sherine Fahmy

Representing the Middle East & North Africa Group (Egyptair)

Brant Venice

Representing the North & Central America Group (United Parcel Service)

Jennifer Paine

Representing the North & Central America Group (Southwest Airlines)

Kelly Cunningham

Representing the North & Central America Group (United Airlines)

Lawrence Fong

Representing the North Asia Group (Cathay Pacific Airways)

Kenny Chang

Representing the North Asia Group (Korean Air)

Sam Charmand

Representing the South Asia & Pacific Group (Qantas Airways)

Tzu Chieh Soo

Representing the South Asia & Pacific Group (Singapore Airlines)

Aart Slagt

Representing the Southern Europe Group (KLM)

Daniel Colling

Representing the Southern Europe Group (Luxair)

SITA COUNCIL REPRESENTATIVES (as of 31 December, 2022)

Continued...

Kamal Hingorani

Representing the Indian Subcontinent Group (SpiceJet)

George Fanthome

Representing the Indian Subcontinent Group (Bangalore International Airport Limited - BIAL)

Bardo Werum

Representing the Northern Europe Group (Lufthansa)

Gary Walker

Representing the Northern Europe Group (Virgin Atlantic)

Edwin Garcia

Representing the South America & Caribbean Group (LATAM Airlines Brasil)

Andino Valls Dubarry

Representing the South America & Caribbean Group (Aerolíneas Argentinas)

Getinet Tadesse

Representing the Sub Saharan Africa Group (Ethiopian Airlines)

SITA ACTIVITY
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CEO REPORT TO THE BOARD

SITA

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

HELPING THE INDUSTRY'S COME-BACK

In my first full year as CEO of SITA, I am excited to see the air transport industry swiftly returning to growth faster than we initially anticipated. SITA has always helped to drive the industry's growth, and will continue to do so, with IT solutions that enable smoother journeys and efficient, agile operations. We are growing ourselves, too, as an organization of experts dedicated to and passionate about aviation, as well as the wider travel and transportation industry.

The air traffic numbers are encouraging for both industry and travelers alike. Globally, passenger traffic for 2022 reached 68.5% of pre-pandemic levels, according to IATA. International traffic rose more than 150% above 2021 levels, climbing to 62% of 2019 levels. Domestic traffic in 2022 reached nearly 80% of 2019's traffic, a rise of almost 11% versus prior year. ACI World estimates have been just as encouraging, having predicted the uptick in the second half of 2022. ICAO forecasts, in the meantime, show air passenger demand in 2023 recovering rapidly to pre-pandemic levels on most routes by the first quarter, with growth of around 3% on 2019 figures achieved by year end.

This is a crucial trend, with all signs pointing to more growth. While it clearly placed airlines, airports, ground handlers and other industry players on the back foot, it has also concentrated minds on the opportunities presented by aviation's accelerated digital transformation. SITA's role as a community provider is to be the industry's first port of call to enable this transformation, as advisors, and as a 'digital house' of expertise to help build the travel industry's digital future.

THE RETURN TO GROWTH

As we help our customers to grow and evolve with the return of travel demand, I am pleased to report that on the back of a positive year for SITA, we resumed our own growth trajectory in 2022. SITA's total revenue reached US$1,394 million, up by 3.8% on the previous year and representing growth of 6.8% for our ongoing business activities[1]. At the same time, we maintained a robust EBITDA performance, at around US$180 million, some 13% of revenue[2].

LEADING OUR INDUSTRY'S PROFOUND DIGITAL TRANSFORMATION

The air transport industry is experiencing a profound transformation, at the heart of which is the accelerated digitalization of

> **SITA's role as a community provider is to be the industry's first port of call to enable digital transformation, as advisors, and as a 'digital house' of expertise to help build the travel industry's digital future."**

1: As covered in our consolidated financials, available on request only as a complementary publication to this Activity Report. Excluding the wind down of the SITA Passenger Service System business, finalized in the first half of 2022 (see SITA Activity Report 2021).

2: For ongoing SITA business activities, as reported in SITA's management books.

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued...

travel and operational processes. SITA is a leading player, with a vision to reinvent travel and transport. Our latest Air Transport IT Insights survey underlines the trends as industry CIOs strive to ensure operations are as agile and resilient as they are efficient, with IT solutions seen as central to their success. This has spurred airlines and airports to deploy IT to fortify their operations against disruption while automating the passenger experience.

We see a huge emphasis on agility, adaptability to disruption, and prompt communication with customers and stakeholders. More than 9 out of 10 airlines over the next three years will invest in IT service management enhancement and disruption warning systems, as well as business intelligence initiatives for aircraft turnaround management, passenger processing, and baggage processing. Business intelligence is at the forefront of airport IT investment priorities, as well, with 93% planning initiatives for asset management and flight operations by 2025.

SITA's own experiences with customers across the travel industry show us that needs have evolved in line with the market conditions and trends they now

face. There is clearly pent-up demand; but there are higher costs as well, high energy prices, higher consumer prices, and an uncertain macroeconomic outlook. As a result, we see a drive for greater return on investment, for improved operational excellence, and for flexibility in adapting quickly to changing demand with minimum cost and effort. At the same time, governments around the world are continuing to invest in travel infrastructure.

Sustainability is another major focus, with the industry committing to net-zero targets. From our conversations with customers everywhere, we know that this will impact how the whole travel industry operates in the future, and the IT that it chooses to help reduce the carbon impact of its operations and meet carbon neutral goals. Airlines, for instance, are continuing to deploy technologies to become more sustainable, such as flight path optimization to reduce fuel burn: 55% of airlines have implemented these technologies. A further 29% plan to do so by 2025, according to our latest Air Transport IT Insights research.

As a critical player in the industry's profound transformation, SITA has been digitalizing travel ever since we were

founded! Our solutions automate key processes, at the airport, at the border and around the aircraft. They result in greater efficiencies and savings in costs and time, happier passengers, the ability to rapidly reallocate staff and resources, optimized flights, and streamlined turnarounds. They offer agility to scale operations up and down quickly. And they deliver operational efficiencies by using data for insights for informed decision-making to help achieve economic and environmental sustainability.

We now provide our digital solutions and expertise to the wider travel industry – including cruise, rail and major sporting and cultural events – to meet the same requirements for safe and seamless automated journeys, smarter more efficient borders, better on-time performance, disruption management, and greater capacity. As travel becomes

more connected and intermodal, digital systems to simplify the passenger journey across land, sea and air, are vital. We are excited to be using our experience in bringing together industry players to adopt the necessary integrated digital ways of working across the world's travel industry.

PUTTING THE NEEDS OF OUR CUSTOMERS FIRST

Our mission is to empower our customers to deliver the ultimate travel and transport experience, with the most advanced, efficient, and sustainable technologies.

Our 4-Year Plan, which continues to drive our growth, puts at its center the new and evolving requirements of our customers and the air transport community. Developed with the collaboration of SITA's Board and Council, it encompasses an insightful analysis of customer needs across all of SITA's geographies around

"

We are striving towards our vision to reinvent travel and transport – leveraging our passion for the industry, our forward-looking expertise, and our commitment to positively impact our customers' business."

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued…

the world, interlocked with portfolio solutions and developments throughout our business units. In doing this, we are able to pinpoint industry-wide customer requirements for solutions to deliver more sustainability, automation and self-service, biometric and mobile-enabled travel, digital aircraft and borders, and more.

To continuously satisfy evolving requirements, we are speeding up portfolio developments, introducing leading technologies for Cloud, Software as a Service (SaaS), for instance. We are committed to delivering products that provide an exceptional customer experience, backed by a relentless focus on quality of service and our 24x7 global customer operations. I am convinced we will succeed in driving the success of our customers while meeting our own growth ambitions. Dedicated to the industry for over seven decades, we are unique in being made up of teams of experts in every corner of the globe with in-depth aviation and IT know-how, and the skills to explore opportunities and overcome the challenges that the industry faces.

AIRCRAFT

Let me highlight each of our businesses in turn. One exciting opportunity lies in

the area of sustainability for aircraft and flight operations. Our Aircraft business leads the way in providing efficient and sustainable digital operations for over 400 airlines, Air Navigation Service Providers (ANSPs) and aircraft lifecycle partners. SITA's aircraft solutions help to achieve flight efficiency, reduce environmental footprint, make better real-time decisions, streamline operations, and reduce operational costs.

> **Sustainability is major focus. From our conversations with customers everywhere, we know this will impact how the travel industry operates in the future, and the IT that it chooses to help reduce the carbon impact of its operations."**

As the Chair Statement says, we are seeing ever-rising interest in SITA's OptiClimb, our digital inflight predictive analytics tool for fuel optimization. This is deployed on Singapore Airlines' Airbus A350 fleet since August 2022, for instance, helping it to cut aircraft carbon emissions by thousands of tons annually, as part of the airline's goal to achieve net-zero carbon emissions by 2050. The growth of our applications, data and platforms capabilities will enable us to meet the high demand among our customers for accessible sustainability and operational efficiency solutions for aircraft communications and operations.

AIRPORTS

Our Airports business is another contributor to industry sustainability goals. SITA Airport Management, for example, helps airlines, airports and ground handlers to run operations collaboratively and efficiently, from landing to turnaround and take-off. Joining us in the year were Athens, Luton and Bahrain airports, who are now among 190 or so users able to get real-time data insights to anticipate events, while planning and controlling operations, and assigning fixed and mobile resources effectively.

> **Our mission is to empower our customers to deliver the ultimate travel and transport experience, with the most advanced, efficient, and sustainable technologies."**

Critically, we are now meeting our airport customers' demands for solutions to develop infrastructure to build capacity, expand the digital boundaries of the airport, and push the processing of passengers and bags outside the airport. In addition to efficient and sustainable intelligent airport operations, our solutions offer a new, streamlined digital passenger experience.

A perfect example here is SITA Smart Path, our industry-leading biometrics, self-service and mobile-enabled platform, in use at Beijing Capital, Hamad, Istanbul, Miami and many other

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued...

airports throughout the world. We worked closely throughout 2022 on a seminal project to deliver Smart Path across all terminals and airlines at Frankfurt Airport, including integration with Star Alliance, which wants half its airline members to use biometrics by 2025. SITA Smart Path also has a significant role to play in helping US airports to meet the US Customs & Border Protection objective of screening 97% of exiting passengers at all commercial airports.

Complementing this is our SITA Flex platform. It offers a mobile, self-service digital travel experience both on and off the airport, for touchless bag tagging, digital boarding pass stamps at security screening, and more. Now available 'as a service', SITA Flex allows our customers to reimagine the journey, while enabling them to scale operations up and down rapidly to meet fluctuating passenger demand. As the industry embraces SITA Flex, we saw a number of new contracts signed in the year to help airports cope with the surge in travel, among them Brazil's São Paulo-Guarulhos and RIOgaleão, and Australia's Newcastle airport.

> **Dedicated to the industry for over seven decades, we are unique in being made up of teams of experts in every corner of the globe with in-depth aviation and IT know-how, and the skills to explore opportunities and overcome the challenges that the industry faces."**

BORDERS

We lead the way in digital transformation at the border too. Borders must be agile, dynamic, and digitally-enabled, allowing for decisions to be made well in advance of the border, for both air and intermodal travel. Our mission is 'to deliver the digital and integrated border of the future, protecting from security and health threats, improving national prosperity and providing safe and seamless travel'.

As the leading global provider of Advance Passenger Processing (APP), we enable governments around the world to approve a traveler's border security status and boarding in real-time, in advance of travel, to minimize hassle and queuing.

To spur growth as the travel industry began to emerge from the pandemic, we launched SITA Travel Authorization and eVisa. Integrating with our APP solution, they offer the ability to join up the eVisa process with border control, to enable a real-time visa check at the point of check-in. This delivers the digital transformation from traditional paper-based processes to a more simple, secure, and efficient digital process. On top of that we introduced SITA Health Protect – a package of SITA's Digital Travel Declaration (DTD) and APP – to automate and digitally manage health credentials. DTD was adopted in Jamaica during the year to allow travelers to submit all travel and health documentation needed for entry into the country through a single platform.

Post-pandemic, the use of SITA Health Protect is good due diligence in readiness for any other emerging global or regional/local health epidemics and crises.

Throughout the year, we continued to pioneer biometric passenger processing and border solutions, including trials and Proofs-of-Concept (PoCs), to evolve to a universal digital identity for a future of digital travel, where travelers will have no need to show their physical travel

> **SITA's Aircraft and Airports businesses help to contribute to the industry's sustainability goals, by providing efficient and sustainable digital operations for the industry, helping to reduce carbon emissions and fuel burn."**

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued...

documents. SITA stands together with industry bodies such as IATA and Airports Council International (ACI), advocating for the adoption of global standards and initiatives such as the Digital Travel Credential (DTC), led by ICAO.

We are seeing inspiring results. In an ongoing innovative pilot with the Government of Aruba and Indicio. tech, SITA enabled the pre-clearance of travelers using a mobile app and a secure SITA Trust Network. With a privacy-preserving digital identity on their mobile devices, travelers could enjoy fast-tracking entry, and access to many of the island's participating venues, such as restaurants, shops and clubs. The collaboration continues with some exciting developments and innovations, including use of ICAO's DTC, that I look forward to reporting in due course.

> **Borders must be agile, dynamic, and digitally-enabled, for both air and intermodal travel. Our mission is 'to deliver the digital and integrated border of the future, protecting from security and health threats, improving national prosperity and providing safe and seamless travel'."**

Equally impressive was SITA's involvement in the 2022 World Cup in Qatar, as referred to in the Chair's statement. Let me add to that: the use of SITA's APP, passenger and airport operations technologies was bolstered by our expertise in integrating digital identity and authorization into the Hayya fan digital id card, for local and international ticket holders. This critical implementation contributed to a smooth and secure flow of fans throughout the country, and is further testament to SITA's ability to keep in motion the wheels of major events.

COMMUNICATIONS & DATA EXCHANGE

Turning to our Communications & Data Exchange business, given the criticality of digitalization and the increasing value of data, it is vital that we help our

customers as, in the wake of Covid-19, they move faster than ever to transform their IT environments.

As applications for operational efficiency and passenger experience move to the cloud, we know our customers want to maximize their cloud investments. Not only that, their workforces are becoming more distributed between remote and on-site, bringing additional security challenges. For these reasons, SITA is easing their path to software-defined wide area networking (SD-WAN), multi-cloud, and Secure Access Service Edge (SASE).

In 2022, we partnered with Versa Networks to introduce the only software-defined network service designed specifically for the air transport industry. Called SITA Connect Go, it helps to address the limitations of older global networks and the challenges posed by new industry trends, entailing strong future-proof design with cybersecurity embedded and access to air transport industry applications on hybrid or multi-clouds. Our new generation solution is built to offer the agility, flexibility, security and cloud integrations needed to operate smoothly on and off-airport locations, and to address user needs wherever they are located.

> **SITA is renowned for its collaborative approach to innovation. We partner and co-innovate with our airline, airport, and border customers, as well as proven innovative companies, early-stage ventures, universities, and other science, academic and management institutions."**

I am delighted to see the introduction of flexible communications options on and off the airport to support industry growth. For nearly 75 years, SITA has been a communications leader and partner for the air transport industry, and this move takes us into a new era of communications for our industry.

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued...

CHAMP CARGOSYSTEMS

The last area of the business I will report on here is CHAMP Cargosystems. Becoming a fully-owned SITA subsidiary at the end of 2021, CHAMP leads the world in digitalizing and advancing the air cargo industry, with solutions to optimize efficiencies in the global air cargo supply chain. Its impressive customer tally ranges from Air France/KLM, American Airlines and JAL Cargo, to Lufthansa, Cargo Saudia Cargo and Vietnam Airlines Cargo.

As the market for air cargo grows, we are committed to significant investment during the year to enable CHAMP to leverage new technologies. CHAMP leads the market, as the cargo management systems provider with the most open platform on the market, with an advanced set of Application Programming Interfaces (APIs) to interconnect with many other systems. In another key development, CHAMP is now pioneering an innovation program with customers and partners to co-develop capabilities in artificial intelligence to improve cargo processes and predictability.

DRIVING COLLABORATIVE INNOVATION AND INDUSTRY PARTNERSHIPS

SITA is renowned for its collaborative approach to innovation. We partner and co-innovate with our airline, airport, and border customers, as well as proven innovative companies, early-stage ventures, universities, and other science, academic and management institutions. Our rationale is simple: to test innovations with customers directly through Proofs-of-Concepts and trials, and to work with partners to complement our strengths, skills and technologies. By doing this, we encourage growth, while exploring real needs and use cases, and bringing ideas to fruition as quickly as possible.

Our ongoing innovation projects include Artificial Intelligence (AI) and machine learning use cases for on-time-performance to predict and avoid delays, and to manage disruption; research into reducing baggage mishandling using Computer Vision technology; reliable, secure communication in the area of Urban Air Mobility; a commitment to developing a permanent digital identity for travel as a Premium Donor of the Sovrin Foundation; and much more. In 2022, we spent over US$ 78 million on

research and development cost, while reaching a total of 351 patents, with nearly 250 more patent applications in the pipeline.

We are now taking an even bolder approach to innovation, encouraging an innovation mindset throughout our entire organization and boosting the mechanisms by which we will meet our innovation ambitions. On top of that, 2022 saw the introduction of our major SITA Launchpad initiative. This is driving more SITA partnerships with customers and industry players in the innovation ecosystem in four focus areas where we see strong market demand for new and efficient solutions: digital identities, advanced analytics and data management, security and safety at airports, and sustainable alternative energy.

Our 'Meet the megatrends' report issued in 2022 reflects some of the areas where our innovation initiatives are focused, drawing on insights from our work across the transport industry, combined with the latest cutting-edge Proofs-of-Concept from our SITA Lab innovation team to identify the most powerful shifts that will drive the transport industry's evolution by 2033.

Let me just highlight four very different current partnerships for SITA. First, as I said before, with Versa Networks we launched our SD-WAN service tailor-made for the air transport industry in 2022. Versa represent a new era of SDN vendors, with multi-tenant capability (a model SITA uses at airports), and with software for that environment, giving SITA a future-proofing strategy. Versa has emerged rapidly as a market leader in its field, with Gartner rating the company among the top three providers globally.

Second is our industry-leading biometrics global partnership with NEC, which delivered a number of successes in the year, among them the Frankfurt Airport and Star Alliance project I referred to. The partnership's focus is on next-generation biometric, mobile-enabled and touchless 'walk-through' passenger processing. Using NEC's fast, accurate automation, SITA Smart Path can quickly validate a passenger's digital identity and credentials for paperless check-in, bag drop, security, immigration, and boarding. As the 'Business Review' in this report shows, SITA Smart Path currently accounts for over 4,000 biometric touchpoints around the world.

Third, in September 2022 we announced our partnership with Skyports to explore

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

DAVID LAVOREL, CEO

Continued...

technology for Advance Air Mobility (AAM) and Urban Air Mobility (UAM), bringing our excellence in biometric technology to shape the passenger journey through Skyports' vertiports. Our technology is implemented at the Skyports Cergy-Pontoise vertiport testbed in Paris, inaugurated as a showcase towards the end of the year by Groupe ADP, Skyports and Volocopter. It shows the passenger journey through the terminal, including security and check-in processes, biometric technologies, passenger dwell time, and aircraft boarding.

Fourth, we continued to work with Envision Digital during the year, which is the world leader in AI and Internet of Things technologies to help organizations accelerate and scale their journeys to net-zero. The aim is to decarbonize airports, which are among the biggest energy consumers, by offering a carbon reduction solution that connects and facilitates real-time data flows in an airport to monitor its carbon footprint, gain data-driven insights, and manage emissions.

As we prepare SITA for the years ahead, we are accelerating our own transformation. Over the years, SITA has successfully and continuously adapted to meet evolving industry and customer needs, exploit emerging technologies, increase efficiencies and spur growth. In 2022, we further ramped up our efforts.

DRIVING OUR OWN TRANSFORMATION – TO BETTER SERVE THE INDUSTRY

We introduced our RISE acceleration program in May. This comprehensive program, with multiple workstreams across the organization – each with an Executive Sponsor and Directly Responsible Individual – will accelerate SITA's organic and inorganic growth, leading to higher revenues and enhanced EBITDA performance. It is a catalyst for SITA's transformation, helping us tackle the most critical transformation projects. RISE puts the spotlight on, and additional resources behind, projects that matter most and will make a difference for our customers. It focuses strongly on outcomes. At the end of 2022, we closed the program's first seven months with an encouraging 80% achievement rate for the initial projects, which included initiatives to grow our business units, introduce community-specific services, build customer and industry partnerships, and enhance innovation.

As a technology leader and industry innovator, we continue to invest significantly in the profound transformation of our Technology Engine. This key RISE project involves a multi-year portfolio evolution towards Cloud, Edge Computing, Software as a Service (SaaS), and Platform Engineering – speeding up our ability to create new products at a lower cost for our customers. Our comprehensive RISE program also looks at increasing cost efficiency in other areas. We are accelerating the plans of our customer service organization, SITA Global Services, to implement service automation and advanced monitoring capabilities. The result will be a step-change in customer experience and operational efficiency.

Our most extensive transformation project, however, involves our people. They are fundamental to everything we do. RISE helps develop and attract talent and expertise, for which we are renowned, and establish a high-performance culture across the organization. The skills of SITA's people will allow us to transform and achieve our growth ambitions over the next four years.

THANK YOU

In closing, let me thank SITA's management and all SITA staff for their drive and commitment in 2022, and for the unique passion, expertise and experience that they have for the air transport industry in every corner of the globe. They are a true differentiator for SITA in our industry, and their hard work has helped to put us on the course to continued growth. Let me also thank the SITA Board and Council for their stewardship and industry insights throughout the year. With their support, I remain optimistic and confident about the future for SITA, with customer and industry needs firmly remaining at the top of our agenda. I look forward to continuing to work together as we transform travel and transport, moving towards a sustainable future, and seizing the many opportunities that lie ahead of us.

I look forward to continuing to work together as we strive towards our vision to reinvent travel and transport, by leveraging our passion for the industry, our forward-looking expertise, and our commitment to positively impact our customers' business.

SITA ACTIVITY
REPORT 2022

BUSINESS REVIEW

SITA

INTRODUCTION

TRANSFORMING TRAVEL FOR A SUSTAINABLE FUTURE

Throughout the year, SITA worked closely with the air transport industry as it experienced a swifter-than-expected post-pandemic recovery. We witnessed airlines, airports and other industry players intensifying the digital transformation of travel processes, to improve operational efficiencies, achieve 'more with less', enhance strategic agility, digitalize aircraft operations, and automate passenger journeys at the airport and border. On top of that, the industry continued to look towards IT to help the journey to carbon net-zero, with growing demand to track, report, and optimize energy and fuel consumption and emissions.

SITA's 'Air Transport IT Insights' research confirms the focus of investment on digital technologies, along with IT strategies to address sustainability. For passenger processing, according to the research, today's investment agenda for the industry includes biometrics, automation and self-service, giving passengers an enhanced 'digital travel' experience. For operations, it includes cloud, business intelligence (BI), artificial intelligence (AI), and data analytics. SITA's businesses continued to evolve their portfolios to meet the industry's new requirements as travel picks up.

See the following pages for in-depth business reviews and infographics:

IN THIS SECTION

- **SITA AT AIRPORTS**
- **SITA AT BORDERS**
- **SITA FOR AIRCRAFT**
- **Communications & Data Exchange**
- **Innovation**
- **SITA Global Services**
- **People Team**
- **CHAMP Cargosystems**

SITA'S FOCUS 2022-2023 AND BEYOND: ENABLING THE DIGITAL TRANSFORMATION OF TRAVEL

Transforming travel at the airport and border:	Making operations **efficient** and businesses **viable:**	Ensuring **collaboration** around the **aircraft**, with efficient and **sustainable flights**:	Helping aviation's journey to a **carbon net-zero future**:	**Pioneering** and **exploring** new and emerging technologies:	SITA's latest **Air Transport IT Insights** results show more investment in:
• **Digital identities** • **Biometric and mobile-enabled self-service** • **Digital borders** • **Advanced Data Services, APIs and AI** • **Total Airport Management**	• **SD-WAN** • **Cloud, Multicloud** • **Edge Computing, Software as a Service (SaaS)** • **Advanced Data Services, APIs, and AI** • **Collaborative IT**	• **Collaborative IT** • **Communications & messaging** • **Data-driven operational tools** • **Aircraft data services** • **Flight operations apps** • **Urban Air Mobility**	• **Data and AI** • **Digital aircraft and flight optimization services to reduce fuel burn / emissions** • **Sustainable airports** • **Monitoring environmental KPIs** • **Collaborative IT**	• **Digital identities Urban Air Mobility, incl. Vertiports** • **Robotics** • **Turnaround optimization** • **Supply chain operations** • **Baggage tracking, and more**	• **Biometrics and mobile for passenger self-service** • **Cloud** • **Business intelligence** • **IT service management** • **Disruption warning systems** • **Aircraft turnaround**

SITA ACTIVITY
REPORT 2022

SITA AT AIRPORTS

SITA

SITA AT AIRPORTS
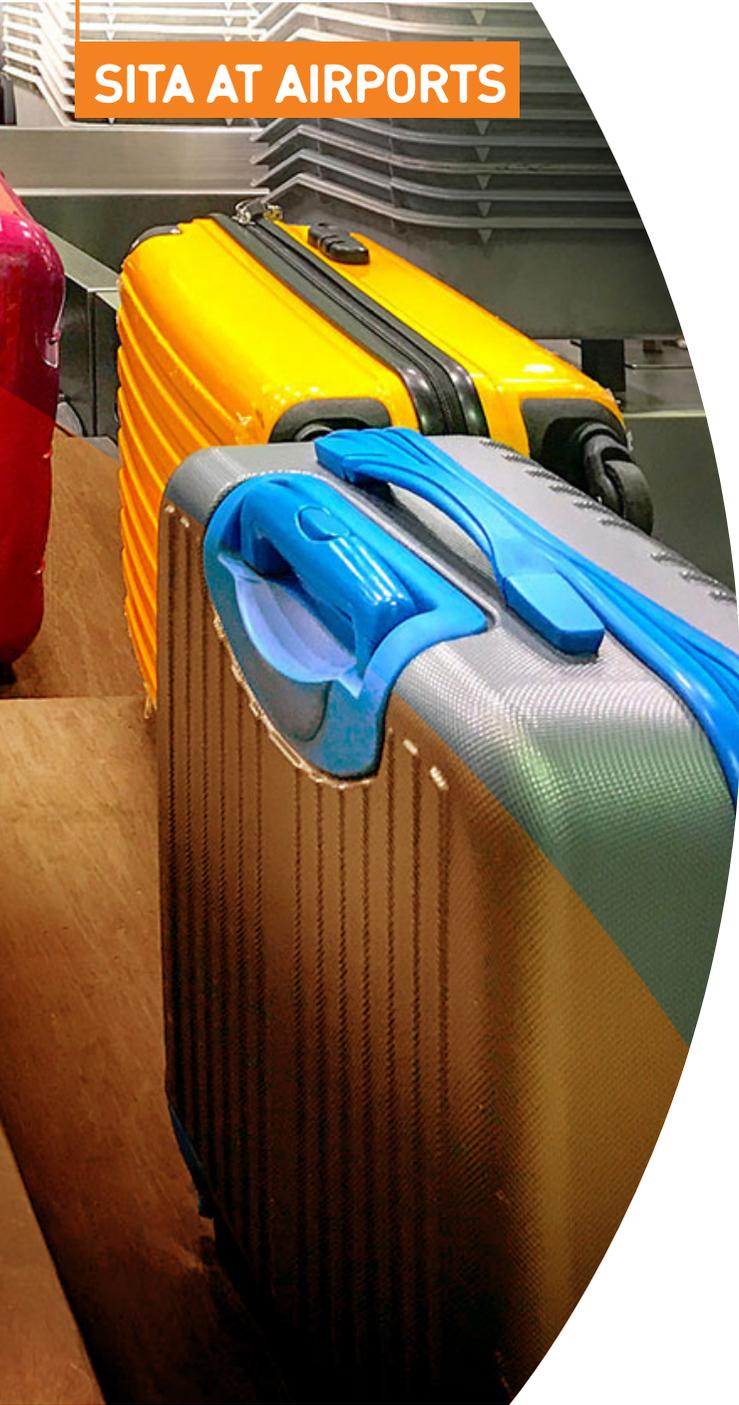
AS A LEADER IN PASSENGER PROCESSING, AIRPORT OPERATIONS AND BAGGAGE MANAGEMENT, SITA'S AIRPORTS BUSINESS SERVES AIRLINES, AIRPORT OPERATORS, GROUND HANDLERS, AND OTHER PLAYERS AT THE AIRPORT.

With the rapid return of air travel, and the accelerated drive to digitally transform travel processes, SITA remains committed to maximizing the digital travel experience – making airport operations smarter, more efficient, more sustainable, and fit for the future.

Key strategic directions for SITA's Airports business 2022-2023 and onwards: making the traveler journey efficient, effortless, safe and sustainable

Building **intelligent** operations and **infrastructure**, to deliver stress-free, digital, secure and **biometrically enabled passenger experiences** and **baggage management** at the airport.

Enabling **coordinated** and **decentralized** airport operations, with **multi-stakeholder collaboration**, as well as **off-site** and **multi-modal** integration – as part of a highly **automated** and **connected** airport.

Pioneering and innovating **Software as a Service, data insights** for correlation and prediction, **Artificial Intelligence (AI), vertiports** and **robotics**, with a strong focus on **sustainability** to support industry decarbonization challenges.

SITA AT AIRPORTS

As the recovery quickly gathered pace, airports looked towards IT to address **resource** and **capacity constraints**, as well the **integration of rail** in the short term, and **vertiports** for the future. High on the agenda is **decentralization**, through expanding the airport's digital boundaries, and pushing passenger and bag processing outside the airport.

SITA's portfolio – which includes leading solutions exploiting biometrics, mobile, cloud, Application Programming Interfaces (APIs), and more – gives airports the opportunities to evolve. Our **passenger processing** solutions deliver seamless experiences, thanks to streamlining touchpoints. The year saw the growing success of our **global biometrics partnership with NEC**, as well as **SITA Smart Path**, the industry's foremost journey **identity management** biometric and mobile solution. Added to that, the industry began to adopt our **SITA Flex** platform, for mobile-enabled digital travel, both on and off site.

Our **airport operations** solutions optimize resources to improve **on time performance** and tackle **disruption**, while enabling financial and environmental **sustainability**. Usage of **SITA Airport Management** rose as the industry rebounded, enabling Airport-

Collaborative Decision Making (A-CDM) and the trend towards **Total Airport Management**, which exploits predictive services and analytics.

Our **baggage management** solutions continued to lead the community with global services for tracking and handling mishandled baggage. Planning took place in 2022 for a trial with Lufthansa and the subsequent launch of SITA's **WorldTracer Auto Reflight** solution, to automatically reflight baggage. It highlights how digital transformation can meet a pressing industry need as flights return. SITA is exploring **decentralized baggage processing** and self-service to further digitalize airports.

As the industry grows, the needs of **regional airports** remain a strong SITA focus, along with serving **low-cost carriers**, facilitating **domestic and leisure air travel**, as well as serving the **wider travel industry**, such as **rail** and **cruise** operators, who share passenger processing and operations requirements in common with the air transport industry.

With that trend comes the airports' drive to satisfy **decarbonization** and **energy management** objectives, to achieve **sustainable operations**.

Through its operations portfolio, SITA is committed to solutions that reduce energy and emissions, bringing together data from many sources, enabling tracking of environmental performance indicators, and improving operational and infrastructure efficiencies. SITA's collaboration with Envision Digital is key, focusing on real-time data flows to **optimize airport operations** and **reduce emissions**.
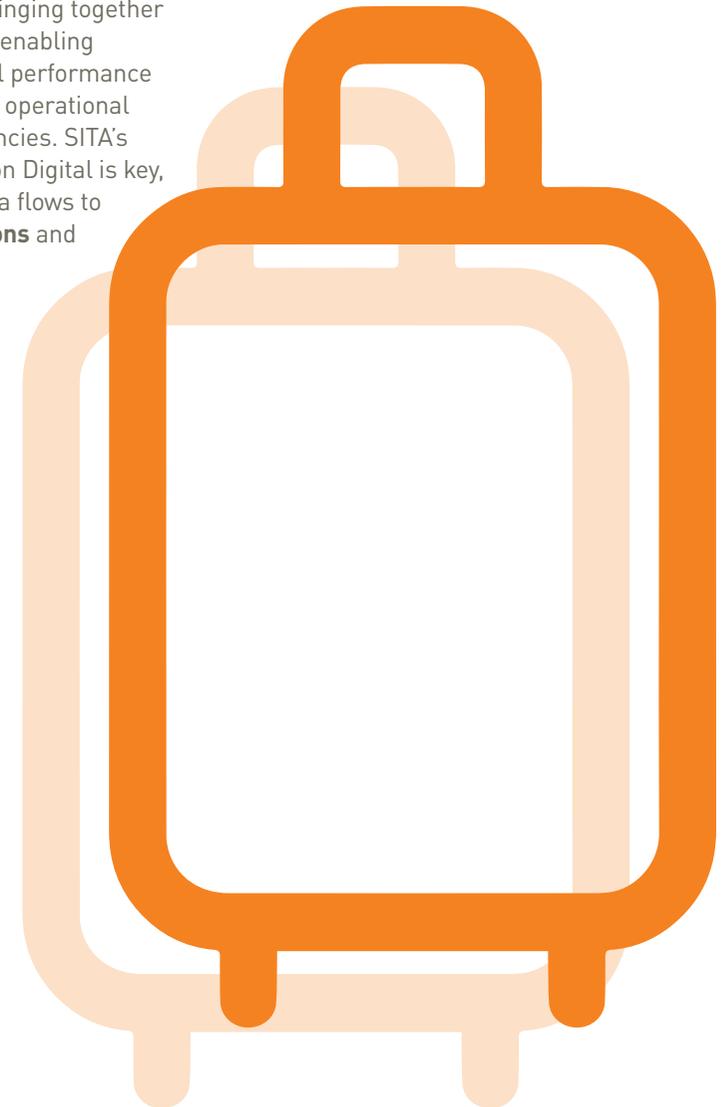
SITA AT AIRPORTS

A YEAR AT-A-GLANCE: INDUSTRY-LEADING TECHNOLOGIES AT AIRPORTS ACROSS THE WORLD

460+

airports are SITA **Smart Path-ready** – enabling **biometric, self-service and mobile-enabled frictionless travel** around the world. SITA customers with full deployments, such as Frankfurt Airport, Star Alliance, Malaysia Airports, and many others, joined existing Smart Path customers, including Athens, Beijing Capital, Hamad, Istanbul, Miami, Muscat, and Orlando airports.

1,000+

airports with a **SITA presence** at the end of 2022.

240+

airports and **50 off-airport sites** use SITA's **Airport Management, Airport-Collaborative Decision-Making** (A-CDM) and related solutions to optimize operations with accurate, reliable, shared real-time data, including flight operations, fixed and mobile resources, and collaborative decision-making.

500

airlines, across **200** airports, use SITA for **end-to-end baggage solutions**, with **2,800** deploying SITA's **WorldTracer™** baggage tracing solution.

SITA AT AIRPORTS

A YEAR AT-A-GLANCE: DIGITAL TRAVEL AND BIOMETRIC TOUCHPOINTS SPANNING ALL GEOGRAPHIES

4,000+

SITA Smart Path **biometric touchpoints** at 22 locations and rising, around 80% of which are with **NEC**, SITA's **global strategic biometrics partner**.

3,000+

SITA Smart Path biometric touchpoints **in place across Asia**, including the airports of Mumbai, Thailand, Bangkok, Beijing and Shanghai – with 1,300 of those at 5 separate airports in Thailand, and 1,200 at Bangkok. This is the **largest deployment of SITA biometric technology**, now surpassing Beijing Capital International Airport.

250

end-to-end SITA Smart Path touchpoints at **Newark Liberty International Airport**, the largest US deployment by SITA, embracing the full **passenger process flow** from check-in and bag drop to boarding.

A Digital Travel first!

Ongoing trials between **SITA, Indicio** and the **Aruba Tourism Authority** culminated in the first airline-government partnership to implement and trial ICAO's **Digital Travel Credential (DTC)**, aligned with **IATA One ID**. Travelers can meet immigration requirements before boarding a flight with a 'ready-to-fly' status being confirmed. See also '**SITA AT BORDERS**'.

Breaking new ground

in Digital Travel with SITA-NEC customers **Frankfurt Airport and Star Alliance**, open to all airlines at the airport and using the alliance's biometric hub to provide a common use biometric platform at all terminals. Star Alliance wants half of its airlines to use biometrics by 2025.

10 US airports

representing **800+ touchpoints** are making use of SITA's biometric capabilities for the Customs & Border Protection (CBP) **US biometric exit** mandate, for which SITA is a **trusted partner**. They include the airports of Boston, Honolulu, Kansas City, Los Angeles, Miami, Newark, Orlando, Philadelphia and San Diego.

SITA AT AIRPORTS

A YEAR AT-A-GLANCE: DIGITAL TRAVEL AND BIOMETRIC TOUCHPOINTS SPANNING ALL GEOGRAPHIES

World Cup win

for SITA as our **digital border / identity and airport technologies** enabled the flow in 2022 of huge crowds of spectators into and out of the country, with Hamad International Airport using a combination of SITA Airport solutions. SITA has supported such world events for over 25 years. See also **'SITA AT BORDERS'.**

India

saw Digital Travel becoming a reality in the year as SITA worked on the **Indian Government's Digi Yatra** initiative offering SITA Smart Path to enable the boarding of flights using facial recognition.

70%

of Lufthansa's mishandled bags at Munich Airport can now be digitally and automatically reflighted based on a Proof-of-Concept using SITA's new **WorldTracer Auto Reflight solution**. See also 'SITA Innovation'.

220

self bag-drops deployed across 18 airports in the year for **Avinor**, which operates around 45 airports in Norway.

SITA AT AIRPORTS

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

No. 1

in the world is the ranking given by the US National Institute of Standards and Technology to the NEC I:Delight **digital identity management platform**, which is fully integrated with **SITA Smart Path**, for **biometric** and **mobile-driven journeys** from check-in to boarding with just a quick **facial scan**. The SITA-NEC partnership gathered pace during the year.

SITA Flex first

deployment in Latin America by 2 **Brazilian airports** to help cope with **rising passenger numbers**. São Paulo-Guarulhos International Airport (GRU Airport) and RIOgaleão – Tom Jobim International Airport (RIOgaleão) are using SITA Flex to provide **mobile passenger services** to speed up check-in, bag drop, and boarding.

SITA Flex-as-a-Service

launched as a **next-generation 'beyond common-use' platform** allowing airlines to provide a **totally mobile travel experience** to passengers on or off airport, ideally suited to addressing the surge in passenger numbers.

A-CDM pioneer

El Dorado International Airport will become the **first airport in Latin America** to adopt Airport Collaborative Decision Making (A-CDM) from SITA to **minimize disruptions** and **improve runway and air traffic flow management**.

24 hours

is all it took to build a Proof-of-Concept application using **SITA Flex APIs** at a SITA and Microsoft design sprint hackathon. Airlines can now create **new and bespoke passenger processing** features to scale far faster than in the past. This means implementing new services such as self-service bag tagging within days. This approach has continued in 2023 with easyJet and other carriers.

Airport Management

SITA's solution for optimizing airport operations saw **Bahrain** and **Athens airports** join the list of approaching 300 customers. Bahrain will manage **ground handler operations** in the most efficient way to avoid flight delays. Athens will **share key real-time operational data** to airport stakeholder to enhance operations.

SITA AT AIRPORTS

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

Skyports

and SITA's partnership is exploring technology for **Advanced Air Mobility**, calling on SITA's excellence in **biometric technology** to shape the passenger journey through Skyports' **vertiports**, from arrival at the vertiport terminal to eVTOL (electric vertical take-off and landing) aircraft departure. See also 'SITA Innovation'.

Volocopter

is collaborating with SITA in a new partnership agreement following talks during the year. It sees SITA join Volocopter's Series E funding round. As a pioneer of **urban air mobility** (UAM), Volocopter selected SITA as its preferred **digital and IT systems partner for vertiports**.

SNCF Voyageurs

proved the perfect example of intermodal travel, using SITA Flex APIs to meet growing demand for combined train & air tickets, connecting to its **12 airline partners** and with **20 rail stations involved**.

Net-zero targets

for airports are the driving force behind SITA's partnership with **Envision Digital**, which will create the world's first fully integrated net-zero carbon solutions for the air transport industry. See also 'SITA Innovation'.

Intermodality

came under the spotlight with the launch of **SITA Flex Integration Services**, an API service which enables industry stakeholders to **communicate** with up-to-date information **across all intermodal touchpoints** of a passenger's journey. This enhances the seamless journey and benefits **passengers, airlines, rail, buses, cruise, and ferries**. Finalist in the 2022 SITA Council Awards.

Swift Drop

launched in collaboration with baggage handling specialist **Alstef Group**, a new self-bag drop solution to greatly **speed up bag check-in**. Mexico **City**'s Felipe Ángeles International Airport became the first user, installing 20 Swift Drop units.

Cloud-based baggage

reconciliation solution for **Middle East Airlines– Air Liban** at Rafic Hariri International Airport, increasing **operational efficiency** and significantly **reducing costs**. SITA's Bag Manager cloud solution will enable the airport to process around **9 million bags a year** versus 3 million in previous years.

SITA ACTIVITY
REPORT 2022

SITA AT BORDERS

SITA

SITA AT BORDERS

THROUGHOUT THE YEAR, SITA FOCUSED ON LEADING THE DIGITAL TRANSFORMATION OF BORDERS, AS THE NUMBER ONE PROVIDER IN TRAVELER DATA AND RISK ASSESSMENT, WITH TRULY END-TO-END INTEGRATED BORDER MANAGEMENT SOLUTIONS.

As the world's leading border management provider, SITA enables seamless yet safe and secure travel across the globe, with a comprehensive portfolio including Advance Passenger Processing (APP) for interactive pre-clearance, eVisas, Travel Authorization, intelligence and targeting, and more. The year saw the continued growth of SITA's Borders business, driven by our industry-ownership and active engagement with multiple aviation stakeholders in regions everywhere.

Key strategic directions for SITA's Borders business 2022-2023 and onwards: leading the industry's drive towards digital borders

Delivering the **digital and integrated border of the future**, providing safe yet seamless travel, protecting travelers from security and health threats, facilitating commerce, and improving national prosperity.

Working towards a future of **Digital Travel** – with seamless travel from anywhere to everywhere without ever needing to show your physical travel documents, whether traveling by air, sea or rail.

Driving the **digital transformation** of borders for **air**, **sea** or **rail** travel across the world, as well as for major international sporting and cultural **events**, and the **cargo targeting market** to smooth the safe flow of goods everywhere.

SITA AT BORDERS

As the border management industry evolves, it is driven by the changing risk landscape, cost pressures, limited space and resources, the need for better industry collaboration, and data privacy and health considerations. Across the world, governments are responding by seeking **a fundamental digital transformation**, with a keen eye on the rise of mobile and biometrics technologies, as well as data analytics and artificial intelligence (AI) for advanced risk assessment.

SITA's digitally-enabled solutions continue to meet the requirements, **transforming travel** by air, sea and land border operations with comprehensive **insights, accurate and timely information**, and **actionable, optimized intelligence** to safeguard borders everywhere. We are constantly evolving our portfolio, including **shared platforms** and **Software-as-a-Service** (SaaS) models, as we focus on delivering the digital border of the future with the highest levels of security.

To deliver the **digital and integrated border of the future**, SITA enables the vital capability of **pre-clearing passengers** through SITA **APP**, **eVisa** and **Travel Authorization**, effectively exporting a country's border to the point of embarkation. It means **passengers arrive at the airport ready to go**, minimizing hassle and queuing. Pre-clearance also avoids airlines having to bear the cost of repatriation.

Throughout the year, we continued to work towards our vision of **Digital Travel**, when passengers travel from anywhere to everywhere without ever needing to present physical travel documents, relying instead on **digital identities** offering '**Your face is your boarding pass and passport**' capabilities. SITA maintains its leadership in the field, collaborating with industry bodies on approaches and standards, such as ICAO's **Digital Travel Credential** (DTC).

Our border management solutions are now available for all modes of travel, including **cruise**, **rail**, and major **international sporting and cultural events**, to keep thousands of visitors moving smoothly and securely across borders at peak times. As **borders by land and sea** benefit from SITA's capabilities, we will see the increasing use of data analytics and AI for advanced risk assessment. In addition, working with our subsidiary CHAMP Cargosystems, we are extending our expertise and solutions to the **cargo targeting** market, to implement international best practice in risk assessment.
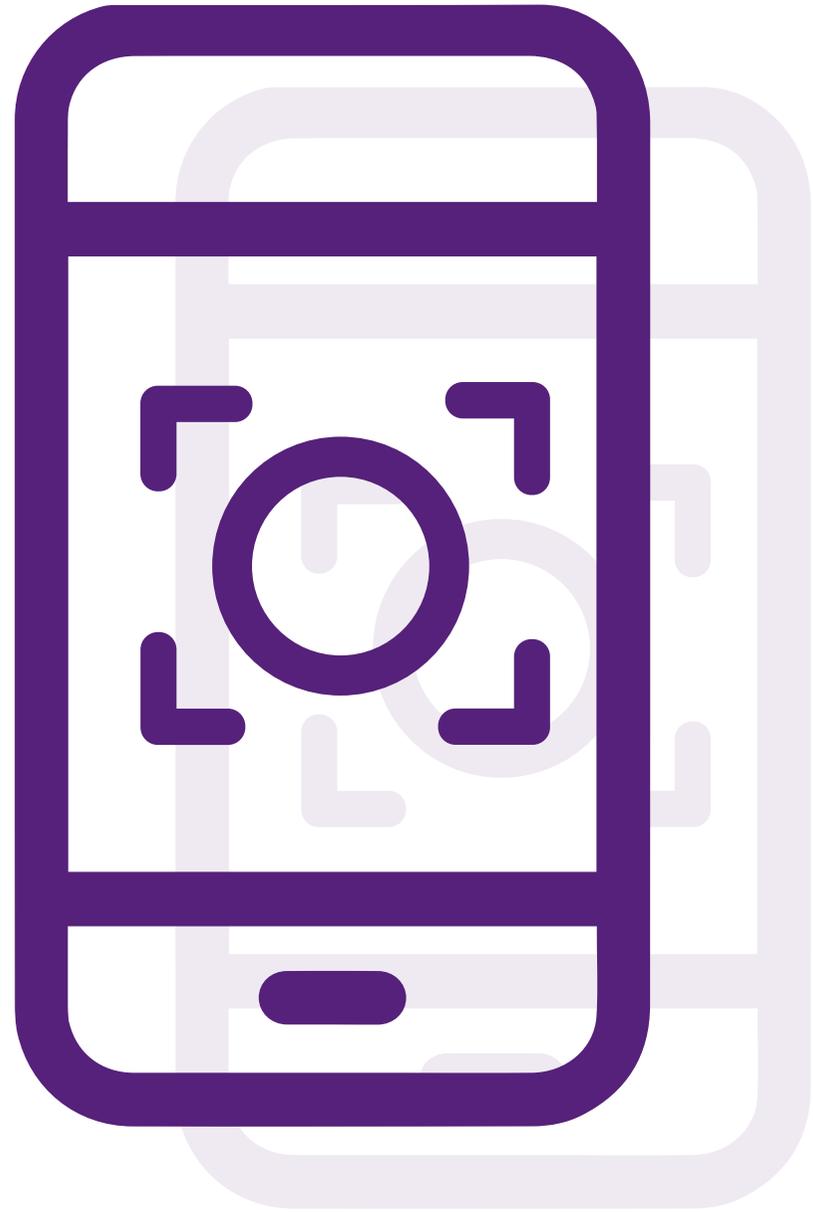
SITA AT BORDERS

A YEAR AT-A-GLANCE: WORLD-LEADING BORDER SOLUTIONS, EVERYWHERE

2 billion+

passenger journeys a year are processed by SITA's border solutions for over **660 airlines** – a unique position for SITA in the border management market.

70+

governments and **all G20 nations** use SITA's border solutions – representing **85%** of all international air passengers. Our solutions enable efficient operations, focusing on security, safety and health, while helping national prosperity by keeping borders agile and open.

660+

airlines in 2021 connect to governments through SITA's **Advance Passenger Information** (API), traveler data (Passenger Name Record – PNR), and **Advance Passenger Processing** (APP) border solutions.

25+ years

since SITA began providing border solutions to the world's governments. Starting with electronic travel authorization in 1996 for the **2000 Sydney Olympics**, and recently the **2022 World Cup in Qatar**, easing passenger flow during the huge influx of competitors and spectators.

63%

of the world's **interactive pre-clearance** solutions are SITA's. As market leaders in traveler data and interactive pre-clearance, we provide interactive Advance Passenger Information (iAPI), through SITA Advance Passenger Processing, a key capability for the trend towards **pre-authorization** of travelers.

SITA AT BORDERS

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

1st

ICAO TRIP symposium sponsored by SITA, including an appearance on ICAO TV and demonstrations of '**Spot the robot dog**' (for automated sensing, inspection, and data capture), **Aruba's digital identity trial**, and '**Digital Travel Lanes**'. These lanes, combined with pre-clearance, digital identities and biometrics, enable a **walk-through experience** at the border and other access points.

Winner

of the **Verifiable Credentials & Decentralized Identity Award**, at KuppingerCole Analysts AG European Identity Conference, for a seamless, decentralized, privacy-preserving way to manage travel data, with partners Indicio and the Government of Aruba.

1st EU Entry-Exit System

EU Entry-Exit System contracts in Italy and border solutions in Jamaica, including SITA's automated **border control eGates and kiosks**.

UK Home Office

Border Vision Advisory Group member – working with an initial group of around **20 experts** from industry and academia to help shape the UK's strategy and plans for a seamless, **intuitive and fully digital end-to-end journey** for travelers, interacting with the immigration system by 2025.

WTTC

initiative for the **Safe & Seamless Traveler Journey** (SSTJ) is one of the industry initiatives in which SITA plays a key part. We are proud to work with industry bodies like the World Travel & Tourism Council (WTTC), as well as **ICAO, IATA and ACI**, advocating for global standards and initiatives such as ICAO's **Digital Travel Credential (DTC)**.
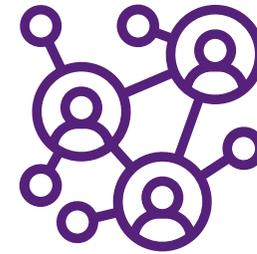
2 Borders User Forums

held in Dubai, UAE and Montego Bay, Jamaica, to understand industry-wide challenges and needs from **government representatives** among SITA's existing and potential customers, plus industry organizations such as **ICAO** and the **International Border Management and Technologies Association (IBMATA)**.

SITA AT BORDERS

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

Pre-clearance

of all passengers is vital to the digital border of the future. SITA's official launch of SITA **Travel Authorization, eVisa and Electronic Travel Authorization** (ETA) are playing a key role, as governments shift to modern travel authorization solutions to enable growth through safer, easier, and more secure travel – with potential economic benefits.

Jamaica

embraced SITA's **Digital Travel Declaration** (DTD) to allow travelers to submit health, immigration, and customs documentation for entry into the country through one **easy, efficient, and secure platform** as travel and tourism recovered in the country.

Digital Travel

trial with the award-winning **Aruba** initiative by the SITA Lab and partner Indicio, to a share **secure travel credential** with airlines, hotels and hospitality partners. The trial is now pioneering **privacy-preserving decentralized identity technology** and **ICAO's DTC**.

APP and eVisa

are popular among SITA customers around the world to realize the pre-clearance of passengers and speed up the flow of passengers over borders. For example, the **Government of Bahrain** renewed its APP/eVisa contract while expanding to take on PNR and Risk Assessment. SITA provides **19 of the world's 24** interactive Advance Passenger Information systems.

Brunei

became one of the latest countries to embrace SITA's Advance Passenger Information (API) PNR Gateway, meeting a travel data requirement by the **US Customs & Border Protection** agency. The solution also enables **easy visualization of traveler data** for lookup and search.

World Cup 2022

success enabled by SITA's **digital border and airport technologies** to smooth the way for tens of thousands of visitors, including pre-clearance through **SITA's APP**, combined with integrating **digital identity** and authorization into the **Hayya digital id fan card** on mobiles for travel into and throughout the country.

SITA ACTIVITY
REPORT 2022

SITA FOR AIRCRAFT

SITA

SITA FOR AIRCRAFT

SITA'S INDUSTRY-LEADING AIRCRAFT BUSINESS CONTINUES TO GROW, MEETING THE AIR TRANSPORT COMMUNITY'S NEEDS FOR RELIABLE, EFFICIENT AND SUSTAINABLE AIRCRAFT AND FLIGHT OPERATIONS.

SITA's Aircraft business provides market-leading services for communications, data and platforms, along with applications to airlines, Air Navigation Service Providers (ANSPs), and aircraft maintenance partners. Through digital solutions, we enable them to make aircraft and flight operations, air traffic management (ATM), and aircraft maintenance more sustainable and efficient.

Key strategic directions for SITA's Aircraft business 2022–2023 and onwards – enabling the air transport industry to work together and fly in the most efficient and sustainable way

Enabling air transport **industry collaboration**, bridging people, teams and organizations with reliable and resilient aircraft communications solutions for airlines and ANSPs.

Delivering **operational excellence** with improved on-time performance and maintenance, more agile collaboration, and anticipated disruptions through data-driven tools.

Enabling **sustainable flight** with reduced fuel consumption and CO_2 emissions through flight recommendations based on custom predictive performance models.

SITA FOR AIRCRAFT

Industry collaboration is critical to aviation's future efficiency and sustainability. As an industry-owned organization, driven directly by its requirements, collaboration is in SITA's DNA. SITA's AIRCOM® Cockpit Services and AIRCOM® Server Platform, used by over 260 airlines, have enabled stakeholder collaboration globally for decades, while playing a vital role in the recovery of aviation during 2022 and into 2023.

Introduced during the year, our new SITA Aircraft DataSuite solution is key to collaboration and prediction, enabling the intelligent use of aircraft data, both within and among airlines and aircraft maintenance partners. SITA sits between the data from the aircraft, and those who need it, such as other airline departments. We speed up aircraft data distribution to the right systems. The first mission of Aircraft DataSuite is to help small airlines with ACARS messaging management, to improve their performance on a budget.

To deliver **operational excellence**, SITA is cross-integrating products, to enhance customer experiences and support for teams and crews in and around the aircraft. Applications for flight and cabin crew, flight operations teams,

and air traffic controllers leverage the integration of inflight tactical recommendations in Electronic Flight Bags. They provide intuitive decision-making tools, enabling the choice of optimal flight paths, saving time and money. The portfolio for airlines includes SITA eWAS, SITA Mission Watch, SITA Mission Control, SITA Flight Folder and more – along with ATC Tower Automation Systems for ANSPs.

Looking to the future, SITA will play an important role in connectivity for remote pilots in the area of **Urban Aircraft Mobility (UAM)**, to deliver better flight operations with reliable connectivity and communication between stakeholders.

With cutting edge solutions such as SITA OptiFlight, OptiClimb, and OptiDirect, SITA is pioneering **sustainable flight**, reducing fuel use and CO_2 emissions by enabling collaboration between airlines and ANSPs, as well as pilots and Air Traffic Controllers, to facilitate optimal flight trajectories. As industry demand soars for accessible sustainability and operations solutions, SITA leads the way in bringing digital transformation to aircraft and flight operations.

SITA FOR AIRCRAFT

A YEAR AT-A-GLANCE: DIGITALIZING AIRCRAFT, FLIGHT OPERATIONS, AND THE ON-BOARD EXPERIENCE

17,700+

commercial air transport and business aviation aircraft currently **use SITA's services** for their daily operations, for **over 300 airline customers**.

470 customers

in every corner of the globe are now served by SITA's Aircraft business, including airlines, **airports, Air Navigation Service Providers** (ANSPs), and aircraft **lifecycle partners**, such as Original Equipment Manufacturers (OEMs), Maintenance and Repair Organizations (MROs) and other players.

150+ airlines

use SITA's **data platform** to improve decision-making.

260+

airlines use SITA's **AIRCOM Cockpit services** to **communicate and collaborate**, from pilots to air traffic control.

87 ANSPs

are served by **SITA's Aircraft business**.

SITA FOR AIRCRAFT

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

40,000

pilots actively use **SITA eWAS and OptiFlight** for **fuel-efficient flights and to avoid severe weather**, helping to achieve **operational excellence** in flight and aircraft operations. Customers include **Singapore Airlines, Air France, Aerologic, and many more**.

10 million+

messages, every day, are sent through SITA's Aircraft Communications, Addressing and Reporting System **(ACARS) digital datalink system**, underlining our leading role in **industry recovery** and in facilitating **industry collaboration** among stakeholders for aircraft operations. SITA reached **98%** of pre-pandemic traffic in 2022.

80,000+ tons

is the estimated amount of aviation **fuel saved** thanks to SITA's flight operations services in the year, equivalent to **18,000 narrow-body 2 hour flights**.

Winner

of the **Microsoft Swiss Partner of the Year 2022**, for our work to incorporate Microsoft Teams into our SITA Mission Control solution to empower airline staff to collaborate seamlessly in real-time.
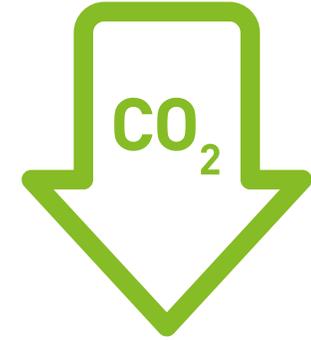
250,000+

tons of CO_2 **reduction** is the estimated total for 2022 through the use of SITA's flight operations services, in addition to the 80,000+ tons of fuel saved, supporting more **sustainable flights**.

SITA FOR AIRCRAFT

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

Industry first

in the year with the launch of **SITA Aircraft DataSuite for Airlines**. As the industry's only pre-configured ACARS automation solution for small airlines, it improves **communication, pre-empts problems and relieves pressure on ground teams**.

Pratt & Whitney

became a customer of SITA's data-brokering platform for big data analytics, **SITA e-Aircraft® DataHub**, enabling full flight data retrieval and processing in support of **predictive maintenance of aircraft engines**. Many airlines will benefit from the new data-driven alignment between Pratt & Whitney and SITA.

1st

commercial flight in the year by **Norse Atlantic Airways**. SITA took part in the demonstration flight, as a provider to Norse of systems to manage **on-time flight departures** and **tracking**. This not only delivered a **reliable** and **smooth operation** for passengers, but also underlined SITA's role in supporting **industry recovery** – helping start-up airlines to get back on track.

eWAS Dispatch

is playing a critical role at **Brazilian airline Azul Linhas Aéreas Brasileiras – Azul. Now being renamed SITA Mission Watch**, this new-generation flight tracking and weather data solution gives dispatchers a **real-time view of the location of every aircraft** and live and upcoming weather hazards.

AIRCOM® Cockpit Services

were selected by **Cebu Pacific** in the year to be factory-fitted to its new-generation fleet of **Airbus A330neos**. Integrated with Inmarsat's SwiftBroadband-Safety (SB-S) satellite network service, the combined innovative communications solution will **enhance cockpit communications** while delivering **greater operational efficiencies**.

SITA

SITA FOR AIRCRAFT

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

Aviation personnel licenses

will be issued, validated and monitored digitally by airlines and civil aviation authorities as SITA builds applications enabling **collaboration, securing processes** and ensuring **trust**.

5

air route traffic control centers, **70 airports** in mainland France, and **6 overseas airports**, will benefit from the deployment of **SITA Safety Cube** by French air navigation service provider, **DSNA**. Our safety and compliance management solution advances operational safety and promotes a strong safety culture.

SkySoft

partnership to **optimize air traffic** by solving collaboration challenges between pilots and controllers. This will make ATM more **sustainable** as the industry faces significant congestion challenges and needs to ensure the efficient and safe movement of aircraft, **avoiding the costs of delays and rising emissions**.

15,000 tons

of aircraft **carbon emissions** a year is the target for Singapore Airlines in the airline's successful deployment of SITA OptiClimb® during 2022.

COMMUNICATIONS & DATA EXCHANGE

SITA

COMMUNICATIONS & DATA EXCHANGE

THE YEAR SAW THE CREATION OF A SEPARATE BUSINESS UNIT FOR SITA COMMUNICATIONS & DATA EXCHANGE WITH A FOCUS ON PROVIDING THE AIR TRANSPORT INDUSTRY WITH GLOBAL SOLUTIONS FOR NETWORKS, MESSAGING, VALUE ADDED SERVICES, AND DATA.

The air transport industry is built on global connectivity and powered by data, and for almost 75 years SITA has provided that connectivity in more than 200 countries and territories, while accounting for some 45% of the industry's operational data exchange.

Key strategic directions for SITA's Communications & Data Exchange business 2022-2023 and onwards: connecting more airlines and airports globally, and processing more industry data, than any other provider

Ensuring continued operational excellence and innovation for our **Network** and **Messaging** solutions, while focusing on next generation solutions to enable our customers' journey to the **cloud**, for example, **SD-WAN**, SASE, and Multicloud.

Building on our unique and leading market position in air transport industry communications, to scale existing **Value Add Services**, such as voice, mobile data and perimeter security, while introducing new services for 5G, LEO VSAT, MIFI, Cloud security, and LAN/Wireless.

Generate new insights from our emerging **Data and API** portfolio, including **advanced analytics** using latest data science tools to enrich existing SITA data combined with third party data. This is creating more **intelligent offerings** across the entire SITA portfolio.

COMMUNICATIONS & DATA EXCHANGE

Spanning air transport, SITA's portfolio meets the industry's complex communication and data needs, which involves **thousands of stakeholders** needing to collaborate and communicate continuously, 24/7. SITA's solutions enable the industry to digitalize and optimize operations, gain insights from data, improve decision-making, and enhance the passenger experience.

Our market-leading global **Network and Messaging** solutions underpin industry operations everywhere. By the end of the year, for example, SITA's airport-wide shared platform AirportHub™ was available in over 500 airports offering global communication services to airlines and others. At the same time, our messaging community stood at 1,500 customers, the industry's largest. SITA continued to invest in these core services to deliver operational excellence and drive innovation.

In 2022, the business delivered a new secure **SD-WAN** (software-defined wide-area networking), while also laying the groundwork for the 2023 delivery of Secure Access Service Edge (SASE) and Multicloud.

In a major development, SITA delivered its secure SD-WAN solution, **SITA Connect Go**, tailor-made for the air transport industry. This allows multiple airlines, ground handlers, and other tenants to securely access the same virtualized infrastructure at airports and in the cloud, delivering scalable and agile connectivity. It brings greater flexibility and innovation to support the industry's journey into Multicloud adoption.

SITA also maintained focus in the year on **Value Add Services**, such as call collection, sip trunking and LAN/WLAN, as an emerging area offering customers complementary digital communication solutions, while looking to future offerings for 5G private networks, low orbit satellite, and cybersecurity. Also growing, SITA's **Data and API** (Application Programming Interface) **portfolio** is centered on enabling customers to benefit from insights by unlocking data across all SITA systems, with a view to using AI and Machine Learning, to deliver airline and airport insights, enhancing operational efficiency and improving the end-user experience.

COMMUNICATIONS & DATA EXCHANGE

A YEAR AT-A-GLANCE: WORLD-LEADING SOLUTIONS, EVERYWHERE

Nearly 75 years

as market leader in **communication services** for the air transport industry, providing global coverage in over **200 countries and territories worldwide**.

1,500

air transport partners use SITA's messaging services, representing the **industry's largest messaging community**, as well as deep technical experience and expertise across SITA.

2,500

air transport businesses in every corner of the globe use SITA's **Network** services for fast, dependable connections, with **99.99%** service availability.

95%

of all **international destinations** are covered by SITA's extensive global network.

45%

of the air transport community's **data exchange** is bridged by SITA.

COMMUNICATIONS & DATA EXCHANGE

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

4 billion

data transactions now conducted every year, including flight information on schedules, gates and carousels, along with **9 billion messaging** exchanges across the globe.
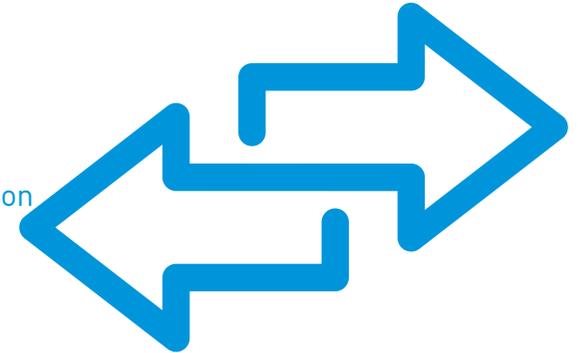
500+

airports connected with SITA's **AirportHub™** shared global connectivity network platform by the end of 2022.

100 million+

passenger journeys supported by SITA's **Data and API portfolio**.

750+

airport locations is now the number of sites where SITA provides **onsite expertise in communications and data exchange**.
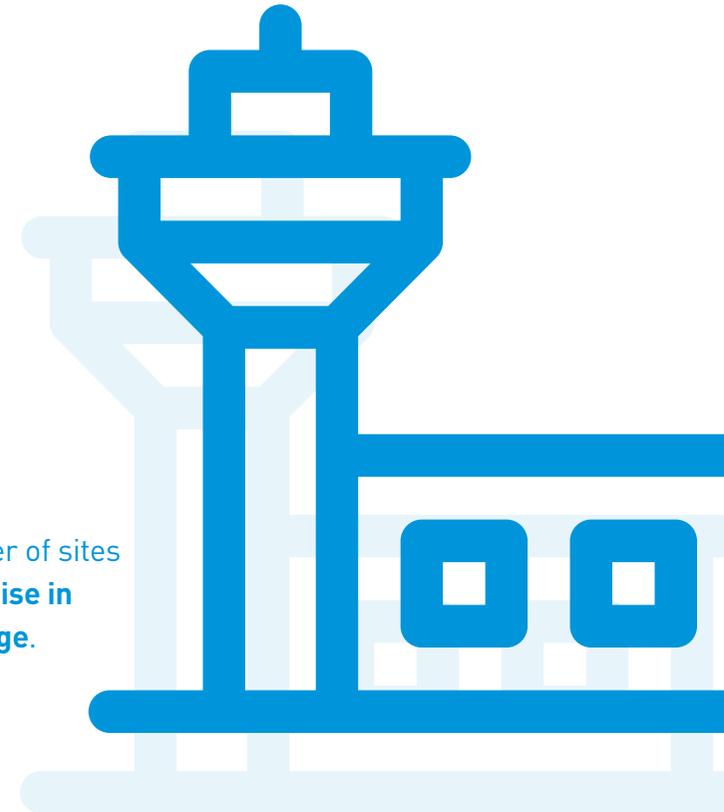
COMMUNICATIONS & DATA EXCHANGE

A YEAR AT-A-GLANCE: CUSTOMER AND PORTFOLIO MILESTONES IN THE YEAR

Growing customer base

as new customers join SITA for our **SD-WAN** solution, including **Emirates, Qantas** and **El Al** in 2022.

450+ SD-WAN

sites implemented by the end of 2022, as SITA enters a **strategic partnership** with Versa Networks, representing a new era of integrated **SD-WAN and cloud security** solutions for the air transport industry.

1 billion+

hits from around the globe in 2022 to SITA's **APIs** for baggage processes, boarding passes, flight information, mobile apps, SITA Flex for mobile-enabled travel, and more.

SITA ACTIVITY REPORT 2022

INNOVATION

SITA
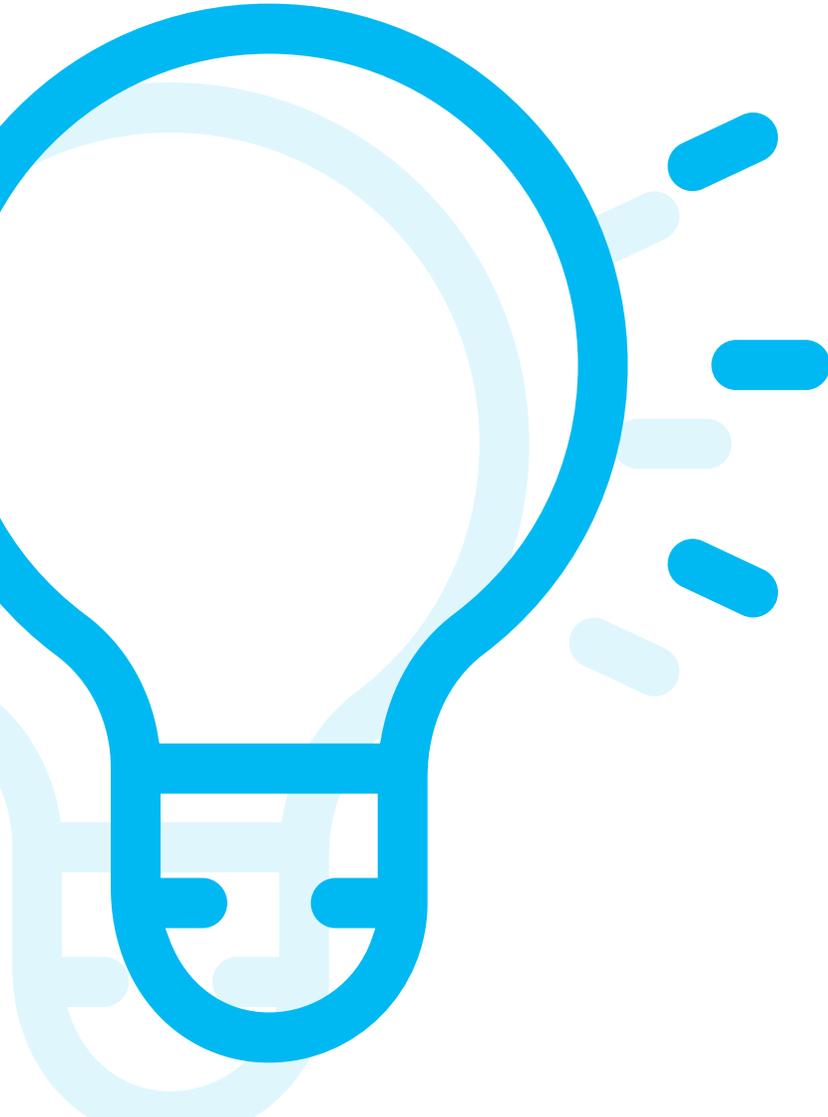
INNOVATION

SITA'S INNOVATION AND PORTFOLIO EVOLUTIONS EXPLORE TECHNOLOGIES, BUSINESS MODELS AND PROCESSES TO ADDRESS INDUSTRY PAIN-POINTS AND SHAPE THE FUTURE OF TRAVEL.

Key areas of collaborative innovation for SITA: digitally transforming travel in 2022-2023 and the years ahead

Enabling safer, easier, and more sustainable travel, including helping to reduce costs, overcome operational hurdles, and improve the passenger experience.

Solving today's travel challenges, through operational efficiencies and sustainability. Ensuring safe and smooth journeys, to meet passenger expectations.

Shaping tomorrow's travel, with emerging technologies to overcome future challenges and create more sustainable and inter-modal passenger journeys.

INNOVATION

Community-owned for nearly 75 years, SITA has **innovated collaboratively with the industry for decades**, including airlines, airports, governments, industry bodies, proven innovative companies, early-stage ventures, and universities. As the leading air transport community IT provider, we aim to deliver positive change in travel, tackling post-pandemic needs by advancing innovation, technology, and strategic industry partnerships.

While SITA's portfolio teams **address industry problems** with today's deployable technology, our SITA Lab engages with industry players to investigate the **potential of emerging technology** in a three-to-five-year timeframe.

Proofs-of-Concept (PoCs), trials, pilot and other research projects underway in 2022 and into 2023 involve new and emerging technologies across the passenger journey, supply chains and operations, including touchless 'walk-though' travel, aircraft turnaround, baggage tracking, digital identity, digital health credentials, and many more.

INNOVATION

A YEAR AT-A-GLANCE: CO-INNOVATING WITH THE WORLD'S AIR TRAVEL INDUSTRY

14% growth

year-on-year in spend on **R&D, design and testing**, in addition to other SITA collaborative innovation initiatives with industry stakeholders around the world, working on Proofs-of-Concept (PoCs), trials and pilot projects.

351 patents

granted to SITA by the end of 2022 for innovations. SITA continues to safeguard its investments in key technologies in the new post-pandemic era of growth in travel, with **243 more patent applications** in the pipeline.

100
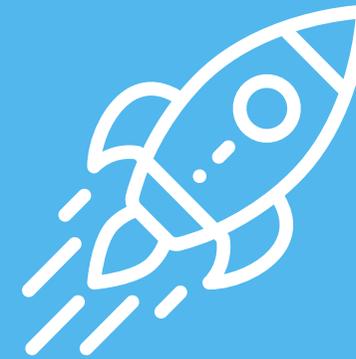
co-innovation projects by the SITA Lab since inception in 2008. They include **trials and Proofs-of-Concept** for use cases addressing industry challenges, complementing innovation in SITA's portfolio teams.

4

major SITA Lab **Proofs-of-Concept** in 2022 at airports in America, Europe, and the Middle East, along with demonstrations at industry events around the world of a **Digital Travel Lane**, for biometrically driven walk-through passenger experiences.

INNOVATION

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

Digital Travel

remains a critical focus area. The year saw the milestone of some **4,000+** biometric touchpoints committed in airports globally, in total, along with leading trials and implementations of **digital identity** solutions. SITA strives for a future where you can **travel from anywhere to everywhere** without ever needing to present your travel documents.

Digital Travel Credentials

and **Trust Frameworks** continue to be top SITA priorities. We work as a Premium Donor of the Sovrin Foundation to advance blockchain **self-sovereign digital identity (SSI)** giving individuals sole ownership and control of their identity.

ICAO's TRIP 2022

Symposium and Conference proved a crucial event in the advance of Digital Travel, with SITA as sponsor presenting our vision and capabilities. ICAO's **Digital Travel Credential (DTC)** is one of the driving forces for **universal and interoperable** solutions for digital identities. SITA stands with ICAO, IATA, ACI, WTTC and other industry bodies in charting the way forward. See '**SITA AT BORDERS**'.

Digital Travel Lane

developed by the SITA Lab, combining **biometric recognition** and ICAO's Digital Travel Credential (DTC) to enable **seamless immigration arrival**. It uniquely detects and tracks individuals for autonomous operations and automatic contactless boarding services.

INNOVATION

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

Ground breaking

trusted traveler credential trial took place with the **Aruba** Tourism Authority and our partners Indicio in the area of **decentralized identity** technology and **pre-clearance**. Our ongoing trial includes ICAO's Digital Travel Credential (DTC). Passengers can share relevant data directly from their digital wallet on their mobile device to multiple entities across journeys.

Biometrics leadership

continues as more airports and airlines become customers of the **SITA-NEC biometrics partnership**, combining SITA Smart Path's ground-breaking touchless passenger processing with NEC's market-leading identification technologies. This includes **Frankfurt Airport and Star Alliance**, whose airline passengers will be able to complete touchless processes using their face biometrics, for tickets, loyalty programs, and payment cards. See **'SITA AT AIRPORTS'**.

Trusted health credentials

will be important for future pandemics or localized epidemics and diseases. SITA led the way during COVID with the secure exchange of health credentials among health authorities, governments, airlines, and airports, working with Aruba and a major US airport, and introducing a **Digital Travel Declaration** embraced by Jamaica's authorities, along with others.

World Cup success

in 2022 resulting from SITA's innovative digital border and airport implementations as they smoothed the way for tens of thousands of visitors to the tournament in Qatar, thanks to **SITA Advanced Passenger Processing** and the **integration of digital identities** into the Hayya digital fan card. See **'SITA AT BORDERS'**.

INNOVATION

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

Pioneering

with **Computer Vision** in multiple areas, including **3D models** of the environment, curb side tracking of vehicles and people for higher security and seamlessness for smart airport operations, and more.
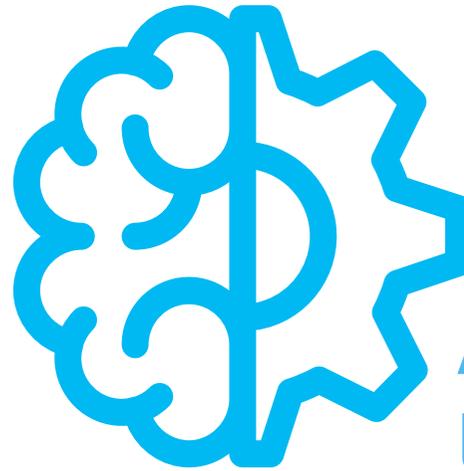
AI and machine learning

use cases in the year saw work on measuring passenger and curb side traffic density using Computer Vision. SITA Lab also created **three-dimensional ID maps and asset catalogues** from LIDAR and camera data, as used in the Lab's **Digital Twin** research.

Lufthansa

and SITA continued their partnership with a trial started in the year on **digitally automating baggage re-flight operations**. SITA has since launched **WorldTracer Auto Reflight** to radically improve industry baggage management. The initiative won SITA's 2022 Council Awards.

INNOVATION

A YEAR AT-A-GLANCE: INNOVATION MILESTONES IN THE YEAR

SITA's Launchpad

is focused on innovations and partnerships in four areas where we see strong market demand for new and efficient solutions: **Digital identities, advanced analytics** and **data management, security** and **safety at airports**, and **sustainable alternative energy**.

Innovation partnerships

became a major goal with the introduction of SITA **Launchpad** welcoming partners to help **meet the post-pandemic needs of the travel industry,** with approaching 50 applications from interested companies following the initial launch. The program is complemented by a key initiative to capture ideas and accelerate innovation throughout SITA.

Digital Twin award

by Qatar IT Business, winning '**Smart Solution of the Year'** for an innovative initiative between SITA and **Hamad International Airport.** Successful Digital Twin trials at **Boston Logan** Airport using Computer Vision for data gathering. Digital Twins create a virtual replica of the airport to model vast amounts of data to **rapidly analyze, predict and control airport operations**.

Sustainable airports

through net-zero technology is the objective of a SITA partnership with Envision Digital. Announced in 2021, it deploys AI and Internet of Things technologies to create **the world's first integrated net-zero carbon airport offering. See 'SITA AT AIRPORTS'.**

INNOVATION

A YEAR AT-A-GLANCE: INNOVATION MILESTONES IN THE YEAR

Urban Air Mobility

or 'UAM' is a growing mode of short-distance transport. SITA is pioneering UAM work focused on reliable and secure **communication, flight preparation** and **training, flight tracking** and **fleet management, health monitoring,** and **data management**. Large-scale operations are planned for 2030. The first commercial route is planned for 2024.

Volocopter

and SITA are collaborating on **digital infrastructure for vertiports**. Plans and discussions in the year led to a 2023 announcement which sees SITA join Volocopter's Series E funding round, as the UAM pioneer's **preferred digital and IT systems partner** for vertiports.

Megatrends

became the focus of an insightful SITA report receiving an overwhelmingly positive response as it identified technological, societal, traveler and economic trends set to shape the future of travel. SITA's 'Meet the Megatrends' homed in on metaverse operations, autonomous electric vehicles, the digital economy, and much more.

Robotics at airports

research initiated to identify industry standards to accelerate adoption of autonomous devices for terminal and airfield use cases. After demonstrations of Boston Dynamics' 'Spot the Robot Dog' at ICAO's 2022 TRIP conference and discussion with airports leading robot research, this work on standards will be taken to the Airports Council International (ACI) Aviation Community Recommended Information Services (ACRIS) event in 2023.

Skyports

and SITA's **partnership** in 2022 produced impressive results late in the year with the launch of the **Skyports Cergy-Pontoise vertiport** testbed in Paris, to demonstrate the full passenger journey, using **SITA's passenger processing technologies** as the electric air taxi revolution takes off.

Aviation personnel licenses

became digitalized in the year, issued to enable better collaboration between airlines and civil aviation authorities. See '**SITA FOR AIRCRAFT**'.

SITA GLOBAL SERVICES

SITA

SITA GLOBAL SERVICES

AS AVIATION DIGITALLY TRANSFORMS ITS TRAVEL PROCESSES AND OPERATIONS, IT NEEDS RESPONSIVE, 'ALWAYS ON' TECHNOLOGY SERVICES. THROUGHOUT THE YEAR, THIS REMAINED TOP OF THE AGENDA FOR OUR CUSTOMER SERVICE ORGANIZATION, SITA GLOBAL SERVICES.

SITA Global Services (SGS) is dedicated to optimizing performance and availability, pro-actively resolving problems and assuring business continuity. SGS serves customers 24/7/365 around the clock with a 'follow the sun' model and experienced experts across the world.

SITA Global Services' customer service and support 2022-2023 and onwards: optimizing service performance and availability

Delivering **greater efficiencies and service levels** for air transport industry customers, and adapting rapidly to new industry demands, as part of the SGS transformation program.

Strengthening **partnerships with our customers** by raising their voice, and reinforcing our ability to continuously improve in order to **consistently** meet their expectations.

Expanding **service monitoring**, event and incident **automation,** plus effective **self-help tools** at the airport, driving increased **remote management** of devices and incident management efficiencies.

SITA GLOBAL SERVICES

The pandemic brought an unprecedented shift in customer expectations towards security, cost efficiency, automation and Software as a Service (SaaS). To address them, SGS continued to execute its long-term transformation, to **maintain efficiencies and service levels** as the air transport industry recovers and customer business volumes rise.

With airlines, airports and other industry stakeholders wanting to rely less on local services, SGS is successfully delivering more **cloud-based services**, quick and remote **automated services** at the airport, and new cost models to suit customer needs.

With a three-to-four year **automation strategy**, the goal of SGS is to make a step change in customer experience and operational efficiency. Driving towards this goal, deployment of monitoring and automation tools continued, extending coverage throughout SITA's airport sites.

SGS will also implement the decision taken in 2022 to widely deploy Dynatrace, a software intelligence platform based on Artificial Intelligence and automation. Dynatrace performs monitoring and event management of infrastructure and application software in SITA's solutions, to bring performance benefits for customers,

through additional incident management efficiencies and enhanced database capabilities.

Preparations were made in the year to begin omni-channel virtual agent deployments at SITA's airport sites, starting in 2023. Working with our automation tools, this offers seamless customer interaction during incident management, becoming increasingly effective as it learns and evolves from covering more operational needs.

To strengthen SITA's **operational resilience**, given the speedy recovery in the year, in early 2023 SITA embarked on an assessment of potential operational risks and proactive remediation actions for our major airport sites and application capacity management. These proactive and remediation actions will result in maintaining and improving the availability of critical services for our customers, particularly at peak periods as traffic keeps rising.

SGS continues to play a key role in SITA's Enterprise Security Improvement Program (see the '**CEO Report**') to transform the SITA Security Operations Centers and security management processes.

SITA GLOBAL SERVICES

A YEAR AT-A-GLANCE: ALWAYS-ON, EVERYWHERE

1,790+
strong global team of IT service professionals and field engineers 'on-the-ground' (338 locations in 116 countries).

1
global customer service and operations organization, managing services for the SITA portfolio.

60+
languages spoken by SITA's multi-lingual support staff, onsite and remotely.

2500+
customers supported by an SGS presence in 380+ locations in 120+ countries.

2
SITA Command Centers, in Montreal and Singapore, with follow-the-sun, around-the-clock support of mission-critical operations. Transformation initiatives continue to deploy increased system monitoring and automation to achieve further efficiencies.

SITA GLOBAL SERVICES

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

193

airport sites around the world have successfully deployed SITA's **Airport Device Management** automation to help resolve incidents locally and reduce the need to wait for a field service engineer.

169

airport sites have integrated SITA Flex with Service Now IT Operational Monitoring (ITOM) to further **automate incident management.**

400+

airport sites have completed device migrations to Windows 10.

81

airport sites provided with Microsoft's System Center Configuration Manager (SCCM) deployment for server management, as a way of **efficiently and cost-effectively** distributing Microsoft and third-party **applications** to client machines.

7/10

of our customers would recommend SITA as a business partner.to client machines.

55.9

for SITA's **Net Promoter Score (NPS)** in 2022, a rise from 40.5 for the previous year. Our Customer Service Management remains **most valued by our customers**. We scored above average increases for **business relationship management and understanding business needs.** Some 87% of customers who shared a disappointment in 2021 improved their rating in 2022.

70,000+

tickets a month **successfully processed for incidents**, problems, changes and service requests via ServiceNow, the cloud-based software platform adopted by SGS for IT Service Management. The efficiency of SITA support services continues to improve as customer volumes recover.

SITA GLOBAL SERVICES

A YEAR AT-A-GLANCE: SERVICE AND SUPPORT MILESTONES IN THE YEAR

ITIL maturity

assessment completed by a third party to support SITA's drive to progressively improve the ITIL practices throughout the SGS operational organization. 2022 saw a focus on change management improvements and planning further maturity improvement activities.

Security

enhancements came from our Security Operations Center (SOC) transformation initiative, expanding the center's capabilities, improving SITA Command Centres, and strengthening incident detection and response processes. Transformation and continuous improvement have driven major, measurable maturity gains across all areas of SOC operations as part of our Enterprise Security Improvement Program.

Access control lists

applied to SITA firewalls to meet SITA's security policy and to harden airport security.improvements and planning further maturity improvement activities.

90%

of SITA's SGS staff in its Global Operations team are now ITIL v4 certified, the basis of digital operating models that enable organizations to co-create effective value from their IT-supported products and services.

ISO 27K

certification successfully renewed for the **fourth year running** for the SITA Command Centers.

SITA ACTIVITY REPORT 2022

PEOPLE TEAM

SITA

PEOPLE TEAM

AS GROWTH RETURNED TO THE AIR TRANSPORT INDUSTRY, THROUGHOUT THE YEAR SITA'S PEOPLE TEAM PURSUED KEY STRATEGIC INITIATIVES TO SUPPORT SITA'S OWN GROWTH AMBITIONS AND SUCCESS, FOCUSING ON TALENT, WELLBEING, DIVERSITY, AND MORE.

SITA's People Team priorities in 2022 and into 2023: meeting our business ambition with the best-skilled people in a fast-paced culture

Attracting, retaining and managing SITA's **talent**, while driving a **high performance culture** across the organization as we return to growth.

Ensuring **employee health, safety** and **wellbeing**, in an environment where they can thrive whether working from an office, airport or home.

Driving **diversity, equity** and **inclusion** throughout SITA, as core elements that underpin collaboration and a culture of safety and high performance.

PEOPLE TEAM

As growth returned for SITA in the year, a major program for our People Team was to continue building, attracting and retaining **talent**, to strengthen our unique and renowned aviation and IT expertise around the globe. Investment in people is critical as SITA continues to grow and transform.

In addition to bringing in new skills, SITA's People Team remains sharply focused on identifying potential, fostering individual development, implementing a leading learning strategy, building links with local universities, and offering innovative graduate programs. At the same time, to help achieve our growth and transformation goals, the team is supporting the drive towards a high performance culture across the organization, as a leading employer of choice.

Equally critical to SITA's performance is the **health, safety and wellbeing of employees**, whether working from an office, airport, or home. The year saw several initiatives, such as webinars and classes, to promote wellbeing as one way to help employees reach their potential. Vital to this, as we moved out of the pandemic, we set up a secure and effective hybrid working environment. Also underpinning a culture of safety and high performance are **Diversity, Equity and Inclusion (DEI)**, which remain a top agenda item for the SITA People Team. Multicultural and global at heart since our creation, SITA by its very nature benefits from the diversity of our people across functions, locations and cultures throughout the world.

PEOPLE TEAM

A YEAR AT-A-GLANCE: SITA'S TALENT – UNIQUELY SPANNING THE WORLD

4,700+
SITA staff work in countries across the world. Global and local, we are **one of the most international companies on earth.**

130+
nationalities represented throughout SITA in almost every corner of the globe.
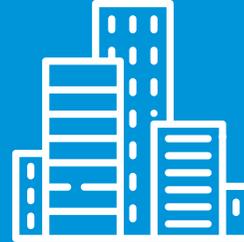
393
locations have a **SITA presence/ office**, serving customers in over **200 countries and territories.**

60+
different **languages** spoken.

38%
of SITA staff work in **customer-facing roles**, including customer service and support.

PEOPLE TEAM

A YEAR AT-A-GLANCE: KEY PEOPLE STRATEGIC DIRECTIONS FOR SITA IN 2022-2023 AND BEYOND

TMAG

is SITA's **Talent Magnetism team**, started in 2022, to execute our hiring and selection strategy, focusing on a **skills-approach** to filling critical roles in SITA's professions.

Talent

attraction and development remains a major priority as SITA plans for future growth and success. The year saw **500+ promotions** and **30 students** becoming regular employees, providing our people with opportunities to develop.

Learning

and development continued to be a vital area for SITA's organizational transformation, aligning skills with growth plans. Our **learning platforms** include Skillsoft, Coursera, Pluralsight, Microsoft ESI and others.

Professional skills

development, as well as **on-demand learning to suit individual needs**, are critical. Through our learning platforms we provide bespoke learning for each SITA profession, encompassing Technology Sales, Product, Project, Service Management, and more.

PEOPLE TEAM

A YEAR AT-A-GLANCE:
KEY PEOPLE STRATEGIC DIRECTIONS
FOR SITA IN 2022-2023 AND BEYOND

Culture

is a crucial focus area in SITA. Driving a **high performance** culture is key to achieving our growth ambitions, based on strong **leadership** and shared **values**, as well as to realizing our inclusive **transformation program**, RISE, which gives every employee a chance to shape the future of SITA and advance our industry.

Wellbeing

along with **health** and **safety** continued to be top priorities through the year, with a range of offerings to support employees' mental, physical, social, and financial wellbeing.
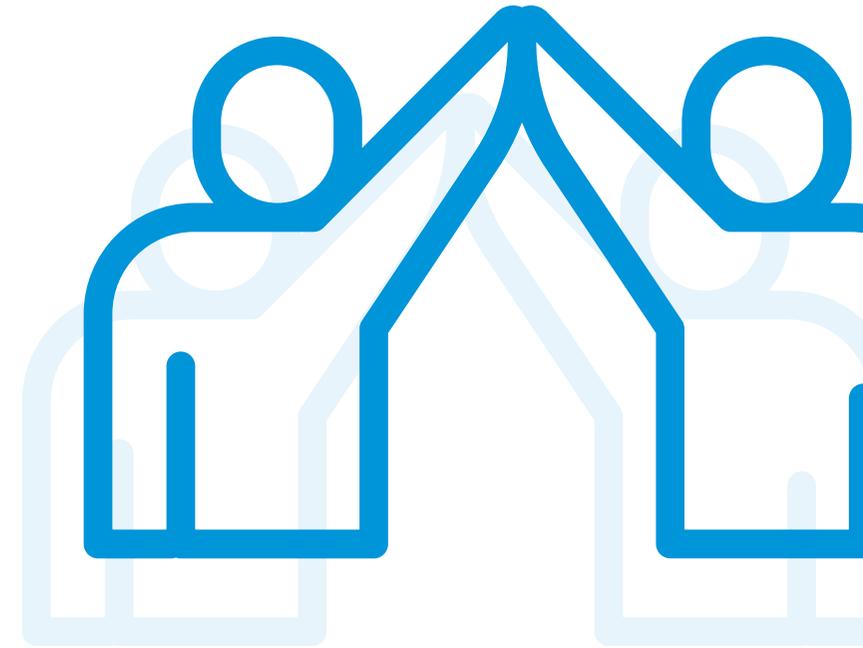
Diversity

Equity and Inclusion (DEI) remained at the heart of SITA's DNA and success during the year. We are continuously striving to further diversify our workforce and to work towards an **inclusive** and **equitable** environment where our people can 'bring their whole selves to work'.

Transformation

and the success of SITA demands that our People Team supports the evolution of the business and its teams, as they reorganize through the year.

PEOPLE TEAM

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS AND MILESTONES IN THE YEAR

500
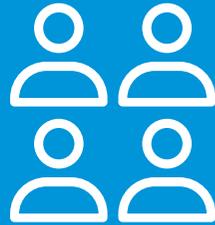
SITA people managers trained through our 'Unleash' Management Development Program by the end of the year.

95%

of Unleash participants said the program **met expectations** and **equipped them with the skills** to become a more effective people manager. The success and positive feedback of the program will result in all people managers being trained in 2023.

20%

increase in graduate and **undergraduate** full time hires in 2022 versus previous year, and **57.8% increase** in graduate and undergraduate placements, to address skill needs in key functions and ensure a pipeline of new talent.

Executive coaching

is the aim behind a new **Leadership** program designed in the year and introduced in 2023 at SITA in partnership with the IMD, to **develop our leaders** in key strategic areas that will grow and enhance SITA's capabilities.

577 new employees

attracted in 2022, a rise from around **400** in 2021 and **244** in 2020, compared to 754 in 2019, in pre-pandemic times.

Coaching

and performance **of SITA employees globally will benefit from a new program called 'Impact', to help SITA People Managers to offer a better** employee experience and **develop their teams.**

PEOPLE TEAM

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS AND MILESTONES IN THE YEAR

8 wellbeing webinars

delivered over the year, 100+ yoga sessions, and a SITA 'Shoot for the Moon' **global challenge**, converting several forms of exercise in steps and distance, and attracting approaching **950 participants.**

3-part webinar

series made available for all staff: focused on **building behaviours** such as inclusivity, bias mitigation, engagement and ally-ship. Surveyed participants gave a **Net Promoter Score of 73** for the learning series.

DEI learning

series introduced in the year working with the NeuroLeadership Institute, to raise awareness of inclusivity, **ensuring an 'Inclusive SITA'.**

'Break the Bias'

International Women's Day Campaign run in the year, with a Panel discussion sponsored by our Executive Team.

70,900

courses completed in 2022 by SITA employees and students, representing an average of **13.4 courses** per person, a total of 137,537 training hours, and an average per person of **25.3 learning hours.**

30%

approx. of SITA's population **engaged** in the company's wellbeing activities.

Hybrid

Hybridworking model successfully established in the year, along with a 'work from anywhere' allocation of days, enabling **flexibility** for employees while ensuring easy **connectivity** and fostering strong **collaboration.**
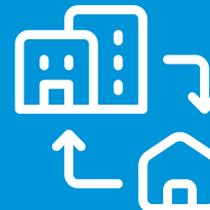
CHAMP CARGOSYSTEMS

SITA

CHAMP CARGOSYSTEMS

CHAMP CARGOSYSTEMS IS A FULLY OWNED SITA SUBSIDIARY. AS A LEADER IN AIR CARGO MANAGEMENT SYSTEMS, THE COMPANY IS ON A PROMISING TRAJECTORY OF SIGNIFICANT GROWTH IN THE YEARS AHEAD.

CHAMP's air cargo community of airlines, general sales agents, general handling agents, and freight forwarders remains the largest air cargo community in the world, and it continued to grow significantly throughout 2022.

As the company focuses on advancing and digitalizing air cargo, it does so under the mantra of 'Air cargo reimagined: open, collaborative and innovative' – tackling complexities in the world's cargo supply chain while ensuring maximum interoperability between cargo stakeholders and systems.

CHAMP CARGOSYSTEMS 2022-2023 and onwards: powering the digitalization of air cargo and global trade in an open, collaborative and innovative way

As a **leader** in air cargo IT, CHAMP Cargosystems offers digital solutions to **optimize** day-to-day operations for customers in the global air **cargo supply chain**, enhancing **efficiencies** and **enabling interoperability**, while **reducing costs, time and complexity.**

Collaborating with industry players, CHAMP continues to migrate customers to its digital **air cargo eco-system,** and **Software as a Service (SaaS)** models, while offering the most **open platform** through Application Programming Interfaces **(APIs)** to exploit apps and industry data.

Offering a **broad range** of solutions, from distribution **connectivity** and advance **customs**, to **security** filing and market **insights**, while co-innovating and **co-developing** with customers and partners, to leverage **Machine Learning** and **Artificial Intelligence (AI)** for better processes and predictability.
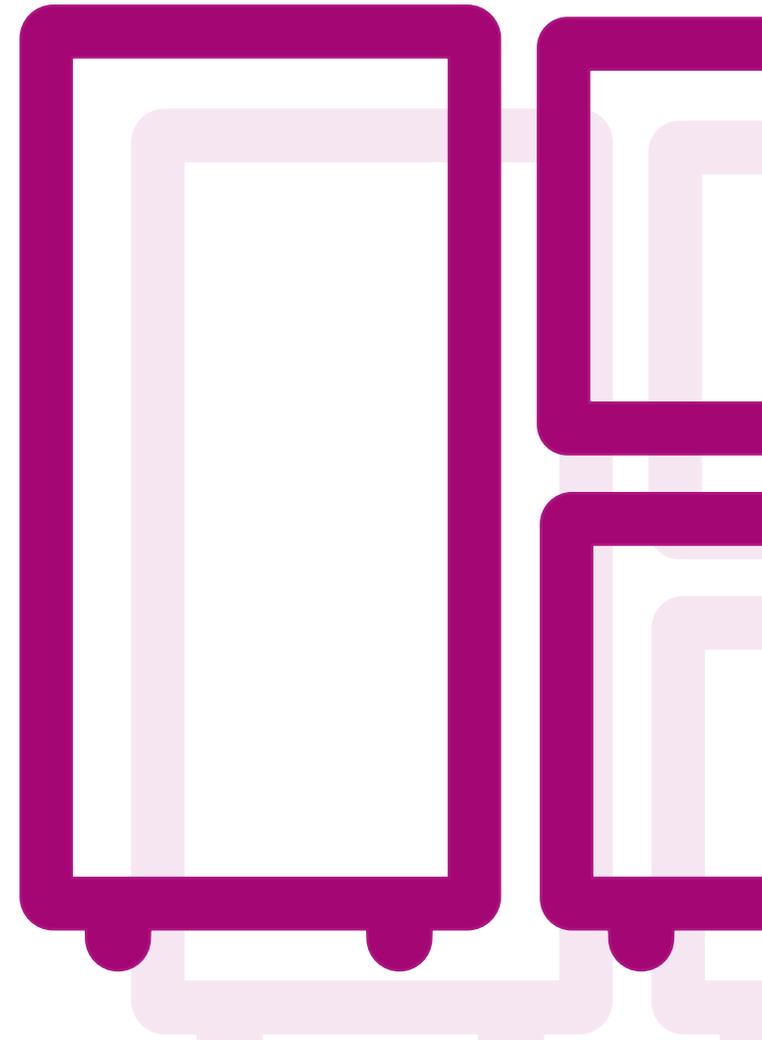
CHAMP CARGOSYSTEMS

A YEAR AT-A-GLANCE: SPANNING THE AIR CARGO COMMUNITY

200+
air cargo carriers, general sales agents (GSAs) and handlers (GHAs), with **4,000+** freight forwarders, as part of the world's biggest air cargo community, with connectivity right across the supply chain.

120+
customers, by the end of 2022, for Cargospot, CHAMP's **comprehensive suite of air cargo management** solutions.

2.5+ million
customs authorities connected to CHAMP's customs compliance application **Traxon Global Customs (**TGC), to digitize customs filing processes. Airlines and GHAs submit advance cargo information to these authorities.
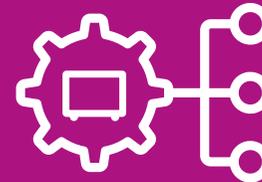
150 million
API calls, which continue to increase rapidly, to CHAMP systems, further **empowering digital collaboration** by allowing businesses to process data seamlessly and in real-time.

7 million+
advance customs filings submitted by airlines and GHAs worldwide through CHAMP's customs compliance application Traxon Global Customs (TGC) which is connected to 65 customs authorities.

300 million
annual electronic exchanges across CHAMP's cargo community, with **20 million** shipments a year among **200+** airlines, ground handling agents and general sales agents, completed by **50,000+** users.

CHAMP CARGOSYSTEMS

A YEAR AT-A-GLANCE: KEY ACHIEVEMENTS IN THE YEAR

A wide range

of implementations throughout the year, including those for FedEx, Finnair, Faro, Play, Billund Airport, Vatry Airport, Air Atlanta, Senator, Cargologic, Kargo Xpress, and WFS (UK). Alliance Ground International and Cathay Pacific migrated to the CHAMP Data Centers to take advantage of our **new innovative services** such as Cargospot Mobile, API Gateway, Optical Character Recognition (OCR) and Artificial Intelligence-based services, plus, in the future, Cargospot-neo, CHAMP's next-generation cargo management application.

90 new customers

joined CHAMP by the end of 2022, and a total of **221 contracts** were signed with key customers including the Shanghai Government, Japan Airlines (JAL), Challenge Group, IAG Cargo, TAROM, Kuwait Airways, as well as the numerous new freight forwarders who joined CHAMP's Traxon cargoHUB distribution network. Ethiopian Airlines and Alliance Ground International renewed their commitment to CHAMP with long-term contracts.

Tier 1

cargo handling agents such as **Swissport, WFS** and **Alliance Ground International** featured among multiple customers embracing CHAMP's **Cargospot Mobile** application across their station network. AGI continues its expansion in North America using the services.

SaaS migrations

in the year included QUITO (ECS), WFS (France Handling and AFS SA), Swiss World Cargo and Vienna Airport who have migrated to **SaaS solutions** to revolutionize their operations.

JAL

continues to leverage CHAMP's services, including C**HAMP's API portal** to **integrate** with the cargo.one digital booking platform quickly and seamlessly. Initially for European markets, this integration allows the airline to significantly enhance its customers' **digital booking experience.**

CHAMP CARGOSYSTEMS

A YEAR AT-A-GLANCE: PORTFOLIO AND RELATED MILESTONES IN THE YEAR

Collaboration with solution partners

are broadening **CHAMP's Cargospot** functionality, bringing a deep understanding and the ability to offer an **integrated service.** Current solution partners include PayCargo, GLS-HK and Nallian.

Innovation

remained a key focus for CHAMP, including the launch of an innovation platform with **Air Cargo Belgium.** CHAMP won the prestigious **ONE Record prize** at the IATA Hackathon in 2022 for its Express Pick-up solution.

Strategic partnerships

with industry **organizations** across the air cargo supply chain, including IATA, TIACA, and Cargo iQ. Deep solutions partnerships to offer added services and drive developments for the air cargo industry, as well as CHAMP's **API Partner platform** for Cargospot.

SITA

CHAMP CARGOSYSTEMS

A YEAR AT-A-GLANCE: PORTFOLIO AND RELATED MILESTONES IN THE YEAR

Air Cargo Development program

launched in 2022 as a crucial part of CHAMP's **API focus and expertise.** This key collaborative initiative will enhance and **speed up development** of functionality and services for CHAMP's Cargospot ecosystem, accessing **knowledge** and **resources** from across IT and cargo.
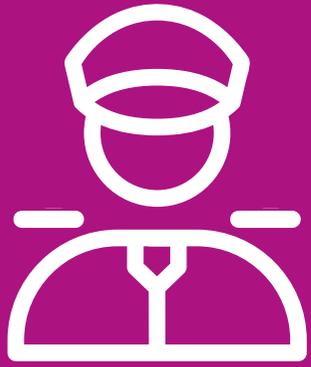
EU Import Control

System 2 (ICS 2) launched in 2023 as a **large-scale advance cargo information system** across the European Union for which CHAMP was the first certified provider. CHAMP prepared in 2021-2022, updating its Traxon Global Customs and Security solutions to ensure a **smooth transition and compliance** with this new regulation.

Market Analytics

launched in the year, which fuels data into CHAMP's Air Cargo Market Tracker. MarketAnalytics integrates the most powerful intelligence tools for daily updates and **in-depth information,** using **dashboards** and **sourcing data** from across the market. The solution offers a free and paid service with varying levels of insights.

CHAMP CARGOSYSTEMS

A YEAR AT-A-GLANCE: PORTFOLIO AND RELATED MILESTONES IN THE YEAR

Launch

of CHAMP's **next-generation cargo management application,** Cargospot-neo, which currently includes our Airline module and warehouse management mobile application. Cargospot-neo provides even more agility, automation, efficiency gains and real-time visibility through the increased use of mobile, Artificial Intelligence and Internet of Things technologies to help reshape global air cargo operations.

Cargospot Revenue Accounting

new dashboard monitor launched, enabling the **digital transformation** of commercial and financial business processes with data analytics, process automation, and APIs.

Multi-Tenant

model for Cargospot grew further in popularity during the year. Customer benefits include **quicker access to the latest functionalities** and add-ons achieving **further efficiencies** as well as minimized impact during upgrades and maintenance.

Shanghai

Pilot Free Trade Zone (FTZ) turned to SITA and CHAMP in the year to **digitalize** the **tracking of shipment** and **capital flows** for enterprises in the zone, using CHAMP's Traxon Premium Tracking solution. The new system will **revolutionize processes** by automatically filing and verifying air waybills and transactions to municipal and central government authorities.