SITA

LET'S MOVE THE WORLD, TOGETHER

SITA GROUP CSR REPORT 2018

SUSTAINABLE DEVELOPMENT GOALS

SITA SUPPORTS THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

By using a common and international framework, we're able to map our progress against long-term targets designed to create a more sustainable world for all.

In the index at the back of this document you'll find reference to the UN SDGs and how they correspond to the information provided in SITA's CSR report.

The Global Compact

COMMUNICATION ON PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

The UN Global Compact is a strategic policy initiative for businesses that are committed to aligning their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption. By doing so, business, as a primary driver of globalization, can help ensure that markets, commerce, technology and finance advance in ways that benefit economies and societies everywhere.

HUMAN RIGHTS

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: make sure that they are not complicit in human rights abuses.

LABOR

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of employment and occupation.

ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: undertake initiatives to promote greater environmental responsibility; and

Principle 9: encourage the development and diffusion of environmentally friendly technologies.

ANTI-CORRUPTION

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

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FEEDBACK

Feedback and questions on this report are welcomed and encouraged. They can be directed to the Director, Corporate Social Responsibility at SITA via e-mail: **csr@sita.aero**, via the corporate website at **www.sita.aero** or through our social media channels: **www.sita.aero/resources/sita-social**

ABOUT THIS REPORT

This report covers the corporate social responsibility activities of the SITA Group from January to December 2018. The last report was published in May 2017 and covered the period January to December 2016.

It has been prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Guidelines at the 'core' level. It is not SITA's policy to assure non-financial reports, and thus the report has not been externally assured. A full GRI index can be found on page 31-33. Prior reports can be found at **www.sita.aero/csr** or on the United Nations Global Compact (UNGC) website.

REPORT BOUNDARIES AND METHODOLOGY

SITA's CSR office requests and consolidates relevant data and information from the respective departments, individuals and systems within SITA, and the contents herein have been prepared and reported to the best of our knowledge for the report ending 31 December 2018.

The material issues (below) included in this report are considered relevant within the boundary of the SITA Group organization. This was assessed by reviewing whether the impacts occur inside or outside the organization as per the GRI guidelines on defining boundaries. It excludes SITA's subsidiaries CHAMP Cargosystems and Aviareto except in cases which are explicitly noted, such as reporting on premises where SITA and its subsidiaries are co-located.

There have been no changes to the scope or boundaries of this report. No feedback has been received from stakeholders.

MATERIALITY

During the year our most material issues were updated based on feedback from a range of stakeholders and split into four key areas: Business, Environment, Social, and Governance. The relevant United Nations Sustainable Development Goals (UN SDGs) for SITA have been mapped to these areas.

Of note is the increased focus on the business to address its own environmental impact and reduce emissions. In addition a new area includes the presence of aviation sustainability goals and a call for more products that support these aims. Diversity and inclusion and human rights have been highlighted as key areas, and are rated ahead of general labor practices.

Areas such as operational efficiency, business conduct, responsible procurement, data privacy, and support for local communities remain core, while certification and assurance of best practices have emerged.

RESTATEMENTS

Since the last report in 2016 SITA has implemented new carbon factors (DEFRA for the UK, and IEA for all other sites). This has resulted in more accurate emissions factors being captured, therefore adjustments have been made against past recorded figures to reflect this.

BUSINESS

- Operational excellence and customer satisfaction
- Product and service innovation
- Responsible procurement
- Employee talent, acquisition and retention
- Labor and working practices
- Diversity and inclusion

ENVIRONMENT

- Environmental management
- Environmental compliance
- Reducing greenhouse gas emissions
- Management of end-of-life equipment
- Supporting sustainable aviation goals

SOCIAL

- Supporting local communities
- Local economic contribution
- Human rights

GOVERNANCE

- Business integrity
- Data protection and information security
- Certification and assurance of best practices

CEO STATEMENT

Welcome to SITA's Corporate Social Responsibility (CSR) Report – 'Let's move the world, together'

The theme of this year's report reflects the importance that we place on collaboration at SITA. Whether it's in our role at the heart of air transport or in our commitment to corporate social responsibility, working in partnership effects greater change and reward. Looking back on 2018, I see the positive benefits that working together has brought to our CSR activities.

CLEAR PRINCIPLES AND FOCUS

As CEO of SITA, I'd like to reaffirm our support of the United Nations Global Compact and the principles that it represents. These principles are core to responsible business practices, and are threaded through our policies, processes and operations.

SITA is a global organization in a complex and fast-moving industry, and as such we recognize the need to adapt and change in response to different conditions. The same values apply to the focus that we put on our social and environmental programs. Our overarching approach is simple and gives us the opportunity to evolve over time, with commitments to:

- Reduce and mitigate our environmental impact
- Support communities where we operate
- Communicate on our progress

ACTION ON THE ENVIRONMENT

We continue to measure and track our achievement against our environmental performance targets. We have made good progress in this area and you'll find more details in the following pages.

I'd like to highlight a major new initiative implemented last year to tackle our emissions from air travel. One of our contributions to climate change has been the impact of flights that we take in supporting our customers around the world.

We have addressed this through the introduction of an internal 'carbon levy' applied to the business against each ton of CO2e generated from air travel. The levy has been used to fund carbon credits through a partnership with Natural Capital Partners. This has seen positive contributions to programs that support biodiversity, reforestation, orangutan protection, clean energy and community development in Borneo and India.

COMMUNITY ENGAGEMENT

Many of our employees took the opportunity during the year to volunteer with their local communities through our Value in Volunteer Action program. They gave their time to projects that addressed food poverty, vulnerable groups, and the environment, and raised money for numerous good causes. I'd like to thank them for their dedication and contribution.

Another highlight of the year has been the positive impact of the SITA Air Transport Community Foundation. This initiative – championed by our SITA Council – continues to create opportunities for young people in five African countries. To date around 83,000 students and teachers have benefited from access to IT and education, 51% of whom are female. With 70 computer labs now in use, we're encouraging the next generation to develop essential technology skills, and during 2019 we will be offering coding classes to students in Zambia.

GLOBAL GOALS FOR SUSTAINABLE DEVELOPMENT

Our presence across 135 countries gives us insight into some of the diverse challenges faced by societies and regions. SITA's support of the UN Sustainable Development Goals helps us by providing a framework against which we can set our CSR programs, and you'll see reference to these throughout the report.

A SUSTAINABLE FUTURE

In 2019, we will continue the focus on the core areas of our CSR initiatives. Collaboration on the sustainable development goals will be key, particularly in the areas of climate change, quality education and gender equality. We will also set out a longer-term approach for our contribution to reducing our environmental impacts. In reading this report you'll find more detail on our activities and progress in 2018. We encourage your feedback via **csr@sita.aero**

Barbara Dalibard
CEO, SITA

OUR ORGANIZATION

SITA is the IT provider for the air transport industry. Today, we do business with nearly every airline and airport in the world. We also provide border management solutions to more than 40 governments.

Headquartered in Geneva, Switzerland, SITA is one of the most internationally diverse companies and serves over 200 countries and territories. Our global reach is based on local presence, with 2,800 customers in 197 countries and territories. We employ approximately 4,800 people of more than 140 nationalities, speaking over 60 different languages in more than 130 countries. With a strong local presence and offices spanning the globe, SITA's service staff are on the ground at more than 1,000 airports providing support. See the 'Our People' section for further detail on our diverse global workforce.

CORPORATE STRUCTURE

SITA's corporate structure comprises SITA SCRL, a Belgian cooperative, and SITA N.V., a Dutch commercial company. The majority of SITA's activities are today undertaken through SITA N.V., although SITA's network services are housed in the SITA cooperative.

The SITA Trust Foundation is an Employee Share Plan Trust. SITA Group Foundation's shareholding is fixed, with companies holding certificates in the Group Foundation, which represent the economic interest in the N.V. shares. There is a very large overlap between the members of SITA SCRL and the certificate holders of the SITA Group Foundation. In practice, although

SITA N.V. has two main shareholders – SITA SCRL and the SITA Group Foundation – they function as one governing body for SITA N.V. SITA SCRL is wholly owned by its members. Shares in SITA SCRL are reallocated to members each year based on their use of all SITA services in the previous year. This means that the shareholding structure of the cooperative is variable, rather than fixed.

Detailed information on the composition and structure of our organization as it pertains to financial and other annual reporting requirements is included within the SITA Group Financial Statements and SITA Group Annual Report. These are available on request from the SITA Board Secretariat after their approval at SITA's AGA on 19 June 2019.

GOVERNANCE

SITA Board: As of 31 December 2018, the SITA Board comprised 13 Directors including the SITA CEO. Board Directors are nominated by the SITA Council for appointment by the General Assembly of Members. The term of office for Board Directors, except the SITA CEO, is three years, with one-third of the Board seats being available for re-election each year. The SITA Board supervises the activities of the SITA Group to ensure its effective operations. The role of the Board has been modeled on best practice for both co-operative and commercial organizations.

The SITA Board has two standing Committees which report into the SITA Board. The Audit and Risk Management Committee advises the Board on matters relating to financial policy and control, as well as risk management of SITA. On a quarterly basis, the Audit and Risk Management Committee review all risks recorded in the corporate risk register, including any related to economic, environmental and social impacts. The Remuneration Committee advises the Board on matters relating to SITA-wide remuneration policies.

Composition of governing bodies

	SITA Board	SITA Council	Audit & Risk Management Committee	Remuneration Committee	Nomination Committee	Membership Committee
Average Tenure	3.8	2.6	2.9	1.6	2	2
Men	9	22	4	4	8	5
Women	4	7	1	2	2	1
TOTAL	13	29	5	6	10	6

SITA Council: The SITA Council, with its membership representing over 90% of the world's airline businesses, is just about the most representative body there is for air transport. The Council represents and safeguards the interests of our membership with the right of final approval over specific and important matters relating to the high-level direction of the organization. The SITA Council is also consulted on any other matter having a material impact on services provided to SITA members. The Council also serves as the governing body for the SITA Air Transport Community Foundation (see later in this report). Finally, and very importantly, the SITA Council is tasked with gathering community opinions and reporting back on their actions.

The SITA Council is composed of up to 34 member representatives, and during the year stood at 29. The Council President, who is a representative of a member organization, chairs the SITA Council.

The SITA Council has three standing committees. The Nomination Committee recommends SITA Board Directors and SITA Council President and Deputy President for appointment by the Annual General Assembly. The Membership Committee addresses membership policy and rules.

SITA EXECUTIVE LEADERSHIP TEAM

SITA's CEO leads our Executive Leadership Team (ELT), which takes responsibility for defining and setting SITA's corporate strategy, policies, and organizational structure. The ELT comprises our most senior executives from across the business areas, functions, geographies and the CEO Office. The team comprises three women and eight men, with three members in the 30-50 years age group and eight in the 50+ age group.

"SITA IS AN OCEAN OF LEARNING AND HELPS YOU DEVELOP NOT ONLY PROFESSIONALLY BUT ON THE PERSONAL FRONT AS WELL. IT IS ONE OF THE MOST INTERNATIONALLY DIVERSE COMPANIES AND PROVIDES OPPORTUNITIES TO WORK WITH PEOPLE ACROSS THE GLOBE. NEARLY EVERY PASSENGER FLIGHT RELIES ON SITA TECHNOLOGY, AND IT'S A REASON TO FEEL PROUD WORKING HERE."

Nishant Sharma – Digitization and Automation Project Manager, Delhi

HIGHLIGHTS

100%
INDUSTRY OWNED AND DRIVEN BY 400 SITA MEMBERS

42%
SERVICE-FOCUSED EMPLOYEES

36.5%
NET PROMOTER SCORE IN 2018

7%
ANNUAL REVENUE SPEND ON R&D

300
PATENTS FILED FOR AIR TRANSPORT TECHNOLOGY SOLUTIONS

20
INDUSTRY BODIES SITA WORKS WITH TO SET STANDARDS FOR THE INDUSTRY

OUR SOLUTIONS AND SERVICES

Globally, almost every airport and airline does business with SITA, and it's our job to support their operations. Airlines, airports, aircraft, ground handlers, governments, air cargo, aerospace, air navigation service providers and international organizations all use our information and communication technology (ICT) solutions, relying on SITA's expertise to enable 'easy air travel every step of the way'. Our approach centers on addressing key trends and tackling the pain points that the industry faces, while our portfolio is built with industry know-how, obtained through constant collaboration across the industry, with members, customers, partners and industry bodies – to determine and satisfy requirements. Today, we provide the broadest portfolio for the air transport industry, including:

- Managed global communications, infrastructure, the ATI Cloud and outsourcing services

- Services for airline commercial management, passenger operations, flight operations, aircraft operations, air-to-ground communications, airport management and operations, baggage operations, transportation security and border management, cargo operations and more

We introduced three new portfolios in 2018: Platform, Data, and Business Intelligence services. They will include next generation platforms specifically for airports, airlines, aircraft and governments. A full breakdown of our solutions and services can be found online: **www.sita.aero/solutions-and-services/solutions**

AWARD WINNING SERVICES

In 2018 SITA was named Service Provider of the Year in the annual Air Transport Industry Awards in Dubai, by Air Transport News readers and a jury of international aviation experts. SITA also won the Aviation Technology Achievement at Air Transport World's 2018 Annual Airline Industry Achievement Awards, for pioneering work with JetBlue and the US Customs & Border Protection to deliver a secure, paperless and deviceless self-boarding process using biometric technology.

ECONOMIC PERFORMANCE

Economic performance is reported in the SITA Group Financial Statements for the period January 1 to December 31, 2018. The statements include revenues, operating costs, employee compensation, retained earnings, payments to capital providers and governments, and coverage of the organization's defined benefit plan obligations. These are available on request from the Board Secretariat at SITA after their approval at SITA's AGA on 19 June 2019.

STAKEHOLDER ENGAGEMENT

SITA is 100% owned by the industry and driven by its needs. Working with all the stakeholders, SITA drives collaborative development and innovation across the air transport community. It helps the industry achieve operational efficiencies and deliver a seamless passenger journey.

We collaborate closely with all our stakeholders – members, customers, and industry bodies, as well as employees and local communities worldwide.

Members: As an industry-owned organization, SITA understands the importance of delivering products and services that are highly valued by the air transport industry. SITA's members benefit from SITA's neutrality and independence and can plan and operate their services in the knowledge that we offer services everywhere, including remote and challenging locations. In turn our members guide our direction and strategy through the SITA Council, which has reserved seats for both airport and ICT provider representatives. Our Annual General Assembly provides an opportunity for SITA's members to hear about the organization's' performance and priorities. During the year we welcomed 27 new members to SITA from the airline and travel sectors, while 30 members celebrated milestones of 20 years or more.

Industry associations: SITA works closely with over 50 air transport industry associations in global, regional and national forums. Our relationships with associations enable us to advance industry interests and help solve community issues.

SITA is also a member of the Air Transport Action Group (ATAG), contributing to and sharing a keen interest in ATAG's mission to promote and support environmentally responsible practice and sustainable development in the air transport industry.

Customers: We engage with our customers regularly through SITA events such as the annual Cybersecurity Symposium and the SITA Innovation Forum. Our Customer Advisory Board and many user groups enable us to involve the community in determining strategies and directions. Annually conducted, our Community Value Index (CVI) helps us understand and measure what our members and customers value most from SITA. Their views and opinions shape the future of SITA and ensure that we continue to deliver the right solutions to the community.

Local communities: All our employees are encouraged and empowered to take part in community and charitable projects and events through our Value in Volunteer Action (VIVA) program. An overview of 2018 VIVA activities is included on pages 24 and 25 in this report.

Employees: We engage with our employees as talented partners contributing to our success and growth as a business. Individual development plans and performance rewards help our employees stretch their capabilities and those of the organization. Formal feedback channels include an annual employee survey conducted by an independent third party, while 25 of our larger offices benefit from on-site leadership to engage with local priorities and concerns through a Locations Leader program. We also hold regular staff calls and encourage our people to ask questions. Our 'BRAVO' award program provides opportunities for individuals or teams to be recognized for their contributions to the business.

OPEN DAY

In September 2018 SITA held its very first Open Day, a co-ordinated time for employees around the world to join in activities, share experiences and have fun. 32 of our locations took part. Activities included inter-site competitive quizzes, team-building games, and learning modules covering SITA history, our strategy and operating model, and deep dives into some of our key portfolio solutions.

Many locations included charitable collections and fundraising, as well as lunch and end-of-day social events. There was even a "virtual coffee machine" – a live-stream video connection between different offices where employees could meet and mingle virtually with colleagues many miles away. Our inaugural Open Day was a huge success, with employees surveyed rating it 5.3 out of 6, and 90% in favour of making it an annual fixture.

GATHERING FEEDBACK

Every year SITA undertakes a global employee survey, giving our people an opportunity to give their views across a range of subjects. Participation is voluntary, and 82% of employees responded to the survey run at the start of 2019, with 70% of those providing additional comments. Feedback is confidential, and we take care that no identifiable information is conveyed in the summaries provided to managers.

As with previous years, areas where there are opportunities for continual improvement are addressed by teams at the leadership, management or location level, while we continue to build on reinforcing the positive aspects of what we do well.

CSR AT SITA

SITA's Corporate Social Responsibility Office is managed by dedicated resource and reports into the Executive Leadership Team (ELT). It reflects an overall commitment by the organization to focus on responsible business practices, and the team engage with other groups across the business on a variety of programs and topics.

MANAGEMENT APPROACH

We make reference throughout this report to the management approach to addressing SITA's material issues – shown in the 'About this Report' section. Many of the aspects are incorporated into standard business practice such as corporate policies and established processes. These ensure that we always act responsibly and in compliance with all national and local laws in areas such as labor, health and safety, anti-bribery and corruption, ethics and the environment. In addition, local country policies are implemented where required.

SITA adopts a precautionary approach with regards to Principle 15 of the Rio Declaration on Environment and Development. Through alignment to the UNGC, certification to ISO14001, ongoing management and a corporate risk register, the company addresses aspects related to corporate social responsibility. SITA's Internal Audit and Risk Management team conduct reviews of the register on a quarterly basis, and the reports are shared with our ELT as well as the Audit and Risk Management Committee (see 'Our Organization'). The economic and operational aspects of the business are reviewed monthly at a minimum by SITA's ELT. Issues related to environmental and social factors, and materiality, are assessed throughout the year by SITA's CSR Office.

We conduct annual standalone compliance risk assessments to identify business operations which have a higher risk of a compliance breach, often due to the type and location of the activities carried out. These areas receive additional focus and support including further training and guidance. Compliance and ethics risks are also reviewed as part of our ongoing corporate risk management process.

OUR CULTURE AND VALUES

Step up for the customer. Keep it simple. Do it together. Be our best. These four statements guide the culture and behaviours we need and value at SITA. Our Bravo Award Program is based on these four values, and they underpin a framework of indicative behaviours expected at all levels of our organization.

We deliver at pace and with energy, always focused on our customers' needs, our colleagues and the big picture. This takes mutual trust, respect and appreciation. SITA is a place of change and constant improvement, where we're always pushing ourselves to find better ways of doing things: smarter, quicker, easier, for us and our customers and for their customers too.

It's not just about getting it done, and done right, but also about doing the right thing, for our business and our customers. Each of us owns what we do – proud of our work and the impact each of us has on the community around us.

Our CSR targets for 2018

Indicator	2018 target	2018 status at year end
Water usage across three key sites (ATL/SIN/PRG)	1.5% decrease on 2017	4.9%
Track paper consumption in major sites	5% decrease on 2017	15.2%
Electricity consumption in offices where the ability is present for measurement	3% decrease on 2017	5.6%
Energy intensity per square meter	3% decrease on 2017	7.6%
Emissions (from office operations)	3% decrease on 2017	17.3%
Emissions intensity (from office operations) per square metre	3% decrease on 2017	19%
Emissions from air travel	11% reduction on 2017	23.7%
Emissions offset from air travel	3,000 tons	10,000 tons
VIVA days	200 days	168 days

"**I SPEND SOME OF MY FREE TIME AS A MENTOR AND TRAINER WITH AIDHA, AN ORGANIZATION THAT PROVIDES TRAINING AND SUPPORT FOR FOREIGN DOMESTIC WORKERS AND LOWER INCOME SINGAPOREAN WOMEN. I TEACH FINANCE AND THE ENGLISH LANGUAGE. I THINK THE CSR PROGRAM AT SITA, ESPECIALLY THE VIVA VOLUNTEER PROGRAM, IS EXCELLENT AND A GREAT REMINDER TO PEOPLE THAT DOING GOOD THINGS DESERVES SUPPORT – AND GREAT COMPANIES ALWAYS HELP WITH THAT!**"

Aparajita Rao – Associate Project Manager, Singapore

CSR TARGETS

SITA defines a set of targets for corporate social responsibility at an organizational level at the start of each reporting period. The environmental targets are a key measure to assess performance against our commitment to reduce SITA's environmental impact. They are available to all employees through our intranet and progress is tracked on our environmental management system.

Reduction targets are set for base consumption of water in three sites, paper (27 sites) and electricity (22 sites) against the previous year. An intensity target is also set which allows for the introduction of additional sites and changes in site capacity or relocation throughout the year.

Overall performance against our targets was good, with reductions across all consumption metrics. 2018 saw the introduction of two new targets around emissions from air travel; the first an absolute reduction of emissions and the second a carbon offset goal. Both were reached. The call to action for the company to consider alternatives to travel such as technology helped reach the goal, while the introduction of a new carbon credit program to offset emissions has had a resulted in carbon neutral air travel for the year. See the 'Reducing our Impacts' section for more information.

An area where the target was not met was for the number of volunteer days recorded in our people management tool. Many employees participated in activities that supported the communities local to their office, however we have only reported on the days recorded in the system.

ETHICS AND COMPLIANCE

Wherever we are in the world, we are committed to doing business the right way by acting honestly and fairly, complying with laws and regulations and adhering to policies and procedures. Our Integrity, Compliance and Ethics (ICE) Program is endorsed by our CEO and the SITA Board, and acts as an umbrella program bringing together compliance activities on anti-bribery and corruption, trade controls, data protection and competition.

Raising awareness of and educating employees on compliance, ethics and the applicable laws and regulations is a fundamental part of our compliance governance. At the beginning of each year a training and communication plan is produced to provide a clear view of the year ahead. As part of the program, all employees are required to complete mandatory e-learning on our Code of Conduct, anti-bribery and corruption and trade sanctions every year.

Targeted in-person training is conducted whenever possible and we have introduced bi-annual compliance risk assessments across the globe to identify key risks to enable the prioritisation of resources more effectively.

Our employees can raise questions and report concerns using our internal confidential reporting system known as RADAR. Reports can be made anonymously either through the web platform or via live operators (fully trained with access to over 50 languages) and all submissions are investigated promptly and thoroughly with feedback provided as appropriate and in a timely manner.

HIGHLIGHTS

5,000+
THE NUMBER OF SUPPLIERS WE WORK WITH ACROSS THE GLOBE

30%
OF OUR PEOPLE HAVE RECEIVED A BRAVO AWARD FOR DEMONSTRATING SITA VALUES

RADAR
OUR CONFIDENTIAL HOTLINE FOR RAISING CONCERNS

SITA has a robust non-retaliation policy in place and will not tolerate retaliation against anyone making reports in good faith. Any retaliation will be treated as a violation of our Code of Conduct.

Where appropriate, disciplinary action up to and including dismissal may be taken, and/or additional guidance and training will be provided.

For 2019 we are making a number of substantial changes to the compliance program, including:

- Refresh of the Code of Conduct;
- Revised Anti-Bribery and Corruption Policy;
- Enhanced Gifts, Hospitality and Entertainment Policy;
- Enhanced Conflicts of Interest Policy; and
- Implementation of a Disclosures register.

RESPONSIBLE PROCUREMENT

SITA is a global provider of IT and communications solutions to the air transport industry, and as such our supply chain is complex. We work with many suppliers around the world, with 95% of spend with suppliers that represent 10% (around 500 vendors) of our total supply chain.

We fully recognize the issue of modern slavery and human trafficking and the emotional and physical impacts of this problem for individuals and communities. SITA takes its responsibilities in relation to these issues seriously and we are committed to doing business the right way – acting honestly, fairly and with high standards of integrity.

We know that responsibility goes beyond what we can do alone as a business, and that our supply chain has an important part to play. We need our employees, suppliers and third parties to ensure they act in an ethical and sustainable manner when carrying out business on behalf of SITA, and to reinforce positive labor standards across supply chains.

In 2018 we moved to a third-party provided supply chain evaluation platform to better understand the level of risk in the countries where SITA and our suppliers operate. Key suppliers are required to complete a self-assessment that enables us to assess their performance, and which provides a calculated risk assessment for the likelihood modern slavery in the supply chain.

SUPPLYING SITA

Our Terms and Conditions set out the requirement for suppliers when supplying SITA, and refer to our Supplier Code of Conduct and the expected behaviors and compliance. In addition, our Purchasing Policy governs the purchase of all goods and services, providing details on both the selection criteria and the due diligence requirements on new and existing suppliers.

As a purchaser of goods and services we are commited to paying our suppliers in a timely fashion, and during the year we signed the Prompt Payment Code in the UK, and participate in providing information on our payment schedules.

TRAINING AND AWARENESS

We provide online mandatory training on Responsible Procurement, Slavery and Human Trafficking for all employees as part of our global compliance program. It is required for all new joiners and on a rolling two year refresh for all current employees. Reports of completion are provided to the Ethics and Compliance Office.

Our confidential and anonymous reporting tool (RADAR) is available to all employees to raise any concerns they may have on issues related to human trafficking or slavery in our supply chain or our business.

HUMAN RIGHTS

SITA's Code of Conduct clearly states the expected behaviors of those who work with us. Harassment in the workplace is strictly prohibited. This includes any behavior toward another person based on that person's race, color, gender, age, disability, religion, nationality, or sexual orientation, which is unacceptable and personally offensive to the recipient.

Our SITA office in India has a sexual harassment policy and complaints committee to deal with any concerns, with all local employees notified of the policy, the committee and the requirements on behavior. They have the company's assurance that any complaints will be handled promptly and thoroughly.

Our Supplier Code of Conduct sets out expectations on our suppliers in areas including Human Rights. Work on responsible procurement practices (see previous section) is helping us to further evaluate the risk of human rights in our supply chain. Employees who are concerned about any human rights issues affecting SITA can use the company's RADAR system for confidential reporting to the Ethics and Compliance Office, with no risk of retaliation. External concerns can be raised through the SITA website, and will be treated confidentially and directed to the Ethics and Compliance Office.

DATA PROTECTION AND INFORMATION SECURITY

At SITA we respect and protect the privacy of our people, customers, third parties, business partners and others, only using personal data when needed to operate effectively or to comply with the law. As such, SITA implemented a program to drive compliance to the body of requirements laid out in the EU Global Data Protection Regulation (GDPR). The year saw a program of awareness training delivered to ensure our employees understood the GDPR requirements across the business, and their activities. The Data Privacy Officer oversees a team that drives the compliance program.

The Corporate Information Security Office manages our policies and processes related to data protection, monitors and supports the security of our infrastructure, and keeps employees up-to-date on threat awareness through regular training and communication. Their activities are complemented by the SITA Information Systems team, and the related policies and standards applicable to all employees.

SUSTAINABLE AVIATION

The aviation industry has set robust goals for a more efficient and sustainable future. As an organization at the heart of air transport we recognize the need to provide solutions that help our customers meet these goals.

Thanks to SITA, airports and airlines can benefit from technology that improves operational efficiency, leading to reductions in both cost and environmental impact. For example, our Pre-Departure Sequencer Module controls the rate at which aircraft arrive at the runway, thereby avoiding queuing. It enables operations to minimize fuel burn, reduce carbon emissions, reduce noise pollution, and minimize impact on air quality.

Our De-Icing Planner optimizes de-icing processes by efficiently allocating fixed resources and taking into consideration variable needs, like weather conditions. And our self-service kiosks have a range of sustainability features, from passive cooling to low power consumption, and easy upgrade options.

OUR PEOPLE

SITA provides skilled, productive, decent work directly to more than 4,800 people in 125 countries around the world. We also provide the information technology and networking solutions that sustain the air transport industry, which in turn employs more than 10 million people globally in a high value, economically productive sector of the economy.

WORKING AT SITA

At SITA we maintain high standards of labor conditions for all our personnel, whether directly employed, temporarily contracted, or engaged through our offshore partners. We meet and exceed the requirements of local laws and regulations where we operate, as well as International Labour Organisation (ILO) conventions. We keep our employees informed of strategic and organizational changes and work through local HR contacts to advise and support on country-specific requirements. All our major locations and most of our medium and small locations engage outplacement services to support continued employability following severance.

SITA strategically engages offshore resources through partner organizations in India, Europe and Central America. This resourcing complements our expertise in service, support, testing and development functions and extends our geographical coverage. In tandem with a location strategy that seeks to improve synergies and foster innovation and career development within SITA, we have reduced our offshoring engagement by seven percent since 2017.

We do not discriminate based on trade union membership or non-membership. We have collective bargaining agreements in place in 16 countries representing 6.4% of SITA's directly employed workforce. All these agreements contain guidelines on rules of engagement for negotiations. Roles at SITA are generally full-time.

As a global principle, there is no distinction made between benefits provided to full-time employees and to part-time employees. Around two percent of SITA employees work part-time, almost entirely through personal choice and in line with local statutory rights. Employee entitlement to parental leave

also meets or exceeds statutory requirements in all countries where we operate. 92% of men and 89% of women who took parental leave in 2018 had returned to work by year end. Eight percent of female employees who took parental leave in the year requested and received approved extensions to their leave.

The charts and visualizations in this section provide detailed disclosures of aggregated employee data we collect and maintain in our human resources information management systems for the year ending 31 December 2018.

HEALTH AND SAFETY

We are committed to providing a safe and professional work environment to protect the health and wellbeing of our people. Our workforce operates primarily from local office environments, meaning risks of accident and injury at work and of occupation related diseases are relatively low.

Our standards and processes are documented in a Master Health, Safety and Security Policy which serves as a basis for site policies and procedures that comply with local regulations. Where we have employees present at customer sites they follow all applicable health and safety requirements.

All new hires at SITA are requested to take health and safety training. Formal joint management-worker health and safety committees are in place in major locations including in the UK, France, Canada, South Africa, and Australia.

Employee entitlement to sick leave meets or exceeds statutory requirements in all countries where we operate. Employees are also entitled to take time off for medical appointments without penalty. SITA offers a comprehensive employee benefits program that includes both statutory and /or enhanced SITA-sponsored benefit plans. The scope of these benefit plans vary according to country but typically include support for medical, dental, eye-care, and longer term disability needs and related leave requirements.
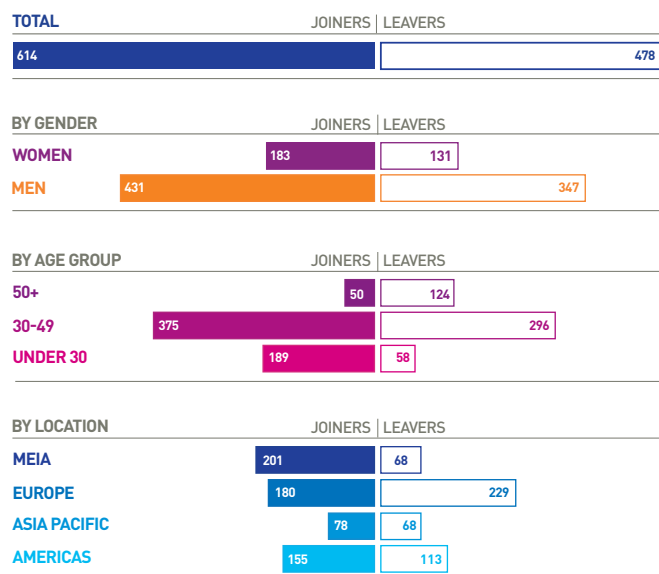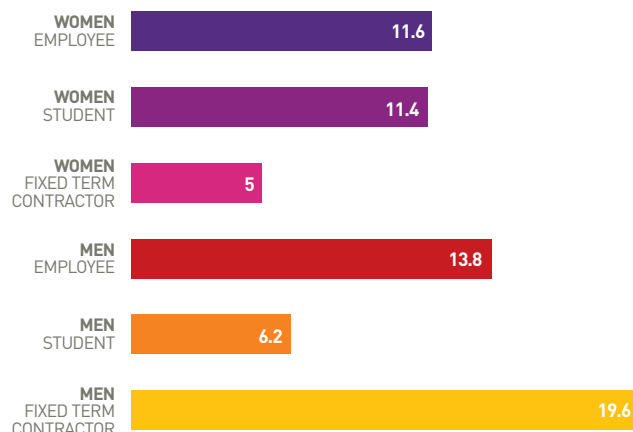
Parental leave

93	38

Took parental leave in 2018

86	34

Returned to work in 2018

■ Male ■ Female

Employee turnover

TOTAL — JOINERS | LEAVERS
614 | 478

BY GENDER — JOINERS | LEAVERS
WOMEN: 183 | 131
MEN: 431 | 347

BY AGE GROUP — JOINERS | LEAVERS
50+: 50 | 124
30-49: 375 | 296
UNDER 30: 189 | 58

BY LOCATION — JOINERS | LEAVERS
MEIA: 201 | 68
EUROPE: 180 | 229
ASIA PACIFIC: 78 | 68
AMERICAS: 155 | 113

Training hours by gender and employee category

WOMEN EMPLOYEE: 11.6
WOMEN STUDENT: 11.4
WOMEN FIXED TERM CONTRACTOR: 5
MEN EMPLOYEE: 13.8
MEN STUDENT: 6.2
MEN FIXED TERM CONTRACTOR: 19.6

WELL AT WORK

Under a "Well at Work" umbrella program launched in 2017, employees can access free, confidential 24/7 support from our global Employee Assistance Provider (EAP) on matters related to physical, mental, social and financial wellbeing.

"Well at Work" also promotes employee health and well-being through local interest groups, events and workshops. In 2018 these included free fresh fruit, social and sporting events, local interest meetups, reusable water bottles and lunch kits, seminars on resiliency, financial wellness, retirement planning, emotional intelligence, medical and mental health issues, self-esteem and eating well, and courses in tai chi, quigong, yoga and mindfulness.

SKILLS AND DEVELOPMENT

In 2018 each of our employees recorded, on average, 13.3 hours of training. As part of SITA's Evolve program, we updated our key values within the company. The values were delivered through a program called Living the SITA Way 5.0, where we provided 132 face-to-face sessions in 25 central locations and 97 webinars over a period of 6 months. A total of 3,243 staff members joined one of our training sessions, and we incorporated this program as part of our employees' onboarding.

Formal recording of individual development plans, goals for the year, and performance reviews is standard for all our employees and all employees receive a year end review. Exceptions include employees who may not have completed performance reviews due to parental leave, medical leave or time of joining.

HIGHLIGHTS

2,000+ GLOBAL SERVICE TEAM MEMBERS

28% OF ROLES OVERALL WERE FILLED BY INTERNAL CANDIDATES

VOLUNTARY TURNOVER RATE — 2018 6.7%

47% OF LEADERSHIP ROLES WERE FILLED BY INTERNAL CANDIDATES

200+ EMPLOYEES RECEIVED LONG SERVICE AWARDS

LET'S MOVE THE WORLD, TOGETHER
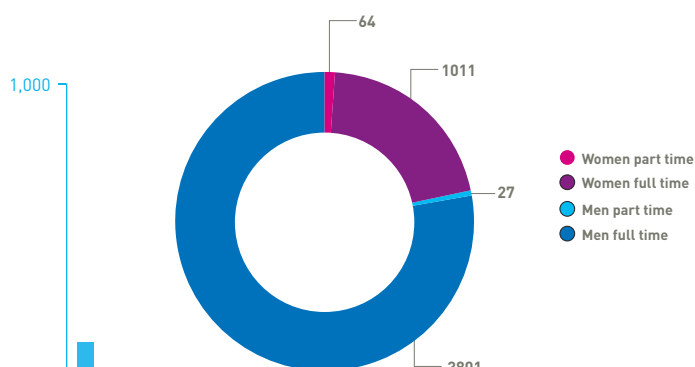
Notes on these charts:
These figures include SITA contracted resources only and exclude our subsidiary CHAMP Cargosystems.
Contingent workers are contracted to SITA as required for an indefinite term.
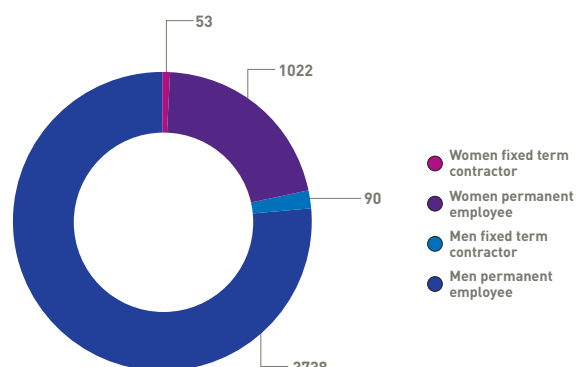Offshore FTE refers to full time equivalent hours provided by our offshore providers. These are not included in the breakdown by region.
Our HR systems allow us to report a gender breakdown of permanent employees and fixed term contractors only, not contingent workers or offshore FTE.

People by full/part time

64
1011
27
3801

- ● Women part time
- ● Women full time
- ● Men part time
- ● Men full time

People by contract type

53
1022
90
3738

- ● Women fixed term contractor
- ● Women permanent employee
- ● Men fixed term contractor
- ● Men permanent employee

Total employees by region and employment contract

AMERICAS
31
70
1459

- ● Permanent employee
- ● Fixed term contract
- ● Contingent worker

ASIA PACIFIC
15
78
665

- ● Permanent employee
- ● Fixed term contract
- ● Contingent worker

EUROPE
81
104
1557

- ● Permanent employee
- ● Fixed term contract
- ● Contingent worker

MEIA
16
69
1079

- ● Permanent employee
- ● Fixed term contract
- ● Contingent worker
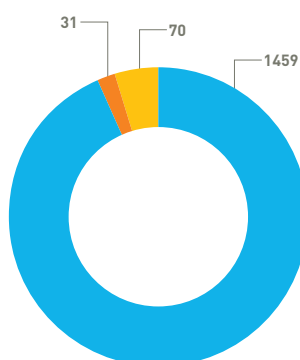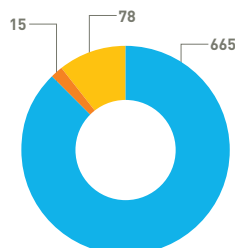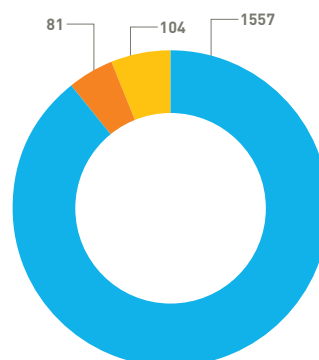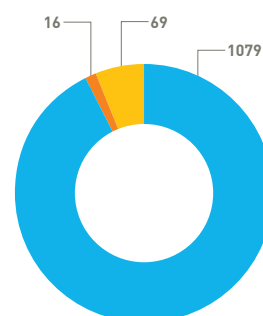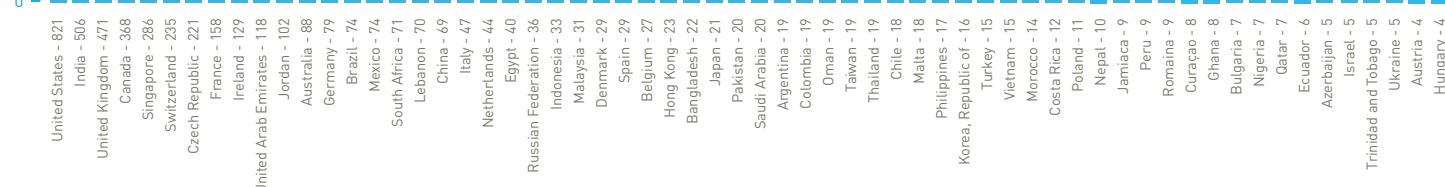
Total Employees

1,795 Offshore FTE

4,760 Permanent Employees

321 Contingent Workers

91 Students / Graduates

52 Fixed Term Contractors

Employees by location

1,000

0

United States - 821
India - 506
United Kingdom - 471
Canada - 368
Singapore - 286
Switzerland - 235
Czech Republic - 221
France - 158
Ireland - 129
United Arab Emirates - 118
Jordan - 102
Australia - 88
Germany - 79
Brazil - 74
Mexico - 74
South Africa - 71
Lebanon - 70
China - 69
Italy - 47
Netherlands - 44
Egypt - 40
Russian Federation - 36
Indonesia - 33
Malaysia - 31
Denmark - 29
Spain - 29
Belgium - 27
Hong Kong - 23
Bangladesh - 22
Japan - 21
Pakistan - 20
Saudi Arabia - 20
Argentina - 19
Colombia - 19
Oman - 19
Taiwan - 19
Thailand - 19
Chile - 18
Malta - 18
Philippines - 17
Korea, Republic of - 16
Turkey - 15
Vietnam - 15
Morocco - 14
Costa Rica - 12
Poland - 11
Nepal - 10
Jamaica - 9
Peru - 9
Romania - 9
Curaçao - 8
Ghana - 8
Bulgaria - 7
Nigeria - 7
Qatar - 7
Ecuador - 6
Azerbaijan - 5
Israel - 5
Trinidad and Tobago - 5
Ukraine - 5
Austria - 4
Hungary - 4

"WHAT I LIKE ABOUT SITA IS IT'S QUITE FOCUSED ON WELLBEING. YOU'RE FREE AS LONG AS YOU GET THE JOB DONE. IT'S VERY GOOD. YOU ALSO HAVE THE OPPORTUNITY WITHIN SITA TO GO TO DIFFERENT AIRPORTS AND BE PART OF DIFFERENT PROJECTS, WHICH IS AMAZING. THINGS CHANGE ALL THE TIME. THEY'RE NOT THE SAME. CHANGE IS HAPPENING, AND WE KEEP UP WITH IT. THAT IS GOOD."

David Cordun, Apprentice, London Heathrow

GRADUATE PROGRAM AND APPRENTICESHIPS

SITA Accelerate is the name of our graduate program. Its aim is to give new graduates the opportunity to work in the exciting world of the aviation industry and build skills in their chosen profession. It's also an opportunity for SITA to build an important talent pipeline for future skills and provide valuable industry experience and opportunities for new graduates. The Accelerate program is well established in Atlanta, with 32 graduates employed in 2018, Letterkenny with 20, and our London locations with six. There are plans to expand the program globally in SITA in the near future. A very special thank you from the CSR team to Atlanta Accelerate graduate Denisha Benjamin who contributed to the data visualizations in this section for us.

Our London team based at Heathrow Airport took the opportunity to recruit two network "Infrastructure Technician" apprentices in 2018 on a 24-month program of blended work and study. Oversight of the program is provided by the UK Institute for Apprenticeships and Technical Education. Apprentices are hired on a two-year full-time contract during which they carry out day-to-day network maintenance duties onsite, shadow more experienced colleagues, and undertake coursework and certifications culminating in entry onto the register of IT technicians – and a future in air transport industry IT.

DIVERSITY

SITA is by nature a very diverse organization. Working with colleagues from all over the globe and from different backgrounds is an integral part of our culture. While we value and celebrate the diversity of our teams, local legislation in the many countries where we operate limits our ability to collect and report on specific categories.

First year graduates in Letterkenny meeting their new team leads as they rotate to new teams in Baggage, Smart Path™ and Airport Technologies for year two.

Women represent 21.2% of our permanent workforce, an increase of 0.6% on the prior year. Several of our larger sites reported a higher percentage, including the US, Singapore, Ireland, Switzerland, France and the Czech Republic. Those falling below the average include Canada, UK, UAE and India.

At SITA women are proportionally as likely to be in management and leadership roles as their men peers, which is a significant equity measure. However, like many technology organizations, we see a low proportion of women in our business and technology professions, 18%, while women represent 59% of our support functions.

There has been positive progress in three key areas:

- 6% year-on-year increase in our Technology profession
- 6% year-on-year increase in our Leadership team profession
- A doubling of female representation at Board level

Iran, Islamic Republic of - 4 | Kuwait - 4 | Myanmar - 4 | New Zealand - 4 | Sint Maarten - 4 | Zambia - 4 | Algeria - 4 | Cambodia - 4 | Ethiopia - 4 | French Polynesia - 4 | Greece - 4 | Aruba - 2 | Cabo Verde - 2 | Cameroon - 2 | Congo, The Democratic Republic of the - 2 | El Salvador - 2 | Kazakhstan - 2 | Kenya - 2 | Maldives - 2 | Mozambique - 2 | Papua New Guinea - 2 | Paraguay - 2 | Portugal - 2 | Slovakia - 2 | Sri Lanka - 2 | Sudan - 2 | Sweden - 2 | Tunisia - 2 | Uganda - 2 | Venezuela - 2 | Angola - 1 | Antigua and Barbuda - 1 | Bahrain - 1 | Brunei Darussalam - 1 | Burkina Faso - 1 | Burundi - 1 | Chad - 1 | Congo - 1 | Croatia - 1 | Cyprus - 1 | Eritrea - 1 | Fiji - 1 | Gabon - 1 | Grenada - 1 | Guinea - 1 | Guyana - 1 | Lao People's Democratic Republic - 1 | Libya - 1 | Mali - 1 | Mauritius - 1 | Mongolia - 1 | Norway - 1 | Panama - 1 | Reunion - 1 | Saint Vincent and the Grenadines - 1 | Senegal - 1 | Serbia - 1 | Suriname - 1 | Syrian Arab Republic - 1 | Tanzania, United Republic of - 1 | Turkmenistan - 1 | Uzbekistan - 1 | Yemen - 1 | Zimbabwe - 1

DRIVING CHANGE

At SITA, we are sitting at the crossroads of the aviation and technology industries and we take a broad view of both. We strive to promote diversity in general, not just gender diversity, throughout our company culture.

We are taking a holistic view and are changing many of our processes to ensure that diversity and inclusion are embedded in the culture of our organization.

For recruitment, we train both our recruiters and people managers in the value and importance of having diverse teams. This drives diversity in the pool of talent from which we recruit. We foster a culture that allows people to progress in the organization, including mentoring, networking and showcasing the achievement of women and other minorities to everyone.

We also use data to analyze our actions – from recruitment to promotions and pay rises. We look across seniority levels, generations and gender to spot issues or biases and to track if our processes are working well. By using data, we can be objective and, if necessary, re-engineer our processes.

Attraction and retention: women

Legend: ■ Voluntary leavers ■ New joiners
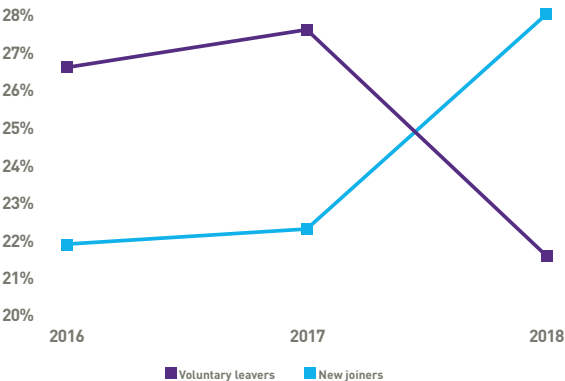
In the workplace we help individual managers to build diverse teams, and through training, role modelling, mentoring and networking to reinforce a positive company culture. And finally, we use data to objectively analyze progress and make changes to deliver results.

In 2018 we saw a sharp rise in the number of women joining the company: 22% of hires were in the technology profession and 27% in leadership. The number of women voluntary leavers has decreased from 25% in 2016 to 16% in 2018 for management and senior levels, but remains high in the professional category at 30%.

TARGETED EFFORT IN INDIA

The representation of women in India has doubled over the last two years and rose from none to 25% of Technology management roles. We achieved this thanks to our Products and Solutions Engineering (PSE) and HR teams working hand in hand as part of a strategic initiative to build diverse teams at SITA's Global Competency Center in Delhi.

PAY EQUITY

During the year we continued our data analyses to understand the pay equity status of our workforce, while complying with local country legislative requirements for reporting. Our approach to pay review was reinforced with training for people managers, based on three key concepts:

* Equity for similar roles and performance level
* Differentiation between contributors
* Collaboration on decisions

Managers were also provided with guidance from HR professionals throughout the process to inform their decision making.

2018	Women	Men
Ratio of salary for all employees	106.8%	98.2%
Ratio of salary for 20 largest locations (representing 85.5% of the total workforce)	100.2%	101.7%
Percentage of all employees receiving a bonus in 2018	100%	95%

RESOURCE GROUPS

Employee resource groups (ERGs) at SITA provide networking, development and participation opportunities based on shared employee interests and experiences. Typically formed with HR support and a formal charter and leadership structure, our ERGs help our people find a mutually supporting purpose and voice in the organization in a variety of ways.

One of our strongest ERGs is SITA WE (Women Empowered). The first local chapter of SITA WE formed in Atlanta in 2016, and since then two further allied SITA WE groups have launched, one based in Canada and another serving our offices in the UK. SITA WE provides a local support system for women to influence the work environment and to

SITA WE MEMBER TAQIYYAH ELLIS WAS AWARDED A SCHOLARSHIP FROM EMPOWERMENT ORGANIZATION WOMEN IN TECHNOLOGY (WIT) TO ATTEND A TWO-DAY DEVNEXUS PROFESSIONAL DEVELOPERS CONFERENCE IN ATLANTA. WIT IS AN ORGANIZATION THAT EMPOWERS WOMEN AT ALL CAREER STAGES TO EXCEL IN STEM CAREERS.

Taqiyyah Ellis

promote equal opportunities to professional and leadership development. The groups meet regularly to network and plan activities including workshops, speaker events, mentoring, coaching, and charitable fundraising. The SITA WE groups have been instrumental in making International Women's Day a widely celebrated event throughout the organization, thereby raising awareness of gender equality issues and steps towards progress.

SITA UK Young Professionals (UYP) formed in 2018 as a hub of diversity, inclusion, empowerment, development and career shaping for students and recent graduates, including Accelerate program members and apprentices. Supported by a director-level executive sponsor, UYP seeks opportunities to develop and raise the profile of members through mentoring, coaching, and visible projects.

In 2018 these included an information booth at our global employee Open Day and a collaborative video project with young SITA professionals around the world. UYP members also work on ideas and strategies to attract and retain students, to ensure smooth onboarding of newly hired young professionals, and to build networks by organizing social meetings both in and out of the office.

The Atlanta-based SITA Military Support ERG continues to thrive as resource for veterans and for employees with family members who have served or are serving in the armed forces. Social and fundraising events throughout 2018 included "Wear RED Day" (RED stands for "Remember Everyone Deployed"), volunteer days at the Hartsfield-Jackson Airport USO chapter, and a toy collection for local charity Toys for Tots.

INTERNATIONAL WOMEN'S DAY (IWD)

International Women's Day has grown over the years to become one of the most popular global calendar events we support and encourage at SITA. The IWD 2018 campaign theme was #pressforprogress, and our CEO Barbara Dalibard set the tone for the day with a post on our employee social media. Noting that women represented no more than two or three percent of the, mostly business, passengers on an early morning flight to our Geneva HQ, she observed that "things move too slowly". Strong support like this from the top of our organization, active co-ordination by our Women Empowered employee resource groups and HR teams, and enthusiastic local participation combined to make IWD 2018 our biggest and most diverse IWD celebration to date.

IWD 2018 activities included speaker events, discussions, and #pressforprogress pledges in Amman, Beirut, Bohemia, Dubai, Geneva, Paris, Prague, Sydney, and many more SITA locations. Atlanta's WE group hosted three days of IWD events including career coaching, professional profile photography, and charitable support for the Dress for Success organization.

UK WE treated our two main London offices to a networking lunch, followed by professional photography, inspirational talks, games and development workshops. In Johannesburg the IWD team organized a volunteer visit to local Strathyre Girls' Home. IWD in Montreal featured a visit from female McGill University students studying STEM subjects, an introduction to the "Man Enough" movement, and a screening of the film "Ocean's 8". SITA Singapore also hosted a film event with a screening of "Hidden Figures", while our five locations in India celebrated with talks, films, quizzes, games, and catered celebrations.

SITA AND THE ENVIRONMENT

SITA is committed to understanding, managing, reducing and reporting its environmental impacts. Throughout the business we have implemented programs and activities that support our aim for improved environmental performance.

OUR ENVIRONMENTAL PERFORMANCE

We track and share environmental performance at 22 of our offices, representing 75% of our employees in 20 countries. The data we collect and share includes energy consumption and intensity, greenhouse gas emissions, and paper and water use where available. Overall, SITA reported a decrease in energy and emissions intensity from operations around the world, as well as a drop in water and paper consumption. All environmental targets were met for the year.

In 2018 we invested in a new environmental management system (EMS) platform with improved data collection usability and workflow and better reporting capabilities. This enables us to improve the quality and timeliness of environmental data reported and extend monitoring to further sites. SITA successfully transitioned to the updated ISO14001:2015 standard at all six certified sites during the course of the year.

Our EMS has enhanced our ability to communicate progress against targets to our employees. We do this via environmental statements published on our intranet with real-time metrics, and local information on recycling and other relevant environmental matters.

Our environment policy was reviewed and updated in 2017 to refresh and reflect changes to the ISO14001 standard and our continued goal of improved environmental performance. The policy is readily available to all employees online and sets out the behaviours and actions expected of employees to ensure that, in every location where SITA operates, we do all that we can to adopt sustainable practices and mitigate our environmental impact.

ENERGY

Across the 22 SITA sites where we are able to capture data, energy consumption in 2018 was 22,491,637 KwH, a reduction of 5.6% over the previous year. This includes electricity, heating and cooling energy at primarily office locations. Energy intensity within the organization for the year was recorded at 374 KwH/SqM.

This represents a reduction of 7.6% over the previous year and 30% since 2011. Energy intensity is calculated by dividing the heating, cooling and electricity energy consumed at each site by the occupied floor space. Due to the diversity of suppliers and intermediaries (e.g. landlords) at our locations, we have not yet been able to report on how our energy consumption splits between renewable and non-renewable, but we are taking steps to do so in future.

EMISSIONS

We measure emissions from two sources: operational energy consumption at our offices (scope 2) and employee business travel (scope 3). The total emissions for the organization for the year was 19,090 tons CO2e, a reduction of 20.7% over the previous year. A breakdown of these figures is in the table below.

Ongoing space optimization efforts at our premises contributed significantly to this large drop in emissions over the course of the year. Our approach to space planning uses features such as open plan offices, natural light and motion sensitive light systems.

A program to decommission local shared server infrastructure and move to a cloud solution at 19 sites resulted in an estimated 450,733 KwH reduction in annual energy consumption, representing two percent of the consumption in the locations where we measure data. And while business travel is a necessary part of doing business due to our globally distributed organization and customer base, we have robust controls in place to deter unnecessary travel and provide effective alternatives in the form of video conferencing and desktop collaboration tools.

Source of emissions

	2017	2018
Emissions from energy consumption (tons CO_2e)	11,120	9,198
Emissions from aviation (tons CO_2e)	12,970	9,892
Total emissions	**24,090**	**19,090**

Emissions reduction

20.7% emissions reduction overall since 2017

23.7% decrease in air travel emissions since 2017
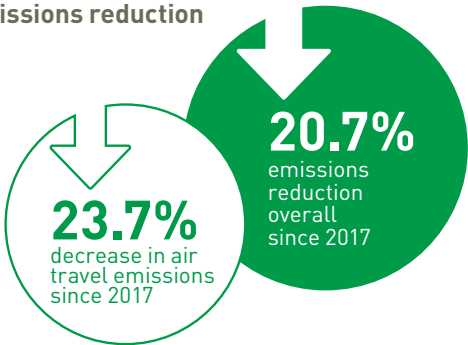
We have also updated and realigned emissions factors used in the calculations, adopting International Energy Agency (2018) factors for the calculation of emissions from our operations from energy consumption except, for the United Kingdom where we used DEFRA (2018) GHG factors.
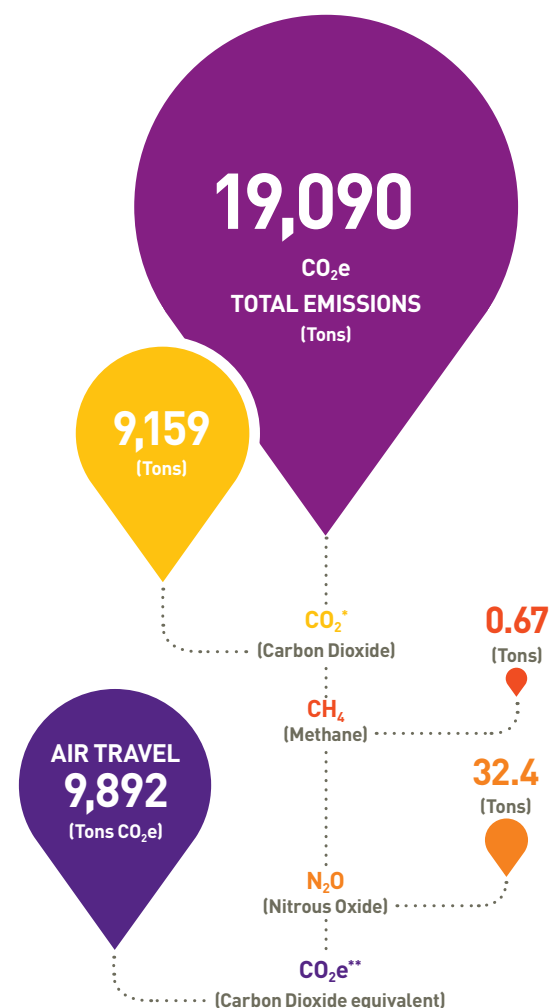
The emissions intensity of our operations is calculated by normalizing the tons of CO_2e emitted by the number of square meters occupied. In 2018 the intensity ratio of our office operations was 0.153 tons CO_2e /SqM, down 4.26% from the previous year.

PAPER

Through our global purchasing system we are able to track paper usage at 27 sites. Since we began reporting paper consumption in 2011 we have achieved a dramatic drop of 45% from 13,090 to 7,230 reams globally. Investment in collaborative working practices contributed to this reduction, further reinforced by PIN-coded printer functionality, default two-sided printing on our standard multifunction printers, and a standard email footer reminder to consider the environment before printing.

Prior to 2017, SITA customer billing processes generated 1,128 reams of paper per year in monthly legal invoices. To reduce the volume of paper and associated impacts of printing, mailing and delivery, we launched an e-billing campaign to encourage our customers to make the switch to electronic invoicing. As an incentive, SITA offered to donate US$1 per switched account to International Tree Foundation (ITF) to support community-led forestry projects in Africa and beyond. At the end of 2017 this had resulted in 550 trees being planted by the ITF. As of the end of 2018, 23% of SITA customers had made the move to e-billing.

Emissions from operations and business travel

19,090
CO_2e
TOTAL EMISSIONS
(Tons)

9,159
(Tons)

0.67
(Tons)

AIR TRAVEL 9,892
(Tons CO_2e)

CO_2 *
(Carbon Dioxide)

CH_4
(Methane)

32.4
(Tons)

N_2O
(Nitrous Oxide)

CO_2e **
(Carbon Dioxide equivalent)

*Sites where SITA measures energy consumption (75% of offices)

**Represents 99% of all global air travel

HIGHLIGHTS

30%
REDUCTION IN ENERGY INTENSITY SINCE 2011

45%
REDUCTION IN REAMS OF PAPER USED SINCE 2011

17.3%
DECREASE IN OPERATIONAL EMISSIONS FROM 2017

39.5%
REDUCTION IN EMISSIONS INTENSITY OF OUR OFFICE OPERATIONS SINCE 2011

17%
REDUCTION IN WATER CONSUMPTION SINCE 2015

34%
REDUCTION IN EMISSIONS FROM OPERATIONS SINCE 2011

WATER

In 2015 we began measuring water consumption at three of our locations, Atlanta, Prague and Singapore. The table below provides a breakdown of consumption per site along with location baseline water stress as determined by the Aqueduct Water Risk Atlas.

Location	Baseline water stress	Consumption in megaliters	Change since 2015
Atlanta	Medium to High (20-40%)	30.4	-16%
Prague	Low (<10%)	1.3	+7%
Singapore	Extremely High (>80%)	4.1	-26%

Water consumption at these sites in 2018 was recorded as 36.1 megaliters overall, down 4.9% on the previous year and down 16.6% since 2015. We are looking to increase our efforts to monitor and reduce water consumption at further sites from this year onward, with particular focus on locations in water stressed areas.

MANAGING IT EQUIPMENT RESPONSIBLY

We recognize that management of end-of-life IT equipment is one of our most significant environmental aspects, and we work with a small number of selected specialist providers to ensure that decommissioning and recycling of these items is managed to the highest standards. IT equipment comes both from our own operations and through customer projects.

14,478 pieces of IT equipment, including computers, servers, monitors, networking equipment and peripherals, were securely recycled in 2018 in 48 countries in full compliance with local and international regulations. Around two-thirds of this end-of-life hardware was recycled on behalf of our customers, and the remainder directly from SITA operations.

GREEN OFFICE

We support recycling and environmental good practice at our offices through ISO 14001:2015 continual improvement activities, annual environmental targets, and our Environment Policy. In 2018 we launched an employee campaign called "#greenoffice" to connect like-minded people working locally on initiatives to improve recycling, move away from single-use and disposable supplies, reduce water consumption, promote green transport, and tackle litter problems.

In London and Amsterdam, for example, employee-driven initiatives led us to switch from disposables to reusable cups, cutlery and shared supplies. Employees have also led the push for coffee capsule recycling and reducing disposables in Montreal and Geneva, while in the UK we're using bean-to-cup coffee machines to eliminate single-use coffee packaging entirely.

Recycling of paper, cans, glass bottles, PET plastic containers, batteries, and printer cartridges is widely available in our larger offices. Secure, environmentally sound mobile phone recycling is also offered at many of our locations, often in support of local charities. As part of the #greenoffice campaign we've posted consistent recycling signage everywhere to help clarify waste separation facilities for locals and visitors alike.

EARTH DAY

While many SITA offices have honoured Earth Day in meaningful ways through the years, in 2018 we sought to promote and share the experience more widely throughout the organization with a focused Earth Day employee communication campaign. London-based staff responded by hosting a full Earth Week complete with a dedicated "Green Room" with posters and literature on local waste management options, video screenings and Earth Day pledges, plus a visit from the local council Cycling and Road Safety team to inspire and advise on cycle routes.

A team of volunteers from SITA Montreal helped tidy Jardin Versailles, a downtown community garden, and make it ready for growing vegetables and flowers through the summer. SITA Amman celebrated Earth Day by planting greenery and flowers around the office compound and visited a forest in the north of Jordan. SITA Madrid spent an earth-conscious volunteer day at a nearby migratory bird reserve and took part in routine bird banding and site management.

MONTREAL · LONDON · GENEVA · ATLANTA · ROME · SINGAPORE

6
SITES CERTIFIED TO ISO14001

ISO14001: 2015 CERTIFIED LOCATIONS COVER
57%
OF SITA'S WORKFORCE
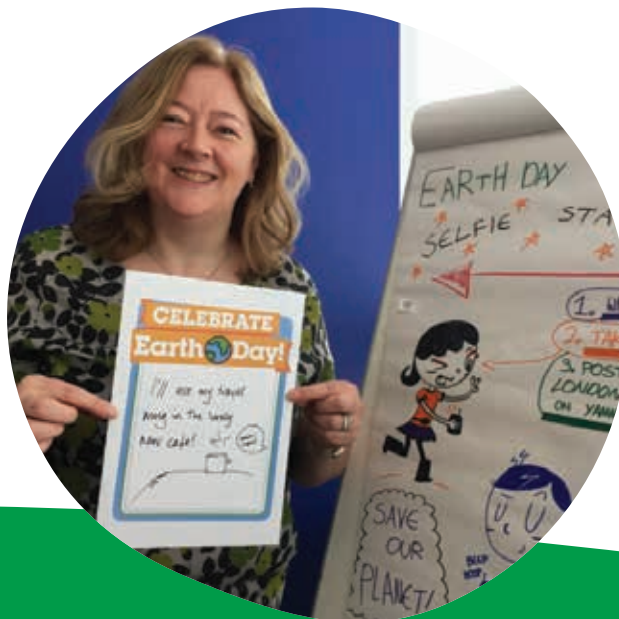
HIGHLIGHTS

14,478+
PIECES OF IT EQUIPMENT WERE RECYCLED IN 2018 IN 48 COUNTRIES

18
THE NUMBER OF LOCATIONS WITH VIDEOCONFERENCING SUITES

22
LOCATIONS WITH ONLINE ENVIRONMENTAL STATEMENTS

REDUCING OUR IMPACTS

In the air transport industry, flying is a given. And when you're owned and operated by that industry it presents challenges. We recognize that emissions from air travel is a key environmental impact for us.

CARBON NEUTRAL AIR TRAVEL

We track the mileage and emissions from all our business travel so that we can understand exactly what our impacts are. We've implemented collaborative technology for every member of staff, but we wanted to do more.

In 2018 SITA started a program to reduce the impact of our travel, while supporting programs around biodiversity, habitat preservation, reforestation, education, clean power and community development.

By the end of the year, our air travel was carbon neutral, while investments in programs with our partner Natural Capital Partners had reaped benefits for the environment and communities in Borneo and Tamil Nadu.

TAKING STEPS TO REDUCE CARBON EMISSIONS

First; we implemented reporting that allows us to measure our environmental impact from air travel. We know what our annual air mileage and emissions are, enabling us to benchmark year on year and track our progress.

Second; we've put in place technologies that have helped us to reduce own carbon footprint, such as collaboration software and videoconferencing that allows us to communicate with our colleagues and partners. But a degree of travel is still inevitable, which leaves us with an impact that we need to mitigate.

Third; we adopted a bold approach and implemented an internal 'carbon levy' on the different areas of our business, based on the tons of CO2e emitted from their travel. The levy is funding carbon credits to offset our emissions while investing into social and environmental programs.

INDONESIA FOCUS ON HABITAT PRESERVATION

In Borneo, our carbon credits are helping to preserve carbon-dense tropical peat forests in the Rimba Raya biodiversity reserve and support community development. One particular technology that has made a real difference is the use of drones to understand the landscape in difficult to reach areas. Tree planting in Muara Dua has provided hardwood trees that local villagers can use as a sustainable source to build their homes and boats.

We are also supporting the work of Orangutan Foundation International who focus on the habitat preservation of the endangered Borneo orangutan in an area heavily impacted by the increase in palm oil plantations. Their program also supports the treatment, release and tracking of rescued or orphaned orangutans back into the wild.

25,000 mangrove seedlings have been grown, some of which will help to protect against coastal erosion on the Java sea. The planting will also aid restoration of essential natural habitats at disused fish farms, leading to better biodiversity and restoring natural balances. It's an activity which will encourage local groups to get hands on with the planting activity while providing additional income for villagers.

EDUCATION AND SOLAR POWER FOR INDIA

In Tamil Nadu 37 schools received digital classrooms. The digital classroom makes use of solar power to drive a low voltage monitor, while educational content is projected from a 64gb education hub – a block about the size of a pencil case. It's easy to update and follows the local curriculum and makes lessons more engaging for students and teachers.

Schools weren't the only ones to benefit. Our support has helped Selco Solar to implement 7,500 lights, 500 heaters, and 300 photo voltaic systems to communities. Access to solar can have far reaching benefits; a sustainable power source, a safer environment and light for homes enabling children to study at home. The program also supports power for health clinics and small businesses.

SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

We're keen that the carbon offset programs we choose reflect greater societal and environmental aims and provide positive and long-lasting impacts.

Each of these programs supports several of the UN SDG areas, in particular:

HIGHLIGHTS

25,000 MANGROVE SEEDLINGS

37 SCHOOLS RECEIVED DIGITAL CLASSROOMS

23.7% DECREASE IN AIR TRAVEL EMISSIONS FROM 2017

7,500 SOLAR LIGHTS

300 SOLAR POWER SYSTEMS

7,054 STUDENTS POSITIVELY IMPACTED IN 37 SCHOOLS

SUPPORTING OUR COMMUNITIES

OUR PEOPLE RECORDED 1,256 HOURS OF VOLUNTEERING IN 2018. SITA'S VIVA 'VALUE IN VOLUNTEER ACTION' PROGRAM GIVES EMPLOYEES A FULLY PAID DAY EACH YEAR FOR CHARITABLE AND VOLUNTARY ACTIVITIES IN THEIR COMMUNITIES. HERE ARE SOME OF THE ACTIVITIES AND EVENTS THEY SUPPORTED THROUGH THE YEAR.

LONDON

11 volunteers from London locations delivered food and essentials to the Hillingdon Foodbank warehouse, then stayed for an afternoon of sorting and packing.

LETTERKENNY

20 SITA Letterkenny volunteers gave their time to an eight-hour supermarket bag pack and raised US$1,210 for two local autism charities, iCARE and the Autism Family Support Group.

MONTREAL

In Montreal our intern team made sure children had the back-to-school supplies they needed.

ATLANTA

A team of girl scouts earned their cyber security badges on a learning visit to SITA Atlanta – and then presented us with a Christmas card written in three different encryption codes!

ROME

In Rome we raced for the cure for breast cancer.

PARIS

Two SITA teams kept up the pace by running in this year's Paris Ekiden relay marathon.

BRUSSELS

A Brussels VIVA volunteer team ran the bar and kitchen at a family day event for Villa Clementina, a facility providing day-care, training, and programs for kids with disabilities and kids without.

BEIRUT

SITA Beirut organized a visit to a local children's cancer centre and raised US$500 to sponsor educational birthday gifts for all the patients born in June.

DUBAI

SITA Dubai volunteers spent an evening at the end of Ramadan distributing iftar meals to 250+ expatriate workers at the Sonapur camp with local NGO Open Arms UAE.

DELHI

10 from Delhi joined Pinkathon 2018 to promote women's health awareness.

SYDNEY

A SITA Sydney volunteer crew spent a hardworking day at the Foodbank Australia warehouse helping the organization in its work distributing meals to 2,400 charities and 1,750 schools.

1,256
volunteer hours

US$83,526
donated to 21 good causes
throughout the year

US$706,155
donated over the last
10 years to community
projects across
20 countries

THE SITA AIR TRANSPORT COMMUNITY FOUNDATION

The SITA Air Transport Community Foundation has helped 83,000+ students to date in Africa by providing access to IT and education.

OUR FOUNDATION

In Africa today 50% of the population is aged 19 or under, and the continent is facing a growing demand for access to education and skills development for this generation. However, access to technology and ICT can often be difficult, and education is not always prioritized in rural areas. In parallel there is more opportunity and desire for people to travel as demographic change sees air travel become more affordable. This leads to an increase in requirements for infrastructure and technology to support airports and aviation. However there is a skills gap, and the intent of the Foundation is to help to provide opportunities.

The SITA Air Transport Community Foundation initiative was established in 2014, with the aim to provide access to ICT and education to young people in Africa. Since then it has positively impacted over 83,000 young people in Ethiopia, Uganda, South Africa, Zambia and Zimbabwe through projects delivered with our charity partners. Primary, secondary and tertiary level students, young entrepreneurs and teachers have all benefited from programs that include the provision of IT labs, teacher training and access to funding for education.

Our programs are designed to be sustainable locally and long-term. For example, by ensuring teachers have received training specific to technology through the International Computer Driving Licence program, they not only learn essential new skills but also earn a qualification that's recognized internationally and they can build on for life.

AN ETHIOPIAN FIRST

During the year our Ethiopia eClasses project saw positive results as eight members of the Amhara Bureau of Education (BoE) trained in six technology modules of the International Driving Licence Certificate (ICDL). The expertise gained has improved ICT skills among these BoE employees as they become qualified ICT learning leaders. Their role will be key to the success of the eClasses program as we roll out the next phase of the project with Computer Aid that will see 75 teachers at 25 schools across Amhara receive accredited ICDL training.

The initiative has also established the Bureau of Education as the only active ICDL training centre in the country and the first in the region of Amhara. By doing so, it has unlocked the potential for the Bureau to train teachers and schools they oversee against consistent and internationally recognized standards. The investment has raised the regional training capacity in a sustainable way, meaning that the impacts will be felt long-term.

SOUTH AFRICA SUCCESS

In 2018, SITA ran a competition – the SITA Air Transport Community Innovation Award – with the question: "What information, tools or technology will first-time air travellers in Africa need to make their journey easy, successful and enjoyable?" Teams of Wits students and entrepreneurs could apply, and out of 23 applicants, ten teams qualified as finalists. The winners were awarded the prize of US$10,000, and two runner-up teams were recognized and rewarded with US$1,000.

During the year we funded a further 18 seats in the Tshimologong digital hub, a space for entrepreneurs to learn new skills, access technology and hone their expertise to develop new business ideas. Since 2015 we have funded 39 seats in total, with the entrepreneurs starting 26 projects, 19 of which were still active at the end of 2018. Of the projects, 15 have registered private limited companies, and of these 15, six are turning a profit.

In the last four years, SITA has funded 27 students to do 30 degrees (three students are completing second degrees). Of the students, 14 had graduated by year end, five of which were completed in 2018. To date we have funded the following: one student doing a degree of Bachelor, seven studying for an Honours-level degree, 15 doing the degree of Master, and seven to study at the Doctoral level. Of these, 17 students are still studying, while at least six are already working. All are in the disciplines of computer sciences, information technology, engineering or aeronautical engineering.

" THANK YOU SITA FOR REKINDLING AN AFRICAN DREAM. WORDS WILL NEVER ADEQUATELY EXPRESS HOW GRATEFUL I AM."

Jules Ntumba, BSc Aeronautical Engineering

" COMPLEX TOPICS SUCH AS EARTH GEOMETRY CAN BE TAUGHT EASILY USING COMPUTERS AS THE LEARNERS MAY VIEW DOWNLOADED VIDEOS. COMPUTERS MAKE IT EASIER TO DESIGN WORK SHEETS THAT CAN EASILY BE FOLLOWED BY LEARNERS. "

Petronella Matanda Mutale, Ndeke Secondary School

EXTENDING EDUCATION ACCESS IN UGANDA

We continued to support projects in Uganda with PEAS (Promoting Equality in African Schools). Throughout the year three classrooms at secondary schools were converted to ICT suites and fitted out with brand new computing equipment. One of these will enable the school to launch as an A-Level Center, providing a much-needed opportunity for students to further their education locally.

We collaborated with the Costa Foundation to progress the building work at one of the schools, through a shared goal of access to education.

A further ICT suite was created thanks to a brand-new build at a fourth school. It will enable the school to relaunch the A Level center and will provide valuable access to computing skills for students and teachers alike.

Throughout the year, 11 ICT suites already created by SITA across Uganda received equip 'top-ups' with brand new equipment. It has increased the number of workstations at each school to 20 – meaning increased opportunities for students to participate in hands-on learning.

The learning continued with an initiative for teachers – a three-day workshop on ICT training provided to teachers from several schools. The sessions included: troubleshooting ICT issues and maintenance of equipment, turning the ICT curriculum into engaging lessons and delved into complex topics to which the teachers had limited exposure, such as programming, databases and website design.

NEW PROJECTS IN ZAMBIA

The start of the year saw a Zambia eClasses project established across 10 secondary schools in Lusaka, in partnership with Computer Aid, SchoolNet Zambia, and ICDL (International Computer Driving Licence). By year-end all the schools were equipped with computer labs, providing teachers and students access to computers and a host of e-learning resources.

Teacher training for modules in ICDL began at the University of Zambia in July with the Computer Essentials module, followed by Word Processing, Online Essentials, Spreadsheets and finally ICT in Education. The skills gained will help teachers to feel more confident using the equipment, preparing and delivering lessons, and sharing knowledge with their colleagues.

The building of a brand-new PEAS school took place in 2018 in Northern Zambia. It will provide education facilities for around 500 students, with the SITA Foundation funded ICT lab being a highlight, in addition to classrooms, science labs, kitchen, sanitary blocks and a boarding facility for girls. Local workers are employed at all stages, from building to making the distinctive orange school uniforms.

The traditional ground-breaking ceremony took place in September, bringing together officials from the Zambian government, representatives from PEAS, traditional leaders and hundreds of members of the local community. It was a day to celebrate the new opportunities that a PEAS school brings and feel the excitement in the Mungwi community.

Our programs support the goals related to:

" **WE COLLABORATE WITH OUR CHARITY PARTNERS TO SHARE IDEAS AND OPPORTUNITIES AS WELL AS BEST PRACTICES. TOGETHER WE MONITOR AND EVALUATE THE IMPACTS OF OUR PROJECTS SO THAT WE CAN ADAPT AND IMPROVE FUTURE INITIATIVES – IMPROVING THE OUTCOMES FOR EVERYONE."**

Amber Harrison, Director, CSR, SITA

ZIMBABWE SCHOOLS FEEL THE BENEFIT

In Zimbabwe, an eClasses project has established computer laboratories across nine primary schools, one secondary school, and one special-needs school in Harare through a program with Computer Aid, World Links and the Computer Society of Zimbabwe. Following a refurbishment of the space, and the installation of IT equipment, these eClasses are currently providing technology access to over 17,000 students across the 11 schools. The project is helping to improve ICT literacy skills which are critical to students' next stage of their education and securing higher-skilled jobs, leading to more prosperous futures.

As well as providing the technology, three teachers from each school were given ICDL (International Computer Driving Licence) training in five modules covering computer essentials, online essentials, word processing and spreadsheets, as well as ICT in education. It's worth noting that two of the teachers have since left their schools for new positions, however they both have roles where they are assisting with ICT at their new schools as a result of their new skills.

At St. Giles special school, students with physical and mental disabilities have been using the computers to benefit their learning experience. Specialist software is now assisting those with visual impairments, and visually-impaired students have also been using the text-speech function.

We also funded an E-Learner teaching resource to the 10 primary schools under a years' licence. The E-Learner platform enables teachers to provide pre-prepared interactive lesson courses in science, maths and literacy, (among other subjects), in a way that also teaches ICT skills. Content is developed in Africa, for African countries and uses imagery, heritage and history familiar to the countries it is available in. For teachers who have only just begun exploring how to leverage ICT for the benefit of the wider curriculum, E-Learner offers valuable examples and ideas, which teachers can either use as they are or adapt to create their own content.

See more at **www.sita.aero/csr**

HIGHLIGHTS:
THE SITA AIR TRANSPORT COMMUNITY FOUNDATION IN NUMBERS

5
COUNTRIES WHERE PROJECTS ARE ACTIVE

44
RASPBERRYPI CONNECT DEVICES INSTALLED

83,000
STUDENTS BENEFITTING FROM ACCESS TO IT AND EDUCATION

1,361
PCS INSTALLED

70
ICT LABS EQUIPPED

51.4%
GIRL STUDENTS WITH ACCESS TO IT EDUCATION

EDUCATION AROUND THE WORLD

At SITA we believe education is an investment in the future. We demonstrate this by supporting a variety of education programs around the world that build skills in information technology and the air transport industry.

IRELAND

The University of Ulster (Magee) intern program at SITA Letterkenny has been running since 2010 and includes both recent graduates and undergraduates on third year placements. Our intake in 2018 included one undergraduate and six graduates. In 2018 SITA Letterkenny won the Placement Employer Award in the Ulster University Impact Excellence Awards. We also partner with Skills@Work at Finn Valley College to help local students develop employment skills such as CV writing and interview preparation.

JORDAN

In early 2018 SITA signed a memorandum of understanding with Al Hussein Technical University (HTU) in Amman, Jordan to develop the information communication technology pathways for its students. Under the agreement, SITA and the university collaborate to develop and review curricula to ensure alignment between technical education outputs and the requirements of the local and international technology markets.

RUSSIA

Our cooperative education program with Moscow State University of Civil Aviation (MSTU CA) continues to develop and attract students from Russia and beyond. Starting with 20 students in 2014, the program now caters to around 50 students and includes regular lectures on our products by SITA subject matter experts, SITA learning collateral, and participation in university science events.

SOUTH AFRICA

In 2018 SITA Johannesburg built the seventh in a series of computer labs for deprived local schools, this one at Academia Primary in Khayelitsha Cape Town. Our investment in ICT education in South Africa to date totals over 5 million rand (US$385,000), representing 300 computers and benefiting over 8,000 pupils. Additionally, each year SITA provides fully paid one-year learnership contracts to enable young people to complete technical IT-related accredited programs and gain experience in technical operations at SITA and the airports. We've granted 84 learnerships so far, representing a financial investment of just under 8 million rand (US$530,000).

AROUND THE WORLD

A SITA scholarship program at the Civil Aviation University of China has been ongoing since 2014 with the goal to help talented young civil aviation students to focus their study and research on science and technology related to the air transport industry.

Through our Montreal office we worked through the year with local education providers including Université Polytechnique / HEC and others on activities encouraging young women to pursue STEM careers. Volunteers from our Atlanta office regularly support Junior Achievement (JA) activities at the JA Discovery Center Finance Park, helping prepare students for the realities and opportunities of modern life and work.

Read more about how SITA invests in the future through education at: **www.sita.aero/about-us/corporate -social-responsibility/our-focus/education**

SITA joined the Akshaya Patra Foundation in celebrating 3 billion mid-day meals in a ceremony attended by Indian prime minister Narendra Modi.

INDIA

Through our presence in India we are committed to meet our corporate social responsibility requirements as set down in the India Companies Act, 2013. In the year ending March 2018, SITA India supported four education-focused NGOs with funding totalling 5,099,000 INR (US$72,843).

This included a sponsorship for SOS Children's Villages to fully support quality education for 75 children in five locations across India plus funding for the charitable organization Khushii for infrastructure support of a government girl's secondary school. A donation from SITA helped the Anchal Charitable Trust to purchase teaching materials and equipment for children with disabilities and to host a workshop for the children's parents.

SITA also supported the Akshaya Patra Foundation's Mid-day Meal Program in Vrindavan and Bhubaneshwar and our contribution helped to feed 1,500 school children. We continued support for the Akshaya Patra Foundation by taking part in "Pledge to Nourish" in August-September 2018, their national campaign that aims to reduce food waste and ensure the hungry are properly fed. SDG goals supported with this project are:

For the financial year ending March 2019, SITA continued its ongoing support for SOS Children's Villages, Khushii, and the Akshaya Patra Foundation. An increased funding commitment to 5,500,000 INR enables us to contribute to further charitable organizations, including:

- Khushboo, through which we will continue to directly support 25 children with mental and multiple disabilities;

- Vikas Sahyog Pratishthan, a rural development organization that promotes sustainable natural resource use, organic farming, micro entrepreneurship, and female empowerment; and

- Blue Cross of India, a branch of the international charity that helps abandoned and ill-treated animals.

HIGHLIGHTS

84 LEARNERSHIPS GRANTED TO YOUNG PEOPLE IN SOUTH AFRICA

7 COMPUTER LABS OPENED IN SOUTH AFRICA

124 FULLY PAID INTERN PLACEMENTS IN IRELAND SINCE 2010

GRI INDEX

GRI DISCLOSURE	REPORT PAGE	MATERIAL ASPECT	UNGC COP	SDG	COMMENTARY
General Disclosures					
102-1	4				
102-2	6	Product and service innovation		SDG 9	See www.sita.aero/innovation
	5,6	Operational excellence and customer satisfaction		SDG 9	See www.sita.aero/solutions-and-services/solutions
	6,10	Supporting sustainable aviation goals	Principle 8: Environment	SDG 13	
102-3	4				
102-4	4				
102-5	4				
102-6	4,6				
102-7	14-15				See SITA Group Consolidated Financial Statements 2018.
102-8	12-17				Figures are at year-end from our HR information systems. Employment does not vary seasonally.
102-9	10	Responsible procurement	Principle 7 & 8: Environment	SDG 9, 13	See www.sita.aero/others/orders-and-deliveries
102-10	10				
102-11	8				
102-12	8				
102-13	6				See www.sita.aero/about-us/working-for-the-community
102-14	3				
102-15	4,9				
102-16	8				
102-17	9	Business integrity	Principle 10: Anti-corruption		
102-18	4-5				See www.sita.aero/about-us/sita-board-council-members
102-19	9				
102-20	9				
102-21	9				
102-22	4				
102-23	4				
102-24	4-5				Selection of the SITA Board and Council is directed by the Articles of Association for SITA SCRL.
102-26	4				
102-29	3				
102-30	4				
102-31	4,8				
102-32	8				
102-33	9				
102-40	6-7				
102-41	12	Labor and working practices	Principle 6: Labor		
102-42	6-7				
102-43	2, 6-7				
102-44	6-7				See www.sita.aero/air-transport-it-review/trends
102-45	4				See SITA Group Consolidated Financial Statements 2018.
102-46	2				

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GRI DISCLOSURE	REPORT PAGE	MATERIAL ASPECT	UNGC COP	SDG	COMMENTARY
102-47	2				
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102-49	2				
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102-51	2				
102-52	2				
102-53	Inside front cover				
102-54	2				
102-55	31-33				
102-56	2				
Management Approach					
103-1	2				
103-2	8, 18	Environmental management and compliance	Principle 7 & 8: Environment	SDG 7, 13, 15	
103-3	8				
Economic Performance					
201-1	12	Local economic contribution		SDG 8	See SITA Group Consolidated Financial Statements 2018.
201-3	12	Local economic contribution			
Anti-corruption					
205-2	9				
Energy					
302-1	18-19	Environmental management and compliance	Principle 7 & 8: Environment	SDG 7, 13, 15	
302-3	18-19	Environmental management and compliance	Principle 7 & 8: Environment	SDG 7, 13, 15	
302-4	18-19	Environmental management and compliance	Principle 7 & 8: Environment	SDG 7, 13, 15	
Water and Effluents					
303-5	20	Environmental management	Principle 7 & 8: Environment	SDG 13	
Emissions					
305-2	18-19	Reducing greenhouse gas emissions	Principle 7 & 8: Environment	SDG 13	
305-3	18-19	Reducing greenhouse gas emissions	Principle 7 & 8: Environment	SDG 13	
305-4	18-19	Reducing greenhouse gas emissions	Principle 7 & 8: Environment	SDG 13	
305-5	18-19	Reducing greenhouse gas emissions	Principle 7 & 8: Environment	SDG 13	
305-7	19	Reducing greenhouse gas emissions	Principle 7 & 8: Environment	SDG 13	
Environmental Compliance					
307-1	18	Environmental management and compliance	Principle 7 & 8: Environment	SDG 7, 13, 15	No significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations were received in the reporting period.

GRI DISCLOSURE	REPORT PAGE	MATERIAL ASPECT	UNGC COP	SDG	COMMENTARY
	20	Management of end-of-life equipment	Principle 7 & 8: Environment	SDG 13	
Employment					
401-1	13, 16	Labor and working practices	Principle 6: Labor		
401-2	12	Labor and working practices	Principle 6: Labor		
401-3	12	Labor and working practices	Principle 6: Labor		Figures for continued employment 12 months after parental leave are not available.
Labor/Management Relations					
402-1	12	Labor and working practices	Principle 6: Labor		
Occupational Health & Safety					
403-3	12, 15				
403-6	12, 15				
Training and Education					
404-1	13	Employee talent acquisition and retention	Principle 6: Labor		
404-2	12, 15	Employee talent acquisition and retention	Principle 6: Labor		
404-3	15	Employee talent acquisition and retention	Principle 6: Labor		
Diversity and Equal Opportunity					
405-1	4	Labor and working practices	Principle 6: Labor		
	15	Diversity and inclusion	Principle 6: Labor	SDG 5, 10	
405-2	16	Labor and working practices	Principle 6: Labor		
Freedom of Association and Collective Bargaining					
407-1	10-12				
Child Labor					
408-1	10-11	Labor and working practices	Principle 6: Labor		
	11	Human rights	Principle 1 & 2: Human Rights		
Forced or Compulsory Labor					
409-1	10-11	Labor and working practices	Principle 6: Labor		
	11	Human rights	Principle 1 & 2: Human Rights		
Local Communities					
413-1	3, 6, 22-28	Supporting local communities (where we operate)		SDG 10	
Other material aspects					
	26-28	Supporting local communities (through our Foundation)		SDG 4, 5	
	22-23	Supporting local communities (through carbon offset)	Principle 8 & 9: Environment	SDG 4, 7, 8, 13, 15, 17	
	11	Data protection and information security		SDG 17	
	8	Certification and assurance of best practices			

SITA

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