

SITA

Create success. Together

BETTER TOGETHER

SITA GROUP CSR REPORT 2016





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 2016. The last report was published in May 2016 and covered 2015.

It has been prepared in accordance with the Global Reporting Initiative (GRI) G4 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 23. 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 2016.

The material issues 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 G4 guidelines on defining boundaries. It excludes SITA's subsidiaries CHAMP Cargosystems and SITA Bureau Services (SBS) and its joint venture 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.

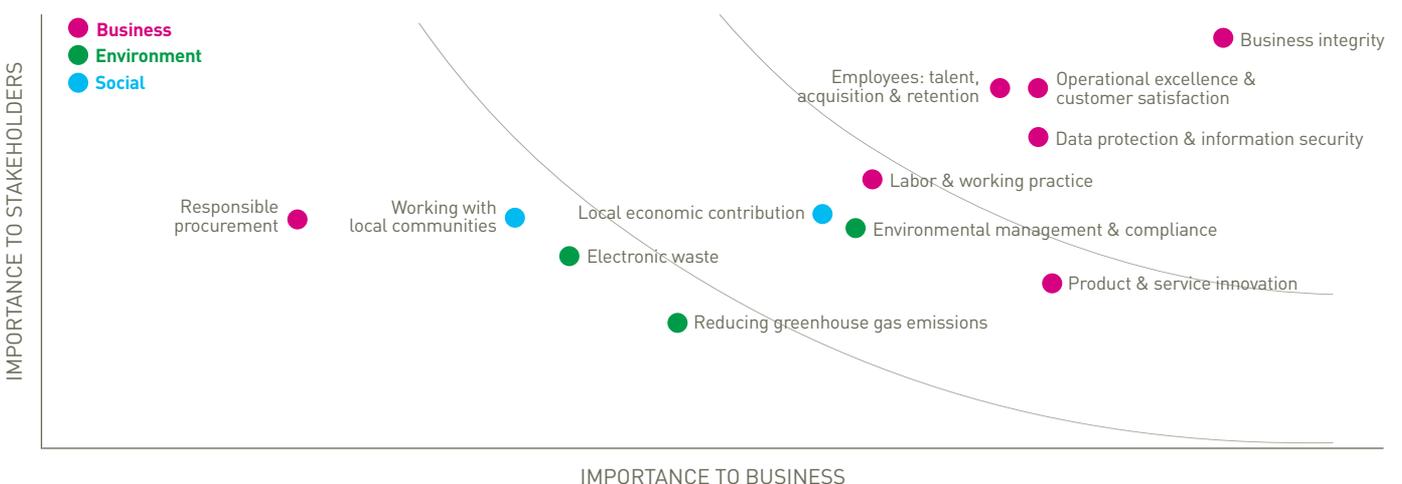
MATERIALITY

A materiality assessment was conducted in 2015, with 12 key material aspects being identified. These aspects have informed our strategy and the basis for our reporting. They are indicated in the diagram below, and are grouped under three overarching themes: Business, Environment and Social.

Our internal stakeholders included members of our Senior Leadership Team and over 700 SITA employees. External feedback was gathered through sessions with our Council and Board, our Customer Advisory Board, and through additional external research. This provided a broad spectrum of relevant parties with an interest in SITA and its activities. The material aspects are reviewed on an ad hoc basis, and remained relevant throughout the year. A full materiality assessment is scheduled for 2017.

RESTATEMENTS

In the CSR Report for the 2015 period, the following was inaccurately reported. The number of collective bargaining agreements stated also included those countries with mandated inflationary linked salary increases. The correct breakdown is shown later in this report. The total energy consumption for the 2015 period was omitted from the report. It was 27,242,174 kWh.



CEO STATEMENT



Welcome to our fifth Corporate Social Responsibility (CSR) Report – ‘Better Together’

Since the release of SITA's last Corporate Social Responsibility Report, I have had the pleasure of joining the company as Chief Executive Officer. SITA has had a sound program of environmental and social initiatives in place for some time, together with a commitment to the principles of the United Nations Global Compact. These ten principles remain core to our CSR activity, and I reaffirm SITA's support for them throughout our business.

Our CSR focus remains on three key themes; integrating CSR into our business, managing our environmental impact, and bringing value to our communities. ‘Better Together’ shares the progress made in these areas throughout the year. The theme recognizes the efforts of our people across the business in bringing corporate social responsibility to life in our everyday operations. From adopting best practice approaches to actively engaging with local communities, our people have a key role to play.

At the start of 2016 we set ourselves a series of targets in environmental reductions and volunteering activity, and I am pleased to report that we achieved them by year end. Notable improvements were the 10% increase in volunteering days

against our target, and the 10.5% reduction in energy use at the 19 sites where we measure consumption. We have however seen a 2% increase in global emissions from air travel. This remains a challenge in our role as a provider to almost every airline and airport across the world. Combined, our total emissions (offices and air travel) represent a 3.8% reduction overall across our business.

Over the year we continued to support young people in Africa through the work of the SITA Air Transport Community Foundation initiative. A particular highlight was the rollout of RaspberryPi Connect devices to schools in Amhara, Ethiopia – giving greater access to educational content for teachers and students. Projects also ran in Uganda, Zimbabwe and South Africa. The Foundation – governed by the SITA Council – echoes the commitment to education SITA has made with existing projects in Ireland, South Africa, Russia, China and Singapore.

I would like to recognize the dedication of our employees across the business who engaged with their 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 health research and good causes.

In 2017, we'll continue to work together to be a responsible business in our environmental and social practices, and to ensure that the contributions we make are positive. We will also take the opportunity to review the social and environmental trends across our industry and wider society, and the areas that matter most to our stakeholders, to inform our approach going forward.

Throughout this report you'll find more detail on our activities and progress in 2016. We encourage your feedback on our CSR Report via csr@sita.aero

Barbara Dalibard
CEO, SITA

OUR ORGANIZATION

SITA is the communications and IT solution provider that transforms air travel through technology for airlines, at airports and on aircraft.

Headquartered in Geneva, Switzerland, SITA is also one of the world's most international companies. Our global reach is based on local presence, with 2,400 customers in 200+ countries and territories. We employ approximately 4,700 people of more than 140 nationalities, speaking over 60 different languages in more than 125 countries. 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.

In October the organization brought together three solution lines to create Air Travel Solutions, while creating a new group within the company called Strategy and Business Support.

During the year, we moved to a new building for our kiosk operations in Burlington, and transferred to new premises in Dubai and Amman. Other than this, there have been no major changes to the organization's size, structure, ownership or supply chain since the last report, issued in May 2016.

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 23 May 2017.

GOVERNANCE

SITA Board: As of 31 December 2016, 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.

HIGHLIGHTS

→ In 2016, and for the third time in seven years, Frost & Sullivan recognized SITA as the Airport IT Solutions Company of the year in the Asia Pacific (APAC) region. The award highlights SITA's leading role in the air transport industry across APAC, where it provides solutions to 70% of the region's top 20 airports.

→ For the third time in the past four years, SITA was named 'IT Company of the Year' in the Air Transport News (ATN) Awards in March 2016. The award recognizes SITA's leadership and innovation in developing solutions that transform air travel through technology.

→ Leo, a fully autonomous, self-propelling baggage robot has the capacity to check in, print bag tags and transport up to two suitcases with a maximum weight of 32kg. It also has an obstacle avoidance capability and can navigate in a high-traffic environment such as an airport.



105
THE NUMBER OF PATENTS SITA HAS BEEN GRANTED TO DATE



2,000+
MEMBERS OF OUR GLOBAL CUSTOMER SERVICES TEAM

SITA Council: The SITA 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.

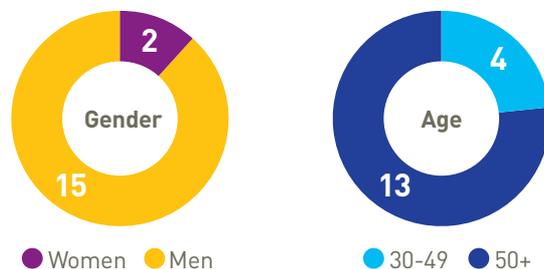
The SITA Council is composed of up to 34 member representatives. The Council President, who is a representative of a member organization, chairs the SITA Council.

The SITA Council has two 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 SENIOR LEADERSHIP TEAM

SITA's CEO leads our Senior Leadership Team (SLT), which takes responsibility for defining and setting SITA's corporate strategy (including economic, environmental and social aspects), policies, and organizational structure. The SLT comprises our most senior executives from across the business areas, functions, geographies and the CEO Office.

Composition of the Senior Leadership Team



Composition of governing bodies

	SITA Board	SITA Council	Audit & Risk Management Committee	Remuneration Committee	Nomination Committee	Membership Committee
Average Tenure	5	3.1	5.2	4.8	4.5	5.8
Men	11	25	5	5	10	5
Women	2	4	1	0	0	0
TOTAL	13	29	6	5	10	5

OWNED 100% BY MORE THAN 400 AIR TRANSPORT INDUSTRY MEMBERS, WE HAVE A UNIQUE UNDERSTANDING OF ITS NEEDS AND PLACE A STRONG EMPHASIS ON TECHNOLOGY INNOVATION.

OUR SOLUTIONS AND SERVICES

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 keep the industry in motion. Our portfolio covers everything from managed global communications and infrastructure services, to eAircraft, passenger management, baggage, self-service, airport and border management solutions. In fact, nearly every airline and airport in the world does business with SITA and our border management solutions are used by more than 30 governments. SITA also operates a joint venture; Aviareto, which provides aircraft asset management to the air transport community, and a subsidiary, CHAMP Cargosystems which provides Cargo management, community integration and eCargo services. A full breakdown of our solutions and services can be found online: www.sita.aero/solutions-and-services/solutions

ECONOMIC PERFORMANCE

Economic performance is reported in the SITA Group Financial Statements for the period January 1 to December 31, 2016. 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 May 23, 2017.

STAKEHOLDER ENGAGEMENT

We're owned by the air transport community, and 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. Through our cooperative structure, we provide high-speed network communications to and between members on a not-for-profit basis and drive the IT agenda in the industry by researching and investing in the latest technology innovations. SITA's members benefit from SITA's neutrality and independence and can plan and operate their services in the knowledge that SITA offers 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. See our membership pages for more information: www.sita.aero/about-us/sita-membership

HIGHLIGHTS

- 93% of respondents to our Community Value Index (CVI) survey agreed, strongly agreed or absolutely agreed that SITA adds value to the air transport industry.
- We had 935 respondents to our CVI survey. The results show that collaboration, engagement and our people are the most strongly recognized aspects of the community value that SITA brings.

- SITA's annual employee survey enables our people to give feedback anonymously on a variety of topics. We share the results internally, and identify areas where improvement has been made, or where it may be required, develop action plans, and communicate our progress.



82%
OF OUR PEOPLE PARTICIPATED IN THE ANNUAL EMPLOYEE SURVEY



94%
OF OUR PEOPLE ARE WILLING TO WORK BEYOND WHAT IS REQUIRED TO HELP SITA SUCCEED

Customers: We engage with our customers regularly through SITA events such as the annual Air Transport IT Summit. We hear from our customers through forums including our Customer Advisory Board (CAB), which helps shape our strategy and portfolio, and the Communications and Infrastructure Advisory Board (CIAB), which acts as the voice of the community with respect to our network services. We operate formal feedback channels, such as our annual Customer First Feedback Survey, and our Community Value Index (CVI). We engage regularly with customers through committees and user groups specifically dedicated to airports, baggage, passenger, aircraft, and AIRCOM services. For more information please visit: www.sita.aero/about-us/working-for-the-community/customer-forums

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. And, our Values in Action awards are an opportunity for individuals or teams to be recognized for their contributions to the business.

Industry associations: SITA has working partnerships with over 50 air transport industry associations, international organizations and institutions. By working with a wide range of air transport associations in global and regional forums, we aim to deliver common approaches and set new standards that help the industry as a whole become more efficient. A fuller description of our industry engagement is available at www.sita.aero/about-us/working-for-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 which gives each employee a full day's paid leave for volunteer activity each year. An overview of 2016 VIVA activities are included later in this report.

CSR AT SITA

SITA's CSR office is managed by dedicated resource and reports into the Senior Leadership Team (SLT). It is complemented by the CSR Executive Review Board, comprising key members of our SLT, who review and approve strategy, act on a consultative basis for issues raised, review the CSR Report, and support integration of CSR throughout the business.

MANAGEMENT APPROACH

We make reference throughout this report to the management approach to addressing SITA's material issues – detailed 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 SLT as well as the Audit and Risk Management Committee (see 'Our Organization', page 4). The economic and operational aspects of the business are

reviewed monthly at a minimum by SITA's SLT. Issues related to environmental and social factors, and materiality, are assessed throughout the year by SITA's CSR Office, and 2-3 times annually through the CSR Executive Review Board.

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 annual corporate risk management process.

CSR TARGETS

SITA defines a set of targets for corporate social responsibility at the start of each reporting period. These are agreed by the CSR Executive Review Board, and shared on our intranet where they are available for all employees. The environmental targets form part of our environmental management system, under the ISO14001 framework.

Three environmental targets had reduction goals, while two had no change. At year end, all five environmental targets were exceeded. A further target was set for volunteering days, and this was also exceeded during the year. In addition, a target was defined around product sustainability, and the definition of an approach that could articulate SITA's contribution to reducing the environmental impact of aviation. Work commenced in this area during 2016, and will continue into the following year.

CSR targets

Indicator	2016 Target	Status year end
Water usage across three key sites	No increase on 2015	● Reduction of 4.4%
Track paper consumption in major sites	No increase on 2015	● Reduction of 3%*
Electricity consumption in offices where the ability is present for measurement	0.4% decrease	● Reduction of 10.5%
Energy intensity per square meter	0.5% decrease	● Reduction of 5.3%
Emissions intensity per square meter	0.5% decrease	● Reduction of 5%
Product sustainability	Define methodology	● Ongoing
Number of volunteering days recorded	200 days	● 223 days

● Achieved or exceeded ● Ongoing

*includes an additional site reporting data

HIGHLIGHTS

- Through our online Learning Portal, all employees can access training that covers areas of human rights including SITA-specific courses on the Code of Conduct: Best Practices and Ethics and Compliance Training.
- A responsible procurement online course is available and is compulsory for all purchasing staff and recommended to all staff. A course on identifying modern slavery will be released in 2017, and will be mandated for key employees.



7,000
THE NUMBER
OF SUPPLIERS
WE WORK WITH
ACROSS THE
GLOBE

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. All employees are required to complete mandatory e-learning on our Code of Conduct every two years. Targeted mandatory e-learning on anti-bribery and corruption, as well as on trade sanctions, is provided to employees on a risk-based approach, supported by face-to-face training whenever possible.

Our employees can raise questions and report concerns using a web-based reporting system, anonymously if preferred. All reports are investigated promptly and thoroughly, and feedback on results of the investigation is provided in a timely manner. Where appropriate, disciplinary action up to and including dismissal is taken, and/or additional guidance and training provided. SITA does not tolerate retaliation against anyone making reports in good faith. Any retaliation will be treated as a violation of our Code of Conduct.

OUR SUPPLY CHAIN

SITA's procurement reaches across the globe with around 95% of spend with 1,300 key suppliers. Supplier selection is primarily based on the value for money principle. However, we always consider quality, timely delivery, reliability, warranty, safety, security, CSR and after-sales services and support when making a procurement decision. We expect all our suppliers to comply with SITA Security Requirements and to embrace the social and environmental principles set forth in our Supplier Code of Conduct. More information on our supplier requirements is available at: www.sita.aero/others/supplying-sita

From time to time we ask a sample of our suppliers to complete an online self-certification against a set of criteria aligned to the UNGC 10 principles. The responses allow us to look at the practices in our supply chain, and to evaluate whether they are meeting our expectations on responsible

business practices. The self-certification is being updated to reflect the increased focus on modern slavery and the current legislative requirements.

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.

The nature of our business means that while we are ever cognizant of the risks of human rights abuses, they are an area of low-risk for our organization. Our responsible supply chain self-certification references human rights – specifically in the areas of non-discrimination and harassment, child labor, human rights, and sourcing from conflict countries. To date we have received no responses that have given us concern.

Modern slavery: We do not consider there to be a high risk of modern slavery, including but not limited to child labor, forced or compulsory labor, or loss of freedom of association and collective bargaining, in any of our operations. All employees have contracts in place, and SITA does not retain original identification documents for any purpose. Freedom of movement is exercised for all employees across all sites and countries.

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. SITA's Corporate IT Policy outlines the rules, standards and guidelines for the use and management of our IT resources. Our information security office monitors and manages the security of our infrastructure, while keeping employees up to date on threat awareness.

OUR PEOPLE

“Anyone considering a role with SITA should know that they will have the opportunity to develop and grow their career while working with a supportive management team and one of the most dedicated and diverse set of co-workers that they will ever encounter.”

Cassandra Brown, Senior Territory Manager,
SITA Global Services, Atlanta

WORKING AT SITA

More than 4,700 employees in 125 countries around the world create success together at SITA, providing the information technology and networking solutions that keep the air transport industry flying high. We maintain high standards of labor conditions for all our personnel, whether directly employed, contract, 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 do not discriminate based on trade union membership or non-membership and have collective bargaining agreements in place fully or partially in 10 countries representing 8.3% of SITA's directly employed workforce. 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. 1.9% of SITA

employees work part-time in line with local statutory rights. Employee entitlement to parental leave also meets or exceeds statutory requirements in all countries where we operate.

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.

All new hires at SITA receive mandatory 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.

SKILLS AND DEVELOPMENT

In 2016 our staff recorded, on average, 32.6 hours of training, up slightly from 31 hours the previous year. An upgrade to our Learning Portal training system made self-service courseware available on mobile devices for the first time. Training frameworks are in place to support SITA “professions” or areas of functional expertise including Project Management, SGS Academy for our service management profession, Sales Excellence, Technology

HIGHLIGHTS

- Throughout January 2016 a new LifeBalance program brought a range of health activities to our Letterkenny employees including physical health checks and advice, a fitness program, life coaching and motivation, mental health promotion and mindfulness training.
- Inspired by the Letterkenny LifeBalance program, the SITA Madrid office launched “A Healthy Office” which included “Fruit Tuesdays” and workshops on ergonomics, laugh therapy and stress management.
- We provide first aid training in all our major locations to our “people who help” – employee volunteers who support local health & safety committees with emergency help when needed.

Employee turnover

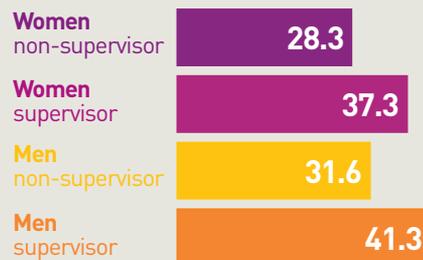
TOTAL	JOINERS	LEAVERS
507		595

BY GENDER	JOINERS	LEAVERS
WOMEN	129	168
MEN	378	427

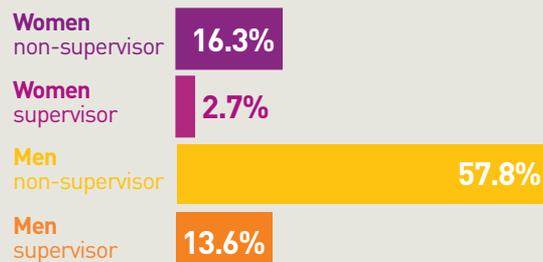
BY AGE GROUP	JOINERS	LEAVERS
50+	59	173
30-49	274	298
UNDER 30	174	124

BY LOCATION	JOINERS	LEAVERS
MEIA	66	69
EUROPE	234	303
ASIA PACIFIC	59	61
AMERICAS	148	162

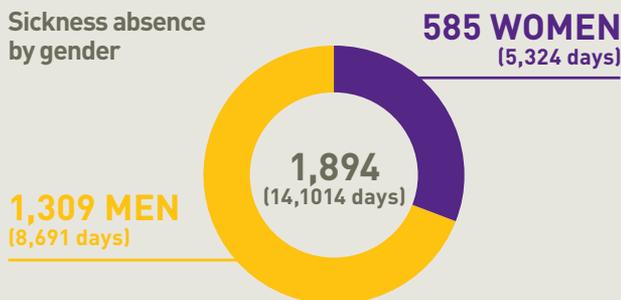
Training hours by gender and employee category



Performance review by gender and employee category*



Sickness absence by gender



Voluntary turnover rate

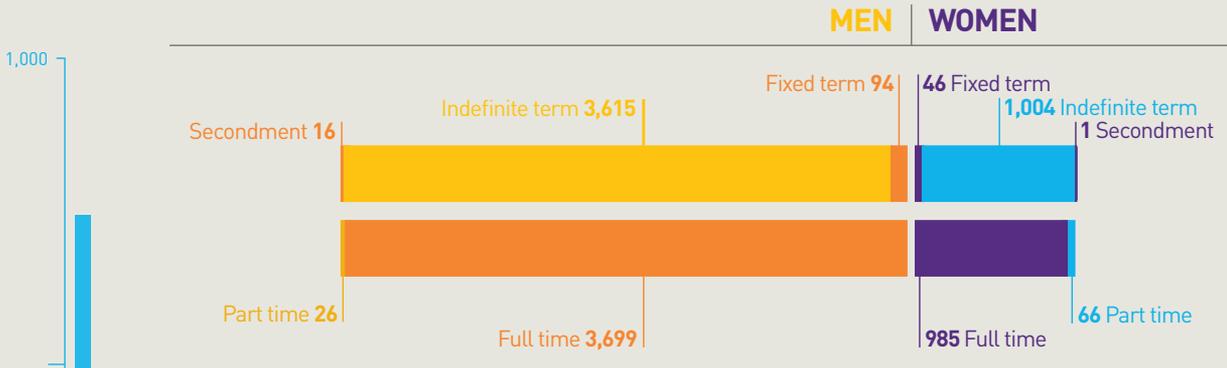


Parental leave

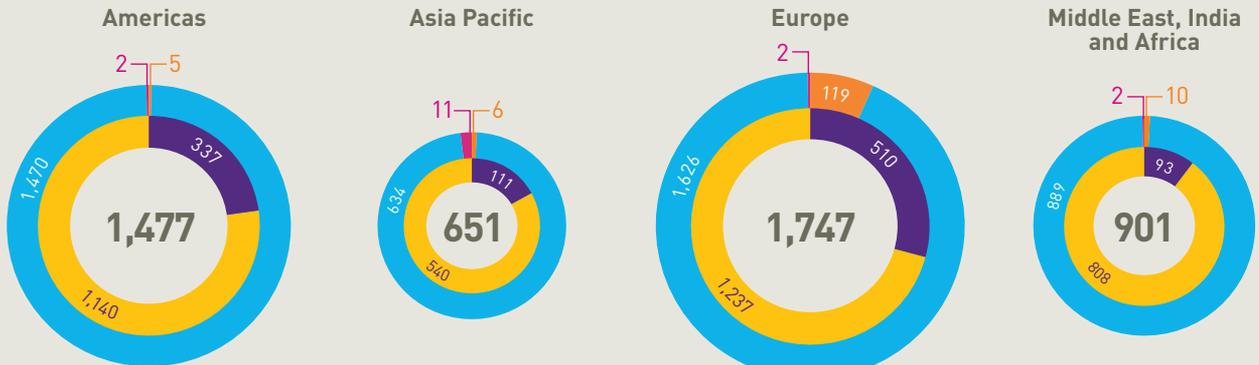


*This figure takes into account employees who may not have completed performance reviews due to parental leave, medical leave or time of joining.

Total employees by gender, employment type and employment contract



Total employees by region, gender and employment contract



Gender: ● Women ● Men
 Employment contract: ● Fixed Term ● Indefinite Term ● Secondment



HIGHLIGHTS

→ A “Girls in Tech” career event for a local girls’ school and a discussion session on “Unconscious Bias” were on the agenda during a week dedicated to diversity and inclusion SITA Montreal in October 2016.

→ Active since 1999, SITA’s European Works Council (EWC) agreed a new charter in 2016 to further support information exchange and consultation with staff from member European states.

→ All our major locations and most of our medium and small locations engage outplacement services to support continued employability following severance.



28%
OF ROLES
OVERALL WERE
FILLED BY INTERNAL
CANDIDATES



47%
OF LEADERSHIP
ROLES WERE
FILLED BY INTERNAL
CANDIDATES



200+
EMPLOYEES
RECEIVED LONG
SERVICE AWARDS

Management, and Product Management as well as a dedicated Management Leadership Excellence (MLX) program to develop SITA leaders of the future.

During 2016, our customer e-learning platform, SITA University, expanded to include all SITA solution training for customers and SITA employees alike. This has enabled more effective knowledge transfer on our products and solutions to our people and reduced the need to develop and maintain training materials for different audiences. Now with over 8,000 students, SITA University is set to grow significantly into new areas and become a differentiator for SITA.

Over the past two years our Passenger Services organization has adopted a “Temporary Assignments” scheme to allow SITA staff to experience job rotation to gain new skills, perspectives and in many cases a new career. Every newly requested role (contract or permanent) is reviewed and an internal candidate is sought before opening a position for recruitment. Employees can try a role in another area of the business on a full or part time basis without risking their existing position. Not only has this approach been great for morale, it has demonstrably improved skills and interworking and enabled the business to adapt to the changing needs of the market without significant recruitment challenges and costs.

DIVERSITY

SITA is an Equal Employment Opportunity (EEO) Employer. We do not discriminate based on age, race, color, creed, religion, national origin, sex, sexual orientation, gender identity, disability, marital status, protected veteran status, or any other characteristic protected by state or federal law. Working hours and leave entitlement, including parental leave, are allocated as per local laws in all territories where we operate,

and in most countries we significantly exceed statutory requirements. Read more about EEO at SITA at: www.sita.aero/about-us/careers

Three employee resource groups (ERGs) were established in 2016 in our Americas region. The SITA WE (Women Empowered) ERG serves as a resource for women at SITA, to positively influence the work environment, build an internal support system for women colleagues and promote professional and leadership development. The group is open to all employees and meets regularly to network and plan events and programs including workshops, speaker events, charitable fundraising, and mentoring and coaching opportunities.

The SITA Military Support ERG is a resource for veterans and family members of veterans and serving military members. Through social and fundraising events, this group, with colleague, family and local support, provides direct assistance to military support organizations such as the USO (United Service Organization) and raises awareness of issues facing service personnel and their families.

The SITA Pride LGBT (Lesbian, Gay, Bisexual, and Transgender) ERG was created to support a population with developing and maturing issues within the workplace. Through social media, information campaigns, and community based charities, this group and their allies are connected virtually to each other for sharing ideas, concerns, and to find and provide support within the community.

In 2016, SITA entered the fourth year of an Employment Equity program in Canada which monitors how four designated groups – women, Aboriginals, persons with disabilities, and visible minorities – are represented. The latest report pertains to the 2015 full year and confirms our compliance with the reporting requirements of the Canadian Employment Equity Act (EEA).

Azerbaijan - 4	Iran (Islamic Republic Of) - 4	Kuwait - 4	Sint Maarten (Dutch Part) - 4	Sri Lanka - 4	Venezuela - 4	Zambia - 4	Ethiopia - 3	French Polynesia - 3	Hungary - 3	Kazakhstan - 3	Kenya - 3	Mongolia - 3	Myanmar - 3	Portugal - 3	Ukraine - 3	Antigua and Barbuda - 2	Aruba - 2	Cambodia - 2	Cameroon - 2	Cape Verde - 2	El Salvador - 2	Greece - 2	Maldives - 2	Mauritius - 2	Mozambique - 2	Papua New Guinea - 2	Paraguay - 2	Republic of Serbia - 2	Slovakia - 2	Sudan - 2	Togo - 2	Tunisia - 2	Uganda - 2	Algeria - 1	Angola - 1	Bahrain - 1	Brunei Darussalam - 1	Burkina Faso - 1	Burundi - 1	Chad - 1	Congo - 1	Congo, The Democratic Republic - 1	Croatia - 1	Cyprus - 1	Eritrea - 1	Fiji - 1	Gabon - 1	Grenada - 1	Guinea - 1	Guyana - 1	Korea, Democratic People's Rep - 1	Lao People's Democratic Rep - 1	Libya - 1	Mali - 1	Mauritania - 1	Reunion - 1	Senegal - 1	Suriname - 1	Syrian Arab Republic - 1	Turkmenistan - 1	Uzbekistan - 1	Yemen - 1	Zimbabwe - 1
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SITA AND THE ENVIRONMENT

SITA retains a strong commitment to understanding, managing and reporting its environmental impacts.

Throughout SITA's business we have implemented activities that support our intent to reduce our environmental impacts. These impacts are generated through a number of aspects, including energy consumption from our operations, business travel, use of IT equipment, and materials use in our offices.

SITA started to collect environmental data in 2011, and now tracks and reports activity across 19 sites in 17 countries. While we have a wide presence across the globe, many of our operations are in premises where we are a tenant, and utilities form part of the overall service contract. Where we are able we collect exact information, but in some multi-tenanted sites we are assigned a proportion of the overall consumption of utilities.

OUR ENVIRONMENTAL PERFORMANCE

We set targets against our energy, water and materials consumption for the year. Our performance was good overall, with reductions exceeded against the targets (see 'CSR at SITA', page 8). Influencing factors have included continued improvements in our offices – either during refurbishments or moves to increasingly energy efficient buildings.

The implementation of multifunction printers with default double-sided monotone printing has also contributed, as has the use of more energy efficient equipment across our corporate estate. Work started on a product sustainability initiative, and this continues into 2017.

Environmental targets are shared with all staff on our intranet. Each of the sites where we capture data has an online environmental statement that shows metrics, including energy consumption, energy intensity and emissions intensity by quarter. Where available, water consumption and paper use is also reported. In addition, each statement includes the ways that environmental impacts can be reduced at that site, for example by outlining the recycling services available. Our corporate environmental policy is available for all employees, and sets out our expectations for responsible behavior.

Our offices in London, Geneva, Rome, Singapore, Atlanta and Montreal are all certified to ISO 14001:2005 (Environmental Management Systems), with the move to ISO 14001:2015 planned for the 2017-2018 period. Currently around 47% of our office based employees are covered by the standard.

We started measuring water consumption in three sites (Atlanta, Singapore, Prague) in 2015, and recorded a reduction of 4.4% in water use across these sites in 2016. We have been tracking paper consumption across 24 sites and were able to demonstrate a 3% reduction over the last 12 months.

ENERGY

Across the 19 sites where we can capture data, the energy consumption was recorded as 24,375,828 kWh. This represents a reduction of 10.5% against the previous year's consumption. The energy was used for electricity and heating or cooling our offices.

The energy intensity for the year was recorded as 479 kWh/SqM, and is a decrease of 5.3% against 2015. The intensity is calculated by dividing the energy consumed (as above) by the floor space in square meters occupied at each site.

HIGHLIGHTS

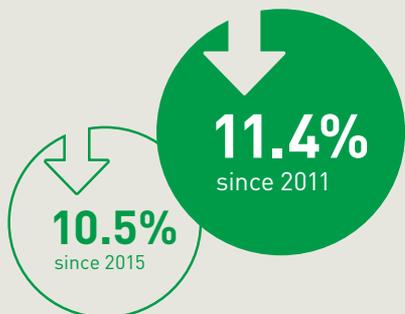
→ Around 68% of our office based employees are based in locations where we track and report on our environmental activity. People at these sites can see our progress through environmental statements on the company intranet.



15
THE NUMBER OF LOCATIONS WITH VIDEOCONFERENCING SUITES



19
LOCATIONS WITH ONLINE ENVIRONMENTAL STATEMENTS



27,242,174 24,375,828



2015 2016

Energy consumption (KwH)

4.4%
REDUCTION
IN WATER
CONSUMPTION



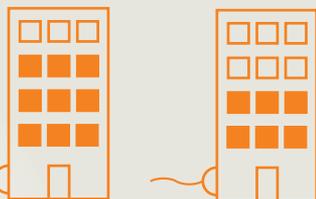
3%
REDUCTION
IN PAPER
CONSUMPTION



24
THE NUMBER
OF SITES WHERE
WE TRACK PAPER
USAGE



506 479



2015 2016

Energy intensity (KwH/SqM)



6
SITES CERTIFIED
TO ISO14001

ISO 14001:2004
CERTIFIED
LOCATIONS COVER
45%
OF SITA'S
WORKFORCE

DURING THE YEAR WE MADE SOLID PROGRESS AGAINST OUR ENVIRONMENTAL TARGETS.

EMISSIONS

Emissions are captured from two sources; those from energy consumption of our operations (at offices) and emissions as a result of business travel. The total emissions for the organization for the year was 25,993 tonnes CO₂e. Overall a reduction in emissions was reported of 3.4%.

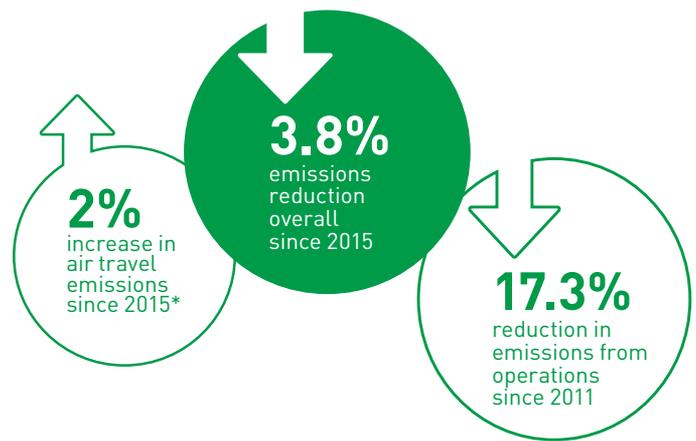
Emissions from energy consumed in our operations was 11,731 tonnes CO₂e for the year, a reduction of 10%. DEFRA (2014) GHG factors are used for the calculation of emissions from our operations from energy consumption, except for the UAE, Lebanon and Jordan where the International Energy Agency (2014) factors were used. We break down the greenhouse gases into carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O).

Our travel suppliers provide a report on the annual emissions for 95% of the business travel undertaken by our people. In 2016, this was 14,262 tonnes CO₂e, and represented 19,736 flights, including domestic, continental and intercontinental routes. This is an increase of 2% on the previous year.

As an organization that supports nearly every airline and airport in the world, air travel is an essential part of our business as a provider to the air transport industry. We have robust control measures in place to prevent unnecessary travel. This is supported by a suite of online collaboration and conferencing tools that enable our teams to work together across the globe.

Source of emissions

	2015	2016
Emissions from energy consumption (tonnes CO ₂ e)	13,027	11,731
Emissions from aviation (tonnes CO ₂ e)	13,961	14,262
Total emissions	26,988	25,993



The intensity of emissions from operations is calculated by normalizing the tonnes of CO₂e emitted by the number of square meters occupied. In 2016, the intensity ratio for our office operations was 230 tonnes CO₂e / SqM, a reduction of 5% on the previous year. As outlined in the section on energy, this is mainly due to changes in our premises.

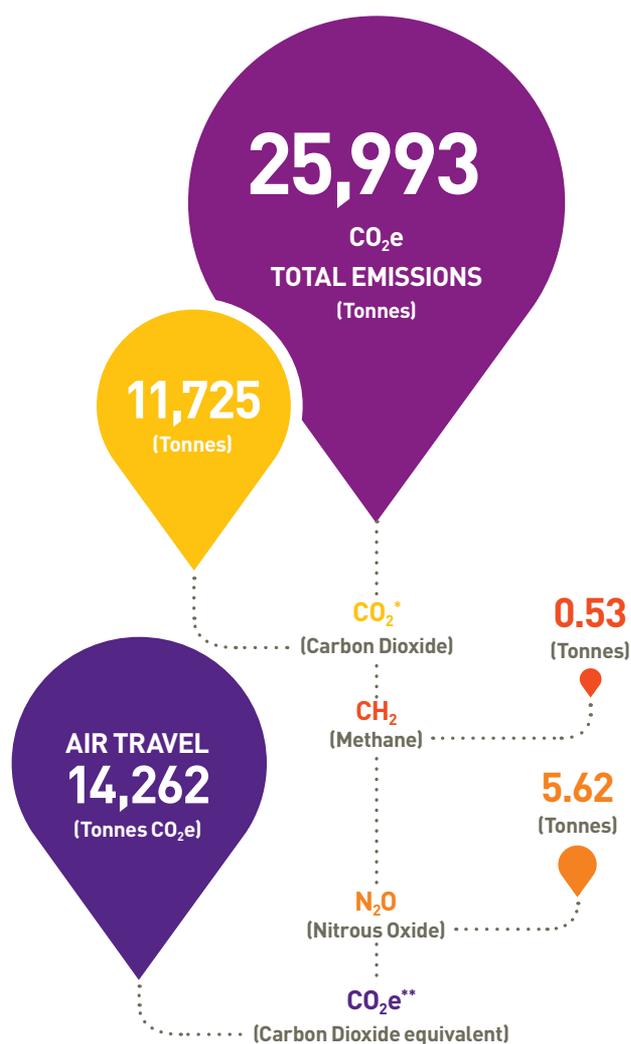
MANAGING IT EQUIPMENT RESPONSIBLY

SITA's environmental commitment includes the responsible and appropriate management of end-of-life IT equipment. This is both from our own operations and where equipment is part of a customer project. Working with a small number of selected specialist providers, 2016 saw over 86,000 kg of equipment recycled in 78 countries – from Afghanistan to Zimbabwe. This includes computers, servers, monitors, networking equipment and associated peripherals.



6,660+
PIECES OF IT EQUIPMENT WERE RECYCLED IN 2016

*normalised to reflect a common baseline percentage of flights recorded



Greenhouse gas from operations and business travel

*Sites where SITA measures energy consumption (68% of offices)

**Represents 95% of all global air travel

SUPPORTING OUR COMMUNITIES



Vancouver: SITA Vancouver staff wore jeans to work for the Cure Foundation's National Denim Day and raised CAD\$170 (US\$130) for breast cancer research.

Montreal: A sponsored stair relay race and a waffle sale in Montreal raised CAD\$839 (US\$625) for community organization Centraide.

Atlanta: The SITA Veterans Employee Resource Group raised over US\$1,700 for the Atlanta Hartsfield-Jackson International Airport USO.

London: On World Kidney Day, SITA London raised 630 GBP (US\$1050) through a silent auction for the Southampton Children's Hospital Kidney Awareness Fund and a bake stall for the West London Kidney Patients Association.

Letterkenny: 22 SITA Letterkenny employees undertook a 10-hour bag pack at the Tesco Letterkenny supermarket and raised EUR1540 (US\$1720) for Special Olympics' Ireland.

Paris: Together with family and friends, SITA colleagues strolled the streets of Paris in a sponsored treasure hunt that raised EUR215 (US\$240) for diversity organization "Accueil et Culture".

Geneva: Geneva staff took part in an Institute for Women in Aviation Worldwide challenge for International Women's Day, folding 526 paper planes in 15 minutes.

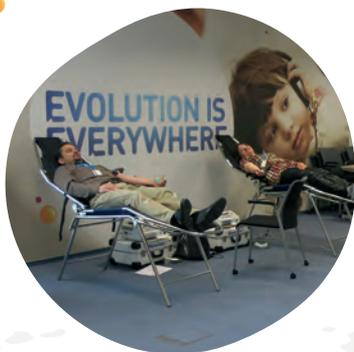
Frankfurt: SITA Frankfurt continued its active support of SOS Kinderdorf with a volunteer visit to the charity's allotment for day of weeding, watering, and garden tidying.



Rio de Janeiro and Sao Paulo: 15 SITA Brazil employees joined the Run and Walk against Breast Cancer, raising BRL975 (US\$267).



Since 2011, SITA employees have been enabled and encouraged to take a fully-paid day each year to support charitable and community causes through our Value in Volunteer Action (VIVA) program.



223
volunteer days taken

US\$145,487
raised by employees since 2011 for community-based projects

US\$500,000
invested each year from 2015 in IT and education in Africa through the SITA Air Transport Community Foundation

Brussels: Working with Belgian charity Arc-en-Ciel, SITA Brussels organized a half-day aviation themed programme of games and activities at the Air Museum for a group of children from disadvantaged backgrounds.

Copenhagen: Our Copenhagen office organized a holiday collection of clothes and donations – including 300 pairs of new socks – for homelessness support charity and soup kitchen, “The Black Pot”.

Rome: Following the earthquake in central Italy, SITA Rome collected EUR300 (US\$340) for the Italian Red Cross. At Christmas they organized a second event, a gift pack sale that raised EUR780 (US\$815) to support small food businesses still recovering from the quake.

Prague: Our Prague office held a blood donation event, collecting about 20 liters of blood in total.

Hong Kong: SITA’s Hong Kong office took part in hunger awareness event, “Skip-A-Meal”, and raised HKD4,650 (US\$600) for World Vision food projects worldwide.

Beirut: Our Beirut office organized a food and clothing collection and donation campaign in cooperation with the Red Cross, resulting in 20 boxes of food and supplies packed and delivered by SITA volunteers.

Dubai: At Ramadan SITA Dubai staff launched operation #shoeboxlove, filling 40 boxes with non-perishable food, toiletries and long distance phone cards for expatriate workers.

Kerala: The SITA team in Trivandrum, Kerala, India raised INR 65,000 (US\$1,000) for the local Trinity Balabhavan student hostel, and made an in-person delivery of beds, pillows, and other supplies for the 41 children resident there.



Amman: Staff from our Amman office visited the Talbieh camp in Zizia, bringing with them a delivery of heaters, blankets, and food supplies for local families in difficult circumstances.

Singapore: 28 SITA Singapore colleagues made a volunteer visit together at the Willing Hearts Kitchen, cooking 5,000 meals for less fortunate in their community.

Johannesburg: On Nelson Mandela International Day, SITA opened its 5th fully functional computer lab at Namedi Secondary school in Soweto, and to mark the occasion our staff volunteered to serve lunches for all the learners.

Sydney: A Sydney team spent the day volunteering at Foodbank, the largest food relief organisation in Australia, picking and packing food orders of up to 2 tonnes.

EDUCATION IN AFRICA

The SITA Air Transport Community Foundation has helped around 15,000 students to date in Africa, giving them access to IT and education.

The SITA Air Transport Community Foundation was established with the SITA Council, driven by an aim to bring meaningful and sustainable impact to individuals and communities in Africa by providing access to IT and education. Since its first year of operation in 2015, the Foundation has given opportunities to young people in Ethiopia, Uganda, Zimbabwe and South Africa. It is supported in its projects by partnering with the charities ComputerAid International, PEAS, and the Wits Foundation.

MAKING TECHNOLOGY ACCESSIBLE IN ETHIOPIA

During the year, IT equipment was provided for the Information, Computing and Technology (ICT) rooms at 25 rural primary schools in Amhara, Ethiopia, that the foundation funded in 2015. As part of the follow up monitoring of the project, new IT needs were identified, and in 2016 each school received a projector and screen, printer, headphones and speakers.

This was accompanied by a 'Connect' learning device built using a RaspberryPi, which creates a local area wireless network, giving computers in the ICT classes access to 64GB of learning resources. The Connect devices are enabling students to study independently, and at their own speed. Teachers also benefit from using the devices to produce teaching materials and handouts easily. The Connect devices provide long-term sustainability as they can easily be uploaded with new content.

"Students and teachers' ICT knowledge has been increased, teachers have started to use computers in their day to day activities, and students reading habits have increased."

School Principal

INCREASED ACCESS TO ICT IN UGANDA

In 2016 four ICT labs were under construction in Uganda, bringing the total to 11 since work began in 2015. These labs are at secondary schools in rural areas, and are brand new buildings. The project includes installing solar power, computers, networking equipment and furnishings. The foundation also funded computer training for teachers at each of the schools. Student confidence and skills in using computers are increasing, and many of the schools are offering after school computing opportunities.



HIGHLIGHTS: THE SITA AIR TRANSPORT COMMUNITY FOUNDATION IN NUMBERS



4
COUNTRIES
WHERE PROJECTS
ARE ACTIVE



25
RASPBERRYPI
CONNECT DEVICES
DELIVERED



100
ICDL
SCHOLARSHIPS
FUNDED



c700
PCS INSTALLED



43
ICT LABS
EQUIPPED



200+
TEACHERS
TRAINED

EMPOWERING YOUNG WOMEN IN ZIMBABWE

A project at the University of Zimbabwe saw 100 PCs installed in computer rooms at seven female student halls of residence – enabling the students to have safe 24/7 access to computing facilities. In addition, 100 female students were given the opportunity to gain an IT qualification by completing four key modules of the International Computer Driving Licence. This is helping to improve confidence and skills, and to give an advantage in their future careers. Funding has also allowed janitors at the halls to take the training to provide additional support for the students.

“Taking ICDL was a dream come true for us. I’d definitely recommend it. Almost everything now is computerized so it will be an advantage to every aspect of our lives.”

STUDENT ACHIEVEMENT IN SOUTH AFRICA

At the University of the Witwatersrand, 21 students have benefitted from grants to help them continue their studies. The students – four women and 17 men – are studying subjects including; Aeronautical Engineering, Business Information Systems, Computer Science, Electrical and Information Engineering, and Information Systems. In addition to the two students who graduated in 2015, a further five students completed their studies in 2016 and will graduate early 2017.

“I’d like to thank SITA so much for the funding. SITA has been that silver bullet, and really given me the opportunity to focus on my studies – and I’m truly grateful for that.”

Letlotlo Khoathane, Business Information Systems

The opening of the Digital Technology Innovation Zone at the Tshimologong Precinct during the year saw 18 SITA funded memberships activated. Tshimologong is a versatile and connected space for Braamfontein’s digital startup scene in Johannesburg. Coders, developers, artists, and digital makers can make use of the precinct’s facilities.

The memberships are enabling young entrepreneurs (aged 18-35) who have some skills in digital hardware, software development, business development and digital content development to have access to a shared innovation space, meeting rooms, fast internet connectivity, and mentors to increase their knowledge and experience.

“This is a chance to look at the modern things that are taking place in the ICT sector. When we speak digital we’re speaking about hardware, software and content and how they all come together in an increasingly connected world.”

JCSE director Professor Barry Dwolatzky

BETTER TOGETHER

During the year, a set of Partnership Principles were agreed by the governing body of the foundation, the SITA Council. These were put to good use, as we were delighted to welcome Mindtree as a partner to the foundation in 2016. They are supporting us with an annual contribution, which will help us to expand the scope of our work and to positively impact more young people in Africa.

Through 2017, the foundation will continue to work with our charity partners to support existing projects in Ethiopia, Uganda and South Africa, while beginning a new program for secondary schools in Zimbabwe, and supporting the construction and equipping of ICT labs in Zambia.

See more at www.sita.aero/csr

EDUCATION AROUND THE WORLD

INDIA

We continued to fulfil CSR requirements set down in the India Companies Act through an education sponsorship of SOS Children’s Villages in the amount of INR 14,400 to support 75 orphaned children. We also began a new education sponsorship of Khushii (Kinship for Humanitarian Social & Holistic Intervention), a national non-governmental organization working on poverty alleviation, in the amount of INR 420,000.

IRELAND

In 2016, our higher education program in Letterkenny welcomed eight students from Ulster University and Queen’s University Belfast on the intern placement scheme and a further 11 students on the graduate stream from universities including LYIT, Ulster University, and Maynooth. 2016 marked the fifth year of our Skills @ Work partnership with Finn Valley College, where we work with secondary school students aged 16 throughout the academic year on activities including team building, a working day at SITA, interviewing training and finally mock interviews.

SOUTH AFRICA

On 18 July 2016, coinciding with Nelson Mandela International Day, we officially opened our fifth SITA-sponsored computer lab at Namedi Secondary School. The lab comes fully equipped with 40 PCs, a server, smartboard, and a printer. SITA also funded teacher training. We maintain an ongoing relationship with the schools we’ve helped support through the computer lab program and work with the schools to identify top performing students for ICT scholarships.

2016 also marked the sixth year of our learnership program in South Africa. Each year SITA provides fully paid one-year learnership contracts to enable young people from previously disadvantaged backgrounds to complete technical IT-related accredited programmes as well as gain work experience at our office. 64 learners (42 women and 22 men) have completed the program to date. In 2016, we engaged 11 students (nine women and two men) on the learnership program. All the learners graduated; nine entered a higher level IT learnership program, and two secured jobs within the IT industry.

Our education programs in South Africa form part of our commitment to Broad-Based Black Economic Empowerment (B-BBEE), a South African code of good practice to advance historically disadvantaged people in the country’s economy. SITA is rated as Level 3 on the ICT sector B-BBEE Charter Scorecard with 110% procurement recognition.

RUSSIA

Our cooperative education program with Moscow State University of Civil Aviation (MSTU CA) continues to develop and attract students from Russia and beyond. From 20 students in 2014, its inaugural year, the program catered to around 100 students as of the end of 2016, and includes monthly lectures on our products by SITA subject matter experts, SITA learning collateral, and participation in university science events.

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

HIGHLIGHTS



64
YOUNG PEOPLE WHO HAVE COMPLETED LEARNERSHIPS IN SOUTH AFRICA



5
COMPUTER LABS OPENED IN SOUTH AFRICA



100
STUDENTS LEARNING ABOUT SITA PRODUCTS IN RUSSIA

GRI INDEX

GRI G4 DISCLOSURE	UNGC COP LINKAGE	LOCATION	COMMENTARY
G4-DMA	No COP requirement	Page 8	
Strategy and analysis			
G4-1	No COP requirement	Page 2	
Organizational profile			
G4-3	No COP requirement	Page 4	
G4-4	No COP requirement	Pages 4, 6	
G4-5	No COP requirement	Page 4	See www.sita.aero/solutions-and-services/solutions
G4-6	No COP requirement	Pages 4, 14	
G4-7	No COP requirement	Page 4	
G4-8	No COP requirement	Page 6	
G4-9	No COP requirement	Pages 4, 6 SITA Group Consolidated Financial Statements 2016	Employment numbers do not vary seasonally
G4-10	Principle 6: Labor	Pages 11, 12	
G4-11	Principle 3: Labor	Page 10	
G4-12	No COP requirement	Page 9	See www.sita.aero/others/orders-and-deliveries
G4-13	No COP requirement	Page 4	
G4-14	No COP requirement	Page 8	
G4-15	No COP requirement	Page 8	
G4-16	No COP requirement	Page 7	See www.sita.aero/about-us/working-for-thecommunity/
Identified material aspects and boundaries			
G4-17	No COP requirement	Page 2 SITA Group Consolidated Financial Statements 2016	
G4-18	No COP requirement	Page 2	
G4-19	No COP requirement	Page 3	
G4-20	No COP requirement	Page 2	The reported data for energy consumption, emissions from operations, and paper consumption includes four sites shared with subsidiaries (CHAMP Cargosystems and SITA Bureau Services), representing 65 employees.
G4-21	No COP requirement	Page 2	
G4-22	No COP requirement	Page 2	
G4-23	No COP requirement	Page 2	
Stakeholder engagement			
G4-24	No COP requirement	Page 6	
G4-25	No COP requirement	Pages 3, 6	
G4-26	No COP requirement	Page 3	
G4-27	No COP requirement	Pages 6, 7	http://www.sita.aero/resources/key-it-trends
Report profile			
G4-28	No COP requirement	Page 2	
G4-29	No COP requirement	Page 2	
G4-30	No COP requirement	Page 2	
G4-31	No COP requirement	Page 1	See www.sita.aero/resources/sita-social
G4-32	No COP requirement	Page 2	
G4-33	No COP requirement	Page 2	

GRI INDEX

Governance			
G4-34	No COP requirement	Page 5	See www.sita.aero/about-us/sita-board-council-members
G4-35	No COP requirement	Page 8	
G4-36	No COP requirement	Page 8	See www.sita.aero/about-us/sita-management
G4-37	No COP requirement	Page 8	
G4-38	No COP requirement	Page 5	
G4-39	No COP requirement	Page 4	
G4-40	No COP requirement	Page 5	Selection of the governance bodies (SITA's Board and Council) are directed by the Articles of Association for SITA SCRL.
G4-42	No COP requirement	Page 5	
G4-45	No COP requirement	Page 3	
G4-46	No COP requirement	Page 4	
G4-47	No COP requirement	Pages 4, 8	
G4-48	No COP requirement	Page 8	
G4-49	No COP requirement	Page 9	
Ethics and integrity			
G4-56	Principle 10: Anti-corruption	Page 9	
MATERIAL ASPECTS	LOCATION	UNGC COP LINKAGE	COMMENTARY
Business integrity	G4-57: Page 9	Principle 10: Anti-corruption	
	G4-58: Page 9		
Data protection and information security	Page 9	No COP requirement	
Electronic waste	Page 16	No COP requirement	
Employees: talent acquisition and retention	G4-LA9: Page 12	Principle 6: Labor	
	G4-LA10: Pages 10, 11		
	G4-LA11: Page 11		
Environmental management and compliance	G4-EN3: Page 14	Principle 7 & 8: Environment	
	G4-EN5: Pages 14, 15		
	G4-EN6: Pages 14, 15		
	G4-EN29		No significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations were received in the reporting period.
	G4-EN34		No grievances about environmental impacts were filed in the reporting period.

Labor and working practices	G4-LA1: Page 11	Principle 6: Labor	
	G4-LA2: Page 10		
	G4-LA3: Pages 10, 11		
	G4-LA6: Page 10		
	G4-LA12: Pages 5, 12, 13		
	G4-LA13: Page 11		
	G4-HR5: Page 9		
	G4-HR6: Page 9		
Local economic contribution	G4-EC1: Page 6 SITA Group Consolidated Financial Statements 2016	Principle 1: Human Rights	
	G4-EC3: Page 6 SITA Group Consolidated Financial Statements 2016		
Operational excellence and customer satisfaction	Page 5	No COP requirement	http://www.sita.aero/solutions-and-services/services-support/sita-global-services http://www.sita.aero/solutions-and-services/services-support/managed-services
Product and service innovation	Page 5	No COP requirement	http://www.sita.aero/innovation
Reducing greenhouse gas emissions	G4-EN16: Page 16	No COP requirement	
	G4-EN17: Page 16		
	G4-EN18: Page 16		
	G4-EN19: Page 16		
	G4-EN21: Page 17		
	G4-EN30: Page 2		
Responsible procurement	Pages 9, 16, 17	Principle 7 & 8: Environment	
Working with local communities	G4-S01: Pages 7, 13	No COP requirement	http://www.sita.aero/about-us/corporate-social-responsibility/community-involvement





Create success. Together

Geographic Offices

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