



# MAKING A DIFFERENCE, TOGETHER

**SITA**

Create success. Together™



## Statement GRI Application Level Check

GRI hereby states that **SITA** has presented its report "SITA Group CSR Report 2013" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level C.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 6 June 2014

A handwritten signature in dark ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir  
Director Services  
Global Reporting Initiative



*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check 6 June 2014. GRI explicitly excludes the statement being applied to any later changes to such material.



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Cover photo: SITA employees help to make Amman a green city by participating in a planting day at a local park. Photo: Muhammad Husseis, SITA

## UNITED NATIONS GLOBAL COMPACT TEN PRINCIPLES

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.



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.



# CEO STATEMENT

Welcome to our second Corporate Social Responsibility report.

2013 was an important year for us as we issued the first account of our CSR activity to our Board and members at the Annual General Assembly, alongside our Annual Report. In it, we shared information about the activities that have supported key areas in our CSR strategy. That strategy includes:

- Integrating CSR into our business
- Managing our environmental impact, and
- Bringing value to our communities

These strategy areas remained important for us throughout 2013, and we have made good progress against them. As always, there is more to be done, and we will continue to focus on those areas that we didn't manage to address in 2013. Throughout the report, we share details of some of the work undertaken over the past 12 months.

The governance of our CSR program, through the CSR Executive Review Board together with the CSR Steering Group, will help to ensure that our strategy remains relevant as we move forward.

In July, I was pleased to reconfirm our commitment to the United Nations Global Compact (UNGC). This is in recognition of the importance of the UNGC principles – human rights, labor, environment and anti-corruption.

We continue to embrace the use of frameworks such as UNGC and the Global Reporting Initiative to help provide a transparent and consistent approach to implementing CSR into our business. We see this emerging more as a trend in industry, and we fully support it.

We were also pleased last year to gain our first ISO14001 certification for our Rome office. The certification of our environmental management approach has been a key part of our strategy, and Rome is just the first step in our certification roadmap.

The past year has seen an increase in the number of volunteering days recorded by our people. The global spread of SITA's employees means they are best placed to identify local community needs and give their time, attention and resources willingly to support a wide variety of activities. I thank them all for their commitment to supporting others.

It is heartening to see that our customers are recognizing SITA's efforts too. Feedback continues to be positive when considering SITA as a corporately and socially responsible organisation, and we continue to track this as an important indicator.

We encourage and welcome your feedback on our CSR Report via [csr@sita.aero](mailto:csr@sita.aero).

Francesco Violante  
CEO, SITA



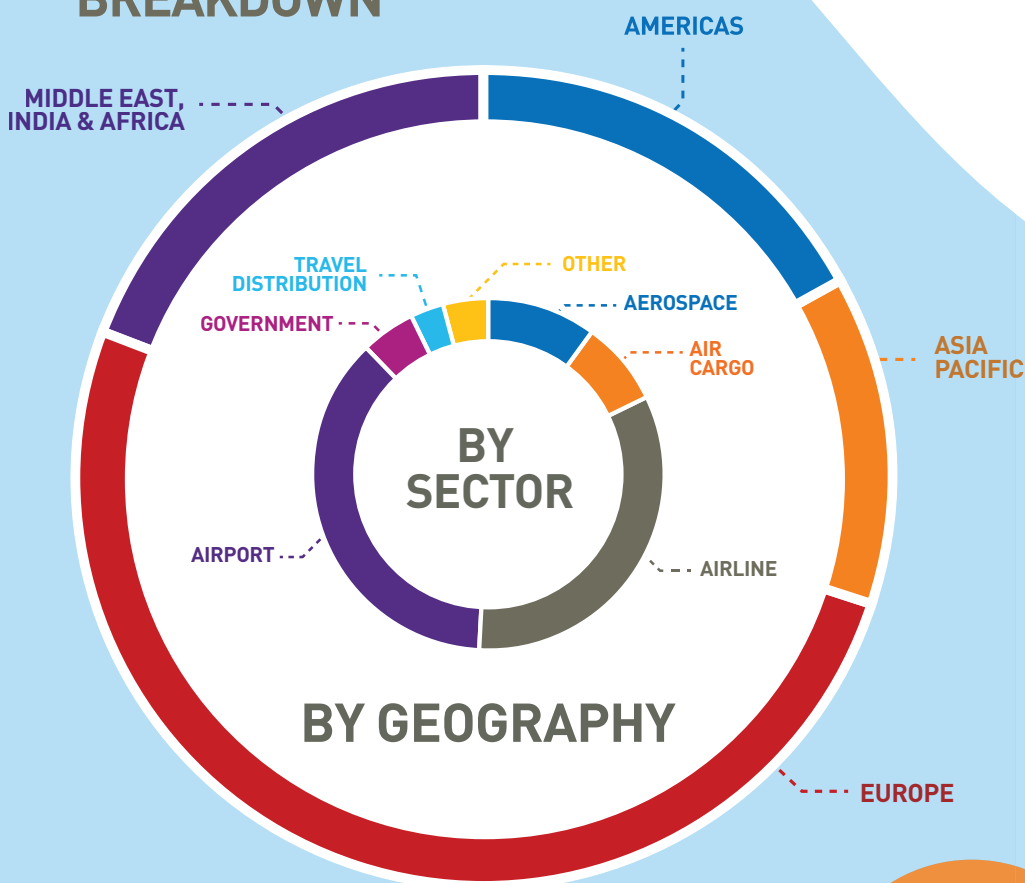
# SITA AT A GLANCE

## OUR PRESENCE



**350** SITES IN 140 COUNTRIES

## OUR BUSINESS BREAKDOWN



## OUR OWNERSHIP

**450**  
SITA MEMBERS

**14**  
SITA BOARD DIRECTORS

**40+**  
CIOS

**20**  
COMMITTEES

**34**  
SITA COUNCIL REPRESENTATIVES\*

\*Permitted number of Directors and Representatives

## FACTS AND FIGURES

**2,800**  
CUSTOMERS

**4,400+**  
EMPLOYEES

**200**  
COUNTRIES & TERRITORIES

**4**  
SERVICE DESKS

**2** COMMAND CENTERS

**1,000**  
AIRPORTS

**140**  
NATIONALITIES

**100+**  
SERVICE CENTERS

**13**  
SOFTWARE DEVELOPMENT CENTERS

**4**  
NEXT GENERATION DATA CENTERS

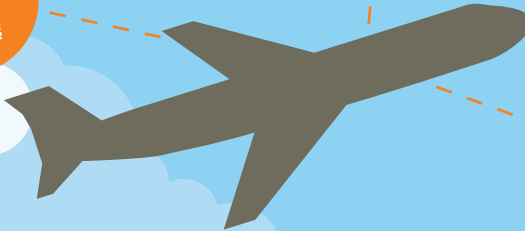
**70**  
LANGUAGES SPOKEN

## AIRCRAFT

**1,394**  
VHF GROUND STATIONS  
WORLDWIDE



**100**  
MILLION TYPE B  
MESSAGES CARRIED  
PER DAY



**13,500**  
AIRCRAFT USING SITA'S  
AIRCRAFT COMMUNICATION  
SERVICES

## AWARDS



**IT COMPANY OF THE YEAR,**  
Air Transport News 2013 Awards  
**AVIATION IT SERVICE PROVIDER OF THE YEAR,**  
African Airlines Association  
**PROJECT OF THE YEAR AWARD 2013 WINNER,**  
PMI Atlanta Chapter

## PASSENGERS

**5,500**  
SITA KIOSKS  
WORLDWIDE

**30,000**  
CUTE SYSTEMS  
IN USE WORLDWIDE

**126M**  
PASSENGERS BOARDED  
PER YEAR VIA HORIZON  
SYSTEM



**20 BILLION** BUSINESS AND MISSION-CRITICAL TRANSACTIONS HANDLED  
BY SITA EVERY YEAR FOR AIR TRANSPORT

## NETWORK AND INFRASTRUCTURE

**13,500**  
AIR TRANSPORT  
SITES CONNECTED  
BY SITA VPN  
NETWORKS

**15,000+**  
IP CONNECTIONS

**95%** OF ALL INTERNATIONAL DESTINATIONS  
COVERED BY SITA'S EXTENSIVE NETWORK

## INNOVATION

### R&D



INVESTING 5% OF  
REVENUES IN R&D

### PARTNERSHIP



SITA AND ORANGE BUSINESS SERVICES  
STARTED A SUCCESSFUL PARTNERSHIP IN 2001

### CLOUD



FIRST ATI COMMUNITY  
CLOUD LAUNCHED IN 2011

### FACEBOOK



FIRST AIRLINE BOOKING ENGINE  
INTEGRATED WITH FACEBOOK IN 2011

### MOBILE DATA



FIRST GLOBAL MOBILE  
DATA SERVICE BUILT IN 2011

### NFC



FIRST ATI NFC SOLUTION, SPEEDING PASSENGER ACCESS  
AND BOARDING VIA NFC-ENABLED SMARTPHONES IN 2012



# ABOUT THIS REPORT

This report covers the corporate social responsibility activities of the SITA Group from January to December 2013. At the end of the reporting period, SITA employed 4,457 people worldwide in 135 countries. The scope covers the following:

## **Social aspects**

- All SITA employees

## **Environmental aspects**

- All SITA employees, and employees of SITA's subsidiaries and joint ventures based in our offices where information is available for reporting

## **Economic aspects**

- The SITA Group

There are some limitations on available information to report. In a number of SITA locations, resource use and environmental data is not available. This is usually due to the tenant contracts where we lease premises. In some locations, employees of SITA's subsidiaries are co-located, so their energy use is included in the overall figures for SITA. However, these employee numbers are relatively small (around 100 in total).

In addition, SITA has employees at a number of airports around the world supporting our customers' operations. It is not possible to gather the relevant information at these locations.

In the case of information relating to our workforce, a number of countries have legal restrictions that prevent the collection and reporting of data. A small number of employees transferred to SITA Bureau Services in 2013 and, as they began the year in SITA, have been included in the scope of this report, but will be excluded in the 2014 report.

Information that is presented in this report is collated from our internal management systems, including SITA's environmental management system, HR systems and other information systems. There have been no significant changes regarding size, structure or ownership in the business since the last report.

The report has been developed using the Global Reporting Initiative framework, and reports to GRI Application Level C, as defined in the table shown opposite. This report also acts as SITA's Communication on Progress, as required by signatories to the United Nations Global Compact (UNGC).

SITA issued its first CSR Report in June 2013 at the Annual General Assembly in Brussels, for the January to December 2012 period. In the 2012 Report, the total direct and indirect greenhouse gas emissions chart on page 20 had the emissions from air travel omitted (although it was included in the text).



## DEFINING REPORT CONTENT

SITA is committed to producing an annual report on CSR. Following the publication the 2012 report, all SITA's Members were advised, and received the report in person (if attending the AGA) or via email link if not present. In addition, the report was posted onto the company website and intranet, the UNGC website, and shared via social media. No feedback was received from stakeholders.

The approach to scoping content for this report has been to identify material issues for SITA and stakeholders from sources including:

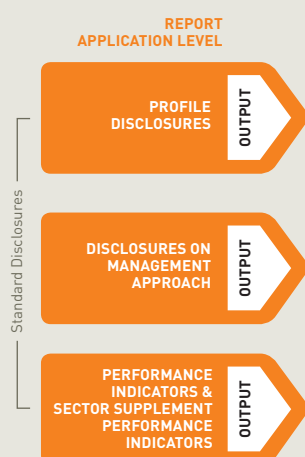
- Customer requests for information
- Responsible supply chain and code of conduct requirements
- International frameworks including the UNGC
- SITA's CSR strategy
- SITA's business strategy
- The CSR Executive Review Board and CSR Steering Group

As a service provider, the areas of significance are more focused on the business aspects including, but not limited to, those concerning customer satisfaction, operational excellence, employees and working practices, business conduct, responsible procurement, environmental impact and community engagement. The report is expected to be of interest to SITA's stakeholders, including Members, customers, employees and other parties.

When we use the term CSR, we refer to this definition:

"CSR is a concept whereby companies integrate environmental and social concerns in their business activities and in their interaction with stakeholders on a voluntary basis."

*[EU Green Paper on Corporate Social Responsibility, 2001]*



## ECONOMIC PERFORMANCE

For all financial information – including revenues, operating costs, employee compensation, retained earnings, payments to capital providers and governments, and coverage of the organization's defined benefit plan obligations – refer to the SITA Group Financial Statements for the same reporting period, January 1 to December 31, 2013. These are available on request from the Board Secretariat at SITA, after their approval at SITA's AGA on June 18, 2014.

## 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](mailto:csr@sita.aero), via the corporate website at [www.sita.aero](http://www.sita.aero), or through our social media channels at [www.sita.aero/socialhub](http://www.sita.aero/socialhub).

C	C+	B	B+	A	A+
Report on: 1.1 2.1 - 2.10 3.1 - 3.8, 3.10 - 3.12 4.1 - 4.4, 4.14 - 4.15	Report Externally Assured	Report on all criteria listed for level C plus: 1.2 3.9, 3.13 4.5 - 4.13, 4.16 - 4.17	Report Externally Assured	Same as requirement for level B.	Report Externally Assured
Not required		Management Approach Disclosures for each Indicator Category		Management Approach disclosed for each Indicator Category	
Report fully on a minimum of any 10 Performance Indicators, including at least one from each of: social, economic, and environment.**		Report fully on a minimum of any 20 Performance Indicators, at least one from each of: economic, environment, human rights, labor, society, product responsibility.***		Respond on each core and Sector Supplement* indicator with due regard to the materiality Principle by either: a) reporting on the indicator or b) explaining the reason for its omission.	

\* Sector supplement in final version

\*\* Performance Indicators may be selected from any finalized Sector Supplement, but 7 of the 10 must be from the original GRI Guidelines

\*\*\* Performance Indicators may be selected from any finalized Sector Supplement, but 14 of the 20 must be from the original GRI Guidelines

# OUR BUSINESS

Headquartered in Geneva, Switzerland, SITA is the world's leading specialist in air transport communications and IT solutions. SITA delivers and manages business solutions for airline, airport, global distribution systems (GDSs), government and other customers over the world's most extensive network, which forms the communications backbone of the global air transport industry. SITA has five main business divisions:

- Communications & Infrastructure Solutions
- Airport Solutions
- Passenger Solutions
- Government Solutions
- Aircraft Communications

SITA's portfolio of over 120 products includes managed global communications, infrastructure and outsourcing services, as well as services for airline commercial management and passenger operations, flight operations, aircraft operations and air-to-ground communications, airport management and operations, baggage operations, transportation security and border management, cargo operations and more. With a customer service team of around 2,000 staff around the world, SITA invests significantly in achieving best-in-class customer service, providing integrated local and global support for both its communications and IT application services.

SITA has three subsidiaries: OnAir, which is the leading provider of in-flight connectivity; CHAMP Cargosystems, the world's only IT company dedicated solely to air cargo; and SITA Bureau Services (SBS). In 2013, SBS was launched in partnership with Civil Air Navigation Services Organisation and Airways, offering a cloud-based invoicing, collection and revenue management services. SITA also operates a joint venture, Aviareto, which provides aircraft asset management to the air transport community.

SITA is one of the world's most international companies. Its global reach is based on local presence, with services for around 450 air transport industry members and 2,800 customers in over 200 countries and territories. Set up in 1949 with 11 member airlines, SITA today employs people of more than 140 nationalities, speaking over 70 different languages. Today it is the only global provider of information technology (IT) and communication services to the community that is owned entirely by its members. SITA had consolidated revenues of US\$1.63 billion in 2013.





## CORPORATE STRUCTURE

SITA's corporate structure comprises SITA SC, a Belgian co-operative, 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 co-operative. 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 SC and the certificate holders of the SITA Group Foundation. In practice, although SITA N.V. has two main shareholders, SITA SC and the SITA Group Foundation, they function as one governing body for SITA N.V.

SITA SC is wholly owned by its members. Shares in SITA SC 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 co-operative is variable rather than fixed.

## GOVERNANCE

The SITA Board (as a unitary structure) supervises the activities of the SITA Group to ensure its effective operations and reports to SITA Members at the Annual General Assembly. The Board comprises 13 Directors, including SITA's CEO, 4 Independent Directors, and 8 Member Directors – one of whom serves as Chair of the Board. A Member Director is defined as a Director who is affiliated with a Member organization at the time of appointment, while an Independent Director is not affiliated to a Member organisation at the time of appointment.

The SITA Board has two standing Committees: the Audit and Risk Management Committee and the Remuneration Committee, 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, while the Remuneration Committee advises the Board on matters relating to SITA-wide remuneration policies.

SITA's CEO leads a Senior Leadership Team, which takes responsibility for defining and setting SITA's strategy, policies, and organizational structure. The Senior Leadership Team comprises our most senior executives from across the business. Details on the team can be found at:

[www.sita.aero/content/senior-leadership-team](http://www.sita.aero/content/senior-leadership-team).

GOVERNANCE STRUCTURES	Number of independent Board Directors	Number of Member Directors	Percent men	Percent women
SITA Board	4	8	69.2%	30.8%
Audit & Risk Management Committee	1	3	75%	25%
Remuneration Committee	2	3	60%	40%
SITA Senior Leadership Team	Not Applicable	Not Applicable	92.9%	7.1%

SITA does not gather information on the age of members of its governing bodies.

## WORKING WITH THE AIR TRANSPORT COMMUNITY

SITA was founded on the principle of community in 1949, and this commitment remains today. Our unique position at the center of the air transport industry allows SITA to advance shared interests and address the needs of the community as a whole.

### COMMUNITY SOLUTIONS

Our expertise and experience – and the relationships we have with air transport industry associations, governments and customer groups – enable us to develop innovative solutions for community-wide issues. Our solutions ensure that IT systems work together through shared infrastructure and cost-effective use of technologies.

Increasing demand for information sharing, coupled with increasing dependency on online systems, make collaboration essential. SITA spearheads common-use technologies in addition to hosted solutions and open information technology (IT) standards.

Community solutions include:

- ATI Cloud
  - Communications and infrastructure
  - Baggage operations
  - Cargo operations
  - Aircraft operations
  - SITA Bureau Services
- and more.

## INDUSTRY ASSOCIATIONS

With close ties to industry associations such as the International Civil Aviation Organization (ICA), Airports Council International (ACI) and the International Air Transport Association (IATA) – and as a member organization ourselves – SITA drives industry-wide collaborative initiatives. We bring community stakeholders together to address the global challenges of our rapidly evolving industry.

Our engagement with industry associations includes working with those in:

- Aircraft communications
- Aerospace
- Flight operations
- Passenger and travel services
- Logistics

SITA works closely with each of the above in global, regional and national forums to advance industry interests and help solve community issues.



## INDUSTRY STANDARDS

We also have strong bonds with industry associations to define industry standards, including:

- **Aero-ID:** Aero-ID addresses barriers to wide-scale adoption of radio frequency identification (RFID) and other identification (ID) technologies in the aerospace sector.
- **SPEC2000:** SPEC2000 is an industry standard used by most of the world's airlines and aviation suppliers when ordering spare aircraft parts.
- **Type X:** Type X defines a new generation of ATN Messaging technology that is being adopted by the IATA Passenger & Airport Data Interchange Standards (PADIS) Board.
- **Air traffic control standards:** SITA has a leading role in developing standards for the air traffic control (ATC) sector, especially in the use of data links to aircraft, complementing voice radio communications and providing the foundation for new generation air-traffic management.

More information on our community solutions, industry associations and initiative is online at [www.sita.aero/community-partners/working-for-the-community](http://www.sita.aero/community-partners/working-for-the-community).

## STAKEHOLDER ENGAGEMENT

We listen to our members' needs, requirements, regional and cultural perspectives, and respond through:

- The SITA Council
- The SITA Board
- The SITA Annual General Assembly
- The Customer Advisory Board
- SITA user groups
- Participation in industry bodies and associations
- Development of industry standards
- Driving of, and participation in, industry initiatives
- Online feedback channels
- Customer engagement channels

With its membership representing over 90% of the world's airline businesses, the SITA Council is just about the most representative body there is for air transport. Along with the SITA Board and Members, the SITA Council uses its expertise and experience to tackle industry requirements and address future trends. SITA Members (through the SITA Council airline geographical group representatives) play a pivotal role in SITA's governance and also influence strategies, participating in SITA managed forums, committees and conferences.

For more on SITA's governance, and Council and Board members, see [www.sita.aero/about-sita/board-members](http://www.sita.aero/about-sita/board-members).



# CSR AT SITA

At SITA we recognize the importance of being a corporately and socially responsible organization. The changes that we make in our business bring benefits to our employees, customers and communities, and help us to be a better business. Our CSR Charter provides the foundation for our commitment to corporate social responsibility, and is supported by our CSR strategy:

- To integrate CSR practices into our business
- To manage our environment impact, and
- To provide value to our communities.

CSR Executive Review Board: Ian Riddell, SVP, Corporate & Technology Services; David Greaves, General Counsel; Astrid Warren, SVP, Human Resources, Arthur Calderwood, SVP Marketing.



## CSR CHARTER

Our CSR Charter sets out six guiding principles. Each of these principles is core to developing our long-term commitment to being a responsible business.

- **Reducing our environmental impact** by measuring, reporting and minimizing the use of energy and resources.
- **Conducting business responsibly** in compliance with applicable laws, and supporting fair, open and free competition.
- **Engaging with our communities** by addressing industry-wide issues for air transport, and acting philanthropically in the countries where we operate.
- **Supporting responsible supply chain practices**, and reviewing our supply chain for environmental and social performance.
- **Innovating** to create high quality products and services that meet the evolving needs of our customers, support their sustainability challenges and contribute to the future prosperity of society.
- **Enhancing the workplace** as a fair, diverse and equitable employer, providing professional developmental and learning opportunities in a safe working environment.

## CSR GOVERNANCE

Our CSR programme is managed by dedicated resource, with governance that helps us to define our strategy, vision, aims and approach. The CSR Steering Group is made up of representatives from across the business, and meets several times a year to propose targets and review progress. In addition, we have a CSR Executive Review Board, comprising key members of our Senior Leadership Team, who review and approve strategy and support integration of CSR throughout the business.

## UNGC

In 2013 we renewed our commitment to the United Nations Global Compact and have continued to use the guidance of the UNGC framework when reviewing our business processes and policies.

Our corporate policies ensure that business is always conducted responsibly and in compliance with all national and local laws in areas including labor, health and safety, anti-bribery and corruption, ethics and the environment. Local policies are in place in line with the specific requirements for each country.

## MEMBERSHIP

SITA has been a member of CSR Europe since 2010, and in 2013 participated in the European Business Campaign on Skills for Jobs initiative in Brussels, Belgium, sharing our work on social inclusion and skills for employability.

## ETHICS, ANTI-BRIBERY AND CORRUPTION

All SITA staff are required to undergo ethics training, with a rolling 2 year refresh. At the end of 2013, 92% had completed their training in the allotted time. New hires are required to complete their ethics training within 3 months of their start date, and reporting on the progress forms one of the annual indicators to the CSR Executive Review Board.

Information on SITA's Ethics Policy can be accessed by staff via the company intranet, together with a Q&A document and related policies such as Travel and Expenses Policies, and guidelines on Gifts and Hospitality. In addition, information about, and access to, SITA's Ethics Office is available to employees.

The Ethics Office is made up of the Heads of the Human Resources, Legal and Internal Audit departments, and meets regularly. Its role includes oversight of confidential channels for the reporting of ethics-related issues, ensuring the Ethics Policy is regularly reviewed, and promoting ethics training for staff. Ethics-related issues can be raised by staff through a reporting facility which allows matters to be raised anonymously if so required.

All issues raised are carefully reviewed by the Ethics Office and appropriately dealt with on a confidential basis.

SITA also has well-established policies dealing with bribery and corruption and the use of intermediaries and local agents. As a company operating in all parts of the world, a strong focus is maintained on this type of risk, and the highest standards of business conduct are expected of all staff. A committee made up of Senior Leadership Team members is responsible for monitoring compliance with these policies.

Mandatory training is in place for all managers, customer-facing staff, and for all staff in certain functions. At year end 95.8% of this group had completed the course. Course completion is regularly monitored, and the Senior Leadership Team is provided with lists of the names of staff who have not yet completed the course. If necessary this is followed up by individual communications from the CEO.

## RESPONSIBLE PROCUREMENT

SITA works with many suppliers around the world and operates with a clear Purchasing Policy and process. Supplier selection is based on the value for money principle. While price is important, we always consider quality, timely delivery, reliability, warranty, safety, security, CSR and after-sales services and support when making a procurement decision.

As a purchaser we always strive to pay our suppliers on time. We provide details on the company website on our terms and conditions, and provide contact information so that any finance queries can be raised quickly and easily.

In 2013, we issued a responsible supply chain survey to a number of our core providers that asked a series of questions on labor, human rights, environmental performance and business conduct. We received 24 responses (above our target for the year of 22) which represents around 30% of our total spend. No areas of concern were raised in the responses. We also asked suppliers to confirm that they had read SITA's Supplier Code of Conduct, available online at:

[www.sita.aero/content/supplying-sita](http://www.sita.aero/content/supplying-sita)

## CUSTOMER FEEDBACK

SITA runs a customer feedback first (CFF) initiative to track the satisfaction of our customers through a web-based survey which runs throughout the year. All employees share in the corporate objective for customer satisfaction. In 2013 the response rate from customers to the survey was over 50%. Overall for the business, 98.4% of customers are satisfied with SITA and 92.8% agree that 'SITA is a corporately and socially responsible organization'.



# OUR PEOPLE

SITA employs a workforce that is unique in its vast geographic, cultural and linguistic diversity, and which distinguishes us from many other companies. At the end of 2013 we employed over 4,400 people located in 135 countries, while providing services to around 200 countries and territories.

Of our employee population, 83% are based in locations spanning 20 countries, with the remaining 17% spread across 115 countries. Around 77% of our people are based in offices, with the remainder providing support at airports and customer sites, or permanently home-based. The breakdown of our workforce is shown in the charts on page 16.

## A SKILLED WORKFORCE

The company's long-term vision relies on a strong performance culture with a highly engaged and skilled workforce delivering value for customers – and success for SITA. Together with partners across the business, the HR team continues to work hard to attract, develop and retain the best talent from around the world to deliver SITA's growth.



**“BEING PART OF SITA LEGAL IS A PRIVILEGE. EVERY DAY AT WORK IS DIFFERENT AND THE CHALLENGES ONE HAS TO FACE ARE LIMITLESS. WHAT I ENJOY ABOUT WORKING AT SITA IS THAT I AM WORKING NOT WITH COLLEAGUES BUT WITH FRIENDS!”**

Gabriel Nguyen, Singapore

## 83% OF SITA EMPLOYEES ARE BASED IN THESE COUNTRIES

Americas	Asia Pacific	Europe	Middle East, India & Africa
Brazil	Australia	Czech Republic	Egypt
Canada	China	France	India
Mexico	Singapore	Germany	Jordan
United States		Ireland	Lebanon
		Italy	South Africa
		Switzerland	United Arab Emirates
		United Kingdom	



When considering candidates for positions, our focus is on the best fit for the role, and as such we do not have specific policies for local hiring. However, location is one of the considerations for both the candidate and the business, to ensure that a suitable work life balance is established.

During 2013 the business filled 716 roles globally. 30% of these were filled through successful internal moves, helping individuals achieve their career aspirations and demonstrating real business benefit by retaining their expertise within the organization. These moves may be functional or geographical. The organization recorded a voluntary attrition rate of 5.3%, a decrease of 0.8% against the previous year.

We have included gender information for the first time in this report. In 2013 women accounted for 20.3% of the senior positions in the company.

**"I HAVE JUST CELEBRATED MY 25 YEAR ANNIVERSARY AT SITA AND STILL ENJOY FINDING NEW OPPORTUNITIES AND FACING NEW CHALLENGES IN SUPPORTING OUR CUSTOMERS EVERY DAY."**



Laura Moore, Atlanta

#### STAFF BREAKDOWN BY CAREER STREAM



Customer Services 47.2%  
 Technical Development 7%  
 Customer Solutions 7%  
 Project Management 6.9%  
 Finance 6.7%  
 Sales 4.4%  
 Product Management 3%  
 Human Resources 1.7%

Other 1.5%  
 Administration 1.4%  
 Marketing 1%  
 Facilities Management 0.9%  
 Legal 0.6%  
 General/Business Management 0.6%

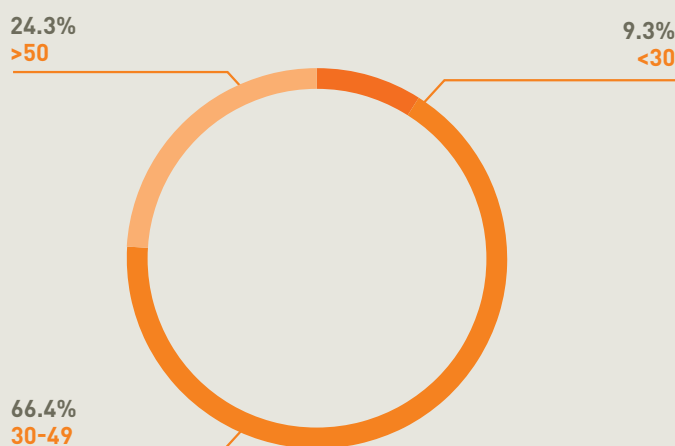
#### EMPLOYEES BY LOCATION



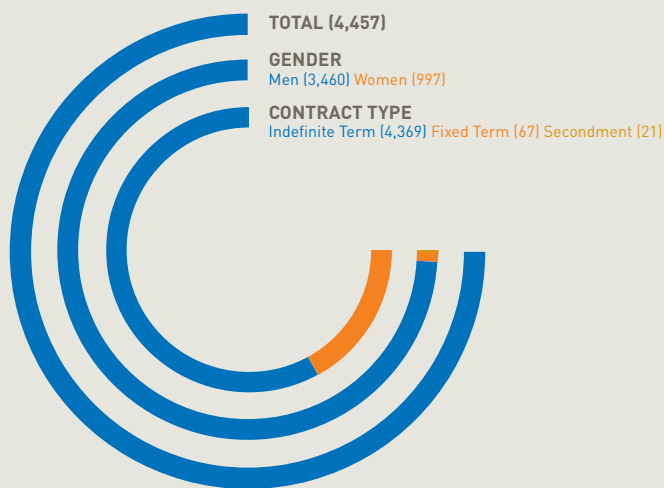
#### EMPLOYEES BY GENDER



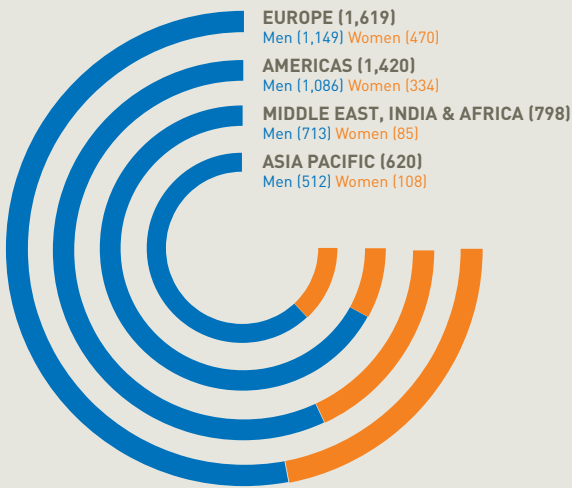
#### EMPLOYEES BY AGE GROUP



## TOTAL WORKFORCE BY GENDER AND CONTRACT TYPE



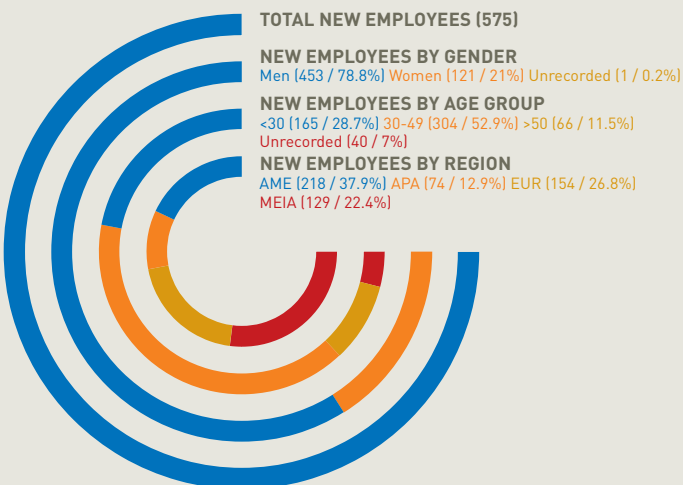
## TOTAL WORKFORCE BY GENDER, BY REGION



## EMPLOYEE TURNOVER BY GENDER, AGE GROUP AND REGION



## NEW EMPLOYEES BY GENDER, AGE GROUP AND REGION





Rishi Somaia, London

**“THE LAST 4 YEARS AT SITA HAVE BEEN A CHALLENGING AND EXCITING ADVENTURE. THE PEOPLE ARE WHAT MAKES SITA A GREAT PLACE TO WORK. TOGETHER, WE STRIVE TOWARDS CREATING SUCCESS THROUGH COMMITMENT, COMMUNICATION AND COLLABORATION. BEING PART OF THE TALENT ACQUISITION TEAM, I AM PROUD TO MAKE A VALUABLE CONTRIBUTION IN HELPING TO GROW THE SITA FAMILY!”**

## DIVERSITY AND EQUAL OPPORTUNITY

SITA is committed to equal opportunity and strongly opposes any form of direct or indirect discrimination, harassment or bullying on the grounds of gender; ethnic or national origin; class; colour; age; sexual orientation; gender reassignment; disability; marital or family status; religion and religious beliefs; employment status; or HIV status.

Our equal employment opportunity policy applies to all employment practices and actions including, without limitation, recruitment, application process, examination and testing, hiring, training, disciplinary actions, rate of pay or other compensation, advancement, classification, transfer, reassignment and promotions.

We do not discriminate on membership or non-membership of a trade union, and 13.6% of our total workforce are covered by collective bargaining agreements. This represents 18 countries.

We do not capture minority information about our employees as standard, and we operate in line with the restrictions on data gathering of personal information as specified by each country.

## EMPLOYER EQUITY IN CANADA

In 2013, SITA's operations in Canada launched an employer equity program covering all offices. Around 60% of the 265 Canadian employees completed a self-identification survey, and the overall response to the initiative has been positive. The program committee received a high level of interest from participants, and 13 representatives attended the first meeting, including those from visible minorities, women and persons with disabilities across our different Canadian locations.

Throughout the year further activity has taken place, such as local meetings to brief staff on the employer equity program, the creation of a dedicated mailbox, and regular communications on progress.

In addition, the program committee has developed a strategy for implementing the employer equity initiative, including a review of building accessibility, creation of diversity maps to enable employees to pin their country of origin to show our global diversity, and ensuring diversity and equal opportunity is highlighted in our career postings, and tracked for candidates.

And, relationships have been established with representatives from Aboriginal groups and Persons with Disabilities organizations to establish ways of reaching this designated group as candidate pools for open job postings.

Further plans include organizing learning sessions on inclusion and diversity for Canadian employees, and developing an internal mentoring program/career-sharing program for Women at SITA in Canada (employee and management roles in IT).

## HUMAN RIGHTS

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 the company. Our responsible supply chain questionnaire references human rights – specifically in the areas of non-discrimination and harassment, child labor and human rights, and sourcing from conflict countries – and instances of penalties or fines related to social issues. To date we have received no responses that have given us concern.

We do not consider there to be any risk of child labor, forced or compulsory labor, or loss of freedom of association and collective bargaining in any of our operations. Our premises are secure, and sited in safe locations. We employ no extraordinary security personnel to ensure the physical safety of our staff.

Human rights is referenced in a number of the courses available to employees, and amounts to 7,229 hours of training, with just over 40% of employees undertaking training in this area in 2013.

In India SITA has established a sexual harassment policy and complaints committee to deal with any concerns ahead of impending law changes. The committee comprises three women and two men and is headed by a woman, in line with the guidelines due to come into force. All employees in India have been notified of the policy, the committee, and the requirements on behaviour, and have been reassured that any complaints will be handled promptly and thoroughly.

SITA's office in Atlanta recognized International Women's Day in March as a time to inspire, appreciate and celebrate the achievements of women with a special event. Three guest speakers spoke to a group of around 50 of our female employees on health, nutrition and strength training.



**“EARLY ON IN MY SITA CAREER I HAD THE OPPORTUNITY TO MOVE FROM THE UK TO A ROLE IN NEW YORK, USA. THAT EXPERIENCE WAS TREMENDOUSLY BENEFICIAL; I WAS ABLE TO DEVELOP NEW SKILLS, MEET SOME AMAZING PEOPLE, AND ALSO TO SEE SITA FROM A DIFFERENT PERSPECTIVE. AN INTERNATIONAL TRANSFER WITHIN SITA WILL BE A REWARDING EXPERIENCE FOR ANYONE BUILDING A LONG TERM CAREER IN THE COMPANY – AND IS A GREAT WAY TO SEE ANOTHER PART OF THE WORLD.”**

**Steve Adolphus, London**

## TRAINING AND DEVELOPMENT

Everyone in SITA benefits from clear job descriptions, objectives, and regular performance and development reviews. All our positions are mapped to SITA's Career Framework – and the professional streams within it – providing detailed descriptions of each role and career paths for employees.

All employees have access to our online Learning Management System – The Learning Portal – which hosts a wide variety of training on demand. In addition, access is provided to thousands of online books, research reports and best practices through Books 24/7 Online. We also provide training in a number of air transport specific areas – ensuring that our people have everything they need to know about our industry at their fingertips. Throughout 2013, over 62,000 training hours were recorded, representing a 25% increase on the previous year.

Our HR team's focus remains on actively supporting and investing in training and development linked to business needs. Additional skill development programs in 2013 included:

- A Sales Excellence program to realize the potential of SITA's portfolio.
- Internal and industry-led product and portfolio management training.
- A stakeholder management program for customer facing project managers, and more.

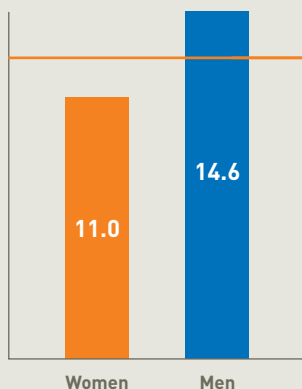
In 2013 SITA continued to invest in developing its current and future leaders. SITA's Management and Leadership Excellence program ramped up during the year, with 20 leaders taking part in a management program for future leaders, and 80 managers taking part in a program for high performing people managers. Continuing through 2014, the programs will be expanded to provide core management skills development for all of our people managers.

All employees have regular reviews, an annual appraisal, and a career development plan. In addition, managers are encouraged to hold monthly 1-2-1 sessions with their employees to review progress and to ensure that employees fully understand how their role contributes to SITA's overall performance and what is expected of them. This provides a scheduled opportunity for feedback, and a platform to raise concerns. With around 49% of employees having a remote manager, this is an important part of the manager's responsibility.

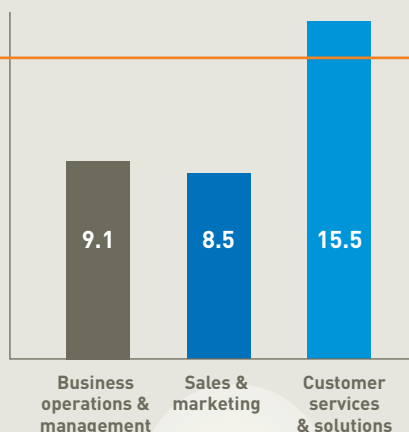
SITA has a pay-for-performance culture that differentiates employee rewards relative to overall individual performance. Over the past year SITA has made significant investment in employee reward, reflecting a commitment to competitive remuneration in markets where the company operates.

Upward feedback is a formal opportunity for employees to provide their line managers with constructive feedback about their people management skills. Overall participation increased from 54% in 2012 to 63%.

**AVERAGE NUMBER OF TRAINING HOURS PER YEAR BY GENDER**



**AVERAGE NUMBER OF HOURS OF TRAINING BY EMPLOYEE CATEGORY**



**13.1 Overall**

**EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS, BY GENDER**

<b>Total</b>	<b>84.1%</b>
Men	84%
Women	84.8%





## ENGAGING WITH OUR PEOPLE

We engage our employees through a number of channels, including our corporate website, intranet and social media. Our monthly employee newsletter, Together, gives updates on our business, products and services, volunteering, and highlights the team of the month. In addition, we hold quarterly employee briefing calls with our Senior Leadership Team as well as regular business briefing calls locally. Throughout the year a number of sessions that give employees the opportunity to meet the executives in an informal setting take place at different locations around the world, and these have been well received.

We give our workforce an opportunity to feedback through an Employee Survey. The survey looks at a number of areas that drive employee engagement, including questions related to Customers, Development, Leadership, Vision and Strategy, My Manager, My Workgroup, and Reward and Recognition.

There are also questions that give employees the opportunity to provide feedback on the Senior Leadership Team. Responses are anonymous, and employees are encouraged to be open and candid with their feedback. The results form the basis of initiatives for senior managers across the business, and each of them is charged with defining actions to be driven personally.

The employee survey takes place annually and last year drew an average response rate of 77% across the business, and noted an improvement on the previous year's ratings. Some 200 managers received enhanced reports with the ability to benchmark against external norms. The results of the survey are used to drive improvement programs in areas of need and to share knowledge between teams on best practice management.

In March our Montreal office took part in International Employee Appreciation Day to recognize the efforts of our people. Throughout the day the management team took on the role of 'shoe shine masters' – polishing the salt and dust off of employees' winter footwear, and served up laughs and chocolate cake to staff – ensuring they had a day to remember.

## SITA'S VALUES

Everything we do at SITA is guided by an explicit set of values. We call these our aCtive values and they are at the heart of who we are and how we work.

### ACT WITH INTEGRITY

We uphold the highest standards of professionalism and ethical behavior

### CUSTOMER FIRST

We focus on our customers' needs

### TEAMWORK & RESPECT

We work as a team and treat others with openness and respect

### INNOVATE

We generate new ideas and creative solutions

### VALUE CREATION

We deliver results that create value

### EMPOWERMENT & ACCOUNTABILITY

We take ownership and are accountable

While we expect everyone at SITA to live by these values, very often our people go 'above and beyond' what is expected of them. The Values in Action (VIA) award is one way for us to recognize those people who make a difference and actively demonstrate our values. Examples include outstanding teamwork, customer focus, and responsiveness. It is a successful program and since its inception several years ago has seen many staff across the world recognized and thanked for their contribution to the business.

**"OUR VALUES ARE AT THE HEART OF WHO WE ARE AND HOW WE WORK. EVERYONE AT SITA IS EXPECTED TO LIVE BY THESE VALUES ON A DAILY BASIS TO ENSURE THAT OUR CUSTOMERS AND COLLEAGUES EXPERIENCE THE BEST OF SITA – EVERY DAY."**



Derek Smith, London

# SITA AND THE ENVIRONMENT

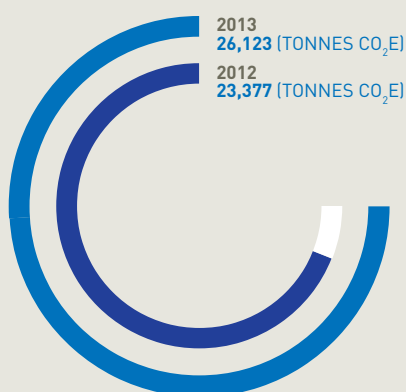
## SITA AND THE ENVIRONMENT

SITA has identified its major environmental impacts as air travel and normal business operations. Emissions from business air travel account for 71% of the total. Since 2012, we have been able to record around 85% of CO<sub>2</sub> emissions, from data supplied by our corporate travel providers.

The remainder of emissions result from our normal activity in our offices, including heating, ventilation, air conditioning and energy use. Energy use and emissions data from our operations has been captured over several years, with the number of locations slowly expanding. Currently we record energy data in 20 sites that account for just over 67% of our office-based employee population.

Our employees are widely dispersed around the globe, and as a result we are not able to capture data from all sites. This is due to the nature of premises where we are located. For example, 20% of our staff are based at airports where we are not able to collect energy use data. In the majority of our premises, we are co-located with other companies as tenants, and utility bills are often split proportionally if the site does not have individual metering.

### TOTAL INDIRECT GREENHOUSE GAS EMISSIONS BY WEIGHT (TONNES CO<sub>2</sub>E)

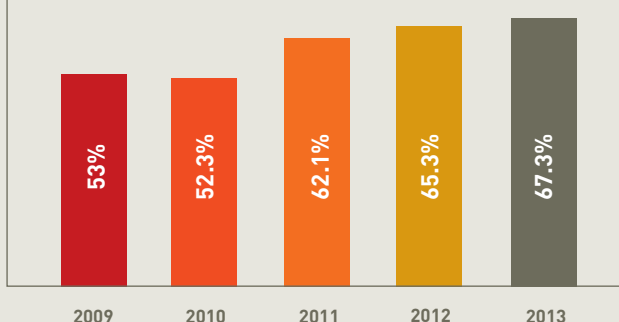


Environmental measurements are normalized by calculating energy use per employee and per square metre, and emissions per employee. This enables us to compare year on year figures and identify trends. Some of SITA's sites also house computer rooms or data centers which are on the same metering system, so variances in the data are visible with a pattern of high use and low use locations evident. We are also able to track energy use by region.

Overall energy use was slightly higher than the previous year with a 1% increase. Part of this was due to seasonal weather fluctuations in a number of locations that led to an increase in building energy used to either cool or heat the offices. Meanwhile, employee numbers increased by around 3.5% over the year.

Total indirect emissions for the business (where recorded) amounted to 26,123 tonnes CO<sub>2</sub> equivalent (CO<sub>2</sub>e). This represents an increase over 2012 and is mainly due to an increase in the amount of air travel taken by our employees on behalf of the business. Indirect emissions from air travel accounts for 10,912.4 tonnes CO<sub>2</sub>e in 2013. This is an essential part of our operational activity and, given the breadth and depth of our customer base around the world, will continue to represent the majority of our environmental impact.

### PERCENT OF EMPLOYEE POPULATION (IN OFFICE LOCATIONS) WHERE ENERGY USE IS MEASURED



**INDIRECT ENERGY CONSUMPTION  
BY PRIMARY SOURCE (KW/H)**

2011	27,419,707
2012	27,300,087
2013	27,583,712

We do not measure employee travel to and from work. However, a number of SITA locations encourage employees to use public transport and assist employees by providing a transportation allowance to employees who do not use their cars to travel to work. In other locations shuttle buses are provided to transport staff between stations and the office, to make the use of public transport more appealing.

As part of our business, we provide equipment to our customers around the world. In order to make the process as efficient as possible, and to mitigate the environmental impacts, equipment is bought locally in many locations and shipped direct to the site where it will be used or to the nearest SITA workshop. The transport methods are usually air freight or vehicle, and the deliveries will be grouped by the distributor in order to maximise delivery capability.

One of our major suppliers is Hewlett Packard, a company with a strong environmental program in place that includes the use of lifecycle assessment, 100% recyclable packaging and a focus on choosing product transport options that decrease fuel use and associated emissions. Other suppliers to SITA have also implemented environmentally responsible product initiatives. At present we capture this information only as part of our responsible supply chain programme, and not as a product specific initiative.

**TOTAL DIRECT AND INDIRECT GREENHOUSE GAS  
EMISSIONS BY WEIGHT (TONNES CO<sub>2</sub>E) BY REGION**

	2011	2012	2013
Americas	9,673	9,438	9,659
Asia Pacific	2,918	3,087	2,992
Europe	1,642	1,624	1,678
Middle East, India & Africa	808	825	882

When shipping our own kiosks, the physical design is such that they can be packed two per pallet – thereby reducing the amount of space needed and making the transportation process more effective. In addition, recycled cardboard and sustainable timber are used in our packaging.

As yet we are not collecting water or waste information. In 2014 we aim to start collecting water information where possible, but waste information remains a challenge as the separation and measurement of waste is not conducted in shared premises.

The energy use and air travel information is recorded in our environmental management system, allowing us to calculate emissions and track progress. The emissions as a result of energy use have been calculated using the UK Government's Department for Environment, Food & Rural Affairs (DEFRA) figures from 2011, using the energy mix as defined for each country where the energy is used.

In 2013 SITA received ISO 14001 (Environmental Management Systems) certification for our Rome office. The adoption of the ISO standard has been part of our long-term CSR strategy and will be followed by other locations in 2014 onwards.

We share information with our employees on our energy use through the intranet via a direct link to charts from the environmental management system for the sites where we capture data.



## CLEAN UP AND GREEN UP!

In November our London office in Hayes ran a big clear up week. The initiative challenged employees to open up cupboards and sort out the contents for reuse, recycling or safe disposal. Collection points were set up on each floor for different items, and extra recycling bins were brought in. By the end of the week, 100 mobiles had been collected for recycling, as well as 27 computers and other IT equipment. Almost 100 bags of paper and waste were collected too.

Among the other items gathered was an assortment of stationery that was donated to the local Young Men's Christian Association and a box of magnifying glasses that were gratefully received by the Local Hayes Age Concern group.

Employees were incentivized with a supply of cakes and new SITA mugs, helping to reduce the number of paper cups that are used. The initiative will be repeated at further locations in 2014.

## EVERYDAY ENVIRONMENTAL ACTIVITY

Among the environmental initiatives we have in place are recycling collection points in many of our offices for items including paper, batteries, polyethylene terephthalate (PET) bottles, and toner cartridges. Around 70% of our employees are in locations that support paper recycling.

To limit the impact of activities such as printing, we have implemented multifunction printers in a number of major sites. These allow documents to be stored and only released for print when someone enters a personal identification number, thereby reducing unnecessary print waste. The use of multifunction devices also reduces the number of personal printers and the associated consumables and energy use.

We buy paper for our copiers and printers that is Forest Stewardship Council (FSC) certified in the majority of our offices, and when setting up new workstations, we configure the print to be double-sided.

We manage our own corporate IT carefully, buying energy efficient equipment: all our current corporate standard laptops and desktops are EPEAT Gold and Energy Star certified. We have seen the energy requirements of standard office IT equipment decreasing, with laptops showing a 17% reduction and desktops a 10% reduction in power consumption in watt hours since 2010. And we strive for improvement with every equipment update.

At end-of-life our IT equipment, including computers, monitors and mobile phones, is recycled using carefully selected providers that meet our environmental compliance requirements. From 2014 we will start to track and measure this activity.

SITA uses motion sensitive light detection and timers to reduce the energy used by lighting in its premises, and we work with our cleaning and security staff to ask them to turn lights off as they complete their rounds in the buildings. Around two-thirds of office-based employees are in a location where energy saving practices for lighting are taking place.

As we do not have metering or exact usage amounts in place in all locations, it is difficult to identify exact reductions in energy use achieved as a result of efficiencies. However, despite a 3.5% increase in employee numbers during the year, overall energy use was up only 1%.

As stated, air travel accounts for a major proportion of our environmental impacts. We also encourage the use of videoconferencing and audioconferencing technology in our business, and around 58% of employees have access to our videoconferencing rooms. Since 2009 we have seen an overall increase in the use of videoconferencing of 23.5%. However, in 2013 we noted a decline. This may be due to increased use of desktop-based web conferencing that is currently not tracked.



## SUSTAINABLE AVIATION

SITA was the first major IT services provider to sign the Aviation Action Commitment on Climate Change, showing our commitment to environmental issues in our industry.

A number of our products and solutions contribute to efficiencies that support our customers' sustainability aims, and the overall environmental impact of the air transport industry in areas such as fuel savings – leading to reduced emissions. They include:

- **FMS Wind Uplink:** This service constantly updates key Flight Management System (FMS) calculations, so the airline can adjust flight plans according to changing wind and weather conditions, enabling the aircraft to use fuel as cost effectively as possible. During trials, Wind Uplink delivered savings of up to 600 kilograms of fuel on a single flight sector.
- **Weight and Balance:** SITA's Weight and Balance is an industry leading load planning and distribution tool for airlines and ground handlers. It is able to prepare any aircraft type for flight dispatch, and can deliver fuel cost savings by utilizing optimal fuel efficiency and load balance.
- **Advance Weather Service:** Our partnership with the UK Met Office to develop a better weather forecasting tool – Advance Weather Service – allows airlines and airports to reduce time and fuel wasted by predictable bad weather.
- **Mobility solutions:** We're bringing tablet devices to pilots and cabin crew – giving them instant access to charts, documents and passenger information. By removing the need for heavy paper manuals on each flight weight reductions can be made – contributing to fuel savings and lessening emissions.
- **Aircraft Operational Communications:** SITA's Aircraft Operational Communications service creates the link between the aircraft and the ground. Fuel savings as a result of using departure clearance over Aircraft Communications Addressing and Reporting System (ACARS) instead of over voice yield approximately US\$300,000 in savings per aircraft year. Using the same data, 1,800kg of fuel can be saved on a single sector by sending updated wind information via ACARS inflight.
- **Kiosks:** SITA's AirportConnect S3 and WorldTracer kiosks are manufactured using fewer raw materials, minimal plastics, and energy efficient power processors and hard drives. Both kiosks are lightweight with a small physical footprint – making it lighter to transport.



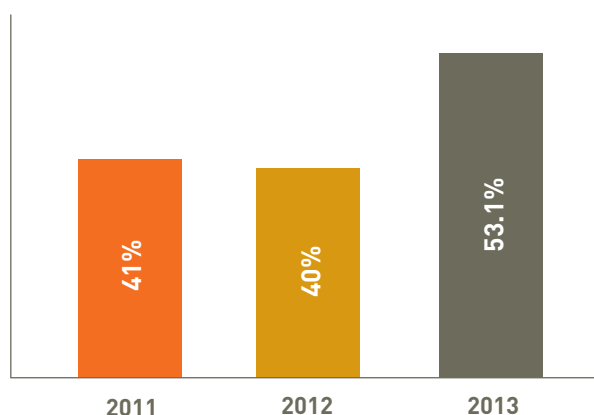
# SITA AND THE COMMUNITY

SITA's truly global presence is one of the unique aspects of our business. This, together with the enthusiasm and dedication of our employees, means that we are able to make a real difference to local communities through our volunteering program. Called SITA VIVA – Value in Volunteer Action – the program was established in 2011 to enable all SITA employees to take a day's paid volunteering leave.

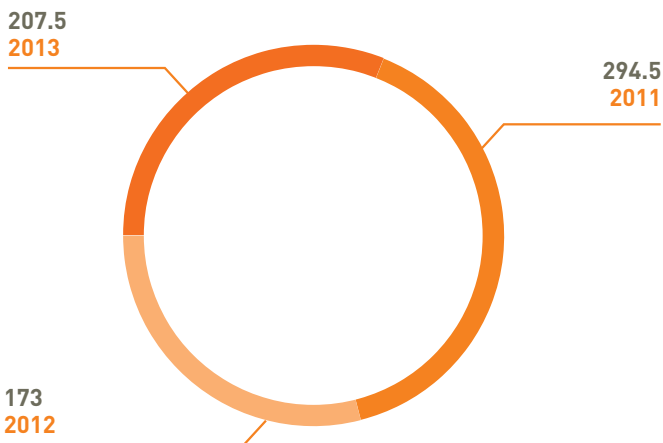
Local VIVA committees identify charities, organizations or projects that would benefit from support, and put in place their own plans to get involved. That support can include fundraising, hands-on support or knowledge sharing. Each project often has very distinctive needs based on where they are in the world, and by having a regional approach to volunteering we can be sure that our people can provide the help that's needed most.

In total employees in 18 countries booked 207.5 volunteer days in our people management system. That represents 53% of our operations, including airports, or 68% of office-based operations.

## PERCENTAGE OF OPERATIONS WITH IMPLEMENTED LOCAL COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS, AND DEVELOPMENT PROGRAMS



## NUMBER OF VOLUNTEER DAYS TAKEN BY SITA EMPLOYEES



## VOLUNTEER DAYS TAKEN BY SITA EMPLOYEES BY REGION

	2013
Americas	127.5
Asia Pacific	19.5
Europe	54.5
Middle East, India & Africa	6



## AMERICAS

SITA staff in the Americas renewed and expanded their commitment to good causes in 2013, logging thousands of volunteering and charitable fundraising hours throughout the year. Moving south to north, here are some highlights from this busy VIVA region.

In July staff from SITA's São Paulo office joined GRU airport colleagues to donate blood for "Fundação Pró-Sangue" (Pro-Blood Foundation). Later in the year our Rio de Janeiro staff devoted considerable time and energy to Brazil Children's Month activities. In the first phase of the 2013 campaign Rio staff collected over 700 toys for children with special needs. In a second phase staff donated food, cleaning materials and building supplies for the reconstruction of an orphanage devastated by fire.

**"SITA IS A COMPANY THAT TRULY INSPIRES EMPLOYEES TO BE BETTER CITIZENS IN THEIR LOCAL COMMUNITIES. SMALL ACTIONS GAVE US TIME TO REFLECT. DURING OUR VIVA DAY WE LEARNED HOW GOOD OUR LIVES ARE AND HOW EASY IT IS TO MAKE SOMEONE ELSE AS HAPPY. WE LEARNED WE CAN CHANGE SOMEONE'S LIFE."**



**Fabiana Schvarcz Galego, São Paulo**

In October a team from SITA's Mexico City office spent a day sorting and packing donated supplies at the Mexican Red Cross National Donations Center, a distribution hub providing disaster relief following hurricanes earlier in the year. Thanks to their hard work, nearly 1,000 families have the sanitation and other basic supplies they need to rebuild their lives.

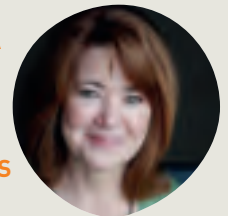
For the third year running a team from SITA Dallas took a Christmas-themed volunteer break, spending the day at Denton State Supported Living Center wrapping and sorting holiday gifts for residents.



Our Atlanta charity committee was busy throughout the year with a full roster of community events, starting with United Way Shoebox Project Collection Challenge, an Atlanta-wide community service project that collects toiletries and fills shoeboxes to donate to homeless women and children. Thanks to their efforts more than 250 people in the most difficult circumstances received essential items for daily living.

Food was an important giving theme in 2013. Families staying at the Peachtree Dunwoody Ronald McDonald House in Atlanta received some special treats baked by our SITA staff on a volunteer cookery visit. And two Atlanta teams took part in raising funds and preparing packed lunches for the MUST Ministries Summer Lunch Program, making sure that every weekday children have a nutritious meal throughout the summer vacation period.

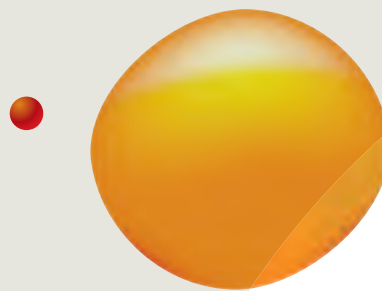
**"THE PASSION SHOWN BY SITA'S ATLANTA STAFF TOWARD THE LOCAL COMMUNITY HAS BEEN INCREDIBLY UPLIFTING. WHETHER IT'S WORKING WITH WOMEN IN SHELTERS, PREPARING SUMMER LUNCHES FOR KIDS, MENTORING STUDENTS, OR DONATING TO THE ANNUAL FOOD DRIVE, PEOPLE DO NOT HESITATE TO GO THE EXTRA MILE TO HELP."**



**Laura Corcoran, Atlanta**







A number of activities also centered around sport and recreation. Some 27 SITA Atlanta employees, family, and friends participated in the annual Kaiser 5K Run/Walk in September, raising funds for the 'Atlanta Community Food Bank', 'Back on My Feet' and the 'Atlanta Braves Foundation'. Also in September SITA Messaging software development volunteers ran a Professional Golfers Association tournament refreshments stall, donating their wages for the day to the Georgia Center for Child Advocacy. SITA was top sponsor once again at 'Strike the R Word', the Special Olympics Georgia (SOGA) bowling event and fundraiser. A group of SITA Atlanta employees and family members took part in the event, raising US\$1,350 towards the grand total of US\$9,021. And SITA Atlanta's first paintball event in aid of the 'Pets for Vets' organization took place in November and was a huge success, involving 42 employees and raising a total of US\$1,550.

**"THE VIVA PROGRAM NOT ONLY ALLOWS US TO GIVE BACK TO THE COMMUNITY, BUT WE'RE ABLE TO COME TOGETHER AND WORK AS A TEAM FOR SOMETHING WE BELIEVE IN. WE HAD THE BEST TIME COMPETING AGAINST EACH OTHER LAST YEAR DURING THE PETS FOR VETS PAINTBALL EVENT, AND WE'RE STILL TALKING ABOUT IT AT THE WATER COOLER!"**

Karen Stack, Atlanta



The SITA Com-Net team in Miamisburg, Ohio decided to do something really big for Christmas. In two weeks they raised US\$8,925 and set to work renovating the home of a local family of five in difficult circumstances. Around 25 employees used their VIVA volunteer day to complete work on the house which included building a deck, replacing doors, plumbing and heating repair, new shelving, flooring, paint and much more.

In honor of Earth Day on 22 April 2013, SITA employees in Montreal gave back to the planet with a fun and unique SITA VIVA activity aptly named 'VIVA Mother Earth!' In collaboration with local environmental organization Eco-quartier Peter McGill, 18 Montreal employees cleaned up a 1km quadrant in Montreal's downtown area and planted a variety of flowers, shrubs and seedlings to beautify the city streets throughout the year.

'Giving brightens lives' was the name of this year's SITA Montreal campaign for Centraide. On November 28 the campaign came to a close, with SITA employees contributing a total of CAD\$9,963 this year through raffle sales and direct donations. SITA staff have contributed a total of CAD\$104,963 to Centraide since 2001, a long commitment and a huge boost to the more than 370 community and social agencies in the Montreal area which Centraide provides for.

**"IT HAS BEEN AN HONOR TO TAKE PART IN THE 2013 CENTRAIDE CAMPAIGN AT THE SITA MONTREAL OFFICE. THE CAMPAIGN MARKED AN IMPORTANT MILESTONE FOR SITA EMPLOYEES, FOR THE FIRST TIME SURPASSING THE CAD\$100,000 MARK IN OVERALL CONTRIBUTIONS TO CENTRAIDE, AN ACHIEVEMENT WE ALL AT SITA CAN BE PROUD OF! THE 2013 CAMPAIGN IS ALSO A TESTAMENT TO THE STRONG SITA VALUES TOWARDS OUR COMMUNITY, SHARED BY ALL THOSE AT SITA AND THOSE THAT HAVE JOINED US OVER THE LAST YEARS AS EMPLOYEE CONTRIBUTIONS TO CENTRAIDE GO AS FAR BACK AS 2001."**



Ibrahim Houhou, Montreal





## EUROPE

SITA's London charity committee organized a full calendar of events in 2013 to raise funds for their nominated charity Christopher's Smile. Starting with an Easter raffle and continuing to another successful Summer BBQ & Fete and finally to a Christmas Fair and raffle at the end of the year, the campaign netted over US\$11,100 to help discover and fund new cancer treatments for children.

Over the holidays SITA Godalming took part in Eagle Radio Christmas Toy Appeal in aid of under-privileged children in the community. In just 10 days staff donated a large selection of brand new toys for less fortunate local children, making Christmas just that much warmer for everyone.

Moving outdoors now, two teams from London put their volunteer days – and their muscles – to good use helping to clear vegetation and improve animal habitats for the local Wildlife Trust at Minet Country Park in Hayes near Heathrow and at the Willow Tree Center, a popular outdoor centre for guides, scouts and other youth groups.

In July and August SITA London welcomed young people from the Challenge Network to share with them a little bit about working life, some advice on communications and branding, and hear them pitch their excellent ideas for real community campaigns they worked on through the summer.



**"SITA ARE A FANTASTIC PARTNER FOR THE NATIONAL CITIZEN SERVICE WITH THE CHALLENGE. THEY HAVE OFFERED US THOUGHT-PROVOKING VISITS FOR OUR LOCAL YOUNG PEOPLE AND PROVIDED EXCELLENT CONSTRUCTIVE FEEDBACK ON THEIR LOCAL CAMPAIGNS THAT AFFECT THE BOROUGH. BASED ON CONTENT SCORES AND FEEDBACK FROM THE PROGRAMME, SITA ARE QUITE EASILY IN THE TOP THREE PARTNERS WE WORK WITH IN HILLINGDON. AND ON TOP OF ALL THAT, THEY VOLUNTEERED THEIR TIME TO MENTOR OUR YOUTH BOARD AND RAN A BRILLIANT SESSION ON GETTING THEIR HOMELESSNESS CAMPAIGN MESSAGE REFINED AND OUT THERE."**

**Stephen Piscopo, Senior Assistant Programme Manager, The Challenge**





Staff from our Geneva office spent their volunteer day at the Pro Natura Reserve in nearby Meyrin, removing weeds, thinning saplings and plants, and clearing gullies. This is the second year that SITA Geneva has supported the nature reserve.

Towards the close of the year the Swiss VIVA charity committee organized a successful children's toy and clothing collection for Caritas, a local charity supporting people in need. Also during the Christmas period a group of Geneva colleagues joined forces to raise CHF1,445 and spent the day preparing a free spaghetti meal service for 150 people in need.

**"ALLOW ME TO SAY THANKS TO SITA FOR PERMITTING STAFF TO TAKE TIME TO GET INVOLVED IN VOLUNTEER ACTIVITIES UNDER THE VIVA INITIATIVE. I WAS ONE OF THE SITA GENEVA TEAM THAT HELPED AT A LOCAL SOUP KITCHEN AND I HAVE TO SAY I GAINED SUCH A LOT FROM THIS EXPERIENCE. THANKS FOR MAKING VOLUNTEERING EASY FROM AN ADMINISTRATIVE STANDPOINT, AND I LOOK FORWARD TO FURTHER ACTIVITIES IN THE YEARS TO COME."**



Peter Cowan, Geneva

Volunteers from our Amsterdam office supported a full day out at Schiphol Airport for a group of children with serious illnesses. The day included fire fighting, an A380 take-off, a turn on the flight simulator and more.

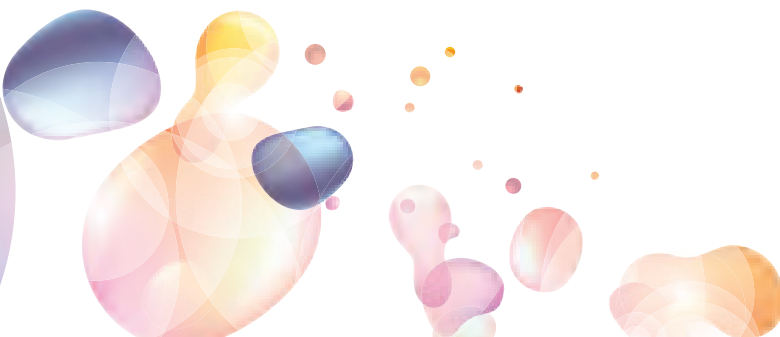
Meanwhile, a team from SITA Rome were busy organizing a much-appreciated blood donation event at San Eugenio Hospital.

Our Malta staff continued their cycling-themed community giving, jointly organizing the 4th annual Bicycle Ride in aid of L-istrina, a local charity fundraising organization. The 2013 ride, as in previous years, was a huge success, bringing together 462 cyclists and raising €5,700. Earlier in the year staff in SITA Malta took part in a 24-hour stationary cycling marathon in aid of Breaking Limits, a local non-governmental organization that funds sports wheelchairs for disabled athletes.

Staff at SITA Letterkenny once again opened their hearts at Christmastime to support the annual Society of St Vincent de Paul Food and Toy Appeal. In total eight boxes of food and toys were collected, and over €300 raised for toy gift vouchers for local families in need.

## ASIA PACIFIC

The Typhoon Haiyan disaster in the Philippines in November 2013 united SITA across our regions in charitable giving. In addition to SITA's corporate donation of US\$50,000 to the International Federation of Red Cross and Red Crescent Societies (IFRC), our nominated global charity, to assist in the recovery, generous staff in SITA's Dubai office raised US\$1,125 for the ABS-CBN Foundation, an organization providing disaster relief and humanitarian assistance in the region. Staff at SITA Airport IT GmbH (SAIT), SITA's subsidiary at Dusseldorf Airport, were likewise moved to help in the relief effort and used their annual year-end party to organize a raffle to raise €2,834 for Médecins Sans Frontières.







**"I WAS IN THE PHILIPPINES VISITING FAMILY WHEN TYPHOON HAIYAN LANDED THERE. I JUST WANTED TO SAY A PERSONAL THANK YOU TO SITA FOR THE GENEROUS DONATION TO THE IFRC TO HELP THE PEOPLE AFFECTED. IT MAKES ME PROUD TO WORK FOR AN ORGANIZATION THAT CAN HELP OUT."**

**Dorothy Aenelle, Atlanta**

In June members of SITA's Sydney VIVA committee tested their bush management skills in when they visited Harry Howard Reserve, Wollstonecraft. The trip was a pilot visit ahead of establishing a longer relationship with the reserve.

Eight Singapore employees spent their volunteer day at Singapore Red Cross making blood donations in October. And to close 2013, 35 volunteer SITA Singapore employees and family members from headed to Bintan Indonesia to take part in the SITA VIVA Build a Hope Project (see right).

**"SITA EMPLOYEES IN SYDNEY HAVE BEEN VOLUNTEERING WITH FOODBANK FOR A FEW YEARS NOW, AND EVERYONE INVOLVED HAS FOUND IT TO BE AN EXTREMELY REWARDING EXPERIENCE, PARTICULARLY SINCE THE FOODBANK WOULD NOT BE ABLE OPERATE WITHOUT VOLUNTEERS. IT'S ALSO BEEN A GREAT OPPORTUNITY TO GET TO KNOW COLLEAGUES OUTSIDE OF THE OFFICE."**

**Louella Bradley, Sydney**



## FOCUS ON BINTAN BOATS SINGAPORE

On 16 Dec 2013, 24 employees from the SITA office in Singapore headed across the water to Bintan, Indonesia to take part in the SITA VIVA Build a Boat, Build a Hope Project.

The local charity committee organized the Build a Hope project to raise enough funds to sponsor a small fleet of new fishing boats for villagers in Bintan, Indonesia. In addition to the more than SGD 3,000 raised through the campaign, volunteers provided hands-on help to build a total of 10 boats for low-income families who fish for a living.

The Singapore volunteers also contributed to a mangrove replanting activity, planting over 400 seedlings to help preserve the local ecosystem.

The day culminated in a presentation ceremony by SITA, together with local and regional government officials and the press. SITA APAC President, Ilya Gutlin, along with members of the GEO management team, presented the boats to the community, custom painted with SITA's logo – a reminder of the kindness our staff and their families showed in giving their time and energies for this practical local project.



**"THE SINGAPORE SITA TEAM BANDED TOGETHER FOR A WONDERFUL DAY TRIP ADVENTURE, ALL WEARING THEIR VIVA SHIRTS, TO BUILD A BOAT FOR A LOCAL VILLAGE IN BINTAN, INDONESIA – A VERY COLOURFUL DAY OUT THAT ENABLED SOCIAL AWARENESS AND COMMUNITY SPIRIT."**

**Mathew White, Singapore**



**“SITA VIVA VOLUNTEERING IS ONE OF THE GREATEST INITIATIVES THAT TAKES PLACE IN SITA AND ONE OF THE BEST WAYS TO ENCOURAGE AND SUPPORT US TO ENGAGE WITH THE COMMUNITY AND OUR COLLEAGUES ALIKE. WHEN OUR TEAM GATHERS TOGETHER TO PARTICIPATE IN VIVA VOLUNTEERING ACTIVITIES WE FEEL THAT WE ARE ONE FAMILY WHO BEATS WITH ONE HEART.”**



Azza Dababneh, Jordan

## MIDDLE EAST, INDIA AND AFRICA

Staff in India and Jordan made some very special commitments to local causes throughout the year. Ahead of the India Aviation ICT Forum in Goa in September the SITA management team arranged a visit to the Mother Teresa orphanage and old age home called 'Missionaries of Charity', and raised enough donations to pay for a month of baby meals. In October a group of 10 from SITA Chennai visited the Sri Matha Trust to provide lunch for a day to poor cancer patients. The group also raised INR 5,000, enough to sponsor 250 lunches.

SITA Amman staff got together in June 2013 for a volunteer flower-planting event called 'Making Amman a Green City'. The day was organized with the help of HU Greeners, a local group whose mission is to make Jordan a greener place. Later in the year Amman employees volunteered for a day of play, sport, and creativity with the children at the city's local Orphan Care Charity.

In South Africa many of our employees were involved in the creation and installation of a new computer lab for a local school, the second in a series of four that the company has committed to.

## SUPPORTING EDUCATION

Since 2010, SITA has welcomed 18 students on our intern placement scheme at SITA Letterkenny, providing up to a year of real industry work experience for students at the University of Ulster (Magee). This continued focus on education and employment in the community has not gone unnoticed. In 2012 SITA Letterkenny was highly commended for their efforts as a Placement Employer, and in 2013 we were nominated for Ulster Placement Employer of the Year.

2013 also marked the third year of the Skills@Work partnership between SITA Letterkenny and Finn Valley College, an initiative that brings SITA employees and students together to share real-life skills required in the workplace. SITA has also developed an MSc in Computing with the Letterkenny Institute of Technology (LYIT), and as of late 2013 had hired a total of 14 LYIT graduates, four of whom are previous masters scheme students.

SITA also supports a number of smaller collaborative education initiatives such as the Challenge Network visits to our office in London and our significant work with Junior Achievement in Atlanta. In a further example, in July 2013 SITA Singapore welcomed a delegation of students from the Korea Aerospace University. Over the course of the day students were treated to sessions around SITA's role in the air transport industry, the AIRCOM business, and of course the Command Center. We look forward to building on these great local partnerships and examples and continue to share our long industry expertise with the next generation.







## FOCUS ON SOUTH AFRICA

Over a number of years SITA has worked on developing its commitment to Broad-Based Black Economic Empowerment (B-BBEE), a South African government policy to advance historically disadvantaged people in the country's economy. Our ongoing B-BBEE activities include the Learnership Program – a work placement scheme for young IT workers – and our plans to build a new school computer lab each year until 2015.

On 11 October 2013 SITA South Africa formally opened its second fully sponsored school computer lab at East Bank High School in Alexandra near Johannesburg. Following several weeks of cleaning, painting, installation and configuration by hard-working SITA volunteers, the new lab was open and ready to greet a new intake of students eager to develop their IT skills.

SITA's commitment to the school computer lab programme doesn't end with the build and installation. During 2013 SITA donated funds towards the purchase of Computer Applications Technology (CAT) text books to help support learners at Missouriilaan Secondary School, and ensured the upkeep of the equipment there through quarterly maintenance visits by SITA technicians.

58 students were enrolled in grade 10 CAT at Missouriilaan in 2013 and achieved a 76% pass rate (compared to an average pass rate of 42%). A further 38 have begun their CAT course at Eastbank High School since the lab was built late in the year. Both schools report benefits to students and teachers alike in improving their technology levels.

To further inspire these students in their acquisition of computer skills, starting in 2015 SITA will award a one-year learnership to the top CAT performer in each graduating class as part of its ongoing learnership programme.

**"I HAVE LEARNT SO MANY SKILLS IN CLASS I DIDN'T KNOW WERE POSSIBLE WITH COMPUTERS. I LOVE THE SUBJECT BECAUSE IT GIVES ME SKILL THAT WILL BE NOT ONLY A SIMPLE SKILL, BUT A LIFELONG SKILL."**

**Lorenzo, Missouriilaan School,  
South Africa**



# GRI INDEX

This index gives the location of standard disclosures, and corresponding linkage to the United Nations Global Compact Communication on Progress (COP).

Disclosure	Title of the disclosure	UNGC COP linkage	Reported	Location	Comment
1.1	Statement from the most senior decision-maker of the organization.	Statement of Continuing Support	Fully reported	Page 3	
2.1	Name of the organization.	Statement of Continuing Support	Fully reported	Page 6	
2.2	Primary brands, products, and/or services.	No COP requirement	Fully reported	Pages 5, 8	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	No COP requirement	Fully reported	Page 8	
2.4	Location of organization's headquarters.	No COP requirement	Fully reported	Page 8	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	No COP requirement	Fully reported	Pages 4, 5	
2.6	Nature of ownership and legal form.	No COP requirement	Fully reported	Page 8, 9	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	No COP requirement	Fully reported	Pages 4, 5	
2.8	Scale of the reporting organization.	No COP requirement	Fully reported	Page 6	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	No COP requirement	Fully reported	This page	There were no significant changes during the reporting period.
2.10	Awards received in the reporting period.	No COP requirement	Fully reported	Page 5	
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	No COP requirement	Fully reported	Page 7	
3.2	Date of most recent previous report (if any).	No COP requirement	Fully reported	Page 7	
3.3	Reporting cycle (annual, biennial, etc.)	No COP requirement	Fully reported	Page 7	
3.4	Contact point for questions.	No COP requirement	Fully reported	Page 7	
3.5	Process for defining report content.	No COP requirement	Fully reported	Page 6	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	No COP requirement	Fully reported	Page 6	
3.7	State any specific limitations on the scope or boundary of the report (see completeness Principle for explanation of scope).	No COP requirement	Fully reported	Page 6	

Disclosure	Disclosure	Disclosure	Disclosure	Disclosure	Disclosure
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	No COP requirement	Fully reported	Page 6	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	No COP requirement	Fully reported	Page 7	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	No COP requirement	Fully reported	This page	There were no significant changes during the reporting period
3.12	Table identifying the location of the Standard Disclosures in the report.	No COP requirement	Fully reported	This page	
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	No COP requirement	Fully reported	Pages 8, 9	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	No COP requirement	Fully reported	Page 9	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	No COP requirement	Fully reported	Page 9	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	No COP requirement	Fully reported	Pages 9, 11	
4.14	List of stakeholder groups engaged by the organization.	No COP requirement	Fully reported	Page 11	
4.15	Basis for identification and selection of stakeholders with whom to engage.	No COP requirement	Fully reported	Pages 8-11	
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	No COP requirement	Fully reported	SITA Group Financial Statements 2013	Available from the SITA Secretariat on request
EC3	Coverage of the organization's defined benefit plan obligations.	No COP requirement	Fully reported	SITA Group Financial Statements 2013	Available from the SITA Secretariat on request
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Principle 6: Labor	Fully reported	Page 15	
EN3	Direct energy consumption by primary energy source.	Principles 7, 8: Environment	Fully reported	This page	SITA does not use primary energy sources



Disclosure	Disclosure	Disclosure	Disclosure	Disclosure	Disclosure
EN4	Indirect energy consumption by primary source.	Principle 8: Environment	Partially reported	Page 21	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Principles 8, 9: Environment	Partially reported	Page 22	
EN16	Total direct and indirect greenhouse gas emissions by weight.	Principles 7, 8: Environment	Fully reported	Page 21	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Principles 8, 9: Environment	Partially reported	Page 22	
EN23	Total number and volume of significant spills.	Principle 8: Environment	Fully reported	This page	SITA has not reported any spills
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Principle 8: Environment	Fully reported	This page	SITA did not receive any fines or sanctions for non-compliance
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Principle 8: Environment	Fully reported	Page 21	
LA1	Total workforce by employment type, employment contract, and region broken down by gender.	Principle 6: Labor	Fully reported	Page 16	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Principle 6: Labor	Fully reported	Page 16	
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	No COP requirement	Fully reported	This page	Outside the legal requirements of the country of employment, additional benefits are provided to full-time employees only
LA4	Percentage of employees covered by collective bargaining agreements.	Principle 3: Labor	Fully reported	Page 17	
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	No COP requirement	Fully reported	This page	The nature of SITA's operations is such that serious diseases are not a concern
LA10	Average hours of training per year per employee by gender and by employee category.	Principle 6: Labor	Fully reported	Page 18	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	No COP requirement	Fully reported	Page 18	
LA12	Percentage of employees receiving regular performance and career development reviews by gender.	Principle 6: Labor	Fully reported	Page 18	
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Principle 6: Labor	Fully reported	Page 9	

Disclosure	Disclosure	Disclosure	Disclosure	Disclosure	Disclosure
HR2	Percentage of significant suppliers, contractors, and other business partners that have undergone human rights screening and actions taken.	Principle 2: Human Rights	Partially reported	Page 13	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Principle 1: Human Rights	Fully reported	Page 13	
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Principle 5: Labor	Fully reported	Page 13	
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Principle 4: Labor	Partially reported	This page, Page 13	SITA's operations are not at risk of compulsory or forced labor. SITA has engaged significant suppliers in a responsible supply chain survey that includes human rights
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Principle 1: Human Rights	Fully reported	This page	The nature of SITA's operations does not require security personnel to be employed
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Principle 1: Human Rights	Fully reported	This page	SITA's operations do not impact indigenous people
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Principle 1: Human Rights	Fully reported	Page 24	
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Principle 10: Anti-corruption	Fully reported	Page 13	
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	No COP requirement	Fully reported	This page	No financial or in-kind contributions have been made
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	No COP requirement	Fully reported	This page	No incidents have been recorded
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	No COP requirement	Fully reported	This page	No incidents have been recorded
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	No COP requirement	Fully reported	Page 13	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	No COP requirement	Fully reported	This page	No incidents have been recorded
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No COP requirement	Fully reported	This page	No significant fines have been received



## PREPARING FOR OUR NEXT REPORT

As committed to in our CSR Report last year, we have extended the scope of our reporting to include more information in areas such as gender diversity and age information on our workforce, in line with the GRI 3.1 guidelines. This will continue for the 2014 reporting period, and we will look to extend this where we have the information available.

Throughout 2014 we will undertake more work around stakeholder engagement on SITA's approach to CSR, and develop and share more detail on our material issues in the next report.

Our support of guidelines and frameworks will continue, with the ongoing alignment to the ten principles of the United Nations Global Compact throughout our business operations. In addition, SITA is voluntarily adopting the Electronics Industry Citizenship Coalition Code of Conduct, in line with a growing trend for a consistent standard in responsible supply chain practices. Progress in these areas will be communicated.

2014 will also see a move to the GRI G4 Sustainability Reporting Guidelines. And, in order to be transparent on our activities and progress, we will share more of our CSR information online at [www.sita.aero/csr](http://www.sita.aero/csr).

## 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@sitaaero.com](mailto:csr@sitaaero.com), via the corporate website at [www.sita.aero](http://www.sita.aero), or through our social media channels at [www.sita.aero/socialhub](http://www.sita.aero/socialhub).



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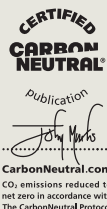


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