



SUSTAINABILITY REPORT



march
2021

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Preamble

Dear Ladies and Gentlemen,

Aviapartner is delighted to announce its first Sustainability Report!

As part of our commitment to the United Nations Global Compact (UNGC), this Communication on Progress (COP) Report represents a further milestone on our road to becoming a responsible leader within our industry and to contributing to a more sustainable future.

After having focused on mainly Environmental and Health & Safety issues for ten years, we started to expand our sustainability approach in 2013 with the goal to focus on a broader set of sustainability aspects relevant to our business operations. To formalise and structure our sustainability efforts systematically, we implemented an Integrated Management System. By obtaining relevant management certifications, we further strengthened the integrity of our approach and as a result, we were rewarded with several sustainability-related awards which are outlined in this report.

We are only at the very beginning of our sustainability journey of having a measurable and positive impact on the Environment, our Stakeholders and Society.

This report, aims at presenting to you our sustainability strategy, policies, implemented measures and relevant Key Performance Indicators (KPI) to date, and will give you an idea about our future sustainability plans.

We invite all stakeholders to provide us with feedback about this report or to contact us with any questions, comments or suggestions for improvements. We look forward to working with you and to contributing to making the aviation industry more sustainable!

*Brussels, February 2021
Laurent Levaux
Aviapartner Chairman*

About Aviartner

Founded in 1949, Aviartner is one of the leading European independent providers of Ground Handling Services.

We operate across 38 airports in France, Italy, Belgium, Spain, Germany and the Netherlands and employ over 6.000 employees, serving the needs of 30 million passengers annually while also offering cargo services. Furthermore, our IT capabilities enable us to deliver unparalleled service quality and tailored flexibility according to the needs of each airline. Our business is supported by numerous quality certifications and airline awards.

1.1 Company values

Our DNA consists of six core values which reflect our approach to doing business. In early 2010, these have been extended to care for the environment, making sure to embed an environmental focus in our business. With training programs and our Aviartner Training Academy we focus strongly on human capital. It is our company philosophy to treat our Staff, Customers and Suppliers with warmth and respect. This enables us to care for each other, our internal and external stakeholders as well as the environment. Our company values are :

Customer focus

Investing in processes and technology which are key to ensuring environmental sustainability for generations to come is our commitment to the environment.

Environmental Sustainability

Investing in processes and technology which are key to ensuring environmental sustainability for generations to come is our commitment to the environment.

People's Business

Our people make the difference. Commitment and flexibility, strong team spirit, dialogue and mutual respect, that is the engine of our company. This is also the reason why training, job opportunities, dialogue with our employees and respect for each other's work are so important within the company. This is the attitude we have in mind when serving our customers.

Quality & Safety

In our business Quality and Safety go hand in hand. Safety always comes first and we never compromise on Safety. New standards in quality handling processes and procedures are incorporated into our daily activities. Certifications are drivers of our continuous improvement strategy.

In numbers



*Year 1949 :
Aviartner is founded*



*Aviartner is one of
the European leaders*



*Aviartner is active
at 38 airports*



*Structure
6 000 employees*



*30 million
passengers per year*

Creativity

Pioneering our way to success. Active stimulation of new business ideas and practices. We encourage a pro-active and dynamic approach to ground handling solutions for our customers. New technologies form the backbone of our efficient and streamlined organization.

Competitiveness

In an ever-changing environment, quality, safety and customers come first. Aviartner, together with our customers actively seek to identify new dynamic ways of approaching aircraft handling logistics resulting in sustained competitive advantages.



1.2 Certifications

Aviapartner holds several external certifications, such as ISO9001 and ISO14001, IS-BAH, IATA-CEIV and ISAGO. Since 2009, we have been ISAGO registered as the first network handler in Europe. Due to regular objective audits of our procedures, the certifications support us to guarantee continuous improvement.



ISO 9001



ISO 14001



IS-BAH



IATACEIV



ISAGO

Aviapartner's Sustainability Approach

It is Aviapartner's goal to be perceived as a partner for creating a sustainable future. We want to lead by example and support our employees and partners to enable a more sustainable work environment, which not only benefits the planet, but also benefits our business.

The dimension of sustainable development was gradually introduced in Aviapartner since 2013 and as it is becoming increasingly important for the world we live in, for our current and future partners, customers, and employees, it is the only way forward for Aviapartner.

We expanded our approach progressively from "Going Green" to sustainable. We focus on a more holistic way of thinking and address various aspects linked to the different sustainability dimensions.

In line with its core values, Aviapartner has identified which Sustainable Development Goals (SDGs) have an impact on our business, how our business impacts the SDGs and how we can maximize the contribution to sustainable development.

As a result of our implemented actions, Aviapartner contributes to a range of the Sustainable Development Goals (SDGs) defined by the United Nations in 2015. The following table outlines an overview of our achievements during 2020 and references our SDG contribution (see table 1). It is our mid-term goal to analyse how our core business influences the SDGs as well as to assess our impacts on the environment and society in accordance with the SDGs.

[See table 1 next page](#)



United Nations
Global Compact

(Sustainability) Aspect	UNGC	Achievements 2020	SDG contribution
Human Rights	Principles 1, 2, 4, 5	<ul style="list-style-type: none"> - 0 human rights related incidents - 96% of our employees were trained on preventing discrimination and human rights violations - 28% of workers from minority groups and/or vulnerable workers in relation to the whole organization (<26/>50years, persons with disabilities and other nationalities) - 70% of targeted suppliers that have gone through a CSR assessment covering human rights aspects 	<p>SDG 5 Gender equality</p> <p>SDG 10 Reduced inequalities</p> <p>SDG 16 Peace, Justice and Strong Institutions</p>
Labour	Principles 3 & 6	<ul style="list-style-type: none"> - 36% women employed in comparison to the whole organisation - 32% of women in management positions ((excl. Board of Directors) - 98% of the total workforce represented in formal joint management - worker Health & Safety Committees - 98% of the total workforce who are covered by formal collective agreements concerning working conditions - 98% of the total workforce who are covered by formally elected employee representatives - 18% of the total workforce who received regular performance reviews - 51% of part-time employees - 70% of targeted suppliers that have gone through a CSR assessment covering labour aspects - Immediate reaction to Covid 19 and strong measures implemented 	<p>SDG 3 Good Health and Well-being</p> <p>SDG 4 Quality Education</p> <p>SDG 5 Gender Equality</p> <p>SDG 8 Decent Work and Economic Growth</p> <p>SDG 10 Reduced Inequalities</p>
Environment	Principles 7, 8 & 9	<ul style="list-style-type: none"> - 36% of vehicle and equipment fleet electric - 70% of targeted suppliers that have gone through a CSR assessment covering environmental aspects - 63% of targeted suppliers with contracts that include clauses on environmental requirements 	<p>SDG 7 Affordable and Clean Energy</p> <p>SDG 13 Climate Action</p>
Anti-corruption	Principle 10	<ul style="list-style-type: none"> - 10% of total workforce trained on business ethics issues - 100% of all operational sites with an Information Security Management System (ISMS) certified to ISO 27000 - 17 audits on GDPR 	<p>SDG 16 Peace, Justice and Strong Institutions</p>
Core Business	-	<ul style="list-style-type: none"> - Provision of ground handling services - Strong partnerships 	<p>SDG 9 Industry, Innovation and Infrastructure</p> <p>SDG 17 Partnerships for the goals</p>

Table 1 : Overview of UNGC principles in relation to our achievements 2020 and our contribution to the SDGs

2.1 Partnerships

Strong partnerships with different actors across our supply chain and with other stakeholders such as airports and customer airlines, are crucial in creating a solid base for our sustainable approach. We believe we can contribute to a sustainable future and a more sustainable industry if we create partnerships to tackle sustainability issues together.

To build partnerships with our suppliers, we have implemented several measures to further our common sustainability agenda. For some suppliers, this includes Environmental Awareness Training for their staff or support with their corrective actions after environmental audits for example.

We aim to achieve a win-win relationship. One example is the introduction of an environmentally-friendly vehicle by Sita Suez for the waste management of Aviapartner at Brussels Airport, sealed with our Go Green logo.

This is also expressed by Aviapartner's Environmental Policy which has been shared with our staff, customers, suppliers, airports and passengers. One of its key objectives is to « encourage the adoption of similar principles by our suppliers and other stakeholders ».

2.2 Recognition for Aviapartner on Environment and Sustainability

We have committed to contributing to a more sustainable future by conducting business responsibly and put in a lot of effort in implementing new approaches, strategies and measures. Our achievements are reflected by several awards we have received, including :

Silver Rating by EcoVadis for Sustainability Performance 2019 :

Aviapartner improved its Sustainability Management System compared to the previous year. Especially in the environmental category which was driven by a higher score. The most recent performance of Aviapartner is better than the sector's average rated by EcoVadis.

Pride of Ground Handling Awards 2019 :

Two out of Aviapartner's four entries to the Ground Handling International Awards have made it to the finals of the Pride of Ground Handling Awards. Aviapartner Girona won the Award in the Category "Best Station" while Aviapartner Nice was nominated in the Category "Ramp Safety". Girona station was able to demonstrate, in the entry submitted, that the station goes above and beyond expectations in term of Safety, KPI delivery and Customer Satisfaction. The team described their successful FOD campaign in cooperation with AENA (Aeropuertos Españoles y Navegacion Aérea), the exemplary reporting culture, the highly customized services, the collaboration with airports and competitors and the great results achieved in terms of Customer satisfaction. In their entry they highlighted the excellent relationship with their customers and the amazing results in terms of Safety and Quality.

Brussels Airport Environment Award 2019:

Aviapartner won the award for a second time (initially in 2012). This Airport Aviation award is a valuable recognition for the renewal of the electrical fleet of vehicles for handling and for the Green Partner Charter that encourages the environmental awareness of its suppliers.

Ahead of the Curve Award 2020 :

In spring 2020, in the middle of the Coronavirus Pandemic, Aviapartner Cargo in Brussels won the Ahead of the Curve Award, issued by Air Cargo Belgium (ACB).

Safety Award 2019/2020 :

Safety Award 2019/2020 for Aviapartner Rome in recognition of our robust Safety Management System and reporting.

Despite these great results we are determined to achieve even more. Continuous improvement is our priority because we must meet the growing needs of our customers, passengers, local communities and other stakeholders. Constantly raising the bar and improving our results makes us a responsible business member and enables us to fully use our potential to create a sustainable business.



Ahead of the Curve Award 2020



Pride of Ground Handling Awards 2019



Silver rating by EcoVadis for sustainability performance 2019



Brussels Airport Environment Award (2019)



Safety Award 2019/2020 Aeroporti di Roma

Human rights

3.1 Human Rights

➔ **Principle 1** : Businesses should support and respect the protection of internationally proclaimed Human Rights.

➔ **Principle 2** : Businesses should make sure that they are not complicit in Human Rights abuses.

➔ **Principle 4** : Businesses should uphold the elimination of all forms of forced and compulsory labour.

➔ **Principle 5** : Businesses should uphold the effective abolition of child labour.

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

We as Aviapartner are responsible for treating our internal and external stakeholders as human beings regardless of race, sex, nationality, ethnicity, language, religion, or any other status. Aviapartner aims to provide a work environment that empowers diversity, inclusion and equal opportunities for all employees. We ensure that all forms of forced and compulsory work as well as child labour are eliminated. Our objective is to state and promote Aviapartner's commitment to protect the dignity and rights of its staff members and of any individual with whom it conducts business. All individuals with whom Aviapartner conduct business will be treated with respect and fairness.

These principles are manifested in our Policy on Human Respect which alerts to the fact that harassment is prohibited under the laws of the European Community and all European countries where we are operating. It also provides appropriate remedies to complainants in recognition of the impact of harassment and outlines appropriate responses and consequences where harassment has occurred. Additionally, the principle of being an equal opportunity employer is integrated into our Human Resources Strategy and Procedures and forms part of our recruitment process.

As part of our day-to-day operations, we have implemented several measures to prevent any Human Rights breaches. Our Human Resources Strategy and Procedures, for instance, demands age checks upon recruitment of new employees. Our stance on child and forced labour is also clearly outlined in our new Supplier Code of Conduct document which every new supplier will be invited to sign and is checked on during our regular supplier audits.

To promote diversity and anti-discrimination, we have included these topics in our mandatory Safety Training which is undergone by all staff members. Our Human Resources Strategy and Procedures Manual describes the recruitment process and the actions taken to prevent discrimination as it involves several people in the process and is based on clear competence profiles per function. Also, our collective labour agreement specifies there will be no discrimination on age or gender. To underpin our efforts, we have signed the Diversity Charter in France as a first for the Aviapartner network. In case of any Human Rights incidents, employees can refer to our Policy on Human Respect which describes the procedure to follow when someone believes discriminatory, harassing or offensive conduct or retaliation has occurred.

As confirmation of our policies and measures having a positive impact, our teams in Amsterdam and Brussels are the best examples: at our site in Amsterdam, we employee staff from more than 30 different nationalities and in Belgium, there are 74 different nationalities working for Aviapartner.

See table 2 below



Signatory to Diversity Charter France

No.	KPI	2019	2020
2	% Staff trained on preventing discrimination and human rights violations	94 %	96 %
3	% of workers from minority groups and/or vulnerable workers employed in relation to the whole organization (<26/>50years, persons with disabilities and other nationalities)	not measured	28 %
4	% of workers from minority groups and/or vulnerable workers (<26/>50years, persons with disabilities and other nationalities) in top executive positions (excluding Board of Directors)	not measured	30 %
5	% of women employed in relation to the whole organization	not measured	36 %
6	% of women in in management positions (excluding Board of Directors)	not measured	32 %

Table 2 : Human Rights related KPI

Labour Principles

4.1 Social dialogue

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

Over the last 60+ years of providing ground handling services, Aviapartner has formed close relationships with its partners. As part of a pilot project in Brussels at the end of 2019, the topic of social dialogue was heavily promoted throughout the company and embedded in a framework of responsibilities and channels to discuss work related issues. The Aviapartner Management Team takes great care of fostering social dialogue daily as a positive social climate is considered crucial for providing upscale services to our customers. Our Human Resources Strategy and Procedures Manual outlines our approach to structured social dialogue and our working conditions are summarised in collective labour agreements.

As a multinational company with operations across Europe, Aviapartner has established a European Works Council (EWC). The purpose of this European Works Council is to bring together employee representatives from different European countries. During the EWC meetings, these representatives are informed and consulted by central management on transnational issues of concern to all Aviapartner employees.

The impact of the above-mentioned actions is clear: our employees can enjoy the freedom of association and to negotiate related to company agreements. Furthermore, a fair remuneration is enabled by collective agreements. This is also reflected by our Social Dialogue related KPI.

See table 3 below

4.2 Working conditions

Our Human Resources Strategy and Procedures serve as main guidance for any working conditions related matter. As Aviapartner is a customer-oriented service company, we consider our employees our most important asset. In turn, each individual employee is responsible for transmitting the core values of the company towards the customers and the communities

that we serve. The selection, development and motivation of our employees is crucial to us. We continuously strive to be a great place to work by fostering creativity, learning and promoting cross-functional and cross border teamwork.

As per our Salary Policy and collective agreement, fair remuneration is deemed essential for staff motivation. To determine a fair salary, we consider the qualification of the position within the organisation and the individual's performance. This leads to a minimum salary and a minimum-maximum range for each position to tie the remuneration to individual performance.

Our Sector Agreement 'Holidays' specifies our annual leave policy. On top of that, in some countries we offer additional leave for staff to accommodate personal circumstances and allow for a better work-life-balance. Older employees for instance, can request extra days off and special arrangements are made for breastfeeding mothers. For certain positions within the company, flexible time ('flexibele tijdsinvulling') is part of the job conditions – especially during the Covid-19 pandemic we have increased the number of staff being eligible for working from home arrangements. In the Netherlands, we are currently preparing a dedicated Policy on remote working. Our employees also benefit from health care benefits which are classified as additional salaries as per our Salary Policy.

At most stations, details of our working conditions and policies are communicated openly to all employees during staff information meetings. We also actively seek feedback from our staff members by conducting regular satisfaction surveys. At different sites, we rolled out a work-pressure study and a Social Risk Analysis study to gain insights on how our employees perceive their job satisfaction.

Apart from providing fair and favourable working conditions, we also aim to be a family-oriented employer. At some of our stations in Spain for example, we organised family days during the Christmas holidays in 2019. During these, staff members were able to show their family members their work environment to encourage staff to be proud of their job. In Malaga for instance, family members visited the apron, the fire brigade and the aviation museum followed by lunch for everyone. Another popular staff engagement activity has been our 'Employee of the Month' initiative in Spain. Each month, a particularly outperforming employee is chosen and presented with a token of appreciation for their outstanding service through his or her work and exhibiting a positive and supportive attitude.

With these measures we strive to impact our employees' job satisfaction in a positive way. Our engagement and commitment are also expressed by several KPI. The goal is to improve these figures continuously.

See table 4 on next page

No.	KPI	2019	2020
1	% of the total workforce represented in formal joint management-worker Health & Safety Committees	not measured	98 %
2	% of the total workforce who are covered by formal collective agreements concerning working conditions	not measured	98 %
3	% of the total workforce who are covered by formally elected employee representatives	not measured	98 %

Table 3 : Social Dialogue related KPI

No.	KPI	2019	2020
1	% Part time versus Full time	Not measured	51 %

Table 4 : Working conditions related KPI

4.3 Occupational Health & Safety

The Safety and Security of our staff, the customer's aircraft and their passengers and baggage, freight and mail are a top priority for Aviapartner. We are committed to continuous improvement of our performance, complying with applicable Health, Safety and Security laws and regulations as well as the requirements of our stakeholder.

As per our Safety Policy, Aviapartner strives for zero labour and aircraft accidents and reviews its performance versus its long-term objectives and targets continuously with the aim to take appropriate corrective actions where required. We promote a Just Culture where people are encouraged to report all accidents, incidents, risks and operational hazards or other deficiencies. Reporting is used to learn from such events and no disciplinary actions are taken for omissions, or decisions by staff that are considered reasonable given their experience and training. However, deliberate neglect, wilful violation, repetitive misconduct, unlawful conduct, destructive acts or deliberately not reporting an accident, are not tolerated.

Our core guidance document for Health & Safety matters is our Safety Management System (SMS) Manual. The SMS is specific to operational safety i.e. all safety around the aircraft, safety and security of staff, passengers, subcontractors, airline crew and cargo but also features general Health & Safety aspects. As such, our SMS goes beyond what is required by law and is tailored to the safety needs in the aviation industry.

Accountabilities and responsibilities for Health & Safety are well defined from top to bottom of the organisation. The Aviapartner Safety Governance Structure is as shown below :

Any Health & Safety related issues are discussed during weekly Group Safety Management calls. Safety results and KPI are



reviewed with the Country Safety Managers in monthly OPScom meetings and quarterly safety reviews undertaken by the Safety Review Board which is spearheaded by the CEO.

As part of our SMS, we continuously analyse and manage Health & Safety risks. Risk management is crucial for preventing incidents and is based on predictive, proactive, and reactive methods. For this reason, the departmental Manager performs regular root cause analyses to allow for proactive measures. The identified risks and mitigation measures are then captured in our risk evaluation document which is updated regularly and each time a change is introduced and then communicated to all employees during Health & Safety meetings. Our training program is subject to the Aviapartner Corporate Training Policy and the Aviapartner Corporate Training Manual and is documented in the Aviapartner Academy on the Aviapartner intranet. The Aviapartner Safety Training is completely aligned with ISAGO Safety Training Specifications and considers EU regulations, local country and airport procedures.

To ensure our safety standards described in the SMS are adhered to, we have put several Standard Operating Procedures (SOP) and Working Instructions in place. These are based on legal requirements and industry standards and are translated in major languages spoken by employees and made available to all staff via our intranet.

Of course, Aviapartner also provides Personal Protective Equipment (PPE) to all staff performing functions which require the use of PPE. As part of our pilot project in Italy for example, our PPE dispenser is an important tool for delivering the necessary protective equipment such as high visibility jackets, ear protection and protective gloves for loading and unloading. We provide PPE to all staff before they start to work, and we ensure the replacement of worn-out PPE. We also seek to improve the comfort of PPE such as, for instance individually moulded hearing protection for all staff working on the ramp in France. During the COVID-19 pandemic, we provide face masks to all our staff.

We have also implemented an Emergency Response Plan (ERP) to be prepared for any emergencies. All staff undergo ERP training which is often conducted in cooperation with other stakeholders such as airlines and airports. Managers and Dispatchers also receive an online training course on Aviapartner's ERP which explains the active practical organisation at station level within the framework of the Safety Management System. All ERP documentation is elaborated per station and available online. During numerous emergency situations such as the terrorist attack at Brussels Airport, the fatal Germanwings crash, and the Malaysia Airlines MH17 tragedy, Aviapartner staff were able to put their ERP training into practice and managed to handle the situations safely.

As part of our Safety Assurance Program, we regularly undertake audits and inspections, Ramp Safety Checks and safety reviews both at stations and at network level to identify the causes of substandard performance and possible corrective actions. Since 2009 Aviapartner has been using ISAGO, IATA's Safety Audit for Ground Operations, and IS-BAH (International Standard for Business Aircraft Handling) since 2018 as a means of promoting safety in our network. More than for certification, these tools are used for continuous improvement to deploy



Aviapartner procedures, all aligned with IATA as a minimum requirement base, consistently across the entire network. The implementation process, the initial audit and the renewal audit every two years, are powerful tools in maintaining high levels of safety awareness. A station's performance is evaluated by means of Safety Performance Indicators (SPI) and is published on the internal QualityNet and reported monthly to Country Management.

Apart from the operational safety management measures, we also actively manage general Health & Safety matters. Our Safety Review Board meets quarterly to facilitate the co-operation between management and employees in developing and promoting controls and initiatives. These controls and initiatives include:

- Employee Health & Safety detailed risk assessment
- Health & Safety training including safety flashes, intranet, campaigns
- A detailed Fatigue Risk Management Program
- A psychosocial risks assessment undertaken by external experts
- Active preventative measures for noise including training on the consequences of noise and the provision of hearing protection
- Radiation protection measures to protect staff operating near X-ray generators
- Procedures and DGR training to handle dangerous goods during loading and offloading
- Lone working procedure
- Training for the prevention of musculoskeletal troubles
- Medical checks in all countries except the Netherlands. In Spain, where this is not required by law for all staff, Aviapartner has chosen to offer it to staff anyhow
- Management of Change procedure with specific instructions to follow in case of changes impacting Health & Safety

Our Health and Safety measures not only apply to our own employees but also to anyone working with or for us. We therefore conduct Health & Safety Training for our subcontractors when necessary and have prevention plans in place in alignment with all subcontractors, airport authorities and customer airlines. Subcontractors are also audited on a regular basis to ensure they comply with our Health & Safety Standards.

In recognition of our efforts, we received ISAGO and IS-BAH certifications, which are important drivers of continuous improvement for us. We also were rewarded with the Safety Award 2019/2020 for Aviapartner Rome for our robust Safety Management System and reporting.

4.4 Our response to COVID-19

The year 2020 proved to be particularly challenging for Aviapartner. With most air traffic put on hold, the Covid-19 pandemic has had a particularly negative impact on our business. To get safely back into business, we therefore prepared a detailed risk assessment and implemented an extensive Covid action plan and measures. These were communicated to all staff and included :

Safety

- Covid-19 sanitary measures (masks, distance, etc.)
- Online medical assistance in France and psychological assistance for staff
- Ground support equipment (GSE) measures for storage and return to operation
- Responsible use of GSE & vehicles
- Ramp Safety Checks (RSC) inspections updated with COVID-measures on a country level
- Risk assessment restart
- Local COVID-19 procedures prepared per country with corporate support

Quality

- Quality measures
 - Certification audits were postponed (e.g. several ISAGO audits)
 - Internal audit measures
 - The validity of subcontracting audits was extended
 - Auditor qualifications were extended
 - Automatic reports for On Time Performance follow up
- Follow-up per country due different safety requirements/ legislations/progress of the virus (such as safety distance, masks..)
- Communication with staff via existing channels

TRAINING

- Revision of the Corporate Training Manual (CTM) and training procedures following risk assessment.
- Focus on alternative methods of training such as: online (web) training, virtual training followed by an online test, training provided via mobile devices and other types of distance learning.

With the ambition to improve all these measures continuously, we strive to reduce negative impacts associated with Health & Safety issues. By tracking relevant KPI we are committed to improving our Health & Safety performance.

See table 5 on next page

4.5 Career Management

As our employees are considered our most important asset, it is our goal to continuously promote their professional development. We provide technical and customer service training for our employees to have the opportunity to develop and upgrade their professionalism throughout their career. Our Corporate Training Manual (CTM) explains training criteria and organisations used by Aviapartner to assure an adequate level to meet legislative standards and to respond to Aviapartner's customers' requirements.

To implement the guidelines set out in our Corporate Training Manual, we have created a dedicated 'Euro Training Team' (ETT). Consisting of specialist Training Managers in each country, the team manages the training plan and organises training seminars and workshops. Individual training needs are identified and are arranged on an annual basis. For specific training such as ISO certification training, auditing, IOSH Safety training (Institution of Occupational Safety & Health), social dialogue etc., we engage external trainers to provide in-house training. We have also set up the 'Aviapartner Academy', a virtual training academy to not only ensure consistent high-quality level in training throughout the network, but also to improve efficiency by learning from each other and avoiding rework and duplication.

Highlights of the last year include:

- Intensive IOSH Safety Training (Risk Management etc.) with support of our insurance company. This was a major investment to embed safety more in the operation and give more tools to management and key functions to run their station
- Roll out of a new e-learning training system, Moodle
- Disruptive Passenger Training - to protect staff from aggressive passengers

To further foster mutual learning across our network, we actively promote lateral rotations. We believe job rotation is a key contributor to the development and motivation of our employees. Lateral rotation is typical between operational departments within one station, but employees can also be transferred, permanently or on a temporary basis, from one station to another within the Aviapartner network. Several examples of lateral rotation have occurred in Spain, where staff were given the opportunity to go and work in other stations for the summer (e.g. Menorca).

At Aviapartner, we give priority to internal recruitment. Vacancies are published internally to all employees and are filled with internal candidates where possible. This also includes career opportunities for internal staff to move up a level. Our own staff is encouraged to bring in valid candidates and are offered a reward when a referred candidate is successfully hired. Close cooperation with schools is another important tool in promoting the aviation business towards students and attracting young potential employees, offering them apprenticeships in our organisation. Aviapartner Spain organises and participates in 'Open Days' for potential staff where they are invited to join our management team for an information session followed by games.

In the event of us needing to part with an existing employee, we have implemented measures to reduce negative impacts associated with layoffs. Depending on the collective labour agreement, an outplacement service can be considered.

See table 6 below

No.	KPI	2019	2020
1	EHS frequency	64.95	47.87
2	EHS severity	1.70	1.91
3	Number of days lost due to accident	16.584	7.422
4	% of Ramp Safety Checks performed	4 %	5 %

Table 5 : Occupational Health & Safety related KPI

No.	KPI	2019	2020
1	Staff who received career- or skills-related training	81 %	78 %

Table 6 : Career management related KPIs

Environment

➔ **Principle 7** : Businesses should support a precautionary approach to environmental challenges.

➔ **Principle 8** : Businesses should undertake initiatives to promote greater environmental responsibility.

➔ **Principle 9** : Businesses should encourage the development and diffusion of environmentally friendly technologies.

We are fully committed to minimising the impact of all our activities on the environment and to comply with all legal and other environmental requirements applicable to our business. We have set long-term strategic environmental objectives and targets and aim to become a truly sustainable ground services provider. Continuous improvement is part of our DNA. We therefore go beyond reducing the impacts of our own operations by leading by example and supporting our employees and partners to do the same.

We have implemented an impactful environmental strategy which we consider throughout all aspects of our business. The key points of our strategy are:

- Protection of the environment
- Prevent pollution at all levels
- Minimise our waste avoiding single use plastics
- Reuse or recycle as much as possible
- Minimise greenhouse gas emissions focusing on GSE replacement and energy consumption
- Encourage the use of alternative means of transport and car sharing
- Encourage the adoption of environmental principles by our suppliers and other stakeholders

We monitor all of our environmental impacts very closely as we firmly believe that you cannot manage what you do not measure. All of our stations are required to report regularly on a wide range of important environmental KPI including fuel, electricity, water, paper-use and waste. Furthermore, we put emphasis on equipping our employees with the knowledge and skills they need to help us achieve our environmental targets and objectives. Every new staff member undergoes Environmental Awareness Training during onboarding, and at all ISO14001 certified stations we refresh this every three years. These stations also have "Eco- Pilot's" who undergo additional Environmental Monitoring and Reporting Training and ensure that our Environmental Management System is implemented and managed correctly..

5.1 Our Environmental Objectives

We have identified a set of minimum requirements to which all stations must comply:

- No unidentified legal compliance issues
- 100% legal audits and inspections performed timely
- No overdue non-conformances regarding environment
- Maintain ISO14001 multi-site certification
- Achieve Aviapartner's climate goals
- Increase % of employees using alternative means of transport year on year
- Increase ratio of electric ground support equipment and vehicles in total year on year
- Reduce fuel consumption per 1000 flights year on year
- Stations using FSC 70gm/m2 paper increasing year on year
- No more single-use plastic in operation
- 100% paper waste recycling by 2022
- 100% of the staff trained on Environmental Awareness

5.2 Energy Management and Greenhouse Gases

As a key player in the aviation industry, we are keenly aware of the pressure that airlines and airports are under to reduce their carbon footprint. According to an Airport Council International (ACI) blogpost, 75% of non-aircraft carbon emissions at airports arise from ground support equipment (GSE) (Morris, 2019). This is a strong indicator of the responsibility that we must help minimise the impact of this industry. We have implemented numerous measures to reduce our carbon footprint, not only from our fleet of vehicles and ground support equipment, but also throughout other areas of our business. We continuously look for innovative ways to reduce our emissions, for example through regular audits of our facilities and other assets, as we know this is a continuous process.

5.3 Our Ground Support Equipment Fleet

As a leading provider of airport ground handling services, our contribution to the Sustainable Development Goals (SDGs) is most relevant to SDG 13 (Climate Action) due to the carbon emissions from our GSE fleet. For this reason, we have undertaken an ambitious electrification of our entire fleet of vehicles and ground support equipment where possible. Making use of electrical motors instead of gasoline or diesel engines reduces the emissions of our operations significantly, especially where renewable electricity is being used for charging (e.g. at Amsterdam, Brussels, etc..).

To date, we have electrified the following equipment :

- Small cars
- Belt-loaders
- Forklifts
- Transport slave pallets
- Baggage tractors
- Nosewheel lifters
- Pushback trucks
- Buses



Development of our electric fleet

We are proud of being at the forefront of the electrification of ground support equipment. In 2019 we presented the first electric bus in the Spanish airport of Sevilla and were the first handling operator to use an electric pushback at Tenerife airport. Additionally, in 2018 we introduced 48 electric cars and vans for our operations at Brussels Airport, allowing us to achieve our goal of reducing greenhouse gas emissions by 14% by 2025 within their first year of operation. Currently, about 36% of Aviapartner's fleet is electric. We will continue increasing this percentage as vehicles reach their end-of-life or when it makes environmental and economic sense for us and our partners to do so.

To reduce energy and fuel consumption we use the Fleet Management Platform 'Adveez'. This is done by planning and optimisation of routes to minimise distances travelled, continuous monitoring of fuel consumption, and identification of inefficient driving habits..

5.4 Reducing our Internal Footprint

Although our GSE fleet represents the largest share of our emissions, we continuously work on reducing the impact of our internal operations. Measures we have undertaken include:

- Planting trees in Guadalajara (Spain) as a thank you to customers for participating in our customer satisfaction survey
- Planting trees in a forest at Brussels Airport to offset the impact of the paper we used during the airport license process
- Regular energy audits to identify additional measures to reduce our impact
- Encouraging alternative forms of transport for employees (E.g. in February 2020 we offered our 1200 employees at Brussels airport one month of free train travel)
- Use of renewable energy sources where possible.



Planting trees in Guadalajara (Spain)

5.5 Waste Management

We strongly believe in the need for society to move from a linear to a circular economy and have implemented many waste reduction measures to improve the circularity of our own operations. We work closely with our airport clients, partners, and waste management providers to minimise the impact of our use of resources as much as possible.

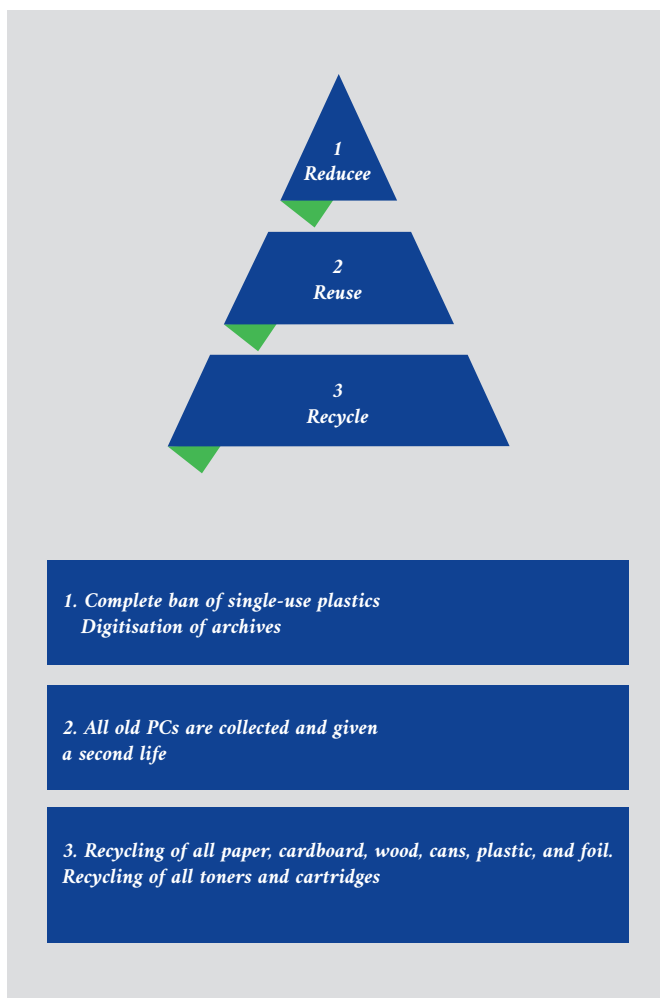
Our Go Green campaign promotes the waste hierarchy of Reduce, Reuse and Recycle. The best waste is waste that is not produced, but we also ensure that all unavoidable waste is managed in the most environmentally friendly way. The waste hierarchy image on the following page highlights some of the actions that we have taken within each level.

We work closely with our partners to manage our waste in the best ways possible. In 2019 we signed the Brussels Airport Waste Charter which aims to recycle at least 50% of the waste at the airport by 2023 doubling the current recycling rate.

Due to the measures we have implemented and our fleet electrification efforts, we have won the Brussels Airport Environmental Award on two occasions. Looking ahead we are continuously investigating ways to collaborate with multiple stakeholders to continue our commitment in making a contribution to a circular economy.

No.	ICP	Unité	2019	2020
1	Diesel consumption	L	3 192 561	1 510 423
2	Gasoline consumption	L	117 797	52 906
3	Jet Fuel consumption	L	3 085	659
4	Natural gas consumption	m ³	307 010	179 513
5	Fuel consumption per 1000 flights	L	6 898	7 507
6	Total electricity usage	kWh	7 168 122	5 192 652
7	Total scope 1 CO ₂ emissions	Tonnes CO ₂	9 372	4 520
8	Total scope 2 CO ₂ emissions	Tonnes CO ₂	1 253	856
9	Total scope 1 and 2 CO ₂ emissions	Tonnes CO ₂	10 625	5 376
10	Total waste produced	Kilos	1 260 332	443 725
11	Waste produced per 1000 flights	Kilos	2 154	1 424

Table 7 : KPI focused on the environment



Covid-19 had a big impact on the aviation industry and therefore Aviapartner. Lockdowns and flight restrictions worldwide resulted in a significant drop in the number of flights that took place throughout 2020. Although we continuously strive to reduce our environmental impact, the big drop in most KPI seen in the table above is largely attributable to the pandemic.

See table 7 above



48 electrical cars and vans introduced at Brussels Airport

Compliance and Business Ethics

6.1 Anti-corruption

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

Our Code of Business Conduct and Ethics serves as a guideline on how we conduct business ethically as part of our daily operations. This Code of Conduct is to be read and acknowledged by staff members using our new Read & Sign Tool on Sunrise for electronic signing via mobile. In our Code of Conduct we provide guidance on sensitive transactions specifically with respect to gifts.

To raise awareness of our business ethics principles amongst staff, management are to undergo our Human Respect and Business Ethics Training. An awareness training on corruption and bribery also forms part of at least one Senior Management meeting per year. Thanks to our newly introduced online whistle-blower mechanism on our QPulse WebReporting platform, any incidents in relation to corruption, bribery, money laundering or fraud can now be reported electronically using a QR code. The tool is widely known across the company and can be used to systematically register all incidents. All reported incidents are immediately investigated and if any behaviour that is either unethical, illegal or does not comply with the Code of Conduct is confirmed, disciplinary and legal action up to termination of employment without prejudice to Aviapartner's right to compensation is applied. Aviapartner will not allow any retaliation against anyone who acts in good faith in reporting any such violation and grants full immunity and anonymity.

See table 8 below

6.2 Information Security

Our IT Security Policy and IT Policy set the standards on how to manage and store data securely to protect our own or customer data from unauthorized access by third parties. As with our Code of Conduct, our IT Policies are to be acknowledged by all employees via our new Read & Sign Tool on mobile.

As part of our general IT security strategy, Aviapartner has implemented several measures to prevent and manage data security breaches. These include an Incident Response Procedure (IRP), regular IT security audits and information security risk assessments.

On a regular basis, an external IT auditor conducts vulnerabi-

lity scans for all customer systems that are hosted by the supplier and where the supplier is responsible for the firewalling. Based on the outcome of these scans, changes to improve the systems are requested if needed. The external IT provider is ISO27001 certified.

All end user workstations (desktops and laptops) are protected with a McAfee Antivirus software which is updated whenever a new update file is available (daily). This is managed with the centralised management software of McAfee ePO (ePolicy Orchestrator). Yearly the McAfee supplier Secutec evaluates the setup and workings of the antivirus environment.

The Office 365 environment is protected on end-user level by the ATP product of Microsoft (Advanced Threat Protection). All servers are protected by the Norton antivirus (different brand than on the workstations). For internet traffic from clients (internet browsing) and server (applications) we have foreseen the secure DNS of Secutec to lower the risk of a zero day cyberattack.

To further protect our customer data from unauthorized access by third parties, a two-layer access system is in place.

- Layer one is the Active Directory (AD) managed by the HR database and supervised by the HR department and the Local IT Manager. This login authenticates the user and is used to authorize access. From outside, the Aviapartner network users can access files and applications via their AD account using Multi Factor Authentication.

- Layer two is the specific access to the application. This Access is given by the person responsible for the application and is different for each application.

To consult customers on personal and confidential data, data processing agreements are signed both with customers and suppliers.

When the General Data Protection Regulation, GDPR, came into effect in May 2018, we initially used an external training partner providing e-learning in English. In early 2020, we developed an e-learning program specifically oriented to our staff and business context, which is translated into six languages. We further launched cartoons to raise awareness for data security issues.

In 2019, we also created specific GDPR procedures tailored to the needs of our staff including how to handle personal data during audits and safety investigations, how to destroy flight files correctly etc. The latter also forms part of our regular quality audits and is reported on an annual basis. Any GDPR data breaches can be reported via the QPulse WebReporting platform or directly to our GDPR Data Protection Coordinator..

See table 9 next page

No.	KPI	2019	2020
1	Percentage of Management trained on Business Ethics issues	0 %	10 %

Table 8 : Anti-corruption related KPI

No.	KPI	2019	2020
1	Percentage of all operational sites with an Information Security Management System (ISMS) certified to ISO 27000	100 %	100 %
2	Number of audits including GDPR	0	17
3	Number of reports regarding GDPR	5	6

Table 9 : Information security related KPI

6.3 Anti-competitive Practices

In the Antitrust Competition Law Policy, Aviapartner has set out guidelines on how to prevent anti-competitive practices. Employees acknowledge this policy by signature.

Management Training on anti-trust and competition law is conducted annually. The plan is to make this training available to a broader group of employees via an e-learning program on our new e-learning platform, Moodle. Originally planned for 2020, this was now postponed due to the Covid-19 pandemic. Any incidents in relation to anti-trust can be reported electronically via the QPulse WebReporting platform and are investigated immediately.



Sustainable Procurement

We strive to only use and buy sustainable products, and we also consider it equally important that Aviapartner's suppliers believe in our sustainability approach. Therefore, we ask our suppliers of goods and services to commit to Aviapartner's environmental principles set out in our Green Partner Charter. By signing a contract with Aviapartner, the supplier commits itself to helping Aviapartner contribute to sustainable development. The supplier also confirms its commitment to incorporating the Aviapartner long-term strategic environmental objectives into their own company policy. In 2020, a new Supplier Code of Conduct was created to replace the current Green Partner Charter. This Code of Conduct does not only contain our environmental principles but also social and compliance aspects such as working conditions, harassment, human rights, anti-corruption, anti-trust, and responsible information management. The launch of the Code of Conduct was delayed due to the Covid-19 pandemic but is now due to be rolled out later in 2021. Aviapartner may carry out audits and inspections to check the application of the Code of Conduct and may also request documentation to verify compliance, next to participation in supplier self-assessments and evaluations. Another vital policy for working with our suppliers is the Aviapartner Ground Support Equipment (GSE) Policy. This Policy describes amongst other things, our environmental principles related to GSE procurement and lists our Health & Safety and Ergonomics Standards.

To put our environmental and social principles outlined in our policies into practice, several measures have been implemented over the last few years. These include an environmental impact assessment which refers to all risks related to GSE purchasing and renting (our main procurement category) and to other critical suppliers (subcontractors). As part of our supplier contracts, we also have Supplier Service Level Agreements (SLA) in place which reference our environmental and ethical standards that we require our suppliers to uphold.

Once a supplier has been selected and has signed our Service Level Agreement and Code of Conduct, regular supplier assessments on their social and environmental practices are undertaken. As part of this process, the supplier is required to perform a supplier self-assessment which provides us with an overview of their management systems (Quality/Health & Safety/Environmental), social responsibility and GDPR compliance status. At least once a year, we also evaluate all subcontractors with whom Aviapartner has subcontracting agreements in place.

For critical suppliers, the yearly evaluation is complemented with a subcontracting audit by a qualified auditor. For this, we use our Audit Checklist which contains sections on Environmental, working conditions, Safety and GDPR aspects. On a

day-to-day basis, the performance of the subcontractor/supplier is followed up by means of the monitoring of punctuality, incidents and complaints. The results of our audits are summarised in our Supplier Audit Report. Should any corrective actions be identified, Aviapartner actively supports the supplier by creating a corrective action plan or supporting them in training. As part of our local meetings, concerns regarding supplier performance are raised. These are then recorded in QPulse, which is the company tool used for all reporting.

Aligned with SDG Goal 17 'Partnership for the Goals', Aviapartner considers collaborating with all different actors in our supply chain as well as with other stakeholders such as airports and airlines crucial for creating a sustainable future. The collaborative approach is incorporated in the structure of Aviapartner's continuous improvement procedure. A series of meetings, calls and reports, on station and network level, assure the continuous evaluation and review of performance and effectiveness of processes and systems. Frequent meetings with customers, airport authorities and the airport community are part of this collaborative approach.

Based on this Continuous Improvement vision, the collaboration with other ground handlers is also considered and promoted whenever this can improve the operations. Meetings with customers and airport authorities enhance the collaborative approach with other handlers, above all in the management of scarce or critical airport resources. Also, the information exchanged in the Brussels Airport Operations Centre, APOC, contributes to improved operations in close cooperation with other handlers.

See table 10 below

Innovation Management

As 'creativity' is one of Aviapartner's company values, we actively promote new business ideas and practices. We encourage a pro-active and dynamic approach to ground handling solutions for our customers. New technologies form the backbone of our efficient and streamlined organisation. However, we are not inventing or installing new technologies on our own, but we are key stakeholders of the airports of the future and believe in a multi-stakeholder approach.

One example of a multi-stakeholder project was IATA Safety Audit for Ground Operations (ISAGO). Aviapartner has participated in ISAGO since the early start in 2009 and was the first network handler in Europe to appear on the ISAGO Registry with Amsterdam. Following this first station, Aviapartner was the first network handler registered in every country in Europe (except Spain which we only opened in 2015). Aviapartner is a member of the ISAGO Oversight Committee (GOC). Currently seven of our stations and our Headquarters (18%) are ISAGO registered representing 44% of the flights handled, but several more are planned for 2021.

A similar project was the IATA-CEIV Pharma certification for our first Pharmahub at Brussels Cargo in spring 2014. Following an audit according to EU guidelines on Good Distribution Practices for medicinal products for human use, we were about to be audited by the Belgian authorities when the IATA-CEIV Pharma certification came up. We worked closely with Brussels Airport and with IATA to achieve this IATA-CEIV certification. IATA created the Centre of Excellence for Independent Validators in Pharmaceutical Logistics (CEIV Pharma), to help organizations and the entire air cargo supply chain to get on the right track to achieve pharmaceutical handling excellence. CEIV Pharma addresses industry's need for more Safety, Security, Compliance and Efficiency, by the creation of a globally consistent and recognized pharmaceutical product handling certification.

No.	ICP	2019	2020
1	Percentage of targeted suppliers that have signed the Green Partner Charter	43 %	30 %
2	Percentage of targeted suppliers that have gone through a CSR assessment	64 %	71 %
3	Percentage of targeted suppliers that have gone through a CSR on-site audit	74 %	80 %
4	Percentage of targeted (critical) suppliers with contracts that include clauses on environmental, labour, and human rights requirements	-	63 %

Table 10 : Sustainable Procurement related KPI

Some other multi-stakeholder projects include :

- A speed limitation option on Ground Support Equipment with Advvez
- Self Service Kiosks at the Lost & Found Services, where passengers with lost bags can make a declaration
- An artificial Intelligence project to introduce smart glasses for the airfreight industry together with Air Cargo Belgium and VLAIO, the Flemish Agency for Innovation & Entrepreneurship
- A test project at Rotterdam The Hague Airport for autonomous vehicles in the baggage sorting area, with Vanderlande and Schiphol Airport Group
- Participation in a project to install a front of house « holographic host» who prepares passengers for security at Bologna airport
- A first electric bus to test readiness of Spanish airports for a zero-carbon future at Seville
- The first electric pushback in Spain at Tenerife South

Innovative thinking is key in a fast-paced and ever-changing work environment. As part of this, we have heavily invested in digitalisation and can count on a team of expert IT specialists and suppliers to make this happen. In appreciation for our investment in digitalisation projects, Aviapartner was awarded with the Airport Safety Award 2019-2020 by ADR Aeroporti di Roma. Rome Fiumicino won the award based on Safety Management System compliance inspections and audits and for the introduction of a “We are Safety” QR code (linked to the QPulse WebReporting software) for more accessible and immediate voluntary reporting.

We are also preparing for our industry moving from ‘paper-based’ workflows to digital platforms that work with multiple stakeholders (airports, handlers, airlines etc.). We focus on the customer journey contributing to seamless passenger flows at airports, passenger experience, on-time performance and real-time baggage tracing. In the future, aprons will become zero-carbon using sustainable energy sources, and automated GSE such as pushbacks, passenger steps, belt loaders will be shared. There will also be automated equipment that reduces strain on people in baggage halls, autonomous vehicles for transporting passengers, crew, baggage and cargo, and automated driving technology (e.g. Mototok) will be standard at airport stands.

Customer Relationship and Quality

At Aviapartner, we aim to provide added value for all our stakeholders including airports, suppliers and airlines. It is our promise that all passengers and bags we handle in our airports receive the most reliable, safe and rapid service. In recent years, there has been an increased focus on safety for our staff and for our aircrafts – as there is no Quality without Safety in our business. As our main framework, our Quality Assurance Manual (QAM) outlines our quality organisational structure, minimum service levels, quality monitoring instruments, and benchmarking.

To ensure the high level of service as described in our QAM is upheld, we carry out regular audits and inspections. The main objective of the monitoring is the understanding of the trends of non-conformities to determine their root causes and take

appropriate corrective actions, looking for risks and identifying opportunities. Aviapartner monitors on a continuous basis the key elements of the Aviapartner Minimum Service Level, defined as Key Quality Performance Indicators. Next to this performance monitoring, Aviapartner organises monitoring of the quality perception by means of perception assessments, complaint management and regular customer satisfaction surveys. The above monitoring is completed with follow-up of the customer’s own monitoring where this is available, and temporary monitoring of focus points specified in the Service Level Agreements. The monitoring results in various types of reporting targeted at different users (groups). The Aviapartner Quality Control Monitoring Programme is rolled out in all stations of the Aviapartner network by means of the Quality Organisation.

Aviapartner uses several Key Quality Performance Indicators (KPI) to measure its service level. Apart from Safety, one of the most important standards of the Aviapartner Service Level and therefore also a Key Quality Performance Indicator, is On-Time Performance at 15 minutes. The ultimate target is always to have no delays at all caused by Aviapartner. A threshold of 99% is used for evaluations (every 100 flights, maximum 1 flight delayed for more than 15 minutes). The graph shows the results per country from 2013 to 2020.

[See graph next page](#)

Certification programs are the main driver of our continuous improvement program. Therefore, we ensure all certifications were maintained, despite the Covid-19 pandemic:

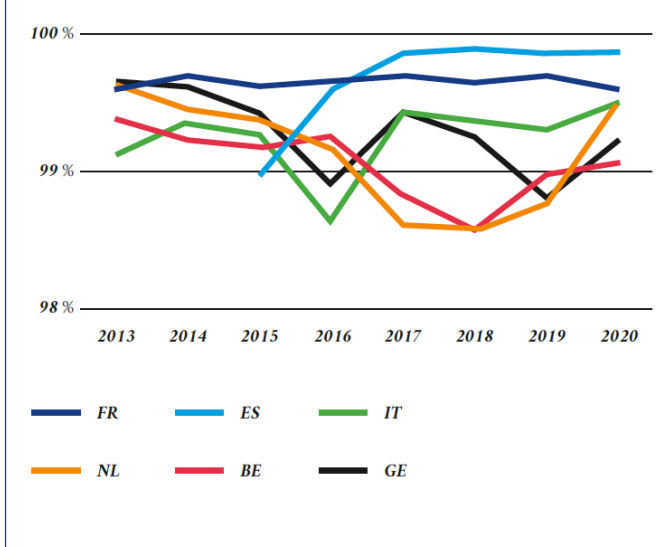
- All our IS-BAH certifications were upgraded to Stage 2
- Milan and Bologna were audited for the first time against the ISO9001 standard, introducing this complimentary certification also in Italy
- A full audit cycle of ISO9001/14001 took place in autumn 2020
- All planned ISAGO audits had to be cancelled at the outbreak of the pandemic, but the program has been resumed in December 2020 and since then we have already had 3 ISAGO renewal audits. We are continuing into 2021 with an ambitious program.
- The IATA-CEIV pharma renewal for Brussels Cargo is planned end February 2021.

In recognition of our high level of quality, Aviapartner also received several awards in 2020 :

- Air Cargo Belgium Ahead of the Curve Award for Aviapartner Cargo Brussels – spring 2020
- Aeroporti di Roma Fiumicino Safety Award 2019-2020 for Aviapartner Rome – December 2020

On Time Performance 15'

Results on country level 2013-2020



Outlook

Whilst we are proud of how far we have come in our sustainability journey, we recognise that there are still numerous milestones to achieve. Some of our plans for the next few years include: the switch to renewable energy where possible, the improvement of our fleet to reduce emissions and to enhance the safety of our staff and the aircraft, and the development of a carbon neutrality 2030 program using verified carbon offsets to compensate the greenhouse gas emissions that cannot be avoided or reduced. Apart from expanding our environmental activities, we aim to foster a strong innovative culture with bottom-up input from all stations and countries. We hope to report on the progress of these projects in next year's sustainability report.

About this report

This is Aviapartner's first sustainability report. As part of our commitment to the UN Global Compact, we have committed to publish a Communication of Progress (COP) report on an annual basis.

To identify the relevant sustainability aspects for this report, a materiality analysis was conducted. The material criteria addressed include the ten principles of the UN Global Compact and all activated criteria from our most recent EcoVadis assessment. Furthermore, we also included the most relevant and important sustainability fields from the point of view of our stakeholders.

This report has been created in cooperation with the consulting company Nexio Projects Netherlands.

Imprint

United Nations Communication on Progress - First Report
 Aviapartner Holding
 Luchthaven Brussel Nationaal
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Sustainability
report

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march
2021
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