



This is Aviapartner's fourth sustainability report, demonstrating our continued commitment to responsible business practices and transparency. In line with our support for the UN Global Compact, we share our Communication on Progress (COP) as part of our broader sustainability journey.

Our reporting is structured in accordance with the Global Reporting Initiative (GRI) framework, ensuring transparency and consistency.

This edition covers the period from January 2023 to December 2024, highlighting key initiatives, progress, and performance across our operations.

Imprint

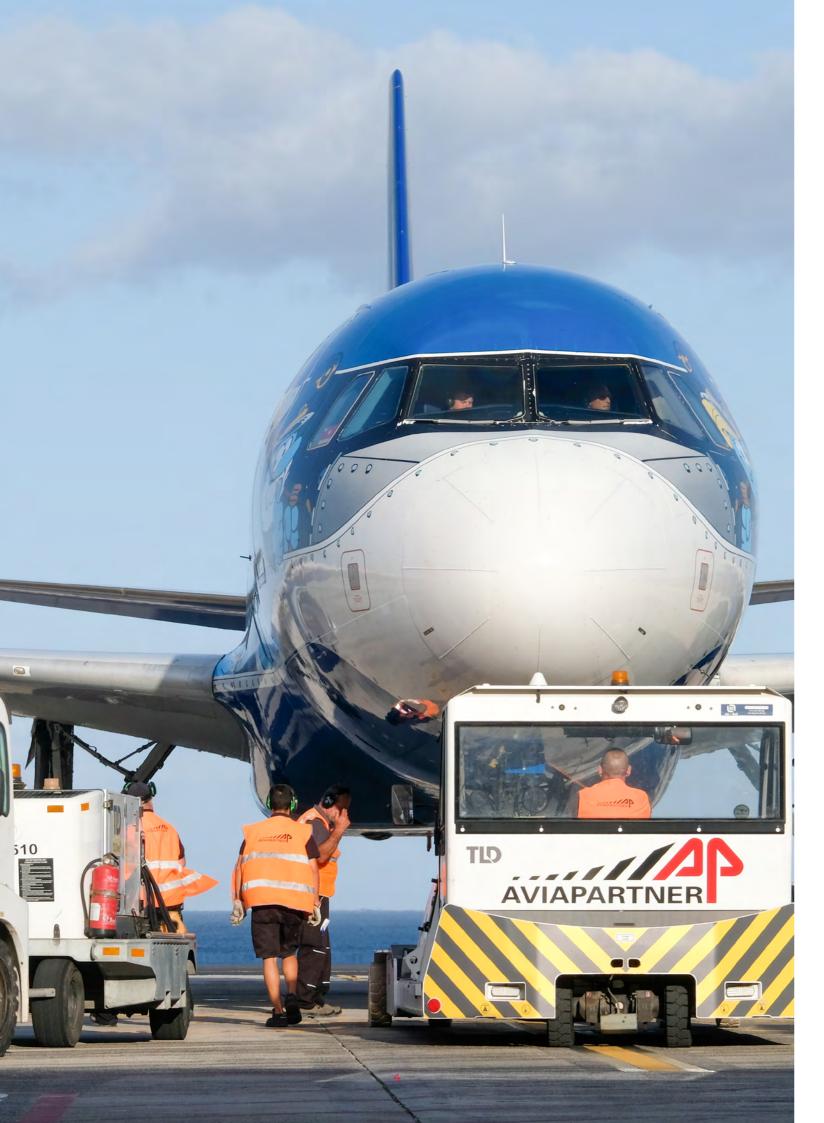
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Aviapartner Group

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Message of the Chairman

We are committed to being a source for good and to contributing to sustainable travel for generations. Over the years, our commitment has grown stronger as we understand the positive impact we can make.

In the last 2 years, we have achieved several milestones that we are proud to share with you in this Sustainability Report. At the same time, we remain transparent about the challenges and stumbling blocks we encountered along the way. We recognise that there is still much work to be done, and we are committed to continuing our efforts with determination and focus.

We focus on making a difference and contributing with actions that are meaningful for our stakeholders. Our sustainability efforts have centered on two key priorities: ensuring the safety of our people implementing the Safety Starts with Me 5-year Safety Plan and advancing our commitment to decarbonising our part of the supply chain.

We remain committed to achieving low-carbon operations by 2030, complying and going beyond all legal and environmental requirements. Our dedication extends beyond mitigating the impact from our fleet of vehicles and ground support equipment to encompass offices, warehouses and various other facets of our operation.

The above priorities reflect our belief that putting people first is inseparable from our responsibility to care for the environment.

High quality, safe, secure and sustainable ground handling services continues to be our main goal.

Sustainability is embedded in our strategy, with a decarbonisation trajectory set toward 2030. Along the way, intermediate goals serve as milestones to guide us and ensure we stay on track, reducing emissions from Ground Support Equipment (GSE), transitioning to electric vehicles and improving operational efficiencies to minimise energy use.

However, we cannot achieve this vision alone. Collaboration across our entire value chain and active engagement with all stakeholders are crucial to our success.

The following pages illustrate our commitment to the 10 principles of the United Nations Global Compact (UNGC), we have endorsed since 2021. They are closely entangled with the UN Sustainable Development Goals. In this report we share our implemented measures and relevant Performance Indicators with reference to the Global Reporting Initiative (GRI) Standards for 2023 and 2024.

We welcome feedback from all stakeholders on this report and encourage you to reach out with any questions, comments, or suggestions for improvement. Your collaboration, along with the support of our entire ecosystem, is vital to achieving our decarbonisation goals.



Laurent Levaux, Aviapartner Chairman



About Aviapartner

Founded in 1949, Aviapartner has the largest airport network in Europe for Ground Handling Services to passenger aircraft operating in Belgium, France, Germany, Italy, Spain and the Netherlands. Over the past 2 years we extended our operations into Bulgaria and South Africa and now operate in 76 airports.

The Aviapartner Group is an independent ground handling services provider in Europe and Africa. We pride ourselves on delivering safe, secure, reliable, and punctual airport operations for airlines and airports.

Our approach is centered on offering long-term, cost-effective handling solutions, leveraging technology, innovation, and partnerships to deliver best-in-class services. Each year, we handle operations for over 100 million passengers.

Aviapartner is headquartered at Brussels National Airport in Belgium, the capital of the European Union.

At the heart of our business, we distinguish 5 key activities situated in an airport environment:

GROUND HANDLING SERVICES				CARGO SERVICES
Passenger Services	Ramp Services	Operations	Baggage Services	
 Ticketing Check-In Boarding Departure Control System Special Assistance / Prm (Passengers With Reduced Mobility) VIP Services Passenger Lounges Station Coordination Concierge Service (*) Passenger Security Filter (*) 	 > Aircraft Marshalling > Aircraft Towing / Pushback > Stairs & Bridge Operations > Power, Airco & Heating > Water & Toilet Service > Bussing & Crew Transport > Cabin Cleaning > Catering Transfer > Belly Freight Handling > De-Icing > Aircraft Fuelling (*) 	> Flight Documentation > Flight Planning > Crew Briefing > Weight & Balance > Load Plan & Load Sheet > Ground-Crew Communication > Flight Supervision > Crew Lounges (*) > Airport / Airway Slot Coordination (*) > Traffic Rights & Landing Permits (*) > Aircraft Reservation (*)	 Loading / Unloading Baggage Transport Baggage Sorting Baggage Reconciliation Lost & Found Baggage Tracing 	> Cargo Terminal Operations > Warehousing & Inventory Control, Cargo Security > Uld Build-Up & Breakdown > Dangerous Goods & Live Animal Handling > Documentation for Import & Export, Customs Clearance > Cargo Transport to / from Aircraft, Tracing, Airfreight Trucking Services > Pharma Hubs > Perishable Centres

(*) Services specific to General & Private Aviation activities, under the brand name AviaVIP.













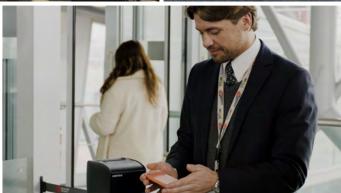


















Ground Handling is part of the aviation value-chain in the aviation sector.

UPSTREAM

Manufacturers of Ground Support Equipment (GSE), suppliers of Ground Support Equipment & IT Technology, glycol for de-icing, uniforms office supplies and consulting services.

> Third-party contractors: aircraft cabin cleaning, office cleaning, Ground handling services, interim staffing services etc.

SERVICES ARE DELIVERED DOWNSTREAM TO

- > Commercial airlines/passengers.
- > Private jet companies/passengers.
- Passengers with private planes.
- > Cargo operators.
- > Lounge passengers.

Mainly with long-term contractual relationships, but also some event-based.

Company Values

Our six core company values are embedded in our DNA. These reflect our approach to doing business. In early 2010, these were extended to care for the environment, making sure to embed environmental focus in our business.

Our training programmes and the Aviapartner Training Academy focus on human capital. It is our company philosophy to treat all 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 and Passenger Focus:** Customer satisfaction through the safe delivery of bespoke handling solutions. Partnerships and trust with airlines are the cornerstone of our growing organisation.
- 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 are the engines 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. These are the priorities we have in mind when serving our customers.
- Quality & Safety: In our business Quality & 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.
- > **Creativity:** Pioneering is our way to success. Active stimulation of new business ideas and practices. We encourage a proactive and dynamic approach to ground handling solutions for our customers. New technologies form the backbone of our efficient and streamlined organisation.
- Competitiveness: In an ever-changing environment, quality, safety and customers come first. Aviapartner, together with our customers, actively seek to identify new dynamic ways of approaching aircraft handling logistics resulting in sustained competitive advantages.



Our Sustainability Journey

SOCIAL SUSTAINABILITY

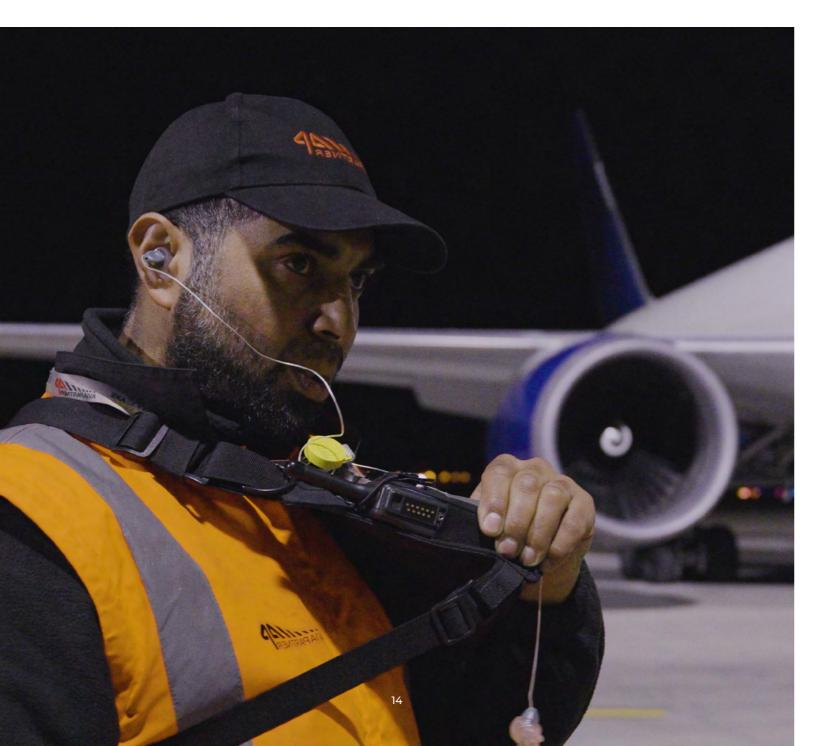
ENVIRONMENTAL SUSTAINABILITY



Aviapartner is a partner for creating a sustainable future. We lead by example and support our employees and partners to ensure a more sustainable work environment, which benefits the planet and our business and its stakeholders. Ultimately, we strive to become a source for good to support sustainable travel for generations.

As illustrated in the timeline of our Sustainability Journey and ambitions, sustainability has been a focus at Aviapartner for over 10 years. We benefited from early adoption in 2010 consciously choosing to embed respect for the environment in our way of doing business. In 2013 the scope of sustainability development extended to include social, ethics and sustainable procurement. It has become an important driver for the world we live in, for our current and future partners, for our customers and employees, and we believe it is the way forward for Aviapartner and the entire aviation industry.

We focus on a holistic way of thinking and address various aspects linked to the different sustainability dimensions.



Stakeholder Engagement

In our operations, we interact with multiple categories of stakeholders. Below is a non-exhaustive list of our main internal and external stakeholders based on their influence on our operations:



In our materiality process, we count on a full perspective of the topics that are most relevant for all our stakeholders.

Our engagement with each stakeholder changes based on the type of relationship and the influence of such relationship on our operations. We focus on maintaining an open and strong collaboration with all our stakeholders as we believe it is important to conduct all business relationships following the highest ethical standards and ensure that the collaboration is successful for both parties. Stakeholder engagement allows us to strengthen our working relationships with our partners, explore innovative solutions together and respond to new needs, challenges and requests in a timely and efficient manner.

Our stakeholder engagement strategy prioritises our employees, recognising them as the cornerstone of our success. We are committed to amplifying their voices by creating avenues for open dialogue and mutual understanding. Employees are encouraged to share their experiences, raise concerns, and discuss challenges directly with their management. This is facilitated through various channels, including locally organised surveys, whistleblowing mechanisms, our open-door policy, and direct access to line managers or HR at any time.

To maintain transparency and alignment of key performance indicators, we provide customers with various types of quality reporting. This, combined with active monitoring of customer satisfaction through regular meetings, perception assessments, complaint management, and occasional surveys, allows us to stay attuned to our customers' evolving needs and expectations, ensuring we consistently deliver the required services.

Our suppliers and our subcontractors play a fundamental role in our operations. We believe that strong collaboration with them is essential to reach our sustainability goals. This process is described in the chapter on Advancing Sustainability through responsible Purchasing.

Aligned with Sustainable Development Goal (SDG) 17, Partnerships for the Goals, we prioritise collaboration across the supply chain, including airports and airlines, to foster a sustainable future. This approach is embedded in our continuous improvement and communication processes, with regular meetings, calls, and reports at station, country, and network levels to evaluate and enhance performance and systems.

In line with our continuous improvement vision, we collaborate with other ground handlers to enhance operations, especially in managing critical resources like safety cones, aircraft chocks, and shared equipment to service the aircraft. We ensure all partnerships uphold the highest ethical standards.

Aviapartner's Relevant Sustainability Topics

Aviapartner's material topics, meaningful to our business, are based on input from our most important internal and external stakeholders, the 10 principles of the United Nations Global Compact (UNGC) and the criteria activated in the yearly Ecovadis assessment.

The material issues cover relevant sustainability topics including Environment, Labour and Human Rights, Business Ethics and Sustainable Procurement.

These topics were reviewed and confirmed with the Board and Senior Management and with the Spain CSR committee who act as the accelerator for the group. To complement this process our Environmental, Social & Ethical Impact Analysis is reviewed yearly. It manages the most prominent Social & Ethical positive and negative impacts to our stakeholders and business. Furthermore, by continuously engaging with our stakeholders, we assess on a daily- basis sustainability topics that are significant for our supply chain. Aviapartner's main material topics across environmental, social, and governance areas include:



ENVIRONMENT

- > Energy Consumption & Greenhouse Gas Emissions (GHG): Energy usage from equipment, warehouses, and offices, including both direct and indirect greenhouse gas emissions.
- > **Waste Management**: Handling of non-hazardous and hazardous waste from operations and incoming aircraft.
- > Local Pollution: Accidental spills and leaks, along with the environmental impact of operations, including noise emissions, air pollution, and fine particulate matter.
- > **Supplier Environmental Practices:** Environmental issues within the supply chain, including impacts caused by suppliers and subcontractors' operations and products.

SOCIAL

- > **Diversity, Equity & Inclusion**: Preventing discrimination and harassment in the workplace.
- Working Environment: Employee working hours, compensation, and social benefits.
- Child Labour, Forced Labour & Human Trafficking: Preventing child labour, forced or compulsory labour (modern slavery) and human trafficking in our operations and across the supply chain.
- Career Management: Managing career stages and training, including recruitment, onboarding, development, performance evaluation, and layoff processes.
- Employee Health & Safety: Identifying and mitigating health and safety risks for employees and workers during operations.
- Social Dialogue: Structured engagement through recognised employee representatives and collective bargaining agreements.
- Supplier Social Practices: Labour and human rights issues arising from suppliers' and subcontractors' operations or products.





GOVERNANCE

- Privacy & Data Security: Protection of data and privacy rights.
- Anti-Competitive Practices: Practices that prevent fair competition, such as price manipulation, monopolies, and violations of intellectual property rights.
- Anti-Corruption: Preventing all forms of corruption, including extortion, bribery, conflicts of interest, fraud, and money laundering.

Sustainable Development Goals

Our sustainability strategy is aligned with the Sustainable Development Goals (SDGs) that reflect our core values and where we can make the most significant impact. We are committed to maximising our contributions by integrating these SDGs into our operations and sustainable development principles, as outlined in this report.

In the following pages we summarise our main achievements in 2023 and 2024 and compare them with previous results. Additional details are available in the GRI Report 2023-2024 at the back of this report. Led by the UN and supported by governments and organisations around the world, the Sustainable Development Goals (SDG) inspire collective action to promote prosperity while protecting the planet.







































Governance

The impact is identified and managed at various levels through a top-down approach across the organisation, utilising the "Plan-Do-Check-Act" continuous improvement cycle. This process involves setting the strategy, establishing measurable targets, and monitoring progress through monthly Board Reports. These reports are reviewed at regular intervals with key stakeholders to ensure alignment and to drive ongoing improvements.

Over the last 2 years, we have continued to integrate sustainability into our strategy and focus on embedding it into our operational procedures. We worked on familiarising our governance bodies and senior management with sustainability, recognising their important role in promoting the vision throughout the organisation. We aim to engage all employees in initiatives, training, and projects that contribute to building a more sustainable business.

Our group objective for People, Planet and Profit (PPP) are set at a Group Level and then delivered within our Country based operations. These objectives are shared with Senior Managers and operational teams who are then supported by Senior Executives from the group including VP Safety and Occupational Health, VP Quality & Environment, General Counsel, Group IT Director.

Managing Directors delegate responsibility for the management of impacts further to the Management Team and HR Directors in their respective countries.

OVERALL RESPONSIBILITY	> As a private organisation, Laurent Levaux, the company owner, and Executive Chairman, holds overall responsibility for the sustainability strategy.
ON CORPORATE LEVEL	 Annual Senior Management meeting to share group priorities, discuss innovations, sustainability, targets, profitability, industry challenges as input to country strategic meetings.
	> For specific topics linked to the overall strategies, separate Business Reviews are organised to reach specific decisions and review them.
	> Quarterly Quality & Safety Review Boards.
ON COUNTRY LEVEL	> Annual country strategic review meeting with Country Team.
	> Bi-annual strategy update meeting to follow up and review what was agreed upon during the strategic meeting.
	Monthly OPSCom meetings (Managing Director with their Team, Finance, General Counsel, CEO, Chairman) ensure performance is evaluated versus the plan and corrective actions are taken where needed to reach the company goals.
	> Annual Strategy Budget Setting Process in quarter four.
ON STATION LEVEL	> Executive Directors/Managing Directors (MD) translate this to the station level.
	> We incorporate project plans and programmes led by local authorities, governments and airports.

Frequent meetings take place with customers, authorities, suppliers. Internally there are monthly meetings with Management, minimum 1x per year with European workers Council and Top Management. Meetings include views of main internal stakeholders in the different regions.

Stakeholder Recognition

We are dedicated to a more sustainable future through responsible business practices and innovative strategies. Our efforts are reflected in the awards, ratings, and recognition we have received.

ECOVADIS GOLD MEDAL 2024 FOR SUSTAINABILITY PERFORMANCE

We made notable progress in our sustainability score across the key criteria of Environment, Labour & Human Rights, and Ethics, as evaluated by Ecovadis. With a total score of 77 in 2023 and 78 in 2024, Aviapartner was awarded a Gold Medal as a recognition for the Ecovadis

rating and ranked in the 99th percentile, outperforming 99% of companies assessed by Ecovadis worldwide. Our sustainability performance was evaluated as "Advanced" and our Carbon Management Level was as "Intermediate".



















LUFTHANSA GROUP SERVICE PARTNER AWARD 2024 FOR INNOVATION IN DIGITALISATION

In 2024, Aviapartner won a Service Partner Award from the Lufthansa Group for Innovation and Digitalisation. The award recognises the Arion Mobile application, launched in 2021 by a company-led IT development team to digitalise and streamline aircraft turnaround processes demonstrating our commitment to advancing efficiency and operational excellence in aviation.

BLUESKY, A FIRST SUSTAINABILITY ASSESSMENT FOR THE CARGO OPERATION

In summer 2024 Aviapartner Cargo NV participated in the first International Air Cargo Association (TIACA) BlueSky community programme globally, organised with Brussels Airport Company and Air Cargo Belgium for the BRUCargo community at Brussels Airport. This initiative is focused on creating a sustainable future by assessing and tracking where an airport community is on its path towards a sustainable air cargo future.



The BlueSky programme is a TIACA initiative and the only programme in the world that does a sustainability assessment

personalized for companies in the air cargo industry. The programme provides an assessment, a validation by an independent validator and a verification scheme to track a company's progress in terms of sustainability. It also helps to provide a benchmark against peers. For Aviapartner



Cargo N.V. the assessment resulted in an Advanced score. The highest scores were reached for Industry Partnership & leadership with a score above 4, considered as "Industry Leader", while there is room for improvement in the categories on Improving lives and well-being and Decarbonisation, which were considered as "Intermediate".

AIR-HOSTESS AWARD "INTERNATIONAL PROJECTION" 2023 FOR AVIAPARTNER SPAIN

In April 2023, at the fourth annual Air-Hostess Awards, which celebrate excellence in aviation, Aviapartner Spain was recognised in the "International Projection" category for its significant expansion in Spain: in 2015, AENA awarded us airport licenses for seven airports. Since then, in the 2023 public tender, our services were further acknowledged with an additional 15 licenses. Additionally, we expanded our presence in general aviation, solidifying our position as the leading ground handling company in Spain.



AVION REVUE AWARD BEST HANDLING OF THE YEAR 2023 FOR AVIAPARTNER SPAIN

At the 2023 Avion Revue Awards, Aviapartner Spain was honoured as "Best Handling of the Year." The award acknowledges Aviapartner's track record in ground handling for technological innovation, excellence in customer service, and a commitment to safety.



Human Rights

UNGC Principle 1 Businesses should support and respect the protection of internationally proclaimed Human Rights.

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

UNGC Principle 4 Businesses should uphold the elimination of all forms of forced and compulsory labour.

UNGC Principle 5 Businesses should uphold the effective abolition of child labour UNGC Principle 6 The elimination of discrimination in respect of employment and occupation.

HUMAN RIGHTS RELATED KPI

NO.	KPI	2022	2023	2024
1	Human rights related incidents	17	8	2
2	% of staff trained on preventing discrimination (during Safety training)	98%	98%	85%
3	Individuals from vulnerable groups (Ref GRI 405-1) among employees	2%	3%	2%
4	Individuals from vulnerable groups (Ref GRI 405-1) in governance bodies	0%	0%	0%
5	% of women employed in relation to the whole organisation	36%	37%	36%
6	% of women employed in governance bodies (Ref GRI405-1)	10%	10%	10%
7	Different nationalities	75	100	106
8	% of employees > living wage	100% (Spain)	Data not available	Data not

Since our company's inception in 1949, our foundation has always been centered around people. Consequently, the social dimension of sustainability is particularly important for us. The success of Aviapartner is driven by the individuals within the organisation: they are our greatest asset. This essence is profoundly embedded in our core value "People".

"People" encompasses Aviapartner employees, as well as workers not directly employed by us, including those from business partners and subcontractors or suppliers. We maintain an open-minded approach and foster mutual respect, which extends to our interactions with customers and shapes a culture of collaboration and consideration.

This reflects a rich diversity of nationalities and cultural backgrounds, with each individual bringing unique values, perspectives, and strengths. This multicultural environment not only enriches our workplace but also enhances our ability to serve a wide variety of airlines and passengers. In such a setting, our commitment to human rights and respectful treatment is fundamental.

These core values are reflected in our Policy on Human Respect, which emphasizes that harassment is prohibited by the laws of the European Union and all European countries where we operate. The policy offers remedies and protection for complainants, acknowledging the impact of harassment, and outlines the actions and consequences in case of incidents.

As part of our day-to-day operations, we have implemented various measures to prevent any violations of Human Rights.

We share our policies and procedures through employee handbooks available on our intranet and communicate on country level on topics like respect and discrimination. Additionally, our Code of Business Conduct & Ethics, Supplier Code of Conduct, and Policy on Human Respect are published on our website, ensuring they are easily accessible to all stakeholders.

Respect & Tolerance charter

Following psychological analysis in 2022 for Belgian entities, an action plan to address gaps was prepared. As part of this action pan in 2024 HR Belgium launched a campaign for respect and tolerance. It kicked off with a Respect and Tolerance charter, supporting Aviapartner's core values. This charter, presented as an international passport, was distributed individually to all staff. It contains 10 rules of conduct for respectful partners: basic agreements - that show what we consider important and what we commit to, in order to create a safe, respectful, and collegial working environment where everyone can work in a pleasant way. At the same time, the existing group of persons of trust was expanded to lower the threshold for staff to raise concerns and discuss any issues. The theme of Respect, Tolerance, Inclusion, and Non-discrimination is not only addressed in internal workshops, but is also a recurring and significant topic during meetings of the Committee for Prevention and Protection at Work.



"While norms, values, charters, and codes are useful frameworks, real impact comes from individual behaviour. Success and collaboration depend on how each person acts."



















We complement our communications by organizing training sessions for all employees. To ensure wide participation and effective follow-up, human respect and our zerotolerance policy for discrimination and harassment, is reinforced through mandatory training incorporated into the human factors chapter of our mandatory safety training. It also informs employees how to report incidents.

The training on Human Respect, Business Ethics, and Competition Law, was completed in 2023 by 87% of a designated group of 255 staff consisting of governance bodies, management and key staff. In 2024 96% was achieved. This training also highlights the critical importance of diversity and anti-discrimination while outlining the procedures for reporting policy violations.

Since 2021, Spain has been a key accelerator of our initiatives, successfully piloting a comprehensive training programme on anti-discrimination and equal opportunities for a specific target group. Following the positive results of the test-phase of the training in Spain, the programme was progressively expanded to all staff, achieving 100% staff trained by 2024. Also Italy implemented a human rights training in 2024, with 12% of Italian staff in the target group completing the training. Similar training is in preparation in the Netherlands.

In the event of any Human Rights incidents, employees can refer to our Policy on Human Respect and, starting in early 2024, our Whistleblowing Policy, which outlines the procedure for reporting discriminatory, harassing, or offensive conduct, as well as retaliation.

In 2023, 8 Human Rights incidents were reported, all in Belgium, for 2 in 2024 in the Netherlands, compared to 17 in 2022. All were reviewed and remediation action was taken. They are no longer subject to action. All cases were reported for discrimination incidents (GRI 406-1). All have been investigated.

For 2023 zero incidents were reported on Customer Privacy (GRI 418-1). In 2024 there were also no complaints concerning breaches of customer privacy, but 2 of the 5 data leaks identified related to customers.

For child labour (GRI 408-1) or forced labour (GRI 409-1) zero incidents were reported.

End 2023, the already existing whistleblowing channels for reporting potential violations in the countries where the group operates, were expanded at the group level to include an additional channel with fully confidential reporting, managed by an external company. While not all countries have implemented the same tool, this channel allows the reporting of various malpractices, ranging from potential direct or indirect human rights issues affecting internal stakeholders and our supply chain, to business ethics, environmental, and safety concerns. The main objective of this additional channel was to make reporting easier and more accessible for internal and external stakeholders.







The adoption of the SGE21 Sustainability standard in 2022 and the SA8000 Social Accountability standard in 2023 marked a significant enhancement to our human rights approach. In 2023, the SGE21 framework was further extended to three additional stations within

the Spanish Aviapartner Málaga FBO entity, reinforcing our commitment to ethical and socially responsible management. In March 2023, we obtained SA8000 certification for seven commercial stations in Spain as well as the head office of Aviapartner Spain S.A., further embedding internationally recognised labour and human rights standards into our operations.

While safety audits have long been routine, these certifications introduced additional third-party audits specifically focused on human rights aspects, including non-discrimination and social dialogue – making Spain a driving force and accelerator for the group.

Building on efforts initiated in 2022, we continued to review and refine internal documentation, with a focus on integrating more inclusive language into policies and procedures – recognising the transformative power of language in shaping a respectful and equitable workplace.

Diversity, Equity & Inclusion

We believe it is our responsibility to consider both our internal and external stakeholders as individuals, irrespective of nationality, gender, national or ethnic origin, colour, religion, language, or any other status. Our objective is to foster a work environment that promotes diversity, inclusion, and equal opportunities for all employees. Recognising that diversity, equity, and inclusion are integral components of sustainability, we acknowledge the immense potential that diversity offers, particularly in our international business environment. Whether it's gender diversity, generational diversity, ethnic diversity, or diversity in abilities, we are committed to embracing and leveraging the strength inherent in our diverse workforce.

As a signatory to the UN Global Compact principles, we support Principle 6: the elimination of discrimination in respect of employment and occupation.

Our commitment to equal opportunity is a core part of our Human Resources Strategy and Procedures. These outline a recruitment process involving multiple stakeholders and guided by clearly defined competence profiles for each role. This structured approach ensures transparency and establishes clear measures to prevent discrimination.

Our collective labour agreements clearly state that no one should be treated unfairly because of their age or gender. This is also specifically included in training.

To reinforce our commitment to diversity and inclusion across our operations and supply chain, Spain continues to endorse the Diversity Charter in Spain.



France, Spain, and Belgium carry out regular pay gap analyses, while in Italy, our Human Resources team periodically monitors internal pay data to stay ahead of any potential disparities.

Furthermore, in 2023 Spain advanced its Equality Plan by eliminating gender-discriminatory practices in recruitment, promotion, training, and pay. In 2024, efforts expanded to inclusive hiring, leadership diversity, flexible work arrangements, and mandatory anti-discrimination training. Equality metrics were embedded in audits and governance, supported by continuous training on equality for 100% of the staff and national coordination.

Bridging the Gender Gap

In an industry where women are under-represented, we are committed to supporting gender equality and encouraging women in their aviation careers.

In 2021, Aviapartner became the first ground handler to join the IATA Diversity & Inclusion Initiative, "25by2025", underscoring our commitment to SDG 5: Gender Equality. This initiative champions gender balance within the aviation sector, providing a collaborative platform for knowledge-sharing, exchanging experiences, utilising resources, tracking progress, and, most importantly, inspiring change. As we firmly believe that significant changes start with small steps, Aviapartner set two "growth" goals to increase the share of female employees by 25% by 2025 in management functions and in airside operations where women are traditionally underrepresented.

Despite meaningful progress, group-level figures show disparities between countries. In Airside Operations – where the 2025 target is 13% women – the current representation stands at 10%, slightly below 2022 levels. However, several countries show strong performance: Italy has already met the target with 13.5% women, and Belgium is close behind, just half a percentage point short.



A closer look at the results for Brussels reveals that until 2021, when Aviapartner joined IATA's "25by2025" initiative and began measuring diversity, there were no women in Ramp Operations – a segment of Airside Operations in Brussels. To address this gap, mindsets had to change but also the

infrastructure had to be adapted to better support women. Recruitment campaigns were revamped, and women were actively considered for positions traditionally seen as male-dominated, such as baggage handling and operating specialized aircraft equipment. In 2023 these efforts led to the successful hiring of nine enthusiastic women who serve as the best ambassadors to attract more female talent to these roles. Despite this progress, challenges remain, including some cultural resistance within these roles.

"The men in the team accept me as I am and there is no problem working here as a woman. I feel very included. Don't underestimate the women on the apron, we have a lot of strength too."

"The combination of men and women in this job is essential, they are complementary to each other. We are held in high regard by our male colleagues. Everyone in the team is super friendly and respectful, which creates a really nice working environment."

Since 2022, the overall proportion of women in the company has increased only marginally, with significant differences between countries depending on the size and nature of local operations. Countries with more Passenger related activities tend to have a higher proportion of women, while those with the more male-dominated ramp and baggage activities see a greater proportion of men. Spain stands out for the most notable improvement, thanks to the implementation of the Equality Plan, but the Netherlands leads overall with nearly 47% women in the workforce.

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WOMEN IN THE WORKFORCE

	2022	2023	2024
BELGIUM	32.7%	31.8%	30.9%
SPAIN	32.8%	31.1%	35.0%
FRANCE	42.2%	40.7%	40.9%
GERMANY	11.7%	17.5%	16.7%
ITALY	39.7%	40.8%	39.5%
THE NETHERLANDS	48.7%	47.6%	46.9%
TOTAL	35.9%	36.6%	36.4%

In management roles, including governance bodies, Spain leads in 2024 with 50% women, followed by Italy and France at 40%. While these figures are encouraging, the externally verified result for the "25by2025" initiative declined from 39% in 2023 to 34% in 2024, making the 48% target by 2025 increasingly challenging. Although most stations have shown improvement from 2023 to 2024, progress remains slow and, with a few exceptions, is not on track to meet the target.

WOMEN IN MANAGEMENT

	2023	2024
SPAIN	48%	50%
ITALY	43%	40.5%
FRANCE	39%	40%
GERMANY	26%	23%
BELGIUM	18%	19%
THE NETHERLANDS	9%	9%

The proportion declines further when examining governance bodies, where women occupy only 10% of positions at the group level, with no change observed between 2023 and 2024. There are no women on board level.

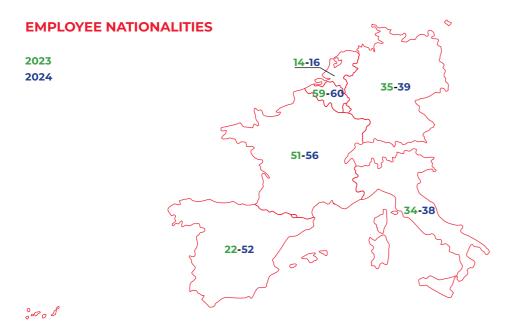
This suggests the presence of a "crystal ceiling," where women may face invisible barriers preventing them from advancing.

To achieve a more balanced workforce by 2025, continued efforts to break down these barriers and promote gender equality in all areas will be essential. The successful examples in countries like Spain, Italy and France, where significant progress has been made in management roles, as well as Belgium, where a total mindset shift has occurred, serve as valuable models. These examples highlight that monitoring and targeted initiatives, along with a cultural shift, can lead to meaningful and sustainable change.

Aviapartner Spain has launched several initiatives to foster an inclusive work environment and support the integration of people from vulnerable backgrounds.

A Menorca partnership was formed with an association "Consell Insular de Menorca" which works with vulnerable people to help them find a job.

The diversity within Aviapartner teams is clearly reflected in our HR data, with employees representing over 100 different nationalities. This multicultural representation continues to grow in every country. The increase in Spain is due to the expansion of the business in 2024. In the Netherlands the data previously reported in 2022 did not correctly capture the actual diversity of our workforce. Following a review and collaboration with local HR teams, we have corrected the reporting methodology and now present a more accurate picture. The updated figures for 2024 reflect this improvement and will serve as a baseline for future monitoring.

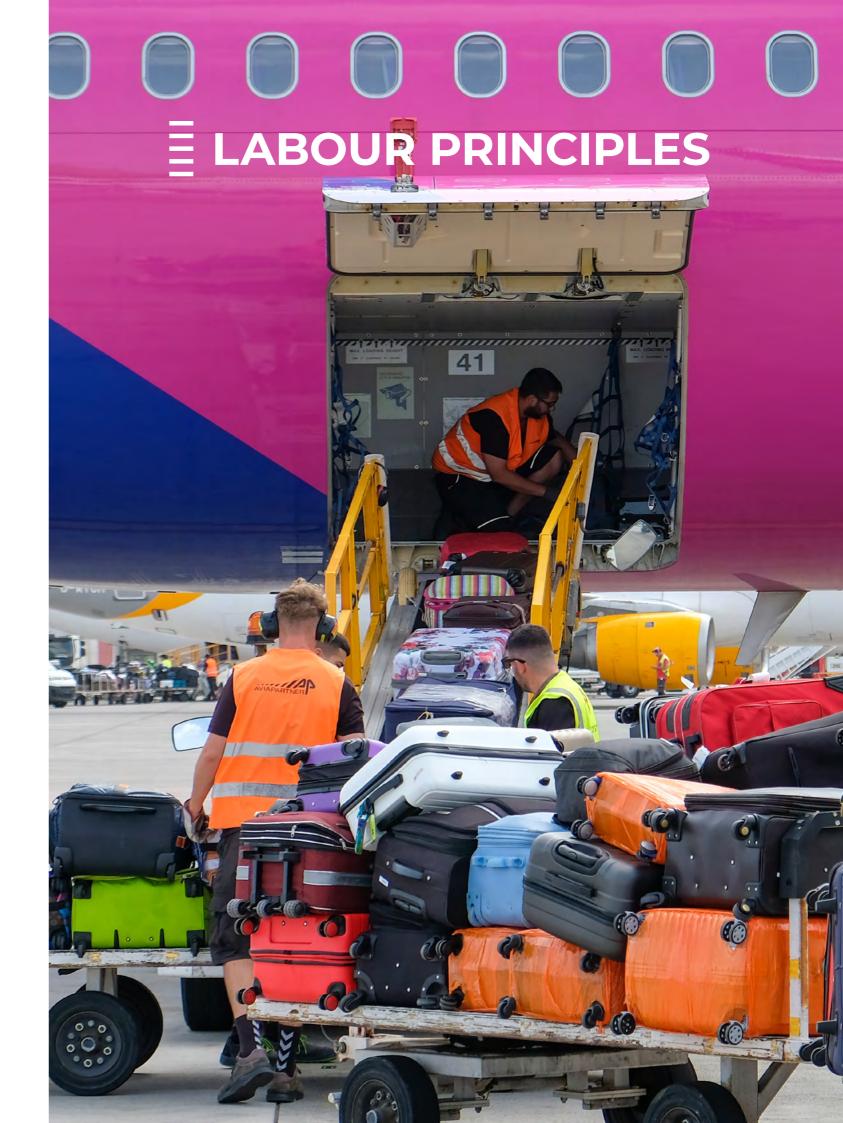


Child and Forced Labour, Human Trafficking

We are committed to eliminating all forms of forced and compulsory labour, as well as child labour, across our operations and supply chain. Like in previous years, no incidents were reported in 2023 and 2024. In Spain, where Aviapartner is SA8000 certified since March 2023, we have established a remediation procedure for potential child labour incidents as part of our social accountability measures, although it has fortunately never been necessary. To mitigate risks, our Human Resources Strategy and Procedures require age verification during the recruitment of new employees. Our position on child and forced labour is clearly outlined in our Supplier Code of Conduct, which all new suppliers are required to sign. This commitment is verified through supplier self-assessments and on-site audits, as detailed in our chapter on Sustainable Procurement.

HUMAN TRAFFICKING

Human trafficking, a form of modern-day slavery, often involves the movement and exploitation of people across borders. The aviation industry, including ground handling, can inadvertently facilitate this crime by providing the means for traffickers to transport victims. All stakeholders in aviation, especially passenger-facing staff, have a crucial role to play in identifying and reporting suspicious behaviour. This responsibility is shared across the value chain and is supported through collaboration with other industry partners. Committed to a safe and ethical sector, ACI, the Airport council International developed the ACI Combatting Human Trafficking course. In line with our endorsement of the UNGC Principle 4 regarding the elimination of all forms of forced and compulsory labour, we have been offering this course on a voluntary basis to frontline staff in private aviation and since 2020 also in commercial aviation. It raises awareness providing an understanding of the key issue and challenges in relation to human trafficking at airports, including recognising the signs our employees may spot during their job. Spain has included this training since March 2022 in their Training plan for all Station Directors, Passenger Services Managers and quality team resulting in 40 staff trained end 2024.



Social Dialogue

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

Since the start, Aviapartner has been providing ground handling services and building strong, long-term relationships with its partners. The Management Team actively promotes open communication and daily social dialogue, recognising that a positive working atmosphere plays a key role in delivering quality service. To support this, managers receive dedicated training to ensure they are equipped with a solid understanding of the principles of social dialogue within an operational context, which is fundamental for maintaining effective and constructive working relationships.

Our Human Resources Strategy and Procedures define how we support structured social dialogue across all locations. While collective labour agreements differ by country, they share many common principles that reflect our commitment to fair working conditions and employee well-being. These typically include health insurance, provisions on work-life balance (such as the right to disconnect), mobility support, holiday entitlements, access to training and development, health and safety standards, and equal treatment for all employees.

As a multinational company with operations across Europe, Aviapartner has established a European Works Council (EWC). The purpose of this 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 negotiate related to company agreements. This is also reflected by our Social Dialogue related KPI.

SOCIAL DIALOGUE RELATED KPI

NO.	KPI	2022	2023	2024
1	% of the total workforce covered by formal collective agreements concerning working conditions	97,3%	97,7%	99,7%

Working Conditions

Our Human Resources Strategy and Procedures serve as the main guidance for all matters related to working conditions. As Aviapartner is a customer-oriented service company, we recognise that our employees represent our most valuable human capital.

In turn, each individual employee is responsible for transmitting the core values of the company towards our customers and the communities we serve. The selection, development and motivation of our employees is crucial to us. We continuously strive to be a great place to work at by promoting cross-functional and cross border teamwork and fostering creativity and learning.

As per our Salary Policy and collective agreements, fair renumeration 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 in the remuneration.

The SGE21 Sustainability and SA8000 Social also convinced us to approach seemingly obvious topics such as fair renumeration, more systematically. Fair renumeration is enabled by collective agreements. Aviapartner wants all its staff to be paid a living wage. This is often confused with the legal minimum wage. We started monitoring this in Spain and concluded that 100% of the staff for which we did the analysis are paid a living wage (based on 40 hours worked).

Sector Agreements in the different countries specify the 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 hours are part of the job conditions while support staff are eligible to 'work from home' arrangements. This is only formalized in Italy where 4 individual arrangements were signed in 2023-2024. Our employees also benefit from health care benefits which are classified as additional salaries as per our Salary Policy.

Spain organizes open door days to ensure staff has complete understanding of their salary and can always request explanation. In the Netherlands specific instructions on this topic are shared with new staff.

We actively seek feedback from staff by conducting regular satisfaction surveys. In recent years, we have carried out work-pressure and social risk analysis studies in every country except Germany to gain insights into employee job satisfaction. In 2024, employee surveys were conducted in the Netherlands to gain deeper insights into local workforce dynamics, while Spain initiated similar surveys at several stations – starting with Ibiza and Lanzarote at the end of the year – with more locations planned.

In spring 2024, an employee satisfaction survey was conducted in the Netherlands, with one in four colleagues participating. Safety was highlighted as a strong point, with many employees aware of procedures and reporting channels. Staff were also generally positive about relationships with direct colleagues and felt motivated and proud of their work. The survey identified areas for improvement, including organisational culture, communication, support, and work-life balance. Action plans have been initiated to address these themes through roundtable discussions and follow-up.

We believe in the value of meetings and performance reviews, as they provide structured opportunities for staff to give and receive feedback, evaluate progress on goals, and drive improvement. While performance reviews are not yet standard practice in every country, their use is increasing overall. Notably, Spain set a target for 100% employee performance reviews and achieved this for 2024.

WORKING CONDITIONS RELATED KPI

NO.	KPI	2022	2023	2024
1	% of the total workforce which received performance review	29%	31%	38%

To promote open communication among all employees, we use online tools such as the Sunrise staff communication app and Viva Engage, which support informal, two-way interaction. Staff newsletters covering a range of locally relevant topics are regularly published in both Belgium and the Netherlands. Through these measures, we aim to positively impact job satisfaction by showing care and giving recognition.

Training & Career Management

At Aviapartner, our employees are our most valuable asset, and we are committed to fostering their professional growth.

Since 1999, a dedicated 'Euro Training Team' (ETT), consisting of expert Training Managers in each country, is dedicated to managing the training plan, organizing training and workshops, exchanging best practices, auditing and coordinating the roll-out of training initiatives across the network, etc.

They ensure corporate rules are laid down in a Corporate Training Manual (CTM). It outlines the training criteria and organisational approach used to ensure ongoing compliance with legislative standards while also meeting the evolving needs of our stakeholders, our business and our industry in general.

Training is rolled out throughout the Aviapartner network and the 'Aviapartner Academy', our virtual training environment which ensures a consistent high quality level in training and improves efficiency by learning from each other and avoiding rework and duplication. To encourage further improvement and streamlining of the training material, in 2024, a Training Coordinator was promoted from within, to lead and strengthen the Euro Training Team's efforts.

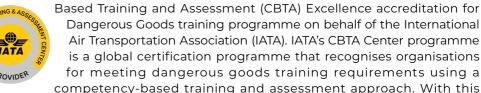
For specific training such as training in certification standards, auditing or social dialogue Aviapartner can count on the professional expertise of specialized partners such as SGS, DNV and Bureau Veritas.

In addition to technical training that supports their professional growth and career development, a series of sustainable employability initiatives addressing local employee needs and priorities. that go beyond job-specific skills, are implemented through tailored initiatives across all countries except for Germany.

- > **Professional and Managerial Development:** In Spain in 2023 key managers were offered an online MBA programme covering Innovation and Business Strategy, Digital Marketing Strategies, Lean Start-up, Finance and Accounting, Entrepreneurship, and Leadership. In France, individual coaching for managers is provided on a case-by-case basis to optimize managerial practices and personal impact. Also Italy provide team management training and additional programmes for commercial and financial staff where needed
- > IT Technology Skills: Several countries such as Belgium, the Netherlands, Italy and to a lesser extent France, offer IT Technology skills to staff to improve employees PC skills, including PowerPoint, Word and Excel.
- Human "Soft" Skills: In the Netherlands, communication and leadership skills can be enhanced through the New Heroes Academy, a digital training platform launched on November 1st, 2024.
- > Language Skills: In Spain, Italy and Belgium, language training is available for employees who wish to strengthen their communication skills whether to enhance existing abilities or to build confidence where proficiency is still developing.

HIGHLIGHTS 2023-2024

- > To address business needs and mitigate risks, cybersecurity training covering specific topics such as phishing emails, password management, and awareness of evolving threats like malware, ransomware, data breaches, and social engineering was introduced in 2022 for all email users. Since then, this training has been further expanded to include monthly sessions, boosting awareness of these new and increasingly sophisticated threats which could have severe consequences for the business. By end 2024 half employees and business partners included in the target group had been trained.
- > Disruptive Passenger Training to protect staff from aggressive and/or unruly passengers, is now rolled out in all countries of the group. Aviapartner also increased reporting on disruptive passengers to help protect staff, crews, and aircraft safety.
- > Additionally, our training schools in France, Italy and Belgium obtained Competency-



accreditation, Aviapartner is helping support the implementation of global standards for airline safety, security, efficiency, and sustainability.

At the end of 2023, Aviapartner introduced the Ground Operations Manual (APGOM), aligning our procedures with IATA IGOM standards to standardise training, reduce procedural differences, and improve safety.

CAREER MANAGEMENT RELATED KPI

NO.	KPI	2022	2023	2024
1	Staff who received career or skills-related training	100%	100%	100%

TALENT MOBILITY AND GROWTH

To foster mutual learning across our network, we actively promote "horizontal mobility" across roles, of employees changing function or department at the same level. We believe job rotation is a key contributor to the development and motivation of our employees. Besides offering more flexibility, such lateral rotation is typical between operational departments. On a voluntary basis employees can also enjoy "geographical mobility" across locations, whereby they are transferred, permanently or on a temporary basis, from one station to another within the Aviapartner network. Several examples of lateral rotation have occurred in the Netherlands, Italy and Spain, where staff are given the opportunity to work in other stations for the summer, during calmer periods with less work, high operational needs, etc.

At Aviapartner, we give priority to internal recruitment. Vacancies are published internally first and are filled with internal candidates where possible. This also includes "vertical mobility", career opportunities within roles for internal staff to move up a level.

Close cooperation with schools is another valuable tool in promoting the aviation business towards students and attracting young potential employees, offering them apprenticeships in our organisation.

Offering a safe space to grow potential at Amsterdam Schiphol

Aviapartner Amsterdam's hybrid training programme, launched in partnership with MBO College Airport, supports young people with limited access to the labour market in becoming Passenger Services Agents. Over three years, trainees combine classroom learning with hands-on experience at Amsterdam Schiphol Airport and have the opportunity for an international internship in Spain. By 2024, the programme had hosted 62 trainees, including the first group of 20 graduates. Throughout the whole process, the students are accompanied within Aviapartner by a dedicated Internship Supervisor who guides them day-to-day, conveying valuable skills for their job, but also preparing them in a unique way for the labour market and for life in general, offering them a true safe space to develop to their full potential. This initiative empowers young trainees to enter the workforce with confidence and make a meaningful contribution to society.

"Every day, our trainees show an unwavering enthusiasm to learn more about the aviation industry. They prefer to engage in practical, hands-on experiences and meaningful contributions. At Aviapartner Schiphol, they not only find a place to learn but a home where they feel a sense of belonging — a true family." Says Smehen Raiji, Internship Supervisor of Aviapartner Amsterdam.

Apprenticeships contracts in France

Since 2020, Aviapartner France has offered apprenticeship contracts to young people under 30, particularly those studying management or tourism. These contracts, available at various levels, provide individuals with the opportunity to acquire key competencies and develop skills relevant to roles in the aviation industry. By combining hands-on experience with practical training, apprenticeships help young people shape their career paths. This initiative benefits both the apprentices, who gain valuable experience and qualifications, and the company, which gains skilled and motivated employees ready to contribute immediately.



"Amandine Sella and Ziyad Amiyare, who pursued studies in management, are an excellent example; they engaged in a one-year apprenticeship programme and emerged as skilled Quality Pilots at Aviapartner in Nice." Says Anna Fauconnier, Country Quality & Training Manager at Aviapartner France.

Aviapartner also collaborates with ENAC in Toulouse, the national civil aviation school, with guest lectures for the professionals of the future. Thanks to our strong partnership, several motivated students, keen on pursuing careers in the aviation industry, have joined us.

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.

Occupational Health & Safety

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

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 action is taken for omissions, or decisions by staff that are considered reasonable given their experience and training. However, deliberate neglect, willful violation, repetitive misconduct, unlawful conduct, destructive acts or intentionally not reporting an accident are not tolerated.

Our core guidance document for Health and Safety matters is our Safety Management System (SMS) Manual. The SMS is specific to operational safety including 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 Safety Management System goes beyond what is required by law and is tailored to the current safety needs and future requirements of the aviation industry, such as the upcoming EASA regulation.

5-YEAR SAFETY PLAN

The challenges of returning to business-as-usual following the effects of COVID-19 had put pressure on our industry, our business and our people. To ensure the business was built on solid foundations, with clear measurable objectives we established a comprehensive 5-year corporate safety strategy plan to enable our business to attain and continually improve the levels of safety for our employees, our ground service equipment and our operational activity that our customers and airports expect from a professional ground handling service provider.

This comprehensive plan outlined and defined, practically and in detail, the core policy areas of our corporate safety policy. Some of the key areas of the plan cover, among other activities within the wider plan, the following:



The creation of a systematic programme and standard for ergonomic improvements across the network.

As part of the Aviapartner 5-year strategic safety plan, Aviapartner committed to improving and mitigating the ergonomic work environment for our diverse workforce. This commitment saw the investment in providing increasing numbers of "in-hold" ergonomically enhanced baggage conveyor belts that require less physical exertion and provide for mitigating the harmful long-term physical impact on the human body.

> Further to our strategic efforts to mitigate the effects of aircraft in-hold handling activities within our operating environment, Aviapartner has actively investigated, trialled multiple tools and solutions to address the external aircraft hold "ex-hold" baggage handling environment via the use of Exoskeletons at selected Italian stations together with baggage transfer platforms and robotics support tools at our operational locations within the Netherlands.

The implementation of ISO 45001 certifications to enhance our Health and Safety programme.

- > Aviapartner has extended its existing certification programme, incorporating and maintaining the ISO45001 certification requirements across multiple Countries and Stations within our network.
- > This certification programme further enhances our commitment to achieve and exceed the relevant legal and regulatory safety compliance at our operational locations within the network, to support our continuous improvement efforts within the area of work environment enhancement and the development of a culture of shared responsibility.



Development and rollout of GSE Telemetry Safety oversight programme.

- > Aviapartner has engaged in a 7-year investment programme, in partnership with multiple industry-specific providers, to rollout across its Spanish network and other countries the implementation of enhanced Ground Support Equipment (GSE) telemetry hardware and software tools.
- > This project will act as a testing ground for the group to further improve our operational activity supervision and oversight by applying greater physical control, reporting and conformity to operational safety standards.



OUR OPERATIONAL SAFETY

Rationalisation of group safety structure to develop the "Ramp Safety Coach" programme and implementation across the network.

- > In 2023, we launched the Ramp Safety Coach programme, in collaboration with an external industry leading independent training provider, to enable the business to define a group standard training programme for selected locations across our network.
- > This innovative, industry leading, training programme aims to provide our Ramp Safety Coaches with the soft skills required to effectively support, coach and foster an environment with enhanced employee decision making, engagement and accountability in relation to safety performance.
- > In accordance with the criteria defined with our 5-year safety plan, the Ramp Safety Coach training programme has been rolled-out across our complete network at the relevant locations where the size and scale of operations meet the defined criteria for implementation.

Other key milestones achievements of note, within the strategic plan, are:

- > The implementation of the consolidated Aviapartner Ground Operations Manual (APGOM).
- > The implementation across our ground handling operational environment of enhanced "digital" proactive safety inspection management tool and subsequent real-time oversight dashboard, creating a single source of truth for operational safety inspections.

SAFETY ACCOUNTABILITIES AND RESPONSIBILITIES

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

CEO
Safety Review Board
VP Safety & Occupational Health
Country Management
Station Management
Local Safety Responsible
Department and Duty Managers
Every individual

Health & Safety matters are addressed in weekly Group Safety Management calls. Country Safety Managers review safety performance and KPIs in monthly meetings, while the Safety Review Board – led by the CEO – conducts quarterly safety reviews.

RISK MANAGEMENT

We manage Health & Safety risks through our Safety Management System using predictive, proactive, and reactive methods. Detailed risk assessments are available for all stations. Risks and actions are documented, kept up to date, and shared with employees during safety training.

PERSONAL PROTECTIVE EQUIPMENT

All employees receive the necessary Personal Protective Equipment (PPE) before starting work. We ensure timely replacement of any damaged or worn-out items to maintain safety at all times.

EMERGENCY RESPONSE PLANNING

Our Group Emergency Response Plan (ERP) outlines scenarios for safety, security, and environmental incidents. It is implemented at each station and accessible online. Key staff receive training and take part in emergency drills with airports and airlines.

SAFETY ASSURANCE

As part of our Safety Assurance Programme, we conduct regular audits, inspections, and Ramp Safety Checks at all levels. Since launching the Arion Ramp Safety Checks tool in 2023, we've seen strong adoption across stations providing for a business-wide single source of truth view of our core operational and occupational safety standards.

PERFORMANCE EVALUATION AND INDICATORS

A station's performance is evaluated by means of Safety Performance Indicators (SPIs) reviewed monthly with Country Management and communicated to all staff through Quality Dashboards.

As well as the operational safety management measures, we also actively manage general health and safety matters. Our Safety Review Board meets quarterly to facilitate the cooperation between management and employees in developing and promoting controls and initiatives. These controls and initiatives include:

- > Safety Training and Communication with safety flashes, campaigns;
- > A Fatigue Risk Management programme;
- > Psychosocial risk assessments 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;
- > Management of Change procedure with specific instructions for changes impacting Health and Safety.

Our safety measures apply to our own employees and to anyone working with or on our behalf. When necessary, we conduct Safety Training for our subcontractors and implement prevention plans with subcontractors, airport authorities and customer airlines.

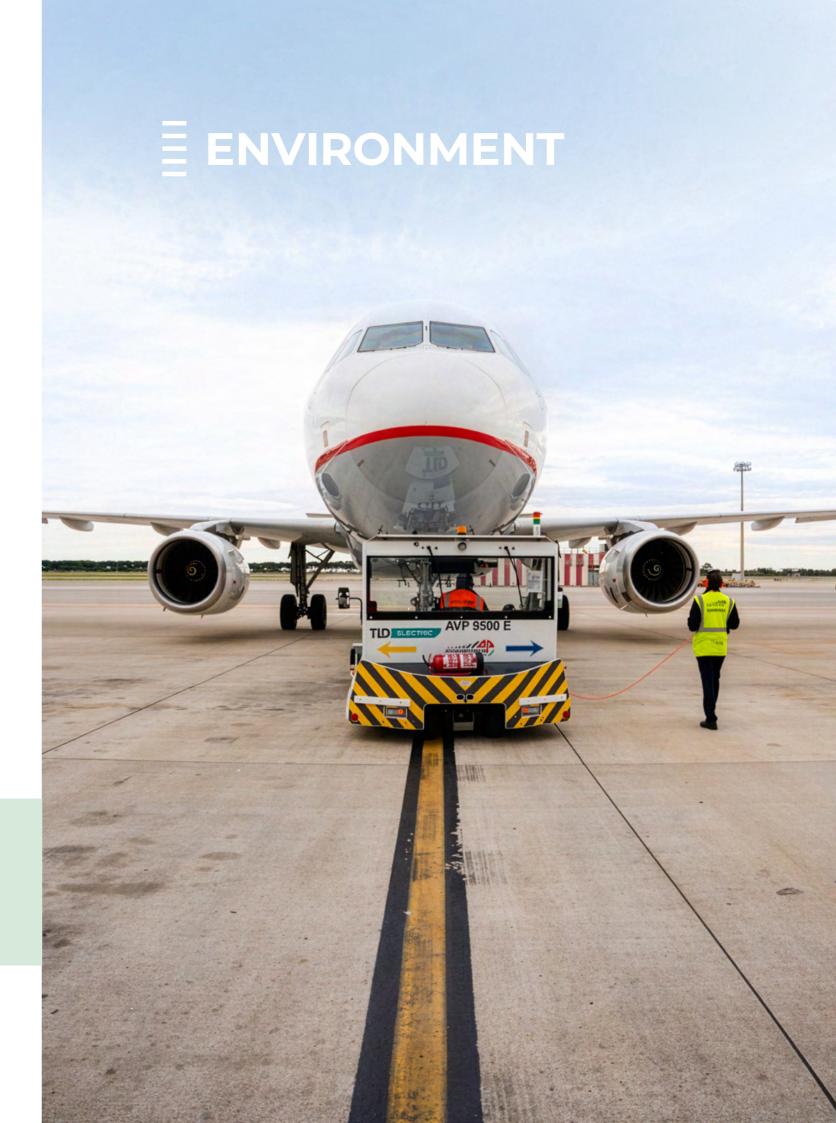
OCCUPATIONAL HEALTH & SAFETY RELATED KPI

NO.	KPI	2022	2023	2024
1	Employee Health&Safety frequency of injuries	50.49	49,11	50,82
2	Employee Health&Safety severity of injuries	1.29	1,97	1,59
3	Number of days lost due to accident	18118	19742	18432
4	% of Ramp Safety Checks performed	4%	5.5%	6.9%
5	Total number of Ramp Safety Checks performed		13522	26480



"Engagement and commitment from business stakeholders has been unwavering in its support of the company's strategic goals for the forthcoming years, fomenting the core safety values of our business in promoting the Aviapartner employee focused "Safety Starts with ME" programme within their respective countries." Damian Atkins, VP Safety & Occupational Health.

These first 2 years have provided a solid foundation for the business to achieve and exceed its goals for the years to come.



Environment

UNGC Principle 7 Businesses should support a precautionary approach to environmental challenges.

UNGC Principle 8 Businesses should undertake initiatives to promote greater environmental responsibility.

UNGC Principle 9 Businesses should encourage the development and diffusion of environmentally friendly technologies.

Environmental Policy

Our Environmental Policy is based on an environmental aspect and impact analysis of all Aviapartner activities. It is displayed in our website, operations and on our intranet. We are fully committed to **minimising our negative impact** and **making a positive contribution** to the environment. To support sustainable travel for generations we aim for a low-carbon operation by 2030, complying and going beyond all **legal and environmental requirements.** Our strategic environmental objectives and targets are regularly reviewed and updated for our Group of companies and for the individual countries we operate in. We provide the necessary human and financial resources to continuously improve our environmental performance. Key points of our environmental strategy:

- > **Protection** of the environment;
- > Preventing pollution at all levels;
- Adopting circular solutions, reusing resources and energy as much as possible and recycling where reuse is not possible;
- > Minimising waste and eliminating single use plastics;
- Improving our energy performance, striving for 100% electric vehicles and Ground Support Equipment (GSE) by 2027;
- > Switching to **renewable sources of energy** as soon as possible;
- > Encouraging **energy efficient solutions** introducing i**nnovative technologies** everywhere in our operations;
- > Encouraging the use of **environmental-friendly means of transport** including car sharing for company travel and employee commuting;
- > Encouraging the adoption of similar principles by our suppliers and other stakeholders.

Our policy is translated into an action plan, the Environmental Programme, spanning three years, to guide our stations in the gradual implementation of this policy throughout our network.

A key component of our Environmental Programme is the decarbonisation of our operations with the shift to electric ground support equipment (GSE) and vehicles at the centre. Over the years, it has been – and continues to be – a critical enabler of our broader sustainability strategy.

Even as small players in the value chain, we are committed to play our part in the decarbonisation of the aviation sector.

Our Fleet of Ground Support Equipment and Vehicles

We are fully committed to achieving a low-carbon operation for Scope 1 and 2 by 2030. This is primarily driven by the electrification of our Ground Support Equipment (GSE) and vehicles. We began by prioritising the electrification of basic GSE – such as tractors and baggage beltloaders – and vehicles wherever feasible. In a next phase, we have progressively replaced more advanced equipment specific to aircraft handling, including loaders, pushbacks, and since 2022, Ground Power Units (GPU).

Our goal is to achieve full electrification of our GSE and vehicles by 2027, with an intermediate target of 70% by 2025. This multi-year project is carefully paced in alignment with the requirements of our stakeholders, particularly airports and, in some cases, customer airlines.

To support this ambition, we actively monitor technological developments at the manufacturer level and are committed to procuring electric-powered GSE as soon as economically viable and operationally suitable models become available for our operations. The renewal of a significant portion of our non-electric fleet presents a valuable opportunity to replace existing equipment with electric alternatives.

We recognise that this transition poses infrastructural challenges for our airport partners. Installing charging capacity is a complex and resource-intensive process. We work closely together with them to ensure the availability of suitable charging points and designated areas that help reduce traffic and congestion when new electric equipment is introduced. In some cases, interim solutions are required, while we remain focused on our long-term goal of a fully electric, low-carbon operation. We have introduced hybrid technology to accommodate the inevitable infrastructural constraints certain airport environments face in the transition.

We consistently explore innovative approaches and foster strong partnerships with suppliers and manufacturers – key stakeholders in our sustainability journey. Together, we identify and implement solutions to reduce emissions across our operations, including the adoption of next-generation battery technologies such as lithium-ion and dense lead, which offer longer life cycles, partial charging capabilities, and improved safety. Telematics is central to our Ground Support Equipment fleet management strategy, enabling real-time monitoring of energy usage, optimised routing and planning, and identification of inefficient driving behaviours. These digital tools not only enhance safety and operational efficiency but also support our transition to a fully electric fleet by improving load management and space utilisation.

We are proud to be at the forefront of GSE electrification. Since deploying 48 electric cars and vans at Brussels Airport – leading to a 14% reduction in greenhouse gas emissions within their first year – our journey has included key milestones such as the introduction of an electric bus at Seville Airport in 2019 (in partnership with AENA and Air Rail), the first electric pushback truck at Tenerife, and the introduction of an electric GPU in Rotterdam in 2022.

End 2024, following the deployment of new equipment in our Spanish stations and in Italy, we achieved 54% electric Ground support Equipment and vehicles – already surpassing our intermediate target of 70% by 2025 in some key locations. 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.

Electric Ground Power Units: Cleaner Power for Smarter Turnarounds

Electric Ground Power Units (GPUs) were introduced in our network in 2022 and are being rolled out further. A single charge can power up to eight medium-sized flights, replacing traditional diesel units and supporting aircraft systems like the cockpit and galley during turnaround.



"Switching to electric GPUs not only slashes emissions but also improves working conditions for our staff by eliminating noise and fumes."

Koen Wauters, GSE Manager, Brussels.

This shift marks a meaningful step in reducing our environmental footprint while enhancing operational quality.

Ground Support Equipment Pooling: Smarter, Greener Ground Operations

Since 2019, Aviapartner Italy has been pioneering Ground Support Equipment (GSE) pooling across several airports. By "pooling" essential equipment like tractors, loaders, and pushbacks with other handlers, we reduce costs, save apron space, and improve operational efficiency – all while applying circular economy principles.

"Every day we strive to work harder and smarter to make it work better. Teamwork propels us forward, guiding us along the right path to improvement." Nadia Di Trapani, Station and Fleet Manager, Milan.

GSE pooling is a collective effort that makes ground handling more sustainable, efficient, and collaborative.



Energy Management and Greenhouse Gases

Our dedication extends beyond mitigating the impact from our fleet of vehicles and ground support equipment to encompass the impact of global warming due to the greenhouse gas emissions originating from offices, lounges, warehouses, and various other facets of our operation.

Although emissions of our GSE fleet represent the core of our Scope 1 and 2 emissions, we also focus on identifying any practices that have a negative impact on greenhouse gas emissions in other parts of our operations. We have determined objectives and actions to reduce them in our Environmental Programme. We aspire to annually raise the proportion of employees utilising alternative transportation methods. Since the initiation of our Go Green Programme in 2010, we have been promoting eco-friendly modes of transport for our workforce as an integral component of our Environmental Policy.

In anticipation of a comprehensive analysis on employee mobility, we have been monitoring how many staff use alternatives to a private car for their daily commute. We aim to decrease the environmental footprint from travel/commuting incrementally increasing the percentage of employees using alternative means of transport year on year. In 2024 on average 1 in 10 staff have embraced alternative means of transport, such as trains, buses, or bikes, for their home-to-work commute. While this number was slightly up compared to 2023 it was lower than our initial monitoring in 2022. We are looking forward to a more comprehensive analysis as part of our planned Scope 3 screening. This will provide us with more complete visibility on our impact to move from an action plan to a Transition plan.

Regular energy audits across our network play a crucial role in pinpointing additional measures and quantifying the potential reduction of our environmental impact, going beyond the electrification of our equipment and the awareness training of our staff in switching off engines when not in use. While we depend on the cooperation with our airport landlords for many of these additional measures, some are within our control. The deployment of LED lights in cargo facilities is one such initiative stemming from these assessments. 56% of the lights in the Aviapartner Cargo N.V premises in Brussels have been transitioned to LED lighting.

Both in Belgium and Italy we have been actively exploring energy management across our company with key stations leading the way in preparing for ISO 50001 Energy Management certification. We believe that adopting energy management standards provides valuable insights into reducing energy consumption and greenhouse gas emissions. This commitment resulted in February 2024 in our first ISO 50001 certification for our Italian entity, Aviapartner Handling S.p.A, covering the Rome site.

For further details, please refer to the chapter on Certifications.



While our operational footprint is largely shaped by rented airport facilities, we actively seek opportunities to improve energy performance where we can. A prime example is our Portus Prima Vista lounge, opened in 2023 at Rome Fiumicino Airport, which received BREEAM "in use" certification in June 2024 for its excellent energy efficiency standards. This achievement reflects our commitment to sustainability not only in ground operations, but also in the spaces we design and manage. Read more in the chapter on Certifications.

Renewable Energy Powering a Sustainable Future

We aim to switch to renewable energy sources where possible.

BIOFUELS: CLEANER COMBUSTION, CIRCULAR ORIGINS

Since 2022 we have benefited from the availability of sustainable fuel solutions, such as HVO100 biofuel available at some airports, such as Rotterdam, Amsterdam, etc. The renewable biofuel HVO100 consumption increased from 12% to 17% of the total fuel consumption in 2024.

HVO100 stands for Hydrotreated Vegetable Oil 100%, a renewable diesel fuel made entirely from bio-based raw materials. These include vegetable oils, used cooking oils, residual oils, and animal fats. HVO100 is chemically like fossil diesel but significantly reduces greenhouse gas emissions and particulate matter, making it a cleaner alternative for diesel engines.

HVO100, has proven to be a pragmatic solution to a cost-effective and sustainable turnaround, ensuring that where electrification cannot be delivered, a lower carbon impact is still achievable.

GREEN ELECTRICITY: SCALING CLEAN POWER ACROSS AIRPORTS

Across our network, the shift to green electricity is accelerating. At Amsterdam and Rotterdam, the Royal Schiphol Group supplies 100% renewable energy for both office spaces and the charging of electric Ground Support Equipment and vehicles. Similarly, at Paris Orly, our operations run exclusively on airport-sourced green power. Where we can choose our own supplier – such as in Brussels and Rome – we increasingly opt for certified renewable electricity.

While precise figures are not yet available across all locations, our commitment is clear: we prioritise clean energy wherever possible and continue expanding its use as data and infrastructure allow. This growing reliance on renewables reflects our dedication to circularity and climate-conscious operations.

SOLAR ENERGY - LIMITED ACCESS, LOCAL IMPACT

Unlike other renewable sources, solar energy remains a challenge across our network. As we primarily rent office space within airports, we rarely have the autonomy to install solar panels and self-generate electricity. Despite this, we've found ways to integrate solar power into specific operational activities. In 2022, Paris Orly introduced aircraft steps equipped with solar panels to power their engines – an innovation that reduces emissions and supports energy independence on the ground.

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While the rollout is still limited, this initiative marks a meaningful step forward. We aim to expand its use where infrastructure and partnerships allow, and we remain committed to exploring solar solutions that align with our operational realities.

Circularity and Waste Management

Our waste management approach is rooted in our circularity commitment. We believe in the need for society to transition from a linear to a circular economy. In March 2021, Aviapartner signed a Circular Economy Commitment alongside Brussels Airport, customer airlines, energy suppliers, and other partners.

We aim to reuse resources and energy wherever possible, recycle when reuse is not feasible, and actively minimise waste – including the elimination of single-use plastics. These principles guide our daily operations and long-term initiatives across the Aviapartner network. This includes waste sorting according to local legislation with procedures trained to all our staff.

Waste is generated in various areas of our business: offices (primarily paper), staff canteens (PMD, organic food waste, residual waste), cargo warehouses, maintenance zones, and aircraft cabin cleaning. Cabin waste represents the largest volume and is particularly complex, involving multiple stakeholders and regulatory constraints. While it is not the central focus of our waste strategy, it receives considerable attention due to its scale, the number of stakeholders involved and the challenges it presents.

The challenge lies in the fact that we do not have operational control over how waste is sorted in the cabin, as this is managed by airline crews and impacted by space restrictions on board. Furthermore, legislation requires that waste from flights arriving from outside Europe be incinerated, limiting our ability to influence its treatment. Despite these constraints, we monitor the composition of this waste to identify quick wins and work closely with airports and airlines to explore how we can contribute to more sustainable solutions. By engaging together with our subcontractors with airport and airline partners, we aim to identify ways to add value to waste, whether through improved sorting, reuse, or recycling initiatives.

Across all waste streams, our priority is to reduce the waste we generate in our operations, phase out single use plastics, reuse materials where possible and ensure proper sorting at the source to maximise recycling.

As part of our Environmental Programme, we aimed for a yearly reduction in waste sent to incineration and a simultaneous increase in recirculated materials. We now recognise the limitations: a significant portion of waste, particularly from aircraft, is outside our operational control and must be incinerated due to regulatory requirements. Additionally, while circular practices are well implemented in our network, reliable data on recirculated waste is not always available. Transparency remains key as we continue improving our waste management systems and data collection efforts.

Although hazardous waste represents a relatively small fraction of our overall waste stream, ensuring full visibility and responsible disposal of all hazardous waste – always in full compliance with legal requirements – is considered critical at every station in our network.

Waste quantities are tracked through our environmental management system and evidence of correct disposal is reported and checked to ensure compliance.

Although we do not currently report waste volumes in our sustainability report – given that the portion we directly control represents only a small fraction of the total – we remain committed to improving transparency and performance in the areas we manage. Our office and cabin cleaning teams, along with subcontractors, play a key role in managing waste. All staff–including subcontractors where relevant, receive environmental awareness training, which includes waste handling procedures. Procedures, communication and labelling of waste bins support correct sorting practices. We also extend the life of materials and equipment by repairing or reusing items such as paper and standard electronics like laptops and PCs. Devices are securely wiped in accordance with the National Institute of Standards and Technology (NIST) guidelines to mitigate cybersecurity risks.

Across Europe, our teams are committed to circular solutions, illustrated by practical examples.

CIRCULARITY IN ACTION

Partnering for Waste Reduction

We actively support local sustainability initiatives wherever possible – such as the Brussels Airport Waste Charter 2.0, launched by Brussels Airport and Fost Plus. The charter sets ambitious goals: increasing recyclable waste collection to 50% by 2025 and ensuring 100% correct sorting by 2030. Following the lead of Aviapartner Cargo, Aviapartner Belgium signed the updated version of the charter on 27 July 2023, reaffirming our commitment to circular economy principles and collaborative environmental action.

Circularity in Uniform Use

Since 2020, Aviapartner Brussels has embraced circularity by laundering and reusing returned uniforms which would end up as waste – such as T-shirts, jackets, and trousers – for employees and temporary staff. This internal stock reduces textile waste and extends the life cycle of garments, helping to counter overproduction in the industry and reducing waste.

This initiative reflects our commitment to responsible consumption and practical sustainability in daily operations.

Smart Reuse in Daily Operations

To reduce waste and improve ramp safety, Aviapartner Belgium has been reusing ropes, rings, planks, straps, and pallets since 2022 for both operational and cargo purposes. This circular approach lowers costs and supports sustainability.



"Understanding where each item needs to go is key. It's not just reuse — it's precision in practice." Says Christoph De Troyer, Quality & Environment Manager Belgium Handling.

Our commitment to reuse continues to drive practical improvements in our daily operations.

Pallet Reuse: Extending Lifecycles, Reducing Waste

Since September 2023, Aviapartner Cargo has been reusing both plastic and wooden pallets in cargo operations. Plastic pallets delivered by customs agents are reused for

import and export, while broken wooden pallets are collected, repaired, and returned to service. This initiative reduces waste, avoids unnecessary purchases, and strengthens collaboration with stakeholders.

"Every pallet we reuse is one less resource extracted. It's a simple act with a powerful impact." Elfie Bal, Quality & Environment Manager Cargo Belgium.

Regenerating Resources, Reducing Impact

At Aviapartner France, circularity starts with a mindset. "We think regeneration — it's our first reflex." Says Franck Le Goff, GSE and Security Manager France.

Since 2021, we've successfully regenerated 11 lead batteries used in Ground Support Equipment, saving nearly 62 tonnes of CO₂ equivalent – the emissions typically generated from collecting, transporting, and replacing old batteries.

Each regenerated battery avoids 1,821 kg of hazardous waste, and performs just like a new one. Our partnership with Be-Energy ensures local processing across French sites, further reducing transport emissions. Building on this success, we've now extended regeneration efforts to fluids like engine and hydraulic oils, reinforcing our commitment to circularity and environmental stewardship.

Giving Forgotten Items a Second Life



At Fuerteventura Airport, circularity extends beyond equipment and materials – it touches the lives of people. In support of an exhibition by #AENA celebrating 150 years of humanitarian action by the #Cruz Roja, Aviapartner Fuerteventura donated a wheelchair, a baby stroller, and over 60 pairs of eyeglasses to the Red Cross. These items, once forgotten and unclaimed by passengers, were repurposed to serve the community. By transforming potential waste into meaningful support, we show how circularity can begin with compassion – and end in impact.

Our Environmental Programme

To mitigate the environmental impacts of our operations, key topics – including those outlined above – are addressed in our Environmental Programme, which applies across all stations and forms the backbone of our ISO 14001-certified Environmental Management System. It serves as the framework for rolling out environmental practices consistently across our network.

New stations are strongly encouraged to start small and progressively implement the programme, ensuring environmental responsibility is embedded from the outset. Corporate objectives are translated into local targets, aligned with stakeholder expectations, allowing for flexibility while maintaining a unified commitment to environmental sustainability.

The programme is supported by fully digitalised inspections and audits, and stations are encouraged to self-assess their environmental maturity. All locations report regularly on a range of environmental performance indicators – including energy, waste, and water. Where possible, data is collected automatically, such as the ratio of electric equipment in use or the number of environmental reports and inspections completed.

We want to equip our employees with the knowledge and skills they need contribute to our environmental targets and objectives. Environmental Awareness Training is part of onboarding and is refreshed every three years. While we reached 96% environmental training coverage across our staff in 2022 – up from 70% in 2021 – we achieved 93% in 2023 and 2024. We anticipate a decline due to the integration of new stations that have not yet started the training programme. Our goal remains unchanged: 100% of staff trained on environmental awareness across all locations.

For our environmental experts, additional training is provided on topics such as Environmental Monitoring and Reporting, ISO 14001 standards, and internal auditing. These programmes ensure our Environmental Management System is implemented and maintained effectively. As our operational context evolves and regulatory requirements become more complex, further upskilling will be essential to maintain high standards and drive continuous improvement.

ENVIRONMENT RELATED KPI

NO.	KPI	UNIT	2022	2023	2024
1	Diesel consumption	L	2,790,883	2,672,804	2,689,744
2	Gasoline consumption	L	152,996	133,317	145,958
3	Jet Fuel consumption	L	2,329	1,479	1,144
4	GTL	L	154,288	0	0
5	Biofuel (HV100)	L	103,481	321,807	475,323
6	Natural gas consumption	M ³	181,310	188,352	161,884
7	Fuel consumption per 1000 flights (Handling)	L	7,382	7,288	6,983
8	Total electricity consumption	kWh	8,322,476	8,570,861	10,379,783
9	Total scope 1 CO ₂ emissions	Tonnes CO ₂	8,652	7,821	7,856
10	Total scope 2 CO ₂ emissions	Tonnes CO ₂ eq	1,551	1,875	1,801
11	Total scope 1 and 2 CO ₂ emissions	Tonnes CO ₂	10,203	9,696	9,657
12	Electric GSE & vehicles ratio versus total GSE	%	40%	46%	54%





Anti-corruption

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

We ensure compliance with local laws through our policies, the Code of Business Conduct and employee guidelines.

Our Code of Business Conduct and Ethics guides our ethical business practices in daily operations. It offers specific guidance on sensitive transactions, particularly regarding gifts, to help prevent corruption and bribery.

The Code of Conduct is available on the Aviapartner intranet for all staff.

Human Respect and Business Ethics training, including anti-corruption and bribery, is mandatory for key staff. As part of our commitment to ethical governance, refresher sessions are a yearly standard for governance bodies, while management and key staff undergo training at least every three years. At the end of 2024, 96% of the target group had completed the training.

Following the revision of the Code of Business Conduct and Ethics, it was extended with a separate whistleblowing policy. A whistle blower mechanism to report irregularities is part of the Code of Conduct. To be as effective as possible for the different stakeholders, a new whistleblowing tool, valid for the entire Aviapartner group, for both internal and external stakeholders, was launched in 2023. Due to the presence of local tools, not all countries have implemented this tool.

No significant instances of non-compliance with laws and regulations were reported in 2023 and 2024.

Any reported incidents are investigated immediately 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 does not allow any retaliation against anyone who acts in good faith in reporting any such violation and grants full immunity and anonymity.

ANTI-CORRUPTION RELATED KPI

NO.	KPI	2022	2023	2024
1	% of target group trained on Human Respect, Business Ethics & Compliance	86%	89%	96%

Information Security

Information Security is essential to our sustainability strategy, safeguarding not only our assets but also the trust of our customers and stakeholders. As cyber threats keep increasing in number and complexity, and identified vulnerabilities grow exponentially year after year, our commitment to cybersecurity has never been stronger.

Aviapartner Information Security Management System (ISMS) follows the ISO/IEC 27001 standard, with a structured process to continuously identify, assess, and manage information security risks, ensuring the confidentiality, integrity and availability of our data.

We follow NIS2 EU Directive, currently in process of transposition into the national laws of EU Member States. By complying with these regulations, we contribute to the cybersecurity resilience across air transport.

Since 2023, our adoption of Managed Detection and Response (MDR) services provided us with advanced threat detection capabilities and real-time incident response though the Security Operations Center (SOC). This service enhances our ability to quickly handle sophisticated cyberattacks, in addition to traditional malware detection software, phishing detection mechanisms, web filtering and network security controls.

We regularly scan for vulnerabilities and perform penetration tests to proactively identify and remediate potential weaknesses before they can be exploited by an attacker. Since 2024, we also introduced Exposure Management (XM) as a key component of our security. This service is continuously assessing and monitoring our external and internal digital footprint, helping us to prioritise the vulnerabilities that need to be remediated, focusing our efforts on what matters prioritise and most first.

We notice that year after year, attackers keep increasing their efforts and use more advanced methods, creating a challenging cybersecurity environment. Over the past years Aviapartner was targeted in various cyberattacks, such as phishing, credential theft and brand impersonation. Through the various security layers in place, the early detection, and fast response by our teams, these attacks were contained, and no significant security breaches occurred. To fight this, we continuously enhance our security measures and invest in advanced technologies and training. To raise user awareness and participation of our staff in keeping their own data and that of our customers and the company safe, the level of investment in IT Security has increased. We prioritise regular cybersecurity training for our employees, including periodic phishing simulations. These activities raise awareness about cybersecurity threats and empower our workforce to recognise, avoid and report attacks effectively. Subjects of the training concerned an introduction to social engineering, phishing, passwords, security on mobile devices, USB safety, multifactor authentication, USB factory, travel Security, avoiding dangerous attachments, protecting against ransomware, IT cloud security, etc.

To evaluate the security awareness of our employees a penetration and phishing email test are performed by our information security provider to confirm that the reporting process is working. Training is essential. Training efforts continued in 2023-2024 with simulated malware attachment email tests. 79% of the target group followed training in 2023 with 43% completing all training modules. This number improved in 2024 to 50%.

We are committed to promoting a strong security culture where everyone in the organisation plays an active role.

Data Privacy

As part of our regular documentation process, our **General Privacy Policy** and our **Privacy notice for Employees** are reviewed with intervals of 3 years. Updates are communicated to staff in each country through Aviapartner communication systems. To protect customers on personal and confidential data, Data Processing Agreements (DPA) are signed both with customers and suppliers.

An in-house developed e-learning programme, specifically oriented to our staff and business context, is available in six languages. In 2023 95% of the target group was trained and renewed with a small drop to 92% in 2024. Cartoons and posters in our offices raise awareness for data security issues on a continuous basis while the topic is also integrated in our audit programme.

The threshold to report GDPR data breaches is deliberately kept low. Internally they can be reported via our QPulse Web Reporting platform or directly to our GDPR Data Protection Coordinator. The Whistleblowing tool launched in 2023 can also be used.

In 2023 zero incidents were reported, 5 in 2024.

BUSINESS ETHICS RELATED KPI

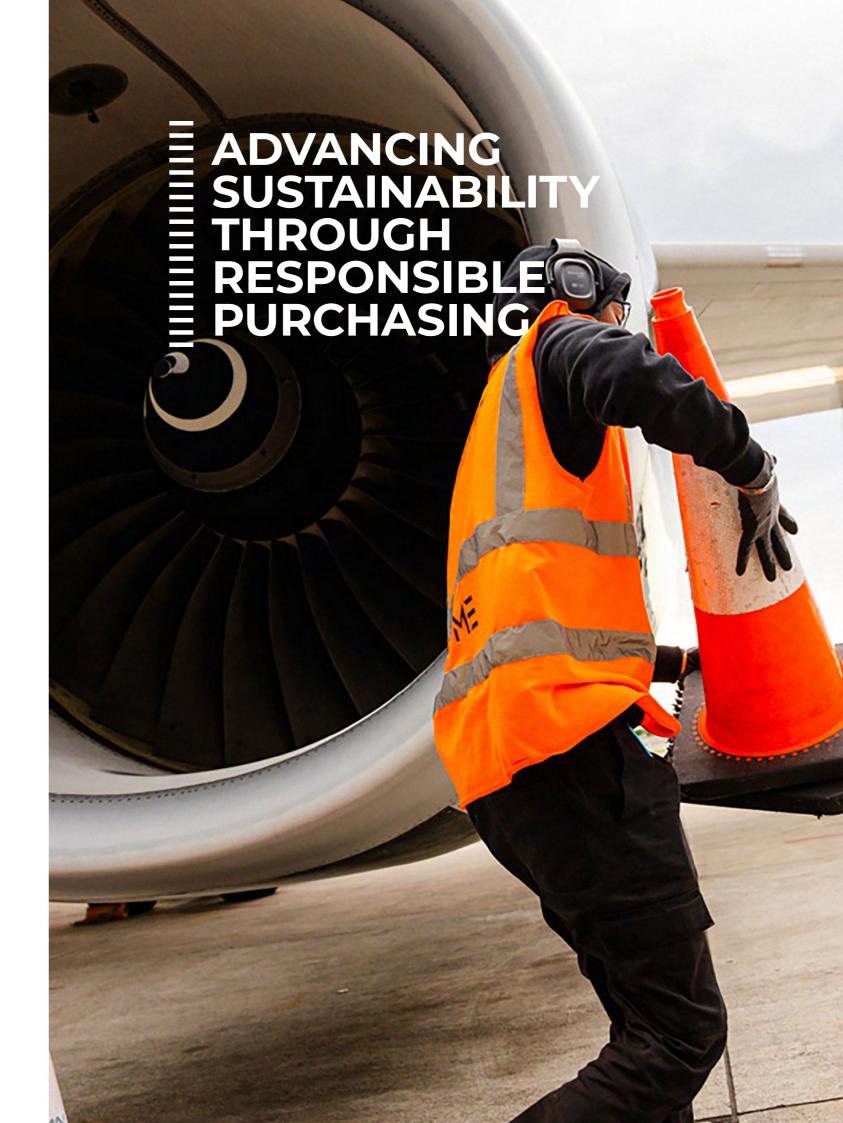
NO.	KPI	2022	2023	2024
1	% of operational sites working with a certified ISO27000 IT provider	100%	100%	100%
2	Number of audits on GDPR	7	6	9
3	Number of reports on GDPR	7	0	5

Anti-competitive Practices

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

Any incidents in relation to anti-trust can be reported electronically via the QPulse Web Reporting platform or Whistleblowing tool and are investigated immediately.

Like corruption topics, we raise awareness amongst staff through training for a specific group. As previously mentioned, the target group identified to take the training on Human Respect and Business Ethics including anti-competitive pricing, is extended in most countries except Netherlands and France. From Senior management – 92% trained in 2021 – to managers and key staff with 86% trained in 2022, 89% in 2023 and 96% in 2024 including the extension of the target group.



We strive to use and buy sustainable products, and equally consider it important that Aviapartner's suppliers believe in our sustainability approach.

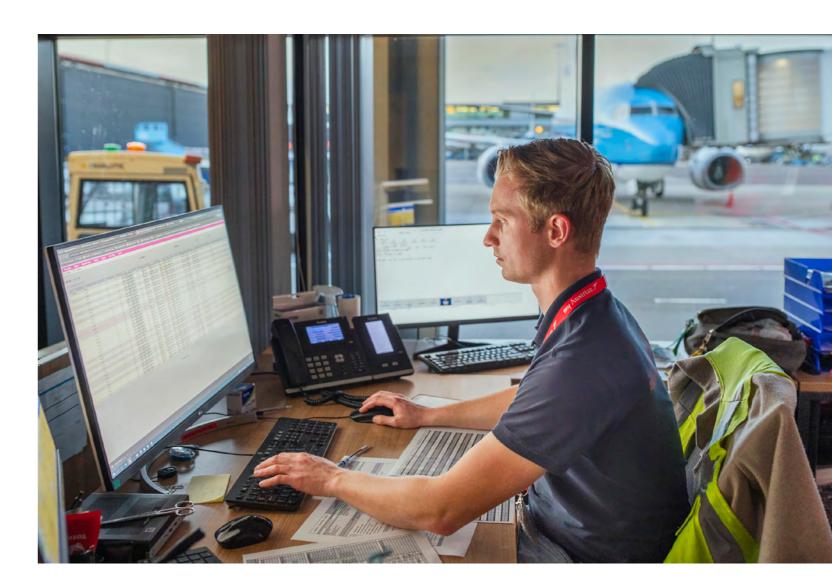
We aim to include environmental, social and ethical standards in all our Contracts and Service Level Agreements with subcontractors. E.g. The Aviapartner Ground Support Equipment (GSE) Policy is a vital policy for working with our GSE suppliers. This Policy includes our environmental principles related to GSE procurement and lists our Health & Safety and Ergonomics Standards.

We ask our (potential) suppliers of goods and services to support our sustainability development plans and engage in various material topics ranging from environmental practices to human rights, committing to our Supplier Code of Conduct (SCoC). This Code of Conduct, also published on our website, outlines our commitment to environmental, social, and compliance principles. It covers a wide range of topics, including working conditions, harassment, human rights, anti-corruption, anti-trust, and responsible information management. It also addresses hiring and employee practices such as working hours, remuneration, freedom of association, and the right to collective bargaining. In addition, the Code includes quality-related aspects such as complaint handling and continuous improvement, ensuring that our operations are guided by integrity, fairness, and accountability. Since the launch of this Supplier Code of Conduct, our focus has been on implementation with new subcontractors and those suppliers which are of critical importance for our services from a safety, environmental and quality point of view. We are progressing steadily and by the end 2024, 82 Supplier Code of Conducts had been signed by different suppliers, from all countries where we operate.

Once a supplier is onboarded, we maintain ongoing engagement over a three-year cycle through self-assessments, on-site audits, and inspections, particularly for those with a significant impact on our operations. These "critical suppliers" remain our primary focus for assessment.

- > A **Supplier self-assessment** is organised minimum every three years and whenever changes occur to the supplier's business. It consists of questions covering several ESG and activity-related topics. Analysis of this data provides us with an overview of the management system, environmental performance, social responsibility, ethical aspects amongst other things. As part of this assessment, we also request information on Sustainability ratings (Ecovadis) to get a first insight in the sustainability maturity of our suppliers. This allows us to set priorities when planning for on-site audits.
- > **Supplier onsite audits** are performed by a qualified auditor using a predefined Supplier Checklist, aligned with our Supplier code of conduct and the risks and opportunities in our business. It includes a range of topics, including ESG topics. On-site our qualified auditors can get a better insight into safety, quality, working conditions and the environmental approach actively engaging with the supplier. Each audit results in a Supplier Audit Report in which corrective actions and opportunities for improvement are identified. These are actively followed by the station to identify possible areas of risk and support including training, access to our communication resources, our reporting tool. Effective communication is crucial in establishing the partnership we aim to build with our subcontractors and suppliers who play a critical role in our business.
- > The self-assessments and on-site audits are topped up with **operational inspections** where this is applicable.

Throughout our relationship we conduct regular operational meetings with the subcontractors and critical suppliers to discuss performance. This is reinforced through daily monitoring of punctuality, incidents, and registered complaints. Where agreed during contract negotiations, yearly formal evaluations of the performance take place based on this data.



We prefer suppliers with a demonstrated commitment to sustainability. However, as we recognise through experience, in our own network, each of our regions deal with this subject in a slightly different way depending on the country's legal and economic frameworks and not every region or company is able to demonstrate the same level of development in this area. We understand this is the same for our suppliers. We appreciate all the support we have received from our stakeholders and are happy to provide support to others in turn. Should a supplier not be performing as required by our standards, we engage in a corrective action plan to continue our long-lasting collaboration and find solutions together.

SUSTAINABLE PROCUREMENT RELATED KPI

NO.	KPI	2022	2023	2024
1	Number of targeted suppliers that have signed the Supplier Code of Conduct	39	61	82
2	Number of suppliers asssesed for environmental impacts	37	46	50
3	Number of targeted suppliers that have gone through a CSR on-site audit	24	27	27



SUSTAINABILITY GOES HAND IN HAND WITH INNOVATION

Over the past several years, our most significant innovation has been the development and rollout of a mobile application that digitalizes processes during aircraft turnaround and facilitates data-sharing with our external stakeholders.

This transformative solution, launched in 2021 by a company-led IT development team, enhances efficiency, streamline operations, and improves real-time communication across our network. Its impact has been recognised with an Innovation and Digitalisation award from a large network customer, underscoring its value in revolutionising turnaround management.

Arion is a mobile web app that gives staff real-time access to turnaround information at the aircraft, automatically storing data in the invoicing system. This web app enhances operations, offering role-based functionalities for all employees. Conceived in 2020, it is now used across the Aviapartner network.

Mattias Schoeters, Aviapartner Development Manager explains:
"Previously, our operations relied on manual processes that, while effective, were often time-consuming and contributed to higher costs and occasional customer dissatisfaction.

Additionally, the use of paper-based systems was not environmentally sustainable. The launch of the Arion mobile app has driven a digital transformation, bringing efficiency, cost savings, and sustainability. It has also facilitated aring with external stakeholders, thus improving the transparency.

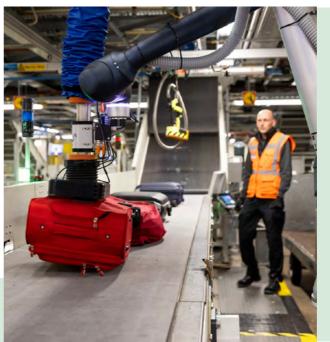
the data-sharing with external stakeholders, thus improving the transparency of information with airports and airlines. In the aviation industry, where punctuality is crucial, these improvements are particularly valuable."

The Arion app offers various business features, including SLA time tracking, flight details, service registration, airline specifications and procedures, internal messaging, weather updates, and staff scheduling. It is accessible via the web browser of any mobile or desktop device, but also has the benefits of offline usage, push notifications and automatic synchronization from the server.

In Spain, the AODB system – a real-time communication platform with airport authority AENA – was implemented to enable seamless data exchange. This integration was essential during the start-up of the new airport licences awarded by AENA to Aviapartner, supporting efficient operations and ensuring transparent information sharing with airports.

Service partner award for Innovation and Digitalisation

In 2024, Aviapartner won a Service Partner Award from the Lufthansa Group for Innovation and Digitalisation. Building on the example of our developments and implementation, we recognise that new technologies are important for the development of our organisation. However, we don't create or implement these innovations in isolation. As key stakeholders in the airports of the future, we believe in a collaborative, multi-stakeholder approach to drive progress.



Driving Innovation in Baggage Handling Together with Schiphol Airport: the COBOT experience

We have been collaborating with the airport for some time to make the work of baggage handlers easier. Joint tests were conducted with a prototype robot, named COBOT, in the baggage hall. COBOT is designed to pick up baggage from the conveyor belt.

"The trial period was very informative."

Says HSSE Manager Richard van Raai. "We gained valuable experience using the robot. Based on these insights, the Schiphol project team was able to request adjustments from the manufacturer to make the technology as userfriendly as possible."

Aviapartner Spain launched its R+D+I (Research, Development and Innovation) Management System in 2022, certified in accordance with UNE166002:2021, UNE166006:2018 and UNE166008:2012 standards. Since its implementation, the system has been maintained and audited annually by an independent certification body, ensuring compliance and driving continuous improvement. This approach strengthens our commitment to systematically enhancing R+D+I processes and guarantees that technology watch and competitive intelligence remain focused on development and innovation activities, including technology transfer.





Quality

In our industry, quality is inseparable from safety. At Aviapartner, we strive to deliver added value to all our stakeholders. Next to airports, suppliers, and airlines, this also includes the customers of our customers, the passengers.

Our pledge ensures that every passenger and bag handled by our services receives the utmost in reliability, safety, and efficiency, in a punctual way.

In aviation, there is no quality without safety. With the launch of the 5-year safety plan, we have intensified our focus on safety, recognising its pivotal role for both our staff and the aircraft of our customer airline. Together with our Safety Manual, our efforts are guided by our Quality Assurance Manual (QAM), which describes our quality organisation, establishes minimum service levels, outlines quality monitoring processes and incorporates instruments and benchmarking as essential components of our integrated management system. The system is ISO9001 certified since 2013.

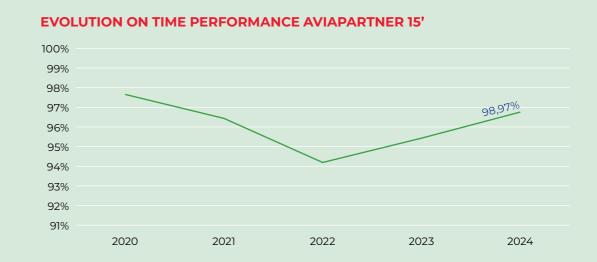
At the end of 2023, Aviapartner launched the consolidated Ground Operations Manual (APGOM) across its entire operational network, marking a major milestone in our commitment to quality, safety, and operational excellence. This comprehensive review of all procedures was developed in close collaboration with subject matter experts from across the network, aligning our practices with IATA IGOM industry standards and reinforcing our long-standing investment in the ISAGO accreditation programme. The APGOM not only standardises training and minimises procedural differences but also enhances safety and prepares our teams for the upcoming EASA regulations effective in 2027. All procedures and instructions within the manual are reviewed regularly to ensure they remain relevant and continue to meet the evolving needs of our stakeholders.

Fully integrated with safety monitoring, quality monitoring is deployed across all stations in the Aviapartner network through our dedicated Quality Organisation. Our efforts are driven by the overarching objective of trends in nonconformities, identifying root causes to prevent recurrence and implementing targeted corrective actions. We proactively explore potential risks and opportunities for improvement, reinforcing our commitment to delivering services tailored to our customers' needs.

The monitoring is complemented by the review of the customer's independent monitoring, when available, and by focusing on specific areas in the Service Level Agreements with airports and customers. The outcomes of these monitoring activities are translated into various types of reports tailored to distinct user groups. We employ a comprehensive suite of Key Quality Performance Indicators (KQPIs) to assess our service levels. Besides safety, on-time performance stands out as a vital Key Quality Performance Indicator and standard in the Aviapartner Minimum Service Level.

The primary aim of the standard and accompanying metric is to drive punctual aircraft departures and avoid delays attributable to our services. Performance results are categorized by country and airport. A benchmark of 99% on-time performance within 15 minutes is set, meaning not more than 1 out of 100 flights can be delayed by more than 15 minutes.

The graph shows the evolution over the last years. It reveals the recovery after the downturn in 2022 which was impacted by an exceptionally sharp surge in flight activity after the COVID-19 pandemic.



Certifications

To ensure systematic progress we opt for frameworks and standards to improve our procedures and processes. In the past 2 years our efforts have been directed to social sustainability by rolling out ISO45001:2023 Occupational Health & Safety certifications to more countries.

We strongly believe in the power of certification programmes which are the main driver of our continuous improvement. Regular objective certification audits at a selection of our main stations provide evidence for our stakeholders of what we value and stand for. We are proud to see that so many of our suppliers also follow this approach. This allows us to work together on our shared vision for sustainable services.

We hold multiple external certifications including industry specific certifications such as IATA's ISAGO, IATA- CEIV Pharma in Cargo, IS-BAH in private aviation as well as certifications for other local and universal standards such as the French Qualiopi training standard and the well-known ISO standards such as ISO9001:2015, ISO14001:2015 and ISO45001:2023 for our quality, environmental and occupational health & safety management system. We evaluate our certifications and their coverage in our network regularly and adjust where they are needed to remain aligned with our most important material topics and the requirements of our stakeholders.

In line with our focus on People and the social dimension of sustainability over the past 3 years, we strengthened our health & safety approach with ISO45001, Occupational Health & Safety certifications in Spain, Italy, Belgium and France. This completes our ISO9001 quality and ISO14001 environmental management system certifications which are rolled out in each country of our network and are progressively added where we open new stations. This fits into our 5-year Safety Plan which includes the objective of rolling out ISO45001 further in our network in coming years.

Since 2009, when we were ISAGO registered as the first network handler in Europe, operational safety and security have been at the top of our priority list. End 2024 we already had more than 20 stations on IATA's ISAGO Registry and many more are in the pipeline as we extend our existing certifications to the new stations in our network. In the same way, Social and Ethical Responsibility was embedded into our existing management system with the gradual extension of the SGE21 certification developed by Forética in Spain. This certification ensures that Aviapartner's management system meets high ethical and social responsibility standards. In line with this new approach, we also delved deeper on social accountability with our Spanish teams resulting in spring 2023 in seven (7) SA8000 Social Accountability certifications.

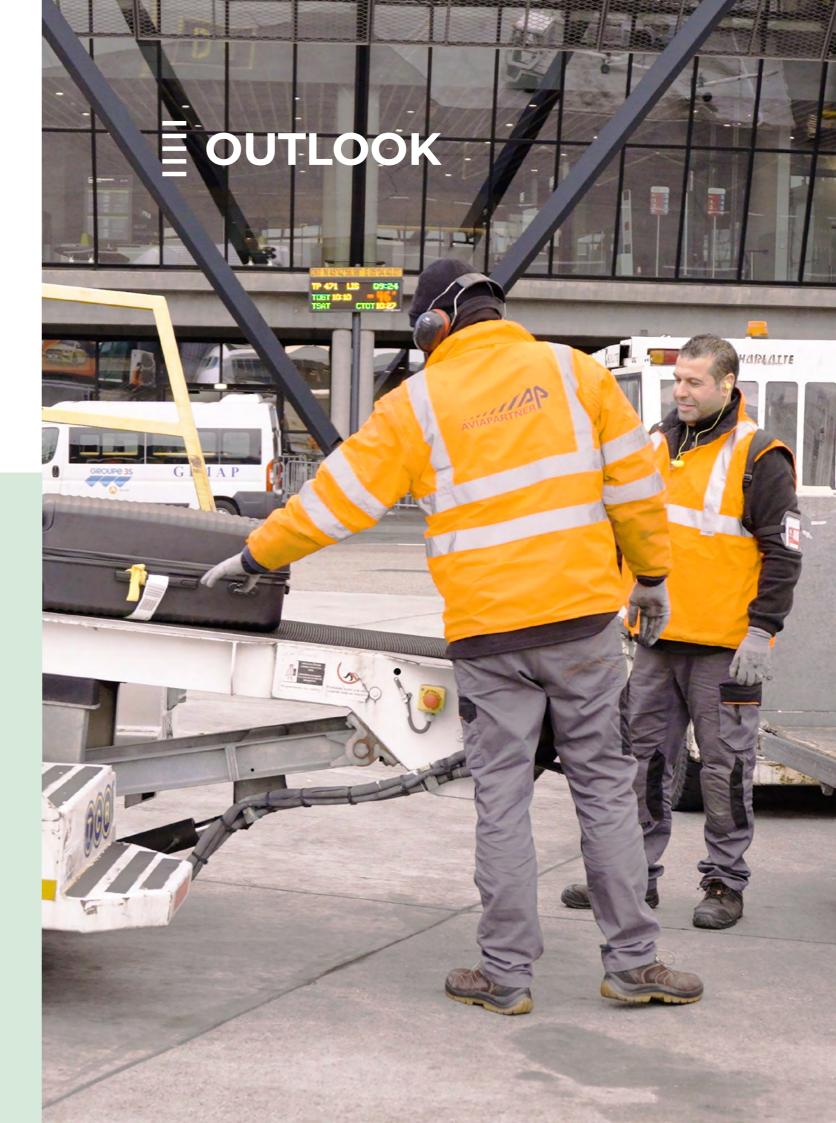
Aviapartner Spain also maintained its UNE166002: 2021, UNE166006:2018 and UNE166008;2012 certification obtained in 2022 for its R&D&I Management System (Research & Development & Innovation) which contributes to systematically improving R&D&I and ensuring surveillance and intelligence is focused on R&D activities including technology transfer. In 2024, Aviapartner France renewed its Qualiopi certification for its training activities. It guarantees the quality of the processes and contributes to our continuous improvement ambition. Our extra-Schengen "Portus" Prima Vista lounge, opened in 2023 in Rome Fiumicino airport, received Breeam certification in June 2024. Aviapartner Handling SPA also obtained an ISO50001 certification for the Rome Fiumicino operation.

"From the start of the project it was clear for our airport partner ADR as well as for us this Passenger lounge had to be designed with sustainability in mind, including also fire and seismic regulations. Using frameworks to improve is part of our continuous improvement culture, so to us it felt natural to follow the Breeam In-Use code for our Portus lounge.

We achieved the Breeam certification with a rating of 47.9%, classified as "Good" explains Matteo Festuccia, Group Lounges and VIP Services Manager. He continues: "While we excelled in Transport, Water, and Energy efficiency, we recognise the need to strengthen Health & Well-being, Resources and pollution management. Moving forward, we will focus on enhancing these areas."







OUTLOOK

ADVANCING OUR SUSTAINABILITY AMBITIONS

As we look ahead, our sustainability journey continues to evolve in alignment with European and global standards. We aim to comply with the EU Green Deal and Fit for 55 initiatives, focusing on measurable emission reductions through low-carbon operations – particularly in Scope 1 and 2 – by 2030.

Our commitment to the Circular Economy remains central, guiding how we manage resources, reduce waste, and design more sustainable operational practices. In parallel, we are strengthening our foundations in data protection and governance, with a clear ambition to achieve ISO 27001 compliance.

Finally, we are preparing for full integration of the European Sustainability Reporting Standards (ESRS) and compliance with the EU Corporate Sustainability Reporting Directive (CSRD) in the short term, ensuring our reporting is transparent, standardised, and aligned with evolving regulatory expectations.

Together, these efforts reflect our ambition to embed sustainability across every layer of our organisation – from ground operations to governance.



DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
GRI 2 General Discl	osures	
2-1 Company information		
a. Legal Name.	The Aviapartner Group has two main Belgian holding entities, Aviapartner Holding NV and Aviation Ground Handling Services SA. Furthermore one smaller holding entity Aviation Tuscany SRL (holding the Consulta activities).	The Aviapartner Group has two main Belgian holding entities, Aviapartner Holding NV and Aviation Ground Handling Services SA. Furthermore one smaller holding entity Aviation Tuscany SRL (holding the Consulta activities).
b. Nature of ownership and legal form.	The Aviapartner Group owned 100% by private individual Mr. Laurent Levaux. It's two holding companies are limited liability companies.	The Aviapartner Group owned 100% by private individual Mr. Laurent Levaux. It's two holding companies are limited liability companies.
c. Location of Headquarters.	The HQ is located in Zaventem/Brussels (Belgium). Brussels National Airport - 1930 Zaventem.	The HQ is located in Zaventem/Brussels (Belgium). Brussels National Airport - 1930 Zaventem.
d. Countries of operation.	The Aviapartner Group is actively operational in Belgium, the Netherlands, Germany, France, Italy, Spain and South Africa.	The Aviapartner Group is actively operational in Belgium, the Netherlands, Germany, France, Italy, Spain, Bulgaria and South Africa.
2-2 Scope of the report		
a. Entities included in its Sustainability Reporting.	Aviapartner BV Aviapartner Cargo N.V. Aviapartner Group Shared Services NV Aviapartner Group Shared Services NV Aviapartner Group Shared Services NV Aviapartner Liège S.A. Aviapartner Liège S.A. Aviapartner Liège PAX SRL Aviapartner Dusseldorf GmbH & Co KG Aviapartner Busseldorf GmbH & Co KG Aviapartner GmbH Aviapartner GmbH Aviapartner Holding Deutschland GmbH Aviapartner Herignac SAS Aviapartner Lielle SAS Aviapartner Lounge Paris SAS Aviapartner Lounge Paris SAS Aviapartner Montpellier SAS Aviapartner Montpellier SAS Aviapartner Nice SAS Aviapartner Orly SAS Aviapartner Orly Landside SAS Aviapartner Orly Landside SAS Aviapartner Orly Mirside SAS Aviapartner Orly Mirside SAS Aviapartner Sp.A Aviapartner Malaga FBO S.A Aviapartner Fuerteventura S.A Aviapartner Menorca S.A Aviapartner Grona S.A Aviapartner Menorca FBO S.A Aviapartner Palma de Mallorca S.A. Aviapartner Palma de Mallorca S.A. Aviapartner Palma de Mallorca S.A. Aviapartner Wenorca FBO S.A Aviapartner Palma de Mallorca S.A. Aviapartner Jelling Partner SAS, Strasbourg Handling SAS and the joint ventures with Argos VIP Private Handling S.R.L, as well as Societa della Consulta S.p.A, Aviation Tuscany SRL, added in 2022 have not yet been fully included in the Sustainability Reporting. Colossal Aviaparter (RF) Limited was only concluded end 2023 and is not included.	Aviapartner BV Aviapartner Group N.V. Aviapartner Group Shared Services NV Aviapartner Genav Brussels BV Aviapartner Liège S.A. Aviapartner Liège S.A. Aviapartner Busseldorf GmbH & Co KG Aviapartner Busseldorf GmbH & Co KG Aviapartner Busseldorf GmbH & Co KG Aviapartner GmbH Aviapartner GmbH Aviapartner Holding Deutschland GmbH Aviapartner Lille SAS Aviapartner La Rochelle SAS Aviapartner La Rochelle SAS Aviapartner Lyon SAS Aviapartner Montpellier SAS Aviapartner Montpellier SAS Aviapartner Nice SAS Aviapartner Orly SAS Aviapartner Orly Landside SAS Aviapartner Orly Landside SAS Aviapartner Orly Landside SAS Aviapartner Orly Landside SAS Aviapartner Sp.A Aviapartner Sp.B Aviapartner Melaga Handling S.A. Aviapartner Menorca S.A Aviapartner Menorca S.A Aviapartner Menorca FBO S.A Aviapartner Spalm de Mallorca S.A. The following entities are only included in the Social reporting of the Sustainability Report while the environmental reporting is under development: Aviapartner Fueling Partner SAS in France, a part of Aviapartner Girona SA (Oviedo and Santiago), a part of Aviapartner Grupo Canario SA (La Gomera) a part of Aviapartner Aviavip Spain SA (Vitorio) in Spain, the joint ventures Strasbourg Handling SAS in France, the joint ventures with Argos VIP Pri
b. Financial Reporting.	In the Sustainability Reporting the operational entities are included.	Africa and Omega Aviation Ltd in Bulgaria. In the Sustainability Reporting the operational entities are included as mentioned in GRI 2-2 a.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
c. Approach used for consolidating the information.	Significant companies over which Aviapartner has direct or indirect exclusive control have been fully consolidated. They include those of the company, its subsidiaries and its interests in companies accounted for using the equity method. All intra-group entries and the application of consolidation standards are considered to ensure the integrity of the information. No differences in the approach to the different items.	Significant companies over which Aviapartner has direct or indirect exclusive control have been fully consolidated. They include those of the company, its subsidiaries and its interests in companies accounted for using the equity method. All intragroup entries and the application of consolidation standards are considered to ensure the integrity of the information. No differences in the approach to the different items.
2-3 Current Reporting Perio	d	
a. Sustainability Reporting.	Period: 2022-2023 / Frequency: 2023 and 2024 data are reported together in 2025.	Period: 2023-2024 / Frequency: 2023 and 2024 data are reported together in 2025.
b. Financial Reporting.	Period: 2022-2023 / Frequency: annual.	Period: 2023-2024 / Frequency: annual.
c. Publication date.	December 2025.	December 2025.
d. Contact point.	Eva Vanallemeersch <u>Eva.Vanallemeersch@aviapartner.aero</u>	Eva Vanallemeersch Eva.Vanallemeersch@aviapartner.aero
2-4 Previous Reporting Per	od	
a. Report restatements.	Period: 2021-2022.	Period: 2022-2023.
2-5 External assurance		
a. Policy and practice for seeking external assurance.	In cooperation with senior management, a number of KPI with high impact and importance for the stakeholders have been verified externally by RSM which also verifies financial data. The number of KPI have been extended year on year, adding for 2023: GRI308 Supplier Management. GRI 401-3 Parental Leaves. The KPI verified in the Sustainability Report 2023-2024 are indicated with and asterix (*). REPORT OF THE INDEPENDENT AUDITOR FOR THE YEAR ENDED DECEMBER 31, 2023 TO THE ATTENTION OF AVIAPARTNER HOLDING N.V. Environment: GRI 302.1e, f,g GRI 302.3 a GRI 305.1 a, b, e, g GRI 305.2 a, b, c, e, g GRI 305.4 c, d Social: GRI 2.7 GRI 401.1 GRI 405.1 Suppliers: GRI 308.1 GRI 308.2	In cooperation with senior management, a number of KPI with high impact and importance for the stakeholders have been submitted for external verification to RSM which also verifies financial data. The number of KPI have been extended year on year, adding for 2024: GRI 401-3 Environment: GRI 302.1e, f,g GRI 302.3 a GRI 305.1 a, b, e, g GRI 305.2 a, b, c, e, g GRI 305.3 GRI 305.4 c, d Social: GRI 2.7 GRI 401.1 GRI 401.3 GRI 405.1 GRI 406.1 Suppliers: GRI 308.1 GRI 308.2 GRI 414.1 GRI 414.2
b. External assurance of	GRI 414.1 GRI 414.2 Type of assurance: ISAE 3000.	Type of assurance: ISAE 3000.
sustainability reporting.	Level of assurance: limited assurance.	Level of assurance: limited assurance.
b.i. Link or reference to external assurance report.	See pages 107 and following, for the Verification Statement prepared for Aviapartner.	See pages 107 and following, for the Verification Statement prepared for Aviapartner.
b. ii. Subjects of external assurance and assurance standards used, level of assurance obtained and any limitations of the assurance process.		
b.iii. Relationship with assurance provider.	Independent.	Independent.
2-6 Activities and Workers		
a. Sector.	See Sustainability Report 2023-2024, About Aviapartner, Page 10.	See Sustainability Report 2023-2024, About Aviapartner, Page 10.
b. Value Chain Description.	See Sustainability Report 2023-2024 page 8.	See Sustainability Report 2023-2024 page 8.
c. Other relevant business relationships.	Joint venture with Strasbourg Handling SAS.	Joint venture.
d. Changes compared to the previous reporting period.	No changes versus previous reporting period for sector or value chain. The joint venture with Argos VIP Private Handling S.R.L (70%) and Societa della Consulta S.p.A, part of the Holding Aviation Tuscany (81%) are not yet fully included in the reporting. In October 2023 a Joint venture, Colossal Aviapartner Aviation Ltd was created with operation in 6 stations in South Africa. This business is not yet included in this report as it only started late end 2023.	No changes versus previous reporting period for sector or value chain. The joint venture with Argos VIP Private Handling S.R.L (70%) and Societa della Consulta S.p.A, part of the Holding Aviation Tuscany (81%) are not yet fully included in the reporting. Sustainability data for joint ventures, Colossal Aviapartner Aviation Ltd and Omega Aviation is not yet included in the sustainability reporting.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024	
2-7 Employees (*)	2-7 Employees (*)		
a. Total Number of employees - by gender and by region.	See table on Page 96 ('Disclosure GRI 2-7 Employees).	See table on Page 97 ('Disclosure GRI 2-7 Employees).	
b. Permanent employees, Temporary employees, on- guaranteed hours employees, full-time employee, part-time employees.	See table on Page 96 ('Disclosure GRI 2-7 Employees).	See table on Page 97 ('Disclosure GRI 2-7 Employees).	
c. Methodologies and assumptions used to compile the data.	Headcount (HC), Full-Time Equivalent (FTE): See table on Page 96 ('Disclosure GRI 2-7 Employees).	Headcount (HC), Full-Time Equivalent (FTE): See table on Page 97 ('Disclosure GRI 2-7 Employees).	
2-8 Workers who are not em	ployees		
a. Total number of workers who are not employees.	See table on Page 98 ('Disclosure GRI 2-8 Workers who are not employees). i. ii. Type of work performed: Aircraft handling, Baggage handling, Passenger Handling, Load Control and Operational work.	See table on Page 99 ('Disclosure GRI 2-8 Workers who are not employees).	
b. Methodologies and assumptions used to compile the data.	See table on Page 98 ('Disclosure GRI 2-8 Workers who are not employees). Headcount (HC), Full-Time Equivalent (FTE). We have not included the staff from subcontractors in our calculations.	See table on Page 99 ('Disclosure GRI 2-8 Workers who are not employees). Headcount (HC), Full-Time Equivalent (FTE). We have not included the staff from subcontractors in our calculations.	
2-9 Governance Structure			
Governance structure, including committees of the highest governance body.	We have sole directorship of Lys Conseil SRL represented by Laurent Levaux in Aviapartner Holding N.V and Aviation Ground Handling Services S.A. and Laurent Levaux as Director of Aviation Tuscany S.R.L. He is also the Chairman. See page 18-19 Governance in the Sustainability Report 2023-2024.	We have sole directorship of Lys Conseil SRL represented by Laurent Levaux in Aviapartner Holding N.V and Aviation Ground Handling Services S.A. and Laurent Levaux as Director of Aviation Tuscany S.R.L. He is also the Chairman. See page 18-19 Governance in the Sustainability Report 2023-2024.	
b. Committees of the highest governance body that are responsible for decision.	See page 18-19 <i>Governance</i> in the Sustainability Report 2023-2024.	See page 18-19 Governance in the Sustainability Report 2023-2024. Laurent Levaux, company owner and Executive Chairman has sole directorship of Lys Conseil SRL represented by Laurent Levaux in Aviapartner Holding N.V and Aviation Ground Handling Services S.A. and Laurent Levaux as Director of Aviation Tuscany S.R.L.	
c. Composition of the highest governance body and its committees.	The highest Governance Body is our Sole Director/Chairman. We have an executive management board which consists our of 3 members inlcuding Lys Conseil and the CEO. There are no under-represented groups as the structure is very lean.	The highest Governance Body is our Sole Director/Chairman. There are no under-represented groups as the structure is very lean.	
2-10 Highest governance bo	dy		
Nomination and selection processes for the highest governance body and its committees.	We only have one shareholder, Laurent Levaux. We have an executive management board which consists of 3 members inlcuding Lys Conseil S.R.L and the CEO.	We only have one shareholder, Laurent Levaux.	
b. Criteria used for nominating and selecting highest governance body members.	Competences are focused on responsibilities and involvement.	Competences are focused on responsibilities and involvement.	
2-11 Senior executive in the	organisation		
a. Whether the chair of the highest governance body is also a senior executive in the organisation.	Our Sole Director and Chairman is also an Executive and non- Executive Director within several entities of the group.	Our Sole Director and Chairman is also an Executive and non- Executive Director within several entities of the group.	
b. Explain their function chair's function within the organisation's management, the reasons for this arrangement, and how conflicts of interest are prevented and mitigated. 2-12 Role of the highest gov.	The structure generally operates without any conflicts of interest. In the event conflict is encountered, the appropriate procedure as outlined in art. 5:76 CCA art. 7:96 CCA (Code of Companies and Associations) is applied.	The structure generally operates without any conflicts of interest. In the event conflict is encountered, the appropriate procedure as outlined in art. 5:76 CCA art. 7:96 CCA (Code of Companies and Associations) is applied.	
		The velocities of englished development for the Astron.	
a. Role of the highest governance body and of senior executives in developing, approving, and updating the organisation's purpose, value or mission statements, strategies, policies, and goals related to sustainable development.	The relevance of sustainable development for the Aviapartner group is the main topic of the Chairman's preamble to the Sustainability report addressing impacts on both people and the environment. The ultimate responsibilty lies with the Sole Director. Senior Members are involved where needed and/or appropriate. This is carried out during OPSCom meeting per country. (Managing Director (MD) and their Team, Finance, General Counsel, CEO and Chairman). We have an executive management board.	The relevance of sustainable development for the Aviapartner group is the main topic of the Chairman's preamble to the Sustainability report addressing impacts on both people and the environment. The ultimate responsibilty lies with the Sole Director. Senior Members are involved where needed and/or appropriate. This is carried out during OPSCom meeting per country. (Managing Director (MD) and their Team, Finance, General Counsel, CEO and Chairman). We have an executive management board.	

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
b. Role of the highest governance body in overseeing the organisation's due diligence and other processes to identify and manage the organisation's impacts on the economy, environment, and people, including:	See page 18-19 Governance in the Sustainability Report 2023-2024.	See page 18-19 Governance in the Sustainability Report 2023-2024
c. Role of the highest governance body in reviewing the effectiveness of the organisation's processes as described in 2-12-b, and report the frequency of this review.	See page 18-19 Governance in the Sustainability Report 2023-2024.	See page 18-19 Governance in the Sustainability Report 2023-2024
2-13 Responsibilities of the	highest governance body	
a. Describe how the highest governance body delegates responsibility for managing the organisation's impacts on the economy, environment, and people, including:	See page 18-19 Governance in the Sustainability Report 2023-2024.	See page 18-19 Governance in the Sustainability Report 2023-2024
b. Process and frequency for reporting to the highest governance body on the management of the organisation's impacts on the economy, environment, and people.	See page 18-19 Governance in the Sustainability Report 2023-2024.	See page 18-19 Governance in the Sustainability Report 2023-2024
2-14 Reviewing and approvi	ng reported information	
Whether the highest governance body is responsible for reviewing and approving the reported information.	The reported information is reviewed and approved by the CEO.	The reported information is reviewed and approved by the CEO.
b. If the highest governance body is not responsible for reviewing and approving the reported information, explain the reason for this.	Not applicable	Not applicable
2-15 Conflicts of interest		'
Processes to ensure that conflicts of interest are prevented and mitigated.	Should there be any conflicts of interest, this will be notified. Advice shall be given by the Legal Department. The structure generally operates without being confronted with conflicts of interest, but should this be the case the appropriate procedure of art 5:76 CCA and art. 7:96 CCA (Code of Companies and Associations) is applied.	Should there be any conflicts of interest, this will be notified. Advice shall be given by the Legal Department. The structure generally operates without being confronted with conflicts of interest, but should this be the case the appropriate procedure of art 5:76 CCA and art. 7:90 CCA (Code of Companies and Associations) is applied.
 b. Whether conflicts of interest are disclosed to stakeholders. 	Yes. Legal requirements if applicable are complied with.	Yes. Legal requirements if applicable are complied with.
2-16 Reporting critical conc	erns	
a. Whether and how critical concerns are communicated to the highest governance body.	A set of grievance mechanisms for internal and external stakeholders are in place as part of our policies and procedures (ranging from reporting forms in our QPulse software, mail addresses to surveys, etc.) A framework of meetings from the station level up to the country level also allows any critical concerns to be communicated to the highest governance body. A Whistleblowing policy valid for the entire group is in place. It has been extended with a tool for internal and external reporting.	A set of grievance mechanisms for internal and external stakeholders are in place as part of our policies and procedures (ranging from reporting forms in our QPulse software, mail addresses to surveys, etc.) A framework of meetings from the station level up to the country level also allows any critical concerns to be communicated to the highest governance body. A Whistleblowing policy valid for the entire group is in place. It has been extended with a tool for internal and external reporting.
b. Total number and the nature of critical concerns during the reporting period.	In 2023, 8 Human Rights incidents were reported, All cases were reported in Belgium for discrimination incidents (GRI 406-1). All have been investigated. In 2023 zero incidents were reported on Customer Privacy (GRI 418-1), child (GRI 408-1) or forced labour (GRI 409-1).	There have been 2 notifications since the launch of the Whistleblowing system. Both fall outside the actual scope of the procedure and were settled otherwise to the satisfaction of the people who reported it.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
2-17 Advancing sustainable	development	
a. Measures taken to advance the collective knowledge, skills, and experience of the highest governance body on sustainable development.	During the Management Conference in May 2023 the topic of sustainability was discussed with the teams and included in the strategy. The Executive Management Board and Chairman as the highest governance bodies, as well as key management participated in industry conferences (IATA International Ground Handling Conferences (IGHC), Ground Handling International conferences). Sustainability is part of the agenda of these conferences. The CEO and key management attended customer airline meetings to gain and exchange knowledge on their requirements as key stakeholders and the industry in general. These forums aim at discussing innovation and sustainable development including low-carbon operations, decarbonisation strategies and future developments. Our VP Quality & Environment, as industry and organisation aviation expert, provides expertise and links to other experienced sustainability advisors and informs the sustainability approach providing guidance to shape the governance.	The Executive Management Board and Chairman as the highest governance bodies, as well as key management participated in industry conferences (IATA International Ground Handling Conferences (IGHC), Ground Handling International conferences). Sustainability is part of the agenda of these conferences. The CEO and key management attended customer airline meetings to gain and exchange knowledge on their requirements as key stakeholders and the industry in general. These forums aim at discussing innovation and sustainable development including low-carbon operations, decarbonisation strategies and future developments. Our VP Quality & Environment, as industry and organisation aviation expert, provides expertise and links to other experienced sustainability advisors and informs the sustainability approach providing guidance to shape the governance.
2-18 Evaluating performance	e on sustainable development	
Processes for evaluating the performance of the highest governance body in overseeing the organisation's impacts.	On a yearly basis CSR KPI are reported by Station/Country in cooperation with the Human Resources, Euro Training Team, Euro Safety Team and Quality/Eco Pilots and Managers and consolidated on Corporate Level. Reports are available internally in databases and parts on our intranet for all employees.	On a yearly basis CSR KPI are reported by Station/Country in cooperation with the Human Resources, Euro Training Team, Euro Safety Team and Quality/Eco Pilots and Managers and consolidated on Corporate Level. Reports are available internally in databases and parts on our intranet for all employees.
c. Actions taken in response to the evaluations.	Investments in sustainable Ground Support Equipment Environmental Programme for 2023-2025, Strengthening and extension of the certifications supporting the Sustainability strategy (ISO45001 Health & Safety Management, SGE21 Corporate Social Responsibility, SA8000 Social Accountability, ISO14001 Environmental Management, etc.) as these are considered the drivers of our continuous improvement. Preparation of the 5-year Safety Plan. See our Sustainability Report to see more details on the actions taken in 2023.	Investments in sustainable Ground Support Equipment Environmental Programme for 2023-2025, Strengthening and extension of the certifications supporting the Sustainability strategy (ISO45001 Health & Safety Management, SGE21 Corporate Social Responsibility, SA8000 Social Accountability, ISO14001 Environmental Management, etc.) as these are considered the drivers of our continuous improvement. Preparation of the 5-year Safety Plan. See our Sustainability Report to see more details on the actions taken in 2023-2024.
2-19 Remuneration policies		
a. Describe remuneration policies for members of the highest governance body and senior executives.	Remuneration conforms to market practices. Fixed payment and bonus payments according to results but is not documented. Termination payments are in line with Belgian law.	Remuneration conforms to market practices. Fixed payment and bonus payments according to results but is not documented. Termination payments are in line with Belgian law.
b. Describe how the remuneration relate to objectives and performance in relation to the management of the organisation's impacts on the economy, environment, and people.	A process is in place to discuss performance and objectives currently focused on economic performance and labour rights, but its not yet fully formalised in all countries. We plan to extend this to human rights, environment and anti-corruption within 2 years.	A process is in place to discuss performance and objectives currently focused on economic performance and labour rights, but its not yet fully formalised in all countries. We plan to extend this to human rights, environment and anti-corruption within 2 years.
2-20 Remuneration policies		
Describe the process for designing its remuneration policies and for determining remuneration, including:	Ultimately the Directorship level of the Aviapartner Group holding companies is responsible on all remuneration aspects.	Ultimately the Directorship level of the Aviapartner Group holding companies is responsible on all remuneration aspects.
b. Report the results of votes of stakeholders (including shareholders) on remuneration policies and proposals, if applicable.	Not applicable.	Not applicable.
2-21 Compensation for the I	nighest-paid individual	
a. Ratio of the annual total compensation for the organisation's highest-paid individual to the median annual total compensation for all employees.	Not available - Confidentiality constraints.	Not available - Confidentiality constraints.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
b. Ratio of the percentage increase in annual total compensation for the organisation's highest-paid individual to the median percentage increase in annual total compensation for all employees.	Not available - Confidentiality constraints.	Not available - Confidentiality constraints.
c. Contextual information necessary to understand the data and how the data has been compiled.	Not available - Confidentiality constraints.	Not available - Confidentiality constraints.
2-22 Sustainable developme	ent strategy	
a. Statement from the highest governance body or most senior executive of the organisation about the relevance of sustainable development to the organisation and its strategy for contributing to sustainable development.	See Sustainability Report 2023-2024, Preamble in the Sustainability Report page 5.	See Sustainability Report 2023-2024, Preamble in the Sustainability Report page 5.
2-23 Policy commitments		
Policy commitments for responsible business conduct.	See Sustainability Report 2023-2024, Anti-corruption on page 54.	See Sustainability Report 2023-2024, Anti-corruption on page 54.
b. Specific policy commitment to respect Human Rights.	See Sustainability Report 2023-2024, on page 24-30.	See Sustainability Report 2023-2024, on page 24-30.
c. Links to the policy commitments if publicly available.	https://www.aviapartner.aero/sustainability	https://www.aviapartner.aero/sustainability
d. The level at which the policy commitments was approved within the organisation.	See Sustainability Report 2023-2024, Anti-corruption on page 54, Human Rights on page 24-30.	See Sustainability Report 2023-2024, Anti-corruption on page 54, Human Rights on page 24-30.
e. The extent to which the policy commitments apply to the organisation's activities and to its business relationships.	Our policy commitments are applicable to the entire organisation and any business partners Aviapartner conducts business with.	Our policy commitments are applicable to the entire organisation and any business partners Aviapartner conducts business with.
f. How the policy commitments are communicated to relevant parties (workers, business partners, and other relevant parties).	Human Respect, see page 25, Business Conduct see page 54, Environment, see page 42 and 50, Information Security, see page 55, Data Privacy and Anti-competition, see page 56, Supplier Management, see page 58.	Human Respect, see page 25, Business Conduct see page 54, Environment, see page 42 and 50, Information Security, see page 55, Data Privacy and Anti-competition, see page 56, Supplier Management, see page 58.
2-24 Policy commitments		
A. How it embeds each of its policy commitments for responsible business conduct throughout its activities and business relationships.	See Sustainability Report 2023-2024, on page 19, 25, 58.	See Sustainability Report 2023-2024, on page 19, 25, 58.
2-25 Remediation of Negativ	ve Impacts	
b. Approach to identify and address grievances.	Aviapartner has several grievance mechanisms in place. Our most important operational-level grievance mechanism is embedded in our QPulse software system which allows for reporting and investigation of Safety, Environmental, Security, GDPR or other issues. This is complemented with regional mechanisms for discrimination and harassment which are both internal and external. Since 2021 we have extended the mechanisms for reporting to subcontractors and their staff, and lowered the threshold for reporting even further end 2023, facilitating the reporting by external parties starting the roll-out of an additional, external network-wide whistleblowing tool. We have an open culture, whereby grievances can be easily submitted to Senior Management or directly to the Board.	We lowered the threshold for reporting facilitating the reporting by external parties starting the roll-out of an additional, external network-wide whistleblowing tool. We have an open culture, whereby grievances can be easily submitted to Senior Management or directly to the Board.
c. Processes the organisation provides cooperates in the remediation of negative impacts.	Investigations and remediations are handled by experts in the different fields. A Whistleblowing Policy provides formal process for investigations. The process for remediation is not formalised yet.	Investigations and remediations are handled by experts in the different fields. A Whistleblowing Policy provides formal process for investigations. The process for remediation is not formalised yet.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
d. How stakeholders are involved in the design, review, operation, and improvement of these mechanisms.	Mechanisms are designed with expert users coming from different areas of the business and are reviewed regularly to include feedback from stakeholders.	Mechanisms are designed with expert users coming from different areas of the business and are reviewed regularly to include feedback from stakeholders.
e. How the organisation tracks the effectiveness of the grievance mechanisms and other remediation processes.	The number of reports on Qpulse is continuously monitored. Effectiveness of local grievance mechanisms is also monitored yearly. The new external Whistleblowing tool, introduced in 2023, aims at lowering the threshold for reporting further and respecting privacy legislation. As the tool has been implemented end 2023, currently no results are available.	Reports are monitored by dedicated staff as they occur. Minimum yearly effectiveness is reviewed by monitoring the numbers, channels used, the type of grievances and the reporting of the follow-up.
2-26 Mechanisms for individ	uals on responsible business conduct	
Mechanisms for individuals to seek advice on implementing the organisation's policies and practices for responsible business conduct; raise concerns about the organisation's business conduct.	See Sustainability Report 2023-2024, on page 54.	See Sustainability Report 2023-2024, on page 54.
	liance with laws and regulations	
Total number of significant instances of non-compliance with laws and regulations during the reporting period.	To the best of our knowledge there were no significant instances of non-compliance with laws and regulations in 2023.	To the best of our knowledge there were no significant instances of non-compliance with laws and regulations in 2024.
b. Total number and the monetary value of fines for instances of non- compliance with laws and regulations that were paid during the reporting period.	To the best of our knowledge there were no significant instances of non-compliance with laws and regulations in 2023.	To the best of our knowledge there were no significant instances of non-compliance with laws and regulations in 2024.
c. Significant instances of non-compliance.	Not applicable.	Not applicable.
d. Describe how significant instances of non-compliance has been determined.	Not applicable.	Not applicable.
2-28 Associations & member	rships	
Industry associations, other membership associations, and national or international advocacy organisations.	Airport Services Association (ASA), Air Cargo Belgium (ACB), Assohandler (Italy), WPBL Association of Employees regarding CLA (Netherlands), IATA 25by2025, Chambre Syndicale de l'assistance en escale (CSAE), Associations des Métiers de l'Áéropotuaire (A.M.A), Fond de dotation de la Comm. Aéroportuaire de Paris (FDCAP), Associacion de Empresas de Servicios de Assistancia en Tierra en Aeropuertos (ASEATA), Ellas Vuelan Alto, IATA 25by2025.	Airport Services Association (ASA), Air Cargo Belgium (ACB), Assohandler (Italy), WPBL Association of Employees regarding CLA (Netherlands), IATA 25by2025, Chambre Syndicale de l'assistance en escale (CSAE), Associations des Métiers de l'Aéropotuaire (A.M.A), Fond de dotation de Loomm. Aéroportuaire de Paris (FDCAP), Associacion de Empresas de Servicios de Assistancia en Tierra en Aeropuertos (ASEATA), Ellas Vuelan Alto, IATA 25by2025.
2-29 Stakeholder engageme	nt .	
a. Categories of stakeholders.	Refer to page 15-16 in the Sustainability Report 2023-2024.	Refer to page 15-16 in the Sustainability Report 2023-2024.
b. Purpose.	Refer to page 15-16 in the Sustainability Report 2023-2024.	Refer to page 15-16 in the Sustainability Report 2023-2024.
c. Meaningful engagement.	Refer to page 15-16 in the Sustainability Report 2023-2024.	Refer to page 15-16 in the Sustainability Report 2023-2024.
2-30 Collective bargaining a	greements	
a. Employees covered by collective bargaining agreements.	Refer to page 32 <i>Social Dialogue</i> and to Disclosure GRI 2-30 Collective bargaining agreements page 98.	Refer to page 32 <i>Social Dialogue</i> and to Disclosure GRI 2-30 Collective bargaining agreements page 99.
b. Working conditions of employees not covered by collective bargaining agreements.	Refer to page 32 <i>Social Dialogue</i> and to Disclosure GRI 2-30 Collective bargaining agreements page 98.	Refer to page 32 <i>Social Dialogue</i> and to Disclosure GRI 2-30 Collective bargaining agreements page 99.
GRI 205 Anti-corrup	tion 2016	
205-1 Corruption risks		
Number of operations assessed for corruption risks.	Refer to page 54 <i>Anti-comption</i> in the Sustainability Report 2023-2024.	Refer to page 54 Anti-corruption in the Sustainability Report 2023-2024
b. Significant risks related to corruption identified through the risk assessment.	Not available.	Not available.
205-2 Anti-corruption polici	es & training	
a. Number of governance body members that the organisation's anticorruption policies and procedures have been communicated to by region.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
b. Total number and percentage of employees that the organisation's anti-corruption policies and procedures have been communicated to, broken down by employee category and region.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.
c. Total number and percentage of business partners that the organisation's anticorruption policies and procedures have been communicated to, broken down by type of business partner and region.	Not known.	Not known.
d. Total number and percentage of governance body members that have received training on anti-corruption, broken down by region.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.
e. Total number and percentage of employees that have received training on anticorruption, broken down by employee category and region.	Refer to page 25 and 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.	Refer to page 25 and 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.
205-3 Corruption incidents		
a. Corruption incidents.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.	Refer to page 54 <i>Anti-corruption</i> in the Sustainability Report 2023-2024.
GRI 206 Anti-compe	etitive Behavior 2016	
206-1 Anti-competition inci	dents	
Number of legal actions pending or completed period regarding anticompetitive behavior.	Zero (0).	Zero (0).
b. Main outcomes of completed legal actions.	Not applicable.	Not applicable.
GRI 3 Material Topic	s 2021	
3-1 Determining material to		
a. Process to determine material topics.	See Materiality in the Sustainability Report 2023-2024, page 16-17.	See Materiality in the Sustainability Report 2023-2024, page 16-17.
b. Stakeholders and experts involved with determining its material topics.	See Materiality in the Sustainability Report 2023-2024, page 16-17.	See Materiality in the Sustainability Report 2023-2024, page 16-17.
3-2 Material topics		
a. Material topics.	See Materiality in the Sustainability Report 2023-2024, page 16-17.	See Materiality in the Sustainability Report 2023-2024, page 16-17.
b. Changes to the list of material topics compared to the previous reporting period.	See Materiality in the Sustainability Report 2023-2024, page 16-17.	See Materiality in the Sustainability Report 2023-2024, page 16-17.
GRI 302 Energy 2010	6	
302-1 Fuel & energy consum		
Total fuel consumption within the organisation from non-renewable sources, in joules or multiples, and including fuel types used.	Please refer to Page 98 (Disclosure GRI 302-1 Fuel & Energy consumption). 114.481394,3MJ.	Please refer to Page 99 (Disclosure GRI 302-1 Fuel & Energy consumption). 114516795.83 MJ.
b. Total fuel consumption within the organisation from renewable sources, in joules or multiples, and including fuel types used.	Please refer to Page 98 (Disclosure GRI 302-1 Fuel & Energy consumption). 11503954.85 MJ.	Please refer to Page 99 (Disclosure GRI 302-1 Fuel & Energy consumption). 16993579.22 MJ.
c.i. electricity consumption (joules, watt-hours or multiples).	8570861,2 KWH.	10,379,783.62 KWH.
c.ii. heating consumption (joules, watt-hours or multiples).	Already included in the other energy sources.	Already included in the other energy sources. Gas consumption is used for heating. It is currently not possible to split heating from the other consumptions.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
c.iii. cooling consumption (joules, watt-hours or multiples).	Not available.	Already included in the other energy sources. It is currently not possible to split cooling from the other consumptions as the consumption is included in the general invoice.
c.iv. steam consumption (joules, watt-hours or multiples).	3561000,00 kWh delivered by Brussels Airport for heating of buildings.	3,326,000.00 KWh delivered by Brussels Airport for heating of buildings.
d.i. electricity sold (joules, watt-hours or multiples).	0	0
d.ii. heating sold (joules, watt-hours or multiples).	0	0
d.iii. cooling sold (joules, watt-hours or multiples).	0	0
d.iv. steam sold (joules, watt-hours or multiples.	0	0
e. Total energy consumption within the organisation, in joules, watt-hours or multiples. (*)	169660049 MJ.	180851196.1 MJ.
f. Standards, methodologies, assumptions, and/or calculation tools used. (*)	Fuel consumption: Primary activity data was used incl. fuel from company cars for management were applicable. Electricity consumption: As consumption was not available for all locations as primary activity data, estimations based on available data were made based on electricity intensities of available spaces/activities.	Fuel consumption: Primary activity data was used incl. fuel from company cars for management were applicable. Electricity consumption: As consumption was not available for all locations as primary activity data, estimations based on available data were made based on electricity intensities of available spaces/activities.
g. Source of the conversion factors used. (*)	Association of Issuing Bodies (AIB) 2022 (Production mix) for electricity consumption. DEFRA 2023 (UK) Conversion Factors were used for fuel. Natural gas was based on average from invoices 2022. 1 KWH (kilowatt hour) = 3,6 MJ (megaJoule).	DEFRA 2024 Conversion factors were used for fuel. Natural gas was based on average from invoices 2022. 1 KWH (kilowatt hour) = 3,6 MJ (megaJoule).
302-2 Energy consumption		
a. Energy consumption outside of the organisation, in joules or multiples.	Not applicable.	Not applicable.
b. Standards, methodologies, assumptions, and/or calculation tools used.	Not applicable.	Not applicable.
c. Source of the conversion factors used.	Not applicable.	Not applicable.
302-3 Energy intensity ratio		
a. Energy intensity ratio for the organisation. (*)	0,29 MJ/Euro.	0,29 MJ/Euro.
b. Organisation-specific metric (the denominator) chosen to calculate the ratio.	Turnover.	Turnover.
c. Types of energy included in the intensity ratio. whether fuel, electricity, heating, cooling, steam, or all.	Fuel, electricity, steam.	Fuel, electricity, steam.
d. Whether the ratio uses energy consumption within the organisation, outside of it, or both.	Energy consumption within the organisation is used.	Energy consumption within the organisation is used.
302-4 Energy consumption i	reductions	
Amount of reductions in energy consumption achieved as a direct result of conservation and efficiency initiatives, in joules or multiples.	Information incomplete/unavailable.	Information incomplete/unavailable.
b. Types of energy included in the reductions. whether fuel, electricity, heating, cooling, steam, or all.	Information incomplete/unavailable.	Information incomplete/unavailable.
c. Basis for calculating reductions in energy consumption, such as base year or baseline, including the rationale for choosing it.	Not applicable.	Not applicable.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
d. Standards, methodologies, assumptions, and/or calculation tools used.	Not applicable.	Not applicable.
302-5 Energy consumption i	reductions	
Reductions in energy requirements of sold products and services achieved during the reporting period, in joules or multiples.	Information incomplete/unavailable.	Information incomplete/unavailable.
 Basis for calculating reductions in energy consumption. 	Not applicable.	Not applicable.
c. Standards, methodologies, assumptions, and/or calculation tools used.	Not applicable.	Not applicable.
GRI 305 Emissions 2	2016	
305-1 Scope 1 Greenhouse g	gas emissions	
a. Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent. (*)	7820,52 tC0 ₂ e.	7856,2 tCO ₂ e.
b. Gases included in the calculation. whether CO ₂ , CH4, N ₂ O, HFCs, PFCs, SF6, NF3, or all. (*)	CO ₂ e , including CO2, CH4, N2O.	CO ₂ e , including CO ₂ , CH4, N ₂ O.
c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent.	Not applicable.	16,91 tCO ₂ e.
d. Base year for the calculation, if applicable, including:	Not applicable.	Not applicable.
e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. (*)	DEFRA 2023 (UK) Conversion Factors were used for fuel. CO2emissiefactoren.nl (for GTL). https://nl.goodfuels.com/road-rail/ for HV0100 biofuel Petrol (100% mineral petrol) Benzine/gasoline: 2,35 kg CO2e/liter. Diesel (100% mineral diesel) = 2,66 kg CO2e/liter. Aviation turbine fuel (Kerosine) = 2,54kg CO2e/liter. Gaseous fuels - Natural gas = 2,03 kg CO2e/m³. HV0100 = 0,03558 kg/CO2e/liter.	DEFRA 2024 (UK) Conversion Factors were used for fuel. Petrol (100% mineral petrol) Benzine/gasoline: 2,35 kg CO ₂ e/liter. Diesel (100% mineral diesel) = 2,66 kg CO ₂ e/liter. Aviation turbine fuel (Kerosine) = 2,54kg CO ₂ e/liter. Gaseous fuels - Natural gas = 2,06 kg CO ₂ e/m³. HV0100 = 0,03558 kg/CO ₂ e/liter.
f. Consolidation approach for emissions. whether equity share, financial control, or operational control.	Operational control. Fugitive emissions are currently still incomplete and subject to further investigations. Cargo operation data is available from airconditioning, fridges and freezers, as well as a catering storage cooling facility in one station in France.	Operational control. Fugitive emissions are currently still incomplete and subject to further investigations. Cargo operation data is available from airconditioning, fridges and freezers, as well as a catering storage cooling facility in one station in France and airconditioning in an owned building in Belgium in General aviation.
g. Standards, methodologies, assumptions, and/or calculation tools used. (*)	Fuel and gas data used is based on primary activity data (invoices), inserted in the Aviapartner Management System directly by the different stations and consolidated after validation spot checks on country/group level. For missing data, estimations within same station/year were used to complete the data set.	Calculations are in line with the principles of the GHG Protocol. Fuel and gas data used is based on primary activity data (invoices), inserted in the Aviapartner Management System directly by the different stations and consolidated after validation spot checks on country/group level. For missing data, estimations within same station/year were used to complete the data set.
305-2 Scope 2 Greenhouse g	gas emissions	
a. Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent. (*)	1874,61 tCO ₂ e.	1801.70 tCO ₂ e.
b. Gross market-based energy indirect (Scope 2) GHG emissions in metric tonsof CO ₂ equivalent. (*)	1874,61 tCO ₂ e.	1808.76 tCO ₂ e. Only one market-based emission factor is available (Aviapartner Ostend NV in Belgium).
c. If available, the gases included in the calculation. whether CO ₂ , CH4, N ₂ O, HFCs, PFCs, SF6, NF3, or all. (*)	Only $\mathrm{CO_2}$ is included in the calculation.	Only CO ₂ is included in the calculation.
d. Base year for the calculation, rationale, emissions for base year.	Not applicable.	Not yet applicable.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
e. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source. (*)	Association of Issuing Bodies (AIB) 2022 - Production mix. We used CO ₂ eq as a emission factor so GWP was already integrated for the different GHGs. The following location-based emission factors have been used to calculate the emissions. France: 0,05357 kg CO ₂ /kWh. Belgium: 0,12177 kg CO ₂ /kWh. Germany: 0,35183 kg CO ₂ /kWh. Italy: 0,31438kg CO ₂ /kWh. The Netherlands: 0,29634 kg CO ₂ /kWh. Spain: 0,16372 kg CO2/kWh.	Association of Issuing Bodies (AIB) 2024 - Production mix. We used CO ₂ eq as a emission factor so GWP was already integrated for the different GHGs. The following location-based emission factors have been used to calculate the emissions for electricity. France: 0,01807 kg CO ₂ /kWh. Belgium: 0,10482 kg CO ₂ /kWh. Germany: 0,31158 kg CO ₂ /kWh. Italy: 0,23524 kg CO ₂ /kWh. The Netherlands: 0,22858 kg CO ₂ /kWh. Spain: 0,10066 kg CO ₂ /kWh. The location-based emission factor for steam in Belgium was used to calculate the emissions from steam: 0.17965 kgCO ₂ /kWh.
f. Consolidation approach for emissions. whether equity share, financial control, or operational control.	Operational control.	Operational control.
g. Standards, methodologies, assumptions, and/or calculation tools used. (*)	Electricity consumption: As consumption was not available for all locations as primary activity data, estimations based on available data were made based on electricity intensities of available spaces/operations.	Calculations are in line with the principles of the GHG Protocol. Electricity consumption: As consumption was not available for all locations as primary activity data, estimations based on available data were made based on electricity intensities of available spaces/operations.
305-3 Scope 3 Greenhouse ş	gas emissions (*)	
a. Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent. (*)	This information is unavailable as the inventorisation of Scope 3 emissions has not started yet. A preliminary assessment into employee mobility has been done since 2021 across all stations in preparation of further inventorisation.	This information is unavailable as the inventorisation of Scope 3 emissions has not started yet.
b. If available, the gases included in the calculation. whether CO ₂ , CH4, N,O, HFCs, PFCs, SF6, NF3, or all.	Not available.	Not available.
c. Biogenic CO ₂ emissions in metric tons of CO ₂ equivalent.	Not available.	Not available.
d. Other indirect (Scope 3) GHG emissions categories and activities included in the calculation.	Not available.	Not available.
e. Base year for the calculation, rationale, emissions in the base year.	Not available.	Not available.
f. Source of the emission factors and the global warming potential (GWP) rates used, or a reference to the GWP source.	Not available.	Not available.
g. Standards, methodologies, assumptions, and/or calculation tools used.	Not available.	Not available.
305-4 Greenhouse gas emis	sions intensity ratio	
a. GHG emissions intensity ratio for the organisation.	For every flight handled we emit 0,0269 ton CO ₂ e.	For every flight handled we emit 0,02441 ton CO ₂ e.
b. Organisation-specific metric (the denominator) chosen to calculate the ratio.	Flights handled.	Flights handled.
c. Types of GHG emissions included in the intensity ratio. whether direct (Scope 1), energy indirect (Scope 2), and/or other indirect (Scope 3). (*)	Direct emissions in Scope 1 and indirect energy in Scope 2.	Direct emissions in Scope 1 and indirect energy in Scope 2.
d. Gases included in the calculation. whether CO ₂ , CH4, N,O, HFCs, PFCs, SF6, NF3, or all. (*)	$\rm CO_2e$ including $\rm CO_2$, CH4, $\rm N_2O$ for Scope 1 emissions, only $\rm CO_2$ for Scope 2 emissions.	$\rm CO_2e$ including $\rm CO_2, CH4, N_2O$ for Scope 1 emissions, only $\rm CO_2$ for Scope 2 emissions.
GRI 306 Waste 2020)	
GRI 306-1 Waste-related im	pacts	
a.Significant actual and potential waste-related impacts.	Waste impacts depending on type of waste.	Waste impacts depending on type of waste.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024	
GRI 306-2 Waste generation	prevention		
Actions taken to prevent waste generation in the organisation's value chain, and to manage significant impacts from waste generated.	See Environment, Waste managment, page 47-49 in the Sustainability	See Environment, Waste managment, page 47-49 in the Sustainability Report 2023-2024.	
b. If the waste generated by the organisation in its own activities is managed by a third party, a description of the processes used to determine whether the third party manages the waste in line with contractual or legislative obligations.	Monitoring of the process of the third party in case there is a contractual relationship: Monitoring of waste-related environmental incidents for third parties. Supplier self-assessments. Supplier on-site audits and inspections. Supplier meetings. Supplier evaluations where contractually agreed. Monitoring waste quantities where available.	Monitoring of the process of the third party in case there is a contractual relationship: Monitoring of waste-related environmental incidents for third parties. Supplier self-assessments. Supplier on-site audits and inspections. Supplier meetings. Supplier evaluations where contractually agreed. Monitoring waste quantities where available.	
c. Processes used to collect and monitor waste-related data.	The process to collect and monitor waste-related data is currently mostly limited to waste in own operation and differs per station. All data collected at the different stations is centralised via online data entry. This results in waste reports per station consolidated per country which are closely monitored and help to guide decisions.	The process to collect and monitor waste-related data is currently mostly limited to waste in own operation and differs per station. All data collected at the different stations is centralised via online data entry. This results in waste reports per station consolidated per country which are closely monitored and help to guide decisions.	
GRI 306-3 Total Weight of W	/aste Generated		
a. Total weight of waste generated in metric tons	Data not available.	Data not available.	
b. Contextual information necessary to understand the data and how the data has been compiled.	Data not available.	Data not available.	
GRI 306-4 Total Weight of V	Vaste Diverted		
a. Total weight of waste diverted from disposal.	Data not available.	Data not available.	
b. Total weight of hazardous waste diverted from disposal.	Data not available.	Data not available.	
c. Total weight of non- hazardous waste diverted from disposal.	Data not available.	Data not available.	
d. For each recovery operation listed in Disclosures 306-4-b and 306-4-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste diverted from disposal:	Data not available.	Data not available.	
d.i. onsite.	Data not available.	Data not available.	
d.ii. offsite.	Data not available.	Data not available.	
e. Contextual information necessary to understand the data and how the data has been compiled.	Data not available.	Data not available.	
GRI 306-5 Total Weight of V	GRI 306-5 Total Weight of Waste Directed to Disposal		
a. Total weight of waste directed to disposal in metric tons.	Data not available.	Data not available.	
b. Total weight of hazardous waste directed to disposal in metric tons.	Data not available.	Data not available.	
c. Total weight of non- hazardous waste directed to disposal in metric tons.	Data not available.	Data not available.	
d. For each disposal operation listed in Disclosures 306-5-b and 306-5-c, a breakdown of the total weight in metric tons of hazardous waste and of non-hazardous waste directed to disposal onsite & offsite.	Data not available.	Data not available.	

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
e. Contextual information necessary to understand the data and how the data has been compiled.	Data not available.	Data not available.
GRI 308 Supplier En	vironmental Assessment 2016	
308-1 Percentage of new su	ppliers screened using environmental criteria (*)	
a. Percentage of new suppliers that were screened using environmental criteria.	2%	2%
308-2 Supplier environment	al impacts (*)	
Number of suppliers assessed for environmental impacts.	46	50
b. Number of suppliers identified as having significant actual and potential negative environmental impacts.	0	
c. Significant actual and potential negative environmental impacts identified in the supply chain.	Not applicable.	Not applicable.
d. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which improvements were agreed upon as a result of assessment.	0%	0%
e. Percentage of suppliers identified as having significant actual and potential negative environmental impacts with which relationships were terminated as a result of assessment, and why.	0%	0%
GRI 401 Employmer	nt 2016	
401-1 Employee hires & turn	over (*)	
Total number and rate of new employee hires during the reporting period, by age group, gender and region.	Please refer to page 100 (Disclosure GRI 401-1 a Employee Hires & Turnover).	Please refer to page 101 (Disclosure GRI 401-1 a Employee Hires & Turnover).
b. Total number and rate of employee turnover during the reporting period, by age group, gender and region.	Please refer to page 100 (Disclosure GRI 401-1 a Employee Hires & Turnover).	Please refer to page 101 (Disclosure GRI 401-1 a Employee Hires & Turnover).
401-2 Employee benefits		
a. Standard benefits for full- time employees	Please refer to page 102 (Disclosure GRI 401-2 Employee Benefits).	Please refer to page 33.
 b. The definition used for 'significant locations of operation'. 	'Significant locations of operation' includes all Aviapartner stations.	'Significant locations of operation' includes all Aviapartner stations in Belgium, the Netherlands, France, Germany, Italy and Spain.
401-3 Parental leave		(*)
a. Total number of employees that were entitled to parental leave, by gender.	Please refer to page 102 (Disclosure GRI 401-3 Parental Leave).	Please refer to page 103 (Disclosure GRI 401-3 Parental Leave).
b. Total number of employees that took parental leave, by gender.	Please refer to page 102 (Disclosure GRI 401-3 Parental Leave).	Please refer to page 103 (Disclosure GRI 401-3 Parental Leave).
c. Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	Please refer to page 102 (Disclosure GRI 401-3 Parental Leave).	Please refer to page 103 (Disclosure GRI 401-3 Parental Leave).

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
d. Total number of employees that returned to work after parental leave ended that were still employed 12 months after their return to work, by gender.	Please refer to page 102 (Disclosure GRI 401-3 Parental Leave).	Please refer to page 103 (Disclosure GRI 401-3 Parental Leave).
e. Return to work and retention rates of employees that took parental leave, by gender.	Please refer to page 102 (Disclosure GRI 401-3 Parental Leave).	Please refer to page 103 (Disclosure GRI 401-3 Parental Leave).
GRI 402 Labour/Ma	nagement Relations 2016	
402-1 Notice period of signi	ficant operational changes	
Minimum number of weeks' notice for significant operational changes.	Minimum 1 week.	Minimum 1 week.
b. For organisations with collective bargaining agreements, report whether the notice period and provisions for consultation and negotiation are specified in collective agreements.	This depends on the country of operation. Aviapartner follows all relevant laws and legislation related to collective bargaining agreements. Where statutory, Aviapartner specifies the notice periods and provisions for consultation and negotiation.	This depends on the country of operation. Aviapartner follows all relevant laws and legislation related to collective bargaining agreements. Where statutory, Aviapartner specifies the notice periods and provisions for consultation and negotiation.
GRI 403 Occupation	nal Health and Safety 2018	
403-1 Health & safety mana	gement system	
Statement of whether an occupational health and safety management system has been implemented.	The Aviapartner Safety Management System (SMS) is based on industry specific best practice for the Management of Safety that meets all current stakeholder requirements including Occupational Health and Safety requirements of the countries where Aviapartner operates. The Aviapartner SMS formally exists since 2015 and is based on the following, extended with Occupational Health and Safety requirements: - IATA's Safety Audit for Ground Handling Operations (ISAGO) Standards Manual Edition 10. - International Business Aircraft Handling (IS-BAH) Standards and Recommended Practices. Where applicable, country specific requirements regarding Occupational Health and Safety, are an essential part of the system. Requirements included are followed up on country level by qualified Safety Managers in the countries, in some cases with the support of external parties.	The Aviapartner Safety Management System formally exists since 2015 and is based on the following, extended with Occupational Health and Safety requirements: - IATA's Safety Audit for Ground Handling Operations (ISAGO) Standards Manual Edition 10 International Business Aircraft Handling (IS-BAH) Standards and Recommended Practices. Where applicable, country specific requirements regarding. Occupational Health and Safety, are an essential part of the system. Requirements included are followed up on country level by qualified Safety Managers in the countries, in some cases with the support of external parties.
b. Description of the scope of workers, activities, and workplaces covered by the occupational health and safety management system.	The following operations throughout the Aviapartner network are covered within the scope of the Safety Management System: For Commercial Ground Handling, this scope covers from Passenger Services personnel that asssist check-in, boarding and other customer facing processes through to all Ramp related activities. Ramp related activities cover the servicing of commercial aircraft in accordance with customer specific requirements that can include aircraft cleaning, provision of potable water and waste through to commercial baggage, cargo and other types of payload that is loaded and offloaded from aircraft. For General Aviation, the scope of acitivies is more limited to the customer facing processes of meeting and greeting arrival / departure customers, assisting in passenger hospitality. On exceptional occasions staff may be required to assist in load and uploading passenger payload onto and from aircraft. For Cargo services next to the cargo transport to/from aircraft and the ramp related activities as described above, the scope also includes Cargo terminal operations such as warehousing, ULD build-up and breakdown, dangerous goods and live animal, pharma and perishable handling next to documentation handling for import and export and customs clearance.	The following operations throughout the Aviapartner network are covered within the scope of the Safety Management System: For Commercial Ground Handling, this scope covers from Passenger Services personnel that asssist check-in, boarding and other customer facing processes through to all Ramp related activities. Ramp related activities cover the servicing of commercial aircraft in accordance with customer specific requirements that can include aircraft cleaning, provision of potable water and waste through to commercial baggage, cargo and other types of payload that is loaded and offloaded from aircraft. For General Aviation, the scope of acitivies is more limited to the customer facing processes of meeting and greeting arrival / departure customers, assisting in passenger hospitality. On exceptional occasions staff may be required to assist in load and uploading passenger payload onto and from aircraft. For Cargo services next to the cargo transport to/from aircraft and the ramp related activities as described above, the scope also includes Cargo terminal operations such as warehousing, ULD build-up and breakdown, dangerous goods and live animal, pharma and perishable handling next to documentation handling for import and export and customs clearance.

DESCRIPTION

DATA GROUP 2023

DATA GROUP 2024

403-2 Work-related hazards

work-related hazards and assess risks.

of the main pillars of Aviapartner's SMS.

Hazards are reported to involved partners through the usual means of communication: channels or communication systems established by the airport, by the airline, by the subcontractor, etc.

Reporting such events follows a detailed classification and quantification process to distinguish accidents, incidents, threats, hazards, risks, etc. To ensure the quality of the processes all safety specific functions are held by qualified individuals in accordance with company standards which are designed to meet both internal and nationional / regional

Qualification validation is performed during regular audits and inspections.

Safety Management is an integral part of the company management review process, which is performed at Group Level, Regional and location specific level. This annual process consists of the review of key safety performance indicators, trend analysis and the review of the relevant occurences during the period to ensure corrective and preventive actions are taken consistently and the effectiveness of the system is assessed across our network

Safety audits and inspections, by internal and external stakeholders, as well as an increasing number of ISAGO and ISBAH certifications are the drivers of continuous improvement of the system. Every country Safety Manager establishes an annual safety action plan for stations in their respective countries, including measurable indicators, performance monitoring plan, corrective and preventive measures, information and awareness campaigns on risk prevention

b. Processes for workers to report work-related hazards and hazardous situations.

Reporting is at the heart of the Aviapartner SMS. We encourage and facilitate staff reporting all hazards whatever their severity, even if the occurrence may not represent a significant risk to personal or flight safety, by offering different ways of reporting incidents and risks, always integrating the systems with those provided by the airport Several channels are available to the users.

- Informal Reporting: Local Safety Advisors are available to receive any type of information on accidents, incidents and risks, in complete confidentiality.
- Reporting via Aviapartner software tools linked to the Flight Information System: a simple, quick and user-friendly way to report accidents, incidents, potential hazards, defects, irregularities, etc.
- Anonymous reporting via QPulse software for Quality and Safety Management: Aviapartner web reporting makes it easy to report anonymously via internet, outside the Aviapartner network. A QR code is used to enhance user-friendliness. This type of reporting is strongly encouraged.
- Confidential Reporting: All anonymous reporting via web reporting is also confidential (report is only sent to the Safety Managers and Legal Department) depending on the country.
- Occupational Accident Reports: reported by the victim, witnesses, a Supervisor to describe the event, circumstances, equipment nvolved, immediate consequences etc.
- At any time, staff can also report safety incidents by mail to the mail address of the Euro Safety Team (Safety Manager Group). The Safety Team follows up on these reports. The reporter is kept

These systems are used in conjunction with systems which have been put in place by stakeholders, such as the airports where we operate and/or airlines we handle.

Shift reports

Aviapartner promotes a "Just Culture", a fundamental pillar of its SMS. People are encouraged to report all accidents, incidents, risks, environmental and operational hazards or other deficiencies with the knowledge that this reporting will be used to continually improve by learning from such events and where no disciplinary action will be taken for such actions, omissions, or decisions by staff that are considered reasonable given their experience and training, but where deliberate neglect, willful violation, repetitive misconduct, unlawful conduct, destructive acts or deliberately not reporting an accident will not be tolerated.

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a. Processes used to identify Reporting accidents, incidents, threats and hazards, among others, is one Reporting accidents, incidents, threats and hazards, among others, is one of the main pillars of Aviapartner's SMS.

Hazards are reported to involved partners through the usual means of communication: channels or communication systems established by the airport, by the airline, by the subcontractor, etc.

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- At any time, staff can also report safety incidents by mail to the mail address of the Euro Safety Team (Safety Manager Group). The Safety Team follows up on these reports. The reporter is kept

These systems are used in conjunction with systems which have been put in place by stakeholders, such as the airports where we operate and/or airlines we handle.

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DESCRIPTION

DATA GROUP 2023

c. Policies and processes for workers to remove themselves from dangerous work situations

As a key element of the Aviapartner Corporate Safety Policy, Aviapartner continually reviews the process of hazard identification and safety risk management with the aim to reduce risk or eliminate occupational health and safety risks where practicably feasible As part of the Aviapartner Safety Management System, we ensure: The reporting of accidents, incidents, threats and hazards, both formally and anonymously via our robust reporting tools and processes These hazards or dangerous situations are reported to involved nartners through the established means of communication, channels or communication systems established by the airport, by the airline, by the subcontractor, etc.

Reporting such events requires a detailed prior classification to distinguish accidents, incidents, threats, hazards, risks, etc.

- Accident: an accident is an unforeseen, unexpected, sudden, unsafe and abnormal event that causes damage
- Incident: An incident is an unforeseen, unexpected, sudden, unsafe and abnormal event that does not cause immediate damage. Threat: cause of a hazard.
- Hazard: unwanted state, may lead to negative consequences.
- Risk: unwanted incident, loss of control, a hazardous event. possibility of loss, consequences or outcomes of a hazard.
- Damage to aircraft: any damage whatsoever caused by Aviapartner staff or Aviapartner equipment to the outside of any aircraft. including accidental activation of emergency escape slides and structural damage to the hold floor, ceiling and sidewalls irrespective of the extent or nature of the damage, delay or claim.

d. Processes used to investigate work-related incidents.

Work-related incident investigation is performed in accordance with group | Work-related incident investigation is performed in accordance with group requirements, based on the application of an initial risk assessment that | requirements, based on the application of an initial risk assessment that is then validated and followed-up at country level, in accordnace with the relevant national and regional specific requirements All work-related incidents and accidents are evaluated whether internally or by the sub-contracted Occupational Health Service provider and subsequently communicated to the relevant country/ regional governing bodies. The reporting, evaluation and communication of occupation health accident / inicdents is covered within the Corporate and Country specific Audit Oversight Programme.

DATA GROUP 2024

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403-3 Occupational health services

a. Occupational health services' functions that contribute to the identification and elimination of hazards and minimisation of risks

BELGIUM

The structure, functions; assignments and working of the internal service is described in the internal service identification document imposed by law. This document, and any changes to it, must be submitted to the Health and Safety Committee. The federal government also supervises the presence and content of this document. This document is available and can be requested. SPAIN

There is a contract that is renewed annually with an external prevention service (SPA ASPY).

All the company's employees are offered an annual medical examination. The workers can accept or refuse the medical check-up. Employees attend the check-up during their working day. If the periodicity indicated in the medical result of a worker is less than one year, the worker will attend on the date indicated by the health service. Employees receive the results of their medical examination by e-mail or by post. The company only receives a letter of medical validity detailing the medical protocols applied (depending on the risks to which the worker is exposed) and whether he/she is fit or has medical restrictions that prevent him/her from carrying out any task In no case does the company receive the worker's health data.

Aviapartner employs the relevant measures across the company, to meet | Aviapartner employs the relevant measures across the company, to meet and exceed the relevant Regional, NationI requirements where we operate: and exceed the relevant Regional, NationI requirements where we operate: **BELGIUM** The structure, functions; assignments and working of the internal service is described in the internal service identification document imposed by law. This document, and any changes to it, must be submitted to the Health and Safety Committee. The federal government also supervises the presence and content of this document. This document is available and can be requested. SPAIN

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DESCRIPTION

Following

a. Occupational health services' functions that contribute to the identification and minimisation of risks.

DATA GROUP 2023

FRANCE Independant state controlled Health services ("Médecine du travail") are present in each airport; fully qualified doctor and nurses are available H24 7/7 to airport workers. These services provide entry into functional medical check ups. recurrent (every 2 or 3 years depending) elimination of hazards and on function) medical checks, on request (from employer or employee) medical checks, Medical checks are also organised based on age and end of career forecast. All medical checks are provided at the workplace and during working hours (checks are planned into the workers rosters). Doctors are also invited at each Health and Safety Committee meeting and are strongly involved in prevention, and hazard and risk identification; for instance they were systematically consulted during the Covid crisis to ensure preventive measures were efficient. Airport Medical Services provide a yearly report with details of their activity and actions taken, this is used to evaluate their effectiveness. Emergency services are available at each airport H24 7/7 in case a severe Health and Safety accident requires an emergency response and/or transport to hospital. ITALY

In Italy there are diverse figures involved in the process, like the Medico competente (dedicated doctor) and RSPP (Responsabile Servizio Protezione e Prevenzione) who act in continuous monitorings of workers' health (Sorveglianza sanitaria costante). A document that includes all risks related to all activities is prepared yearly (DVR: Documento di Valutazione dei Rischi).

GERMANY

The employer is obliged to take the necessary action to prevent occupational accidents, occupational illness and work-related health hazards and to provide effective first aid. The measures to be taken are specified in particular in state occupational health and safety regulations and in various accident prevention regulations. The most important functions in this context are the OSH manager and the company physician. Both occupy a so-called "Stabsstelle" within the framework of the company's occupational safety organisation. providing guidance, support and consultancy to the employer in OSH matters. As part of the measures mentioned before, among other actions, periodic preventive medical check-ups or protective vaccinations are offered. These are provided by BAD, a provider of Industrial health services and Occupational Safety and Health Management. The responsible persons are doctors with Occupational Medicine Specialist qualifications and/or physiotherapists or graduated sports scientists with appropriate further educations. The dates for occupational health check-ups or vaccinations are arranged by the organisation and communicated to the employees. These appointments are usually during the employees' working hours and they are released from work for the duration of the appointment. In general, the results of occupational health examinations are subject to medical confidentiality. Results are only shared with the organisation if the employee gives explicit consent and if the results are relevant to the working relationship. In this case, the employee's activities will be modified to adjust the workload according to the results of the medical examination until the situation can be resolved. For new recruits, an impairment identified during the pre-employment medical examination may lead to termination of employment if the examination shows that the new employee is not suitable for the expected physical demands of the job. THE NETHERLANDS Not in place.

403-4 Health & safety management system

a Processes for worker participation and consultation in the occupational health and safety management system.

The processes for worker participation in the development of the Health and Safety Management System are adapted to the relevant Regional or National requirements across our group. Oversight of the relevant inputs and outputs are managed at a country level and overseen at group level via the safety assurance audit programme. Processes include

- Monthly Report of the Internal Service for Health & Safety:
- Workforce representation at Health & Safety Committee meetings:
- Workers' Committees:
- Constant reporting of all dangerous conditions or non-compliances

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- Basic Safety Training for all Staff;
- Annual OSH instructions:
- Quarterly OSH committee

DATA GROUP 2024

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- Monthly Report of the Internal Service for Health & Safety:
- Workforce representation at Health & Safety Committee meetings; Workers' Committees:
- Constant reporting of all dangerous conditions or non-compliances;
- Basic Safety Training for all Staff:
- Annual OSH instructions:
- Quarterly OSH committee

DESCRIPTION

b. Where formal joint management-worker health and safety committees exist a description of their responsibilities, meeting frequency, decisionmaking authority, and whether and, if so, why any workers are not

represented by these

committees

DATA GROUP 2023

BELGIUM

Formal Management-Worker Health and Safety Committee are in place across our entire network and are adpated to the nature and size of the activitiy that our operations handle. Amongst others, here are some examples from across our network:

The functioning of the committee is defined by Law, the internal functioning is regulated by the internal regulations of the committee, meeting is organised monthly, with a representation of the workers, employer and prevention service.

The Committee consists of the Prevention Delegates, on the one hand, and by the employer and/or their representatives in a number equal to that of the Prevention Delegates, on the other. In the meetings of the Health and Safety Committee, the Union Delegates and the Technical Managers of Prevention in the company who are not included in the composition referred to in the previous paragraph, participate vocally but without voting possibilities. Under the same conditions, company workers who have special qualifications or information regarding specific issues discussed in this body and prevention technicians from outside the company may participate, provided that one of the representations on the Committee so requests. The Health and Safety Committee meets. quarterly and whenever requested by any of the representatives. The Committee adopts its own rules of operation

FRANCE

The Comité Social et Economique represents all workers without exception. They follow an extensive H&S training course via an external company

Its mission is to:

- Submit collective or individual employee claims to the employer; Ensure that labour regulations are enforced in the company.
- Promote the improvement of health, safety and working conditions in the company and carry out investigations into work-related accidents or occupational diseases:
- Carry out investigations into work-related accidents or disease of an occupational nature or occupational diseases and has the right to alert the employer in case of infringement of people's rights and in case of damage to their physical and mental health.

The committee is informed and consulted on issues of interest to the organisation, management and overall business operation of the company. In the areas of health, safety and working conditions, the Committee is informed and consulted on

- Conditions of employment, work, including working hours, and vocational training:
- The introduction of new technologies, any major development that changes health and safety conditions or working conditions;
- Measures taken to facilitate the employment, return to work or job retention of workers, war disabled persons, civil disabilities, people with progressive chronic diseases and workers with disabilities, including on the workstations layout. In case of disputes, experts or the governement Health and Safety Inspecto can be called in. Members of the Committe are protected by law against any reprisal and cannot be dismissed with the consent of the Health & Safety government Inspector.

Meetings are organised on a monthly basis.

ITALY

There is no formal structure of joint employer/employee safety committees as such nevertheless there is a meeting with the employer and Health and Safety staff once a year or when there are major changes. Each station has an RLS (Rappresentante dei Lavoratori per la Sicurezza) as part of legal requirements. who represents all employees at each station along with the Employer and the RRSP (Responsabile di Prevenzione di Sicurezza) Responsible for Prevention and Safety.)

Where present, as required by the law, more than one "RLS" work together but do not constitute committee.

GERMANY

The Occupational Health & Safety Committee meets every quarter and is also joined by representatives of the Works Council (the employee representative body). At these meetings, risk assessments are discussed and actions are agreed upon to improve Occupational Safety and Health Management as part of a preventive strategy of continuous improvement. Likewise, measures taken are continuously reviewed for their effectiveness. The company physician, employee health & safety managers (certified according german legal requirements), Occupational health management consultants, honorary safety officers (drawn from the staff) and, if necessary, the inspector of the Employer's Liability Insurance Association also attend the meetings.

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DATA GROUP 2024

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The Committee consists of the Prevention Delegates, on the one hand, and by the employer and/or their representatives in a number equal to that of the Prevention Delegates, on the other. In the meetings of the Health and Safety Committee, the Union Delegates and the Technical Managers of Prevention in the company who are not included in the composition referred to in the previous paragraph, participate vocally but without voting possibilities. Under the same conditions, company workers who have special qualifications or information regarding specific issues discussed in this body and prevention technicians from outside the company may participate, provided that one of the representations on the Committee so requests. The Health and Safety Committee meets. quarterly and whenever requested by any of the representatives. The Committee adopts its own rules of operation

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- Ensure that labour regulations are enforced in the company:
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- The introduction of new technologies, any major development that changes health and safety conditions or working conditions;
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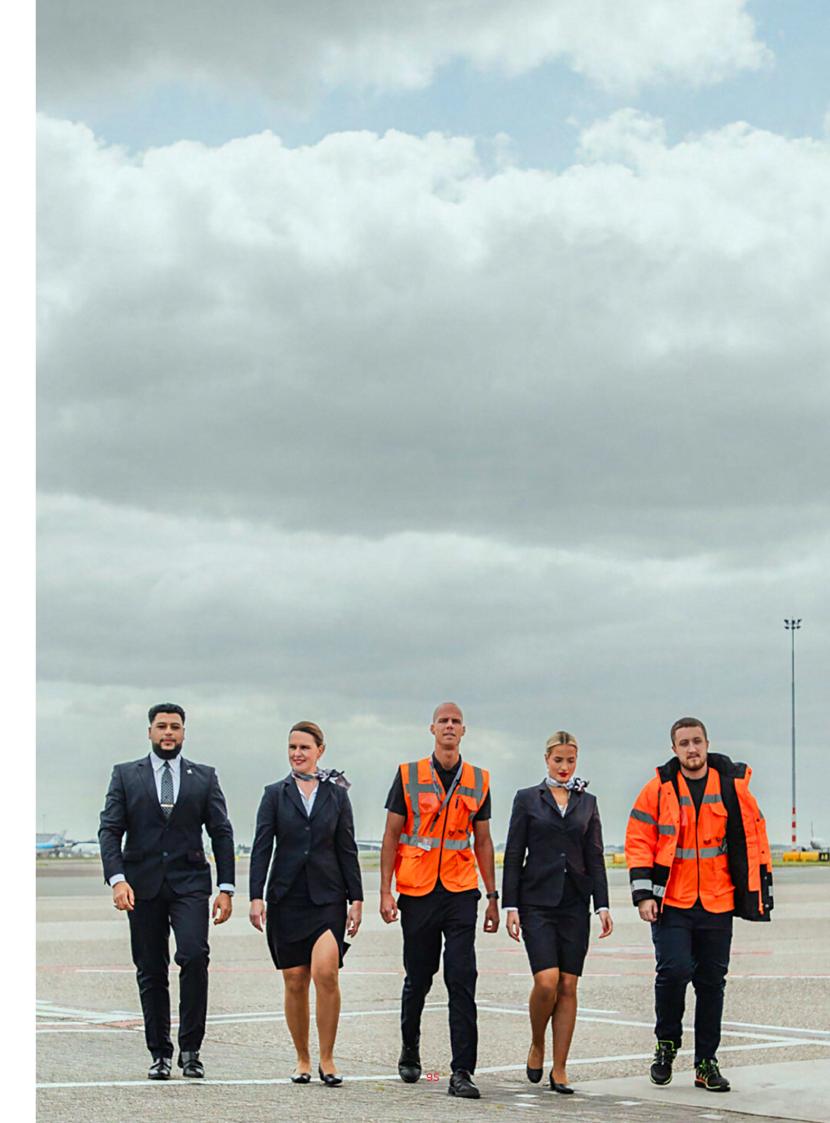
DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
403-5 Health & safety train	ing	
a. Occupational health and safety training provided to workers.	All locations provide, as a minimum, a Basic Safety Training to all employees. This mandatory training, is provided to all employees, including contractors, in local language with a frequency of minimum every 2 years. It contains all basic elements including reporting, responsibilities, risks, Just Culture etc. Depending on the needs of the location, various other specific Health and Safety Trainings are also provided such as disruptive pax training. Effectiveness of training is evaluated during daily Safety inspections on the workfloor which are closely followed up by the Safety Managers. In addition to the Basic Safety Training, more prescriptive training is implemented in accordance with the relevant needs of our business, here are some examples from across our network: BELGIUM For the members of the hierarchical line, there is a specific health and safety training with focus on responsibilities and liabilities. The members of the internal service are all accredited, as described in the identification document. Specific topics such as ergonomics, lifting and hoisting, psychosocial training, etc., are organised separately to the specific target groups. ITALY ITALY In addition to the internal training policy, in Italy is provide the application of the specific legislation on matter "Accordo Stato Regioni del 22/12/2011" in accordance to the every new related emendament. GERMANY Every employee must be instructed on occupational health and safety on an annual basis. This instruction must relate to their specific tasks and functions and cover the hazards that have been identified in the risk assessments as well as the defined actions.	All locations provide, as a minimum, a Basic Safety Training to all employees. This mandatory training, is provided to all employees, including contractors, in local language with a frequency of minimum every 2 years. It contains all basic elements including reporting, responsibilities, risks, Just Culture etc. Depending on the needs of the location, various other specific Health and Safety Trainings are also provided such as disruptive pax training. Effectiveness of training is evaluated during daily Safety inspections on the workfloor which are closely followed up by the Safety Managers. In addition to the Basic Safety Training, more prescriptive training is implemented in accordance with the relevant needs of our business, here are some examples from across our network: BELGIUM For the members of the hierarchical line, there is a specific health and safety training with focus on responsibilities and liabilities. The members of the internal service are all accredited, as described in the identification document. Specific topics such as ergonomics, lifting and hoisting, psychosocial training, etc., are organised separately to the specific target groups. ITALY In addition to the internal training policy, specific training is provided for the application of the country legislation "Accordo Stato Regioni del 22/12/2011" and is reviewed annually to adapt to amendments that may take place. GERMANY Every employee must be instructed on occupational health and safety on an annual basis. This instruction must relate to their specific tasks and functions and cover the hazards that have been identified in the risk assessments as well as the defined actions.
400 C New accountional ma		identified in the risk assessments as well as the defined actions.
-	dical and healthcare services	Land and the second a
How the organisation facilitates workers' access to non-occupational medical and healthcare services.	Locations have different measures in place depending on relevant regulations and resources available.	Locations have different measures in place depending on relevant regulations and resources available.
b. Voluntary health promotion services and programmes offered to workers to address major non-work-related health risks.	In each country a programme regarding alchohol & drug abuse is in place. This aspect is also included in the Basic Safety for All training for all staff and is subject to audits, both internally and externally. BELGIUM Aviapartner has an approved mobility plan whereby employees are (voluntarily) encouraged to come to work by bicycle, and receive a bicycle allowance for this. GERMANY Additionally, a voluntary ergonomics training for maintaining a healthy posture in holds and for health-conscious lifting and handling of weights is being planned, as are voluntary workshops on relaxation and relief of stressed body regions (gymnastics, yoga, etc.).	In each country a programme regarding alchohol & drug abuse is in place. This aspect is also included in the Basic Safety for All training for all staff and is subject to audits, both internally and externally. BELGIUM Aviapartner has an approved mobility plan whereby employees are (voluntarily) encouraged to come to work by bicycle, and receive a bicycle allowance for this. GERMANY Additionally, a voluntary ergonomics training for maintaining a healthy posture in holds and for health-conscious lifting and handling of weights is being planned, as are voluntary workshops on relaxation and relief of stressed body regions (gymnastics, yoga, etc.).
403-7 Preventing or mitigat	ing significant health and safety impacts	
a. Organisation's approach to preventing or mitigating significant negative occupational health and safety impacts.	A comprehensive 5-year safety plan, endorsed by the group CEO and	A comprehensive 5-year safety plan, endorsed by the group CEO and Country Directors has been implemented, covering three key areas within our business, these being: Our People. Our Equipment. Our Operations. Extensive ergonomic studies and trials of exoskelletons (amongst other ergonomic enhancement devices) are being performed at various locations from across our network to address the ergonomic improvement of our shared workspaces within airport terminals and facilities. Investment in industry leading in aircraft hold "in-hold" ergonomically enhanced baggage conveyor belts has been obtained and commited to, over the course of 5-year strategic plan implementation. These enhance baggage conveyor belts require less physical exertion and provides for effective mitigation measure by reducing harmful long-term physical impact on the human body caused by handling aircraft baggage and cargo material. Emerging hazards and risks from across are network, such as those of "Ultra fine particles" are being addressed with the trial of individual face masks, amongst other mitigational activities that are actively being discussed within the relevant airport safety committees.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
403-8 Health & safety mana		
a. If the organisation has implemented an occupational health and safety management system based on legal requirements and/or recognised standards/ guidelines.	Health and Safety Management is embedded in the Safety Management System which is fully integrated in the Aviapartner Management System. It is applicable to all workers and non-workers. Qualified Aviapartner Auditors perform internal safety audits and audits of the subcontractors considered as critical suppliers, as a minimum of every 2 years, following a corporate checklist which is adapted to the specific national safety requirements. A minimum 3% of flights Ramp Safety Checks (inspections) are also carried out in all stations (5.5% in 2023). 18 stations and the corporate headquarter representing in total >80%s of the flights are ISAGO registered (IATA International Standard for Ground Operation) and audited minimum every 2 years by external auditors: Amsterdam, Rotterdam, Brussels, Dusseldorf, Nice, Marseille, Malaga, Rome, Milan Malpensa, Toulouse, Tenerife, Lanzarote, Fuerteventura, Sevilla and Lyon, Montpellier, Nantes and Lille. The programme will be further extended to other stations in the course of 2024. In 2022 ISO45001 was implemented in Spain and Italy, in 12 stations in total, representing 26% of the flights. This certification will be rolled out further in the network in 2024.	Health and Safety Management is embedded within the Safety Management System which is fully integrated in the Aviapartner Management System. It is applicable to all workers and non-workers. Qualified Aviapartner Auditors perform internal safety audits and audits of the subcontractors considered as critical suppliers, as a minimum of every 2 years, following a corporate checklist which is adapted to the specific national safety requirements. A minimum 3% of flight coverage for Ramp Safety Checks (inspections) are also carried out in all stations (6.9% coverage achieved in 2024). 21 stations and the corporate headquarter representing in total >88%s of the flights are ISAGO registered (IATA International Standard for Ground Operation) and audited minimum every 2 years by external auditors. The programme was further extended to other stations within key locations in France and Belgium and at our Headquarters during the course of 2024.
b. Workers who are not employees.	No workers excluded.	No workers excluded.
c. Contextual information	Not available.	Not available.
403-9 Work-related injuries		
a.i. For all employees - Number and rate of fatalities as a result of work-related injury.	Zero (0).	Zero (0).
a.ii. For all employees - Number and rate of high-consequence work-related injuries (excluding fatalities).	82 high-consequence work-related injuries recorded during 2023 for the group-wide activities. Broken down by Country: BELGIUM: 9 GH / 3 CGO. FRANCE: 65. GERMANY: 2. ITALY: 1. SPAIN: 0. THE NETHERLANDS: 2. Rate: 7.421.	97 high-consequence work-related injuries recorded during 2024 for the group-wide activities. Broken down by Country: BELGIUM: 8 GH / 3 CGO. FRANCE: 73. GERMANY: 2. ITALY: 6. SPAIN: 4. THE NETHERLANDS: 1. Rate: 7,794 (97 / total hours worked x 1000000).
a.iii. For all employees - Number and rate of recordable work-related injuries.	Data not available.	663 GH / 19 CGO = 683 recordable work-related injuries. Rate: 54,88 (663 / total hours worked x 1000000).
a.iv. For all employees - Main types of work-related injury.	Muscle strain (upper and lower body). Trips and Falls. Entrapment. Contusions. Cuts and Bruising. Joint Injuries.	Muscle strain (upper and lower body). Trips and Falls. Entrapment. Contusions. Cuts and Bruising. Joint Injuries.
a.v. For all employees - Number of hours worked.	10376775 hours worked. Cargo: 671465 hours worked. TOTAL GROUP: 11048240 hours worked.	Ground Handling: 11743538 hours worked. Cargo: 702672 hours worked. TOTAL GROUP: 12446210 hours worked.
b. For all workers who are not employees: b.i. The number and rate of fatalities as a result of work-related injury.	Not available.	Not available.
b.ii. The number and rate of high-consequence work-related injuries (excluding fatalities).	Not available.	Not available.
b.iii. The number and rate of recordable work-related injuries.	Not available.	Not available.
b.iv. The main types of work- related injury.	Lifting and handling. Falling objects or material onto feet or legs. Push- and pull accidents.	Lifting and handling. Falling objects or material onto feet or legs. Push- and pull accidents.
b.v. The number of hours worked.	Data not available.	BELGIUM: 1505239 (GH) / 702672 (CGO). FRANCE: 3374652. GERMANY: 781271. ITALY: 3229843. SPAIN: 1948894. THE NETHERLANDS: 903639. GROUP: 12446210 (Group).

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
c. Work-related hazards that pose a risk of high- consequence injury: c.i. How these hazards have been determined.	* Working at height Working at height risks are inherent within our operational activities when servicing aircraft, but are significantly mitigated due to the use industry best practise compliant (IATA AHM 900) equipment being used within our operations and the rigorous ramp safety checks that are performed to establish the level of conformity of our standard operating procedures. Working at height hazards are detected, reviewed and mitigated as part of the corporate Risk Assessment programme that looks at Occupational and Operational risks.	*Working at height Working at height risks are inherent within our operational activities when servicing aircraft, but are significantly mitigated due to the use industry best practise compliant (IATA AHM 900) equipment being used within our operations and the rigorous ramp safety checks that are performed to establish the level of conformity of our standard operating procedures. Working at height hazards are detected, reviewed and mitigated as part of the corporate Risk Assessment programme that looks at Occupational and Operational risks. *Aircraft engine ingestion Working with high powered aircraft engines are inherent when performing aircraft arrival and departure activities rigorous ramp safety checks that are performed to establish the level of conformity of our standard operating procedures.
c.ii. Which of these hazards have caused or contributed to high consequence injuries during the reporting period.	Poor or incorrect ergonomic handling or passenger baggage, cargo or other payloads. The implementation of ergonomic assisted devices for both in-aircraft hold and ex-aircraft hold are the focus areas to mitigate these hazards that lead to work-related injuries and illness within our workforce.	Poor or incorrect ergonomic handling or passenger baggage, cargo or other payloads. The implementation of ergonomic assisted devices for both in-aircraft hold and ex-aircraft hold are the focus areas to mitigate these hazards that lead to work-related injuries and illness within our workforce.
c. iii. Actions to determine and minimise hazards.	 Implementation of group.wide 5-year safety plan. On-site checks and follow-up visits. Evaluation of injury reports. Internal Risk Management System. Risk Assessments (more specific, noise, ergonomic, environmental and psychosocial). Handling of luggage. Train-the-Trainer (TTT) programme with basic trainers for handling, supporting other members. The measures aimed at eliminating or minimising the dangers are training and information on Occupational Risk Prevention for the entire workforce. Training based on ergonomic study; rostering according to work load, flight typology Hazards evaluated in "Gefährdungsbeurteilungen" (EH&S risk assessments), actions agreed on following the "TOP Approach": T = Technical Actions; O = Organisational actions; P = Personnel-related actions. Safety checks on equipment (including equipment acceptance checks to ensure the required GSE specifications are met). Toolbox talks. internal controls and inspections. 	 Implementation of group.wide 5-year safety plan. On-site checks and follow-up visits. Evaluation of injury reports. Internal Risk Management System. Risk Assessments (more specific, noise, ergonomic, environmental and psychosocial). Handling of luggage. Train-the-Trainer (TTT) programme with basic trainers for handling, supporting other members. The measures aimed at eliminating or minimising the dangers are training and information on Occupational Risk Prevention for the entire workforce. Training based on ergonomic study; rostering according to work load, flight typology Hazards evaluated in "Gefährdungsbeurteilungen" (EH&S risk assessments), actions agreed on following the "TOP Approach": T = Technical Actions; O = Organisational actions; P = Personnel-related actions. Safety checks on equipment (including equipment acceptance checks to ensure the required GSE specifications are met). Toolbox talks. internal controls and inspections.
d. Any actions taken or underway to eliminate other work-related hazards and minimise risks using the hierarchy of controls.	A comprehensive 5-year safety plan, endorsed by the group CEO and Country Directors has been implemented, covering three key areas within our business, these being: - Our People. - Our Equipment. - Our Operations. Extensive ergonomic studies and trials of exoskelletons (amongst other ergonomic enhancement devices) are being performed at various locations from across our network to address the ergonomic improvement of our shared workspaces within airport terminals and facilities. Investment in industry leading in aircraft hold "in-hold" ergonomically enhanced baggage conveyor belts has been obtained and committed to, over the course of 5-year strategic plan implementation. These enhance baggage conveyor belts require less physical exertion and provides for effecitive mitigation measure by reducing harmful long-term physical impact on the human body caused by handling aircraft baggage and cargo material. Emerging hazards and risks from across are network, such as those of "Ultra fine particles" are being addressed with the trial of individual face masks, amongst other mitigational activities that are actively being discussed within the relevant airport safety committees.	A comprehensive 5-year safety plan, endorsed by the group CEO and Country Directors has been implemented, covering three key areas within our business, these being: - Our People. - Our Equipment. - Our Operations. Extensive ergonomic studies and trials of exoskelletons (amongst other ergonomic enhancement devices) are being performed at various locations from across our network to address the ergonomic improvement of our shared workspaces within airport terminals and facilities. Investment in industry leading in aircraft hold "in-hold" ergonomically enhanced baggage conveyor belts has been obtained and commited to, over the course of 5-year strategic plan implementation. These enhance baggage conveyor belts require less physical exertion and provides for effecitive mitigation measure by reducing harmful long-term physical impact on the human body caused by handling aircraft baggage and cargo material. Emerging hazards and risks from across are network, such as those of "Ultra fine particles" are being addressed with the trial of individual face masks, amongst other mitigational activities that are actively being discussed within the relevant airport safety committees.
e. Whether the rates have been calculated based on 200,000 or 1,000,000 hours worked.	1000000 hours.	1000000 hours.
f. Workers who are not	None.	None.
employees.		

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
403-10 Work-related ill heal	th	
a. For all employees: a.i. The number of fatalities as a result of work- related ill health.	Zero (0).	Zero (0).
a.ii. The number of cases of recordable work-related ill health.	Reportable Injuries / Illnesses: 485. Result = 43.89. See also d.	Not available.
a.iii. The main types of work- related ill health.	Hearing loss. Muscle strain and injury. Gastrointestinal disorders due to irregular work hours. Psychosomatic effects due to stress etc. Skeletal injuries.	Hearing loss. Muscle strain and injury. Gastrointestinal disorders due to irregular work hours. Psychosomatic effects due to stress etc. Skeletal injuries.
b. For all workers whoare not employees: b.i. The number of fatalities as a result of work-related ill health.	Zero (0).	Zero (0).
b.ii. The number of cases of recordable work-related ill health.	Not available.	Not available.
b.iii. The main types of work- related ill health.	Not available.	Not available.
c. The work-related hazards that pose a risk of ill health.	Not available.	Repetitive strain and muscle exertion on the back and lower back areas. Ultra-fine particles that employees could potentially be exposed to during the aircraft turnaround activities. Exposure to consistent loud noise eminating from high-powered aircraft engines, the aircraft auxiliary power unit, aircraft brake fans and noise from industrial equipment (otherwise known as GSE).
d. Any contextual information necessary to understand how the data have been compiled, such as any standards, methodologies, and assumptions used.	Not applicable.	Not applicable.
GRI 404 Training an	d Education 2016	
404-1 Average hours of train	· ·	
a. Average hours of trainining.	Not available on a Group level.	Not available on a Group level.
404-2 Employee skills & emp		
a. Programmes and assistance provided to upgrade employee skills.	Not available on a Group level.	Not available on a Group level.
b. Transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	Not available on a Group level.	Not available on a Group level.
404-3 Regular performance	reviews	
Percentage of employees who received a regular performance review.	Please refer to page X Working Conditions of the Sustainability Report.	Please refer to page X Working Conditions of the Sustainability Report.
GRI 405 Diversity a	nd Equal Opportunity 2016	
405-1 Governance body & em	ployee diversity (*)	
a. Governance body diversity.	Please refer to page 104 (Disclosure GRI 405-1 Governance Body & Employee Diversity).	Please refer to page 105 (Disclosure GRI 405-1 Governance Body & Employee Diversity).
b. Employee diversity.	Please refer to page 104 (Disclosure GRI 405-1 Governance Body & Employee Diversity).	Please refer to page 105 (Disclosure GRI 405-1 Governance Body & Employee Diversity).
GRI 406 Non-discri	mination 2016	
406-1 Discrimination incide	nts	
a. Total number of incidents of discrimination.	8 discrimination incidents, all in Belgium.	2 incidents in the Netherlands.
b. Status of the incidents and actions taken with reference to the following:	All incidents have been reviewed. Incidents are no longer subject to action.	All incidents have been reviewed. They were handled by the person of trust and are closed. Incidents are no longer subject to action.

DESCRIPTION	DATA GROUP 2023	DATA GROUP 2024
GRI 408 Child Labor	ur 2016	
408-1 Child labour risks		
a. Operations and suppliers with significant risk of child labour.	None identified.	None identified.
b. Operations and suppliers with significant risk of child labour either in terms of type of operations or geographic area.	None identified.	None identified.
c. Measures taken by the organisation in the reporting period intended to contribute to the effective abolition of child labour.	None identified.	None identified.
GRI 409 Forced or C	Compulsory Labour 2016	
409-1 Forced or compulsory	labour risks	
Operations and suppliers with significant risk of forced or compulsory labour either in terms of type of operations or geographic area.	None identified.	None identified.
b. Measures taken by the organisation in the reporting period intended to contribute to the elimination of all forms of forced or compulsory labour.	None identified.	None identified.
GRI 414 Supplier So	cial Assessment 2016	
414-1 New suppliers screen	ed using social criteria (*)	
a. Percentage of new suppliers that were screened using social criteria.	0%	2%
414-2 Supplier social impac	ts (*)	
a. Number of suppliers assessed for social impacts.	45	49
b. Number of suppliers with significant actual and potential negative social impacts.	0	0
c. Significant actual and potential negative social impacts identified in the supply chain.	Not applicable.	Not applicable.
d. Percentage of suppliers with significant actual and potential negative social impacts with which improvements were agreed upon as a result of assessment.	0%	0%
e. Supplier contracts terminated due to social incidents.	0%	0%
GRI 418 Customer P	rivacy 2016	
418-1 Data breaches		
a. Complaints received concerning breaches of customer privacy.	None.	No records of complaints regarding customer data. Two cases regarding employee data.
b. Number of identified leaks, thefts, or losses of customer data.	0	2
c. If the organisation has not identified any substantiated complaints, a brief statement of this fact is sufficient.	No substantiated complaints have been identified.	No substantiated complaints have been identified.



	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 2-7 Employees	s (*)						
Employees Full Time Equivalent (FTE)							
a. Number of Employees (FTE)	1 289	762	2 045	531	1397	308	6 331
Male	912	525	1227	449	852	182	4 146
Female	377	237	818	81	545	126	2 185
b. i. Number of Permanent Employees (FTE)	0	598	1 680	468	1205	199	4 150
Male	0	407	1 003	421	733	126	2 691
Female	0	191	676	47	471	73	1 459
b. ii. Number of Temporary Employees (FTE)	0	164	365	62	192	109	893
Male	0	118	223	28	119	56	544
Female	0	47	142	35	74	53	349
b. iii. Number of Non-guaranteed Hours Employees (FTE)	0	0	0	9	0	0	9
Male	0	0	0	7	0	0	7
Female	0	0	0	2	0	0	2
b. iv. Number of Full-time Employees (FTE)	804	302	1341	462	653	180	3 742
Male	683	200	868	416	454	151	2 772
Female	121	102	473	46	199	29	970
b. v. Number of Part-time Employees (FTE)	485	458	704	67	744	127	2 585
Male	229	325	359	32	398	35	1 377
Female	256	133	345	35	346	92	1 208
Data based on Year End or Average	Year End						
Employees Full Time Equivalent (HC)							
a. Number of Employees (HC)	1 439	976	2 201	570	1 840	592	7 618
Male	981	672	1306	470	1089	310	4 828
Female	458	304	895	100	751	282	2 790
b. i. Number of Permanent Employees (HC)	1 341	701	1 778	496	1 483	349	6 148
Male	893	477	1047	438	871	189	3 915
Female	448	224	731	58	612	160	2 233
b. ii. Number of Temporary Employees (HC)	98	275	423	74	357	244	1 471
Male	88	195	259	32	218	121	913
Female	10	80	164	42	139	123	558
b. iii. Number of Non-guaranteed Hours Employees (HC)	0	0	0	27	0	205	232
Male	0	0	0	19	0	105	124
Female	0	0	0	8	0	100	108
b. iv. Number of Full-time Employees (HC)	804	305	1 341	462	653	180	3 745
Male	683	202	868	416	454	151	2 774
Female	121	103	473	46	199	29	971
b. v. Number of Part-time Employees (HC)	635	671	860	108	1187	214	3 675
Male	298	470	438	54	635	59	1 954
Female	337	201	422	54	552	155	1 721
Based on Year End or Average	Year End						

Edition 30/11/2024 - source Aviapartner HR systems – (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE	TOTAL
		STAIN	TRANCE	ULTIMANI	IIALI	NETHERLANDS	TOTAL
Disclosure GRI 2-7 Employees	; (*)						
Employees Full Time Equivalent (FTE)							
a. Number of Employees (FTE)	1361	1405	2014	601	1634	363	7 378
Male	978	915	1202	512	1020	216	4 843
Female	384	490	812	89	614	147	2 536
b. i. Number of Permanent Employees (FTE)	1261	1030	1710	542	1356	223	6 123
Male	888	680	1026	483	840	134	4 051
Female	373	350	684	59	517	89	2 073
b. ii. Number of Temporary Employees (FTE)	100	375	303	59	278	141	1 256
Male	90	235	175	29	180	83	793
Female	11	140	128	29	98	58	463
b. iii. Number of Non-guaranteed Hours Employees (FTE)	0	0	0	8	0	0	8
Male	0	0	0	6	0	0	6
Female	0	0	0	2	0	0	2
b. iv. Number of Full-time Employees (FTE)	878	486	1392	540	758	207	4 261
Male	751	305	886	486	535	165	3 128
Female	127	181	506	54	223	42	1 133
b. v. Number of Part-time Employees (FTE)	483	919	622	55	876	156	3 111
Male	227	610	315	20	485	51	1 709
Female	256	309	306	35	391	105	1 402
Data based on Year End or Average	Year End						
Employees Full Time Equivalent (HC)							
a. Number of Employees (HC)	1513	1870	2158	635	2163	637	8 976
Male	1045	1216	1276	529	1308	338	5 712
Female	468	654	882	106	855	299	3 264
b. i. Number of Permanent Employees (HC)	1409	1207	1800	572	1655	364	7 007
Male	952	802	1068	498	983	195	4 498
Female	457	405	732	74	672	169	2 509
b. ii. Number of Temporary Employees (HC)	104	663	358	63	508	273	1 969
Male	93	414	208	31	325	143	1214
Female	11	249	150	32	183	130	755
b. iii. Number of Non-guaranteed Hours Employees (HC)	0	0	0	23	0	186	209
Male	0	0	0	15	0	80	95
Female	0	0	0	8	0	106	114
b. iv. Number of Full-time Employees (HC)	878	499	1392	540	758	207	4 274
Male	751	311	886	486	535	165	3 134
Female	127	188	506	54	223	42	1 140
b. v. Number of Part-time Employees (HC)	635	1371	766	95	1405	244	4 516
Male	294	905	390	43	773	93	2 498
Female	341	466	376	52	632	151	2 018
Based on Year End or Average	Year End						

Edition 30/8/2025 – source Aviapartner HR systems - (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 2-8 W	orkers who	are not e	mployees				
a. Total number of workers who are not employees and whose work is controlled by the organisation.	98	0	89	18	82	155	442
i. The most common types of worker and their contractual relationship with the organisation.			Interim Workers.	Interim Workers.			
ii. The type of work they perform.			Handling.	Passenger Handling.			
b. Methodology and assumptions used.							Based on average Head count.
c. Fluctuations versus previous reporting period.							None.

Edition 30/11/2024 - source Aviapartner HR.

DATA 2023

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI	2-30 Collect	ive bargaini	ing agreeme	ents			
a. Percentage of total employees covered by collective bargaining agreements.	100%	100%	100%	95%	100%	80%	97,7%
b. For employees not covered by collective bargaining agreements, report how the organisation determines their working conditions and terms of employment.	-	-	-	Regulations for these employees are laid down in individual contracts.	-	-	

Target: Social dialogue: 100% of employees represented by a collective agreement. Edition 30/11/2024 – source Aviapartner HR.

DATA 2023

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL			
Disclosure GRI	Disclosure GRI 302-1 Fuel and Energy Consumption (*)									
Fuel (MJ)	31 670 145,98	10 130 630,62	31 616 600,64	10 084 272,99	18 011 439,60	-	101 513 089,84			
Diesel for heating (MJ)	-	-	-	-	-	-	-			
Gasoline (MJ)	1 920 662,16	25 386,49	663 176,89	743 110,52	1 004 283,14	298 818,82	4 655 438,02			
Jetfuel (MJ)	-	-	-	-	54 575,10	-	54 575,10			
Gas (MJ)	8 258 291,33	-	-	-	-	-	8 258 291,33			
Biofuel - HV0100** (MJ)						11 503 954,85	11 503 954,85			
Total	41 849 099,47	10 156 017,11	32 279 777,54	10 827 383,51	19 070 297,84	11 802 773,67	125 985 349,15			

Edition 30/11/2024 - source Aviapartner- (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement. (**) Renewable sources.

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DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 2-8	Workers	who ar	e not em	ployees			
a. Total number of workers who are not employees and whose work is controlled by the organisation.	657	0	81	32	1	107	878
i. The most common types of worker and their contractual relationship with the organisation.			Interim Workers.		Interim.	Agency Workers.	
ii. The type of work they perform.			Handling.		Handling.		
b. Methodology and assumptions used.							Based on average Head count.
c. Fluctuations versus previous reporting period.					Use of direct contracts instead of interims.	We work with less agency workers than last year.	None.

Edition 30/08/2025 - source Aviapartner HR.

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI	2-30 Collect	ive bargaini	ng agreeme	ents			
a. Percentage of total employees covered by collective bargaining agreements.	100%	100%	100%	95%	100%	100%	99,7%
b. For employees not covered by collective bargaining agreements, report how the organisation determines their working conditions and terms of employment.	-	-	-	Regulations for these employees are laid down in individual contracts.	-	interns are closely guided by our intern supervisors and are not entiteld to do the same tasks like other employees.	

 $Target: Social\ dialogue: 100\%\ of\ employees\ represented\ by\ a\ collective\ agreement./Edition\ 30/8/2025-source\ Aviapartner\ HR.$

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE NETHERLANDS	TOTAL
Disclosure GRI	302-1 Fuel an	d Energy Co	nsumption ((*)			
Fuel (MJ)	31 268 574,07	13 427 869,92	34 659 161,99	7 600 986,79	15 287 493,72	18 933,76	102 263 020,26
Diesel for heating (MJ)	-	-	-	-	-	-	-
Gasoline (MJ)	2 315 934,63	44 461,42	1 094 533,98	865 912,49	484 816,75	308 029,48	5 113 688,74
Jetfuel (MJ)	-	-	-	-	42 295,97	-	42 295,97
Gas (MJ)	7 097 790,86	-	-	-	-	-	7 097 790,86
Biofuel - HV0100** (MJ)					7 208 928,31	9 784 650,90	16 993 579,22
Total	40 682 299,56	13 472 331,34	35 753 695,98	8 466 899,27	23 023 534,75	10 111 614,14	131 510 375,05

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Edition 30/08/2025 - source Aviapartner- (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement. (**) Renewable sources.

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 401-1 New	Employee hire	es and em	ployee tur	nover (*)			
New Hires (GRI 401-1 a)							
Hires	256	267	1 179	59	527	245	2 533
Total staff	1 439	976	2 201	570	1 840	592	7 618
% on total	18%	27%	54%	10%	29%	41%	33%
New hires by Gender/Region			_				
Male	177	197	632	33	320	122	1 481
Female	79	70	547	26	207	123	1 052
Total	256	267	1 179	59	527	245	2 533
% Male	69%	74%	54%	56%	61%	50%	58%
% Female	31%	26%	46%	44%	39%	50%	42%
New Hires by Age Range			<u>'</u>				
% Under 30 years old	143	154	749	44	234	158	1482
Male	97	114	369	23	129	68	800
Female	46	40	380	21	105	90	682
% 30-50 years old	85	97	366	13	218	43	822
Male	61	71	218	10	140	20	520
Female	24	26	148	3	78	23	302
% Over 50 years old	28	16	64	2	75	44	229
Male	19	12	45	0	51	34	161
Female	9	4	19	2	24	10	68
Total	256	267	1 179	59	527	245	2 533
% Under 30 years old	56%	58%	64%	75%	44%	64%	59%
% 30-50 years old	33%	36%	31%	22%	41%	18%	32%
% Over 50 years old	11%	6%	5%	3%	14%	18%	9%
Turnover (GRI 401-1 b)							
Turnovers	245	39	1 061	237	20	207	1 809
Total staff	1 439	976	2 201	570	1840	592	7 618
% on total	17%	4%	48%	42%	1%	35%	24%
Turnover by Gender/Region			10,1				
Male	153	35	546	216	4	102	1 056
Female	92	4	515	21	16	105	753
Total	245	39	1061	237	20	207	1 809
% Male	62%	90%	51%	91%	20%	49%	58%
% Female	38%	10%	49%	9%	80%	51%	42%
Turnover by Age Range							
% Under 30 years old	84	25	629	47	15	117	917
Male	56	22	305	37	3	57	480
Female	28	3	324	10	12	60	437
% 30-50 years old	102	10	342	152	2	68	676
Male	63	9	190	145	0	32	439
Female	39	1	152	7	2	36	237
% Over 50 years old	59	4	90	38	3	22	216
Male	34	4	51	34	1	13	137
Female	25	0	39	4	2	9	79
Total	245	39	1 061	237	20	207	1 809
% Under 30 years old	34%	64%	59%	20%	75%	57%	51%
% 30-50 years old	42%	26%	32%	64%	10%	33%	37%
% Over 50 years old	24%	10%	8%	16%	15%	11%	12%

Edition 30/11/2024 - source Aviapartner HR systems" – (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 401-1 New E	mployee hire	s and em	ployee turi	nover (*)			
New Hires (GRI 401-1 a)							
Hires	267	1 631	1 004	147	784	191	4 024
Total staff	1513	1 870	2 158	635	2 163	637	8 976
% on total	18%	87%	47%	23%	36%	30%	45%
New hires by Gender/Region							
Male	185	1070	561	127	484	109	2 536
Female	82	561	443	20	300	82	1 488
Total	267	1631	1004	147	784	191	4 024
% Male	69%	66%	56%	86%	62%	57%	63%
% Female	31%	34%	44%	14%	38%	43%	37%
New Hires by Age Range							
% Under 30 years old	143	599	644	58	469	130	2 043
Male	97	385	333	44	275	61	1 195
Female	46	214	311	14	194	69	848
% 30-50 years old	94	782	309	83	240	46	1 554
Male	70	520	195	78	156	36	1 055
Female	24	262	114	5	84	10	499
% Over 50 years old	30	250	51	6	75	15	427
Male	18	165	33	5	53	12	286
Female	12	85	18	1	22	3	141
Total	267	1 631	1 004	147	784	191	4 024
% Under 30 years old	54%	37%	64%	39%	60%	68%	51%
% 30-50 years old	35%	48%	31%	56%	31%	24%	39%
% Over 50 years old	11%	15%	5%	4%	10%	8%	10%
Turnover (GRI 401-1 b)							
Turnovers	188	110	1 079	84	79	214	1 754
Total staff	1 513	1870	2 158	635	2 163	637	8 976
% on total	12%	6%	50%	13%	4%	34%	20%
Turnover by Gender/Region			<u>'</u>				
Male	119	72	613	70	51	121	1 046
Female	69	38	466	14	28	93	708
Total	188	110	1 079	84	79	214	1 754
% Male	63%	65%	57%	83%	65%	57%	60%
% Female	37%	35%	43%	17%	35%	43%	40%
Turnover by Age Range							
% Under 30 years old	69	54	651	32	19	128	953
Male	48	38	343	25	11	70	535
Female	21	16	308	7	8	58	418
% 30-50 years old	68	42	343	38	42	52	585
Male	37	27	215	33	25	26	363
Female	31	15	128	5	17	26	222
% Over 50 years old	51	14	85	14	18	34	216
Male	34	7	55	12	15	25	148
Female	17	7	30	2	3	9	68
Total	188	110	1 079	84	79	214	1 754
% Under 30 years old	37%	49%	60%	38%	24%	60%	54%
% 30-50 years old	36%	38%	32%	45%	53%	24%	34%
% Over 50 years old	27%	13%	8%	17%	23%	16%	12%

Add under table: Edition 30/8/2025 – source Aviapartner HR systems - (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands
Disclosure GRI 401-2 a Bend	efits standard	for FT emp	loyees by sig	nificant loca	tion of opera	tion
Benefits applicable to all workers						
i. Life Insurance	•	•				
ii. Health Care	•	•	•			
iii. Disability and Invalidity Coverage	•		•			•
iv. Parental Leave	•	•	•	•	•	•
v. Retirement Provision	•		•	•	•	•
vi. Stock Ownership						
vii. Others	•					

Edition 30/06/2023 - Source: Aviapartner HR - (*) Benefits applicable to all workers, including part-time employees

DATA 2023

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 401-3 Parental	Leave						
a. Employees entitled to parental leave	1 341	1 952	2 201	570	1 840	592	8 496
Male	893	976	1 306	470	1 089	310	5 044
Female	448	976	895	100	751	282	3 452
b. Employees that took parental leave	77	17	392	14	314	11	825
Male	43	13	209	8	173	5	451
Female	34	4	183	6	141	6	374
c. Employees that returned to work after the parental leave	77	17	383	13	0	11	501
Male	43	13	209	8	0	5	278
Female	34	4	174	5	0	6	223
d. Number of employees that are still employed 12 months after they return to work from parental leave	N/A	17	383	10	N/A	11	421
Male	N/A	13	209	6	N/A	5	233
Female	N/A	4	174	4	N/A	6	188
e. Return to work rate	100%	100%	98%	93%	0%	100%	61%
Male	100%	100%	100%	100%	0%	100%	62%
Female	100%	100%	95%	83%	0%	100%	60%
f. Retention rate	N/A	100%	98%	71%	N/A	100%	1%
Male	N/A	100%	100%	75%	N/A	100%	1%
Female	N/A	100%	95%	67%	N/A	100%	2%

Edition 30/11/2024 - source Aviapartner HR systems.

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 401-3 Parental	Leave (*)						
a. Employees entitled to parental leave	966	1 870	2 158	633	2 163	637	8 427
Male	725	1 216	1 276	527	1 308	338	5 390
Female	241	654	882	106	855	299	3 037
b. Employees that took parental leave	249	52	126	3	326	22	778
Male	154	49	73	1	184	6	467
Female	95	3	53	2	142	16	311
c. Employees that returned to work after the parental leave	243	52	122	0	326	22	765
Male	149	49	73	0	184	6	461
Female	94	3	49	0	142	16	304
1. Number of employees that are still employed 12 months after they return to work from parental leave	234	52	120	N/A	326	19	751
Male	144	49	73	N/A	184	6	456
Female	90	3	47	N/A	142	13	295
e. Return to work rate	98%	100%	97%	0%	100%	100%	98%
Male	97%	100%	100%	0%	100%	100%	99%
Female	99%	100%	92%	0%	100%	100%	98%
f. Retention rate	94%	100%	95%	N/A	100%	86%	97%
Male	94%	100%	100%	N/A	100%	100%	98%
Female	95%	100%	89%	N/A	100%	81%	95%

Edition 30/8/2025 – source Aviapartner HR systems.

(*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 405-1 Diversit	y of goveri	nance bod	ies and en	nployees (*)		
By Gender							
Goverance bodies	16	3	6	1	4	1	31
Male	15	2	6	1	3	1	28
Female	1	1	0	0	1	0	3
Management	33	141	70	18	31	10	303
Male	25	73	40	13	17	9	177
Female	8	68	30	5	14	1	126
Other employees	1 393	832	2 125	551	1 805	581	7 287
Male	944	597	1 260	456	1 069	300	4 626
Female	449	235	865	95	736	281	2661
By Age Group							
Goverance bodies	16	3	6	1	4	1	31
% Under 30 years old	0	0	0	0	0	0	0
% 30-50 years old	6	3	1	1	1	0	12
% Over 50 years old	10	0	5	0	3	1	19
Other employees	1 429	973	2 195	569	1 836	591	7 593
% Under 30 years old	331	263	520	85	281	270	1 750
% 30-50 years old	627	508	1 219	339	1 028	202	3 923
% Over 50 years old	471	202	456	145	527	119	1 920
Individuals from vulnerable groups							
Total	0	13	107	44	36	0	200
Goverance bodies	0	0	0	0	0	0	0
Other employees	0	13	107	44	36	0	200
Percentage of individuals by gender							
a. i in governance bodies							
Male	94%	67%	100%	100%	75%	100%	90%
Female	6%	33%	0%	0%	25%	0%	10%
b. i in other employee categories							
Male	68%	69%	59%	82%	59%	52%	63%
Female	32%	31%	41%	18%	41%	48%	37%
Managment							
Male	76%	52%	57%	72%	55%	90%	58%
Female	24%	48%	43%	28%	45%	10%	42%
Other Employees							
Male	68%	72%	59%	83%	59%	52%	63%
Female	32%	28%	41%	17%	41%	48%	37%
Percentage of individuals per age group							
a. ii in governance bodies							
% Under 30 years old	0%	0%	0%	0%	0%	0%	0%
% 30-50 years old	38%	100%	17%	100%	25%	0%	39%
% Over 50 years old	63%	0%	83%	0%	75%	100%	61%
b. ii in other employee categories							
% Under 30 years old	23%	27%	24%	15%	15%	46%	23%
% 30-50 years old	44%	52%	56%	60%	56%	34%	52 %
% Over 50 years old	33%	21%	21%	25%	29%	20%	25%
Percentage individuals from vulnerable							
a. iii in governance bodies	0%	0%	0%	0%	0%	0%	0%
b. iii in other employee categories	0%	2%	5%	8%	2%	0%	3%

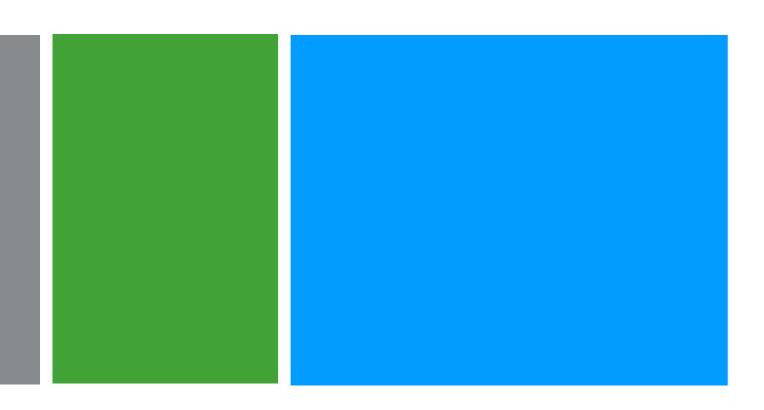
Edition 30/11/2024 - source Aviapartner HR systems - (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.

DATA 2024

	BELGIUM	SPAIN	FRANCE	GERMANY	ITALY	THE Netherlands	TOTAL
Disclosure GRI 405-1 Diver	rsity of goverr	nance bod	ies and en	nployees (*)		
By Gender							
Goverance bodies	14	3	6	2	4	1	30
Male	13	2	6	2	3	1	27
Female	1	1	0	0	1	0	3
Management	34	37	77	20	33	10	211
Male	26	18	44	15	19	9	131
Female	8	19	33	5	14	1	80
Other employees	1 469	1 830	2 075	613	2 126	626	8 739
Male	1 010	1 196	1 226	512	1 286	328	5 558
Female	459	634	849	101	840	298	3 181
By Age Group			<u>'</u>				
Goverance bodies	14	3	6	2	4	1	30
% Under 30 years old	0	0	0	0	0	0	0
% 30-50 years old	2	3	1	1	0	0	7
% Over 50 years old	12	0	5	1	4	1	23
Other employees	1 503	1 867	2 152	633	2 159	636	8 950
% Under 30 years old	374	605	487	69	1067	301	2 903
% 30-50 years old	689	882	1 124	396	468	215	3 774
% Over 50 years old	440	380	541	168	624	120	2 273
Individuals from vulnerable groups							
Total	0	16	99	40	42	0	197
Goverance bodies	0	0	0	0	0	0	0
Other employees	0	16	99	40	42	0	197
Percentage of individuals by gender							
a. i in governance bodies							
Male	93%	67%	100%	100%	75%	100%	90%
Female	7%	33%	0%	0%	25%	0%	10%
b. i in other employee categories			1				
Male	69%	65%	59%	83%	60%	53%	64%
Female	31%	35%	41%	17%	40%	47%	36%
Managment							
Male	76%	49%	57%	75%	58%	90%	62%
Female	24%	51%	43%	25%	42%	10%	38%
Other Employees	'						
Male	69%	65%	59%	84%	60%	52%	64%
Female	31%	35%	41%	16%	40%	48%	36%
Percentage of individuals per age gr					7-		
a. ii in governance bodies							
% Under 30 years old	0%	0%	0%	0%	0%	0%	0%
% 30-50 years old	14%	100%	17%	50%	0%	0%	23%
% Over 50 years old	86%	0%	83%	50%	100%	100%	77%
b. ii in other employee categories		1					
% Under 30 years old	25%	32%	23%	11%	49%	47%	33%
% 30-50 years old	46%	47%	52%	63%	22%	34%	42%
% Over 50 years old	29%		25%				
% Over 50 years old Percentage individuals from vulnera		20%	23/6	27%	29%	19%	25%
		Nº/	00/	No/	Nº/	00/	no/
a. iii in governance bodies	0%	0%	0%	0%	0%	0%	0%
b. iii in other employee categories	0%	1%	5%	7%	2%	0%	2%

Edition 30/08/2025 - source Aviapartner HR systems - (*) Subject to external assurance RSM, see page 107 and following in the Independent Assurance Statement.





AVIAPARTNER HOLDING N.V.

Non financial information at December 31, 2023



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AVIAPARTNER HOLDING N.V.

REPORT OF THE INDEPENDENT AUDITOR FOR THE YEAR ENDED DECEMBER 31, 2023 TO THE ATTENTION OF AVIAPARTNER HOLDING N.V.

SCOPE

We have been engaged by Aviapartner Holding N.V. to perform a 'limited assurance engagement', hereafter referred to as "the Engagement", to report on certain sustainability indicators of Aviapartner Holding N.V (the "Company") as listed in Appendix 1 (the "Subject Matter") and as included in the sustainability report 2023 (the "Report") for the period from 1 January 2023 to 31 December 2023.

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining sustainability indicators included in the Report, and accordingly, we do not express a conclusion on this information

CRITERIA APPLIED BY AVIAPARTNER

In preparing the sustainability indicators as listed in Annex 1 of the Report, Aviapartner applied he reporting standards of the Global Reporting Initiative ("GRI") and the Greenhouse gas protocol, (the "Criteria").

Aviapartner's responsibilities

Aviapartner's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with the Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter,

such that it is free from material misstatement, whether due to fraud or error.

Our responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000), published by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our Engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

Our engagement has been carried out in compliance with the legal requirements in respect of auditor independence, particularly in accordance with the rules set down in the Belgian Act of 7 December 2016 organizing the audit profession and its public

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RSM InterAudit BV-SRL - registered auditors - - Registered office : Lozenberg 18 - B 1932 Zaventem audit@rsmbelgium.be - VAT BE 0436.391.122 - RLP Brussels .

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oversight of registered auditors, and with other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm also applies the International Standard on Quality Management 1. Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Our procedures included amongst other:

- Obtaining an understanding of the reporting processes for the Subject Matter;
- Evaluating the consistent application of the Criteria:

- ▶ Interviewing relevant staff at local level responsible for data collection, reporting and calculation of the Subject Matter;
- Interviewing management and relevant staff at corporate level responsible for consolidating and carrying out internal control procedures on the Subject Matter:
- Determining the nature and extent of the review procedures for each of the locations contributing to the Subject Matter.
- Obtaining information that the Subject Matter reconciles with underlying records of the Company;
- ▶ Evaluating, on a limited test basis, relevant internal and external documentation;
- Performing an analytical review of the data and trends in the Subject Matter for consolidation at corporate level and the data reported by the
- Evaluating the overall calculation of the Subject

We also performed such other procedures as we considered necessary in the circumstances.

CONCLUSION

Based on review, nothing has come to our attention that make us believe that the Subject Matter of Aviapartner Holding, as listed in Appendix 1, and as included in the Report for the period from 1 January 2023 to 31 December 2023, was not prepared, in all material respects, in accordance with the Criteria.

ANNEX 1

Environment

- ► GRI 302.1e, f,q
- GRI 302.3 a
- GRI 305.1 a, b, e, g
- GRI 305.2 a, b, c, e, g
- ▶ GRI 305.3 a
- ► GRI 305.4 c, d

Social

- GRI 2.7
- GRI 401.1
- GRI 405.1

Suppliers

- ▶ GRI 308.1
- GRI 308.2
- GRI 414.1
- ▶ GRI 414.2

Uccle, December 21st, 2024

Déborah Fischer

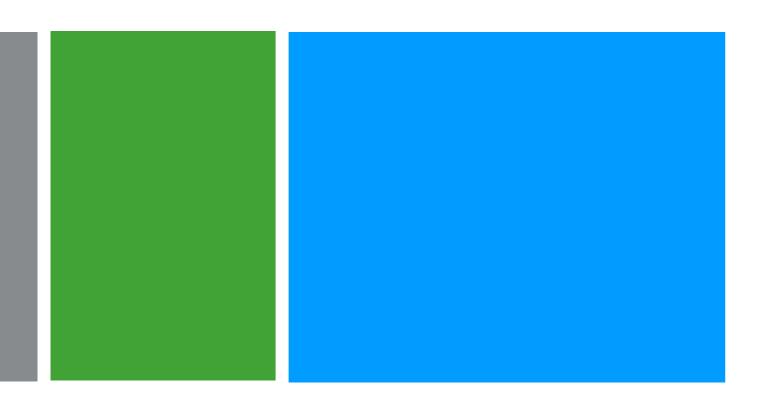
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RSM INTERAUDIT SRL Registered Auditors

Represented by Deborah Fischer Partner

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AVIAPARTNER HOLDING N.V.

Non-financial information at December 31, 2024







AVIAPARTNER HOLDING N.V.

REPORT OF THE INDEPENDENT AUDITOR FOR THE YEAR ENDED DECEMBER 31, 2024 TO THE ATTENTION OF AVIAPARTNER HOLDING N.V.

SCOPE

We have been engaged by Aviapartner Holding N.V. to perform a 'limited assurance engagement', hereafter referred to as "the Engagement", to report on certain sustainability indicators of Aviapartner Holding N.V (the "Company") as listed in Appendix 1 (the "Subject Matter") and as included in the sustainability report 2024 (the "Report") for the period from 1 January 2024 to 31 December 2024.

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining sustainability indicators included in the Report, and accordingly, we do not express a conclusion on this information

CRITERIA APPLIED BY AVIAPARTNER

In preparing the sustainability indicators as listed in Annex 1 of the Report, Aviapartner applied he reporting standards of the Global Reporting Initiative ("GRI") and the Greenhouse gas protocol, (the "Criteria").

Aviapartner's responsibilities

Aviapartner's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with the Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the Subject Matter,

such that it is free from material misstatement, whether due to fraud or error.

Our responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our limited assurance engagement in accordance with the International Standard on Assurance Engagements 3000 (Revised) "Assurance Engagements other than Audits or Reviews of Historical Financial Information" (ISAE 3000), published by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our Engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

Our engagement has been carried out in compliance with the legal requirements in respect of auditor independence, particularly in accordance with the rules set down in the Belgian Act of 7 December 2016 organizing the audit profession and its public

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oversight of registered auditors, and with other ethical requirements of the International Code of Ethics for Professional Accountants (including International Independence Standards) issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

Our firm also applies the International Standard on Quality Management 1. Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Our procedures included amongst other:

- Obtaining an understanding of the reporting processes for the Subject Matter;
- Evaluating the consistent application of the Criteria;

- Interviewing relevant staff at local level responsible for data collection, reporting and calculation of the Subject Matter;
- Interviewing management and relevant staff at corporate level responsible for consolidating and carrying out internal control procedures on the Subject Matter:
- Determining the nature and extent of the review procedures for each of the locations contributing to the Subject Matter.
- Obtaining information that the Subject Matter reconciles with underlying records of the Company;
- Evaluating, on a limited test basis, relevant internal and external documentation;
- Performing an analytical review of the data and trends in the Subject Matter for consolidation at corporate level and the data reported by the sites:
- Evaluating the overall calculation of the Subject Matter.

We also performed such other procedures as we considered necessary in the circumstances.

CONCLUSION

Based on review, nothing has come to our attention that make us believe that the Subject Matter of Aviapartner Holding, as listed in Appendix 1, and as included in the Report for the period from 1 January 2024 to 31 December 2024, was not prepared, in all material respects, in accordance with the Criteria.

ANNEX 1

Environment

- GRI 302.1 e, f,g
- GRI 302.3 a
- F GRI 305.1 a, b, e, g
- GRI 305.2 a, b, c, e, g
- GRI 305.3 a
- F GRI 305.4 c, d

Social

- GRI 2.7
- GRI 401.1
- GRI 401.3
- GRI 405.1

Suppliers

- GRI 308.1
- F GRI 308.2
- F GRI 414.1
- GRI 414.2

Zaventem, December 10th, 2025

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RSM INTERAUDIT SRL Registered Auditors

Represented by Deborah Fischer Partner

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- > All colleagues who shared their expertise and commitment to sustainability.
- > EU-turn for design and layout support.

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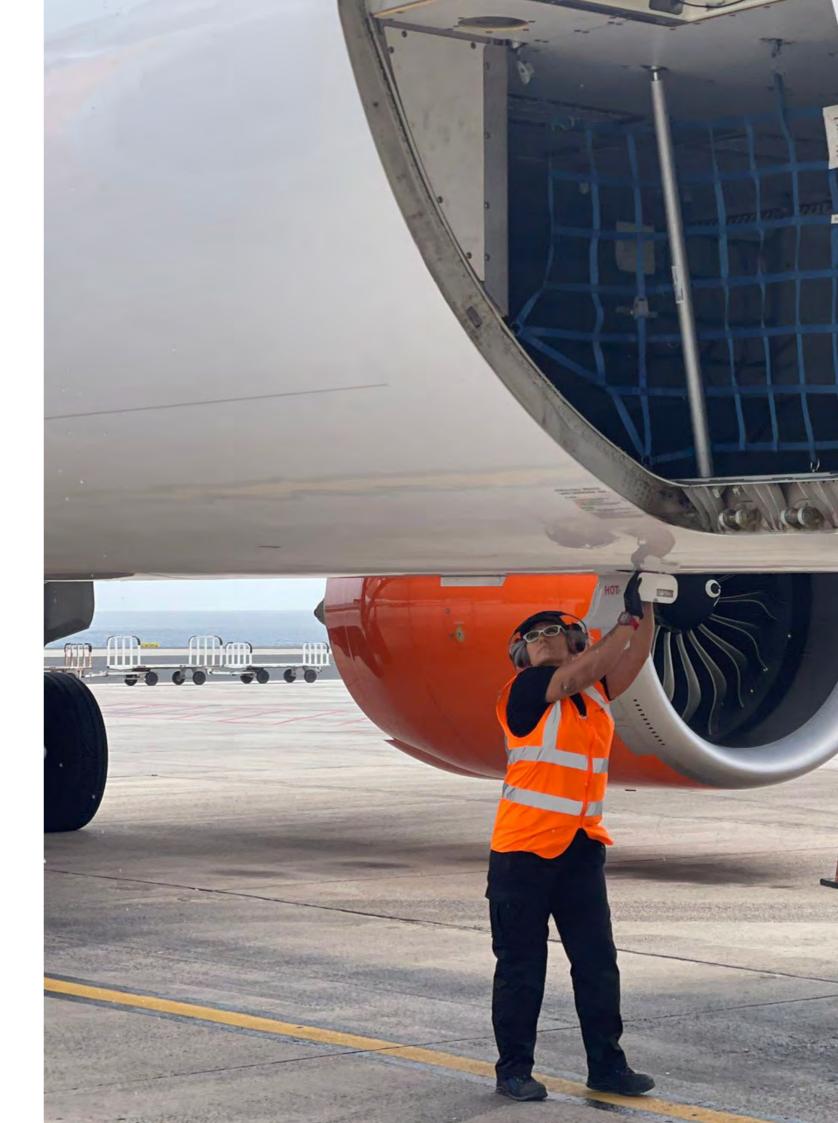
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