

ECSGROUP



SUSTAINABILITY
PRINCIPLES & GUIDELINES

ECS Group
December 2022

NOTICE TO READER

This document acts as an introductory sustainability paper expressing the sustainability values, principles, and general guidelines on which ECS Group (“the Group”) aims to embark in the coming years.

With a newly established sustainability strategy (2022) for the Group at-large, the definition of a short and medium-term roadmap will ensue in the coming months.

A training guide with an accompanied educational module is available to all employees. It addresses many of this document’s topics and places them into a clear context.

Please note, the intended audience for this document include employees, collaborators, clients, partners.

Please find a list of definitions and acronyms at the end of this document in the Appendices section.

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01

**LETTER FROM THE
CEO & THE CSO TO
THE READER**



Our global community has awoken to the need to take sustainability seriously.

For ECS Group, sustainability is neither a trend, nor a response to regulators or investor pressures. Sustainability is a pillar that drives our business strategy. As a global GSSA, we have both the responsibility and the opportunity to intervene in a meaningful manner in our sector.

ECS Group has come to realize that many sustainability principles already thread together our internationally dispersed workforce. Our service is anchored in trust, partnership, and transparency. We leverage (and celebrate) our cultural diversity to bring unique perspectives that may provide greater access to opportunities to the distinctive identities that surround our service lines.

ECS Group is enhancing its internal practices to improve its sustainability markers. As part of this effort, we want to inspire and partner with stakeholders to innovate our industry's operations, and to become a sector that is sustainable. Not just more sustainable, but one that can act sustainably. We believe this will also grow novel business opportunities.

Thus, during the past year, the Group has asked itself and questioned its role in society and the measures it needs to improve sustainability practices by factoring in the interests of its employees, market partners, and the communities the Group serves.

We want to create durable value in ECS Group's continued growth which is now cementing itself in a long-term sustainability strategy. Developing our business will be synonymous with creating endured value for our stakeholders, partners, and employees.

The following Principles and Guidelines set a baseline for the Group's global environmental, social and governance sustainability strategy. They highlight our vision, values, ambition, and sustainability engagement and provide an understanding of the Group's ambitions.

We look forward to sharing our achievements in this necessary process and to partnering with our stakeholders to move forward together.

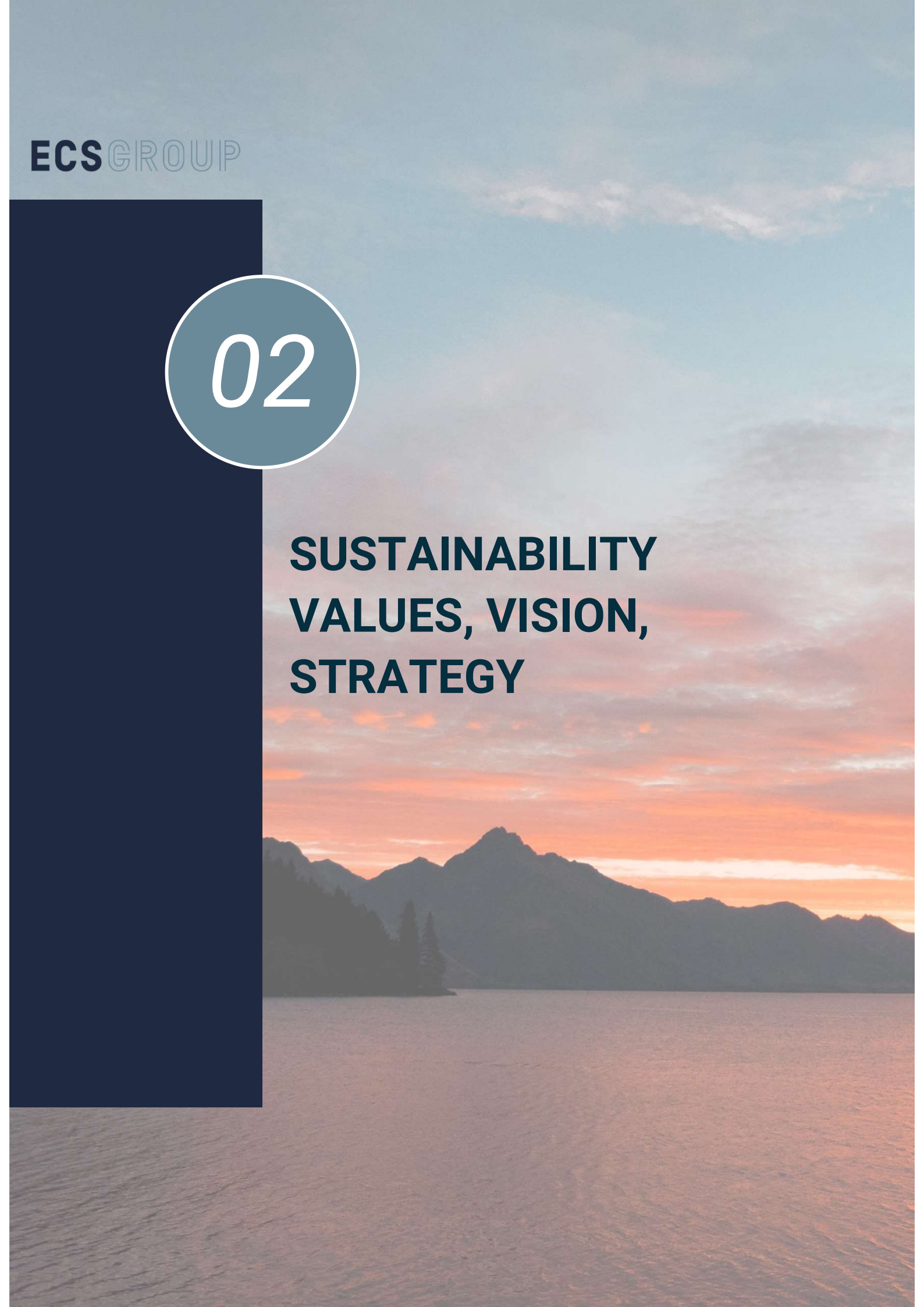
Sincerely,

Adrien Thominet, Chief Executive Officer
Laurence Sauphanor, Chief Sustainability Officer

December 2022

02

**SUSTAINABILITY
VALUES, VISION,
STRATEGY**



Sustainability values



Grounding ECS Group in day-to-day business, our sustainability values permeate our services and our sustainability mission.



HUMANE

service anchored in trust and partnership

We **support** our workforce's development and increase access to opportunities.

We **promote** diversity, cohesion, and integrity in all our interactions – inside and outside our company.

We are **dedicated** to serving our clients who we consider as our partners.



INFLUENTIAL

contributing to advancing our ecosystem

We **aim to innovate** and bring a sustainable vision to the market.

We **commit** to multi-stakeholder initiatives, encouraging new sustainable business opportunities.

We **raise** awareness and **inspire** action on pressing global challenges.



UNIVERSAL

respect for the global community and its needs

We **care** and increase support to communities in need.

We **leverage** our international identity to create value for the diverse communities we serve.

We **ensure** transparency and ethical conduct in our relations, decisions, and actions, globally.

Vision

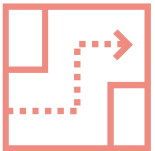


Our vision for a more
Sustainable future in air cargo



The aviation sector faces increased scrutiny over its carbon footprint which is responsible for over **12% of total global emissions of CO₂**.

The Air Cargo industry must ultimately face its **environmental and social impacts**



We encourage **contributions** to consumer welfare with the supply of essential goods through rapid and efficient transportation.

A sustainable future of the Air Cargo industry **relies on building ESG principles** into business strategies

We see the **challenges** that exist in responding to a **9% increase in air cargo traffic** compared to pre-COVID levels particularly for an **industry** that faces strong environmental challenges



Positive innovations for sustainability are under way in the **digitalisation and industrial spaces**, increasingly supported by **regulations** directed towards the sector.

ECS Group is redirecting its business and sustainability strategy to work and **innovate with its partners and stakeholders**

With more than 1 200 employees in over 50 countries and territories, our Group is **participating in the sector's transformation**. We are an essential driver for sustainable global trade, economic growth, and individual prosperity.

Sustainability is our responsibility and we see great opportunities ahead of us

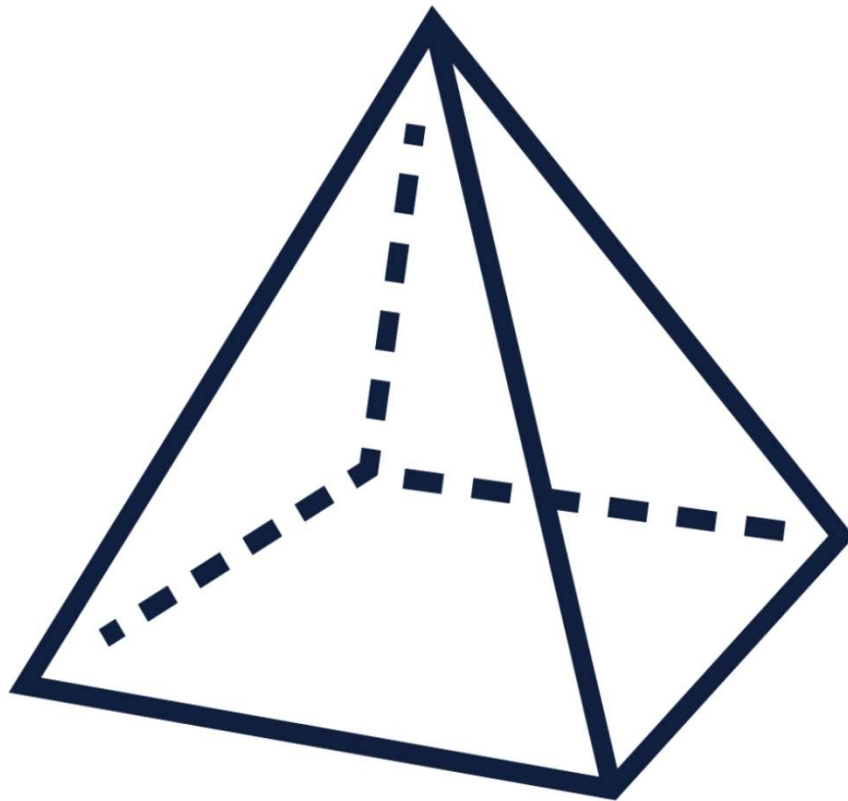
Strategy



Our 3-tiered sustainability strategy is integral to the Group's long-term augmented GSSA strategy.

A GSSA LEADER EMBODYING CSR EXCELLENCE

Ensuring best-in-class corporate governance, ethics, cybersecurity, diversity, employee engagement, and health & safety



A SOCIAL PARTNER & PHILANTHROPIC ACTOR

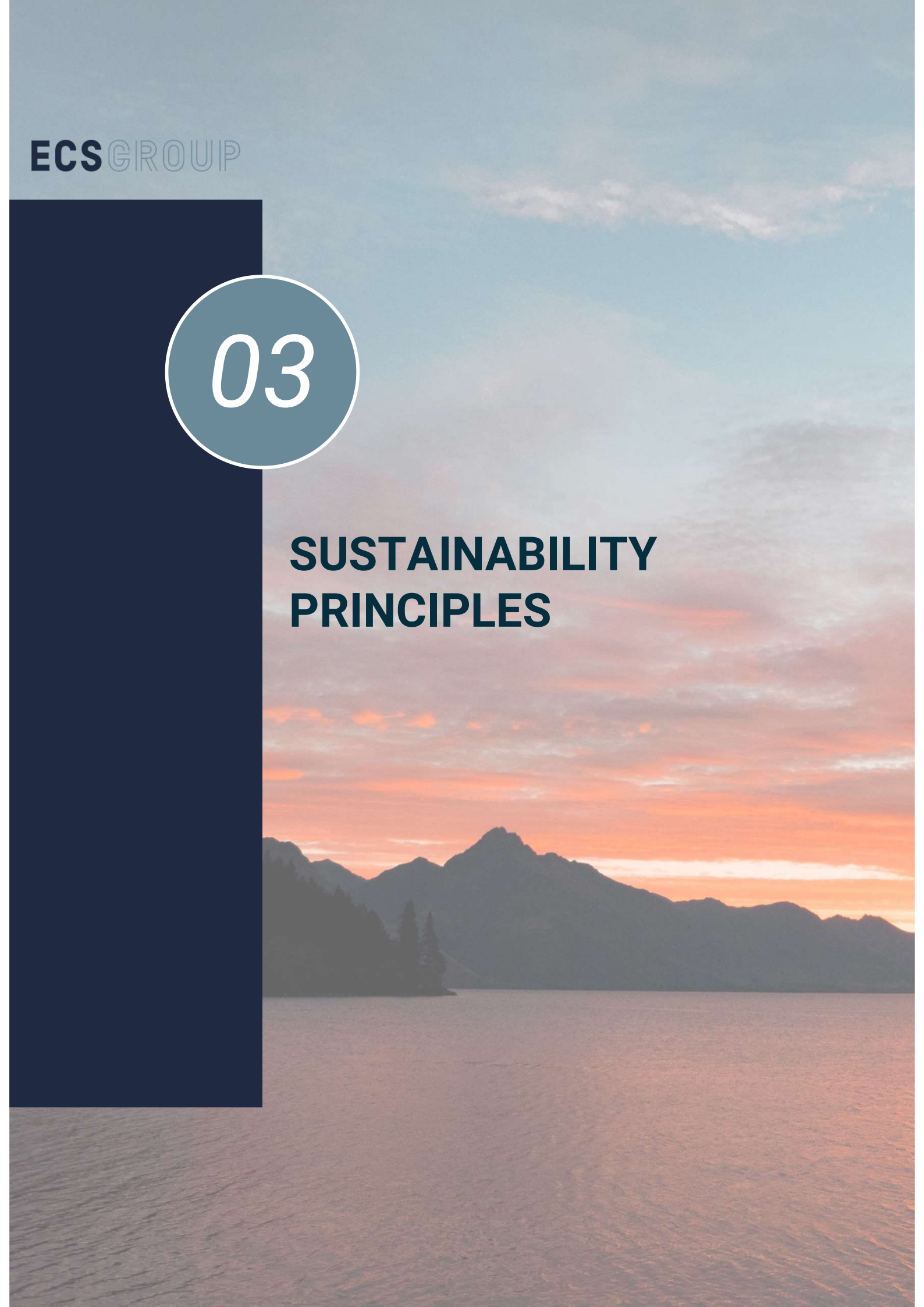
Partnering with external stakeholders to build thought leadership and engage philanthropically

A VALUE CHAIN SUSTAINABILITY INFLUENCER

Leveraging strategies for climate transition of the industry and supply chain, operational eco-efficiency, and greater circular economy

03

SUSTAINABILITY PRINCIPLES



The Principles



Our detailed sustainability principles highlight ECS Group's sustainability engagement.

They also provide an understanding of the Group's corporate social responsibility standards. These have been defined following CSR's three main categories:

- **Environmental Principles**
- **Social Principles**
- **Governance Principles**

The purpose of our Principles are to guide both ECS Group's employees and the company's larger community of stakeholders in their decisions and operations.

The 17 United Nations' Sustainable Development Goals (SDGs) are used as our framework. The connection between each principle and such Goals is detailed throughout this document.*

Environmental Principles

- 1.1 Reduce carbon footprint
- 1.2 Consume energy responsibly
- 1.3 Do more with less
- 1.4 Leverage innovation
- 1.5 Be proactive in curbing physical impacts of climate change

Social Principles

- 2.1 Respect employee labor rights
- 2.2 Provide a safe healthy working environment
- 2.3 Promote diversity and inclusion
- 2.4 Manage human rights' risks in the supply chain
- 2.5 Promote social dialogue
- 2.6 Care for communities

Governance Principles

- 3.1 Foster transparency
- 3.2 Secure data privacy and intellectual property protection
- 3.3 Assure cybersecurity
- 3.4 Build sustainable leadership
- 3.5 Guarantee integrity
- 3.6 Trade and anti trust compliance

*For further information on the UN SDGs, see <https://sdgs.un.org/goals> and the appendices

1.

ENVIRONMENTAL PRINCIPLES

The following six environmental principles are defined and inspired by internationally recognised standards such as the Conventions of the Parties, and in particular the Paris Agreement and the United Nations Sustainability Goals.

Our Group's environmental principles address both its own activities and its business ecosystem which includes stakeholders, partners and employees.

To more specifically address these principles, a detailed short-term and mid-term roadmap is expected to be communicated in the following year.

Caring for the environment in our own operations



1.1 REDUCE CARBON FOOTPRINT

Our Group has a medium-to-long term strategy to **cut its green house emissions**. To arrive at this goal, the Group undertakes **to measure its carbon footprint (Scope 1, 2 & 3)** by the beginning of 2023. It will implement and monitor actions to cut emissions. Further details on this plan will be unveiled following the measurement of the Group's footprint.

To assist this effort, our Group will work with its partners **to implement this principle**, including with partners investing in Sustainable Aviation Fuels or limiting their fossil fuel consumption.



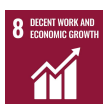
1.2 CONSUME ENERGY RESPONSIBLY

Our Group is committed to **reducing its energy consumption from non-renewable sources** and increasing its use of renewable sources. The Group's **responsible consumption** also includes **energy efficiency measures and consumption optimisations** in its infrastructure and daily office operations.



1.3 DO MORE WITH LESS

Our Group is committed to place **eco-efficiency at the heart of its daily business activities**. The goal is to eventually create innovative services which will reduce resource consumption and the waste generated by its activities. The Group will foster **greater circularity** by encouraging the sharing, leasing, reusing, repairing and recycling of materials and products, as well as its strategy on **space optimisations on aircraft**.



1.4 LEVERAGE INNOVATION

Our Group operates in a constantly evolving sector fuelled **by research and development**. The Group is focusing on **innovation to find novel, more sustainable actions**. For example, digital IT tools and technological innovation are at the heart of the company's forward-thinking which will increase efficiencies in daily cargo operations.



Playing a forward-thinking role in the air cargo ecosystem



1.5 BE PROACTIVE IN CURBING THE PHYSICAL IMPACTS OF CLIMATE CHANGE

Our Group is committed to **robust and frequent dialogue with its stakeholders, partners, and employees**. Our Group will focus on the **physical impacts of the industry and decision-making procedures** to reduce its impact and address mitigation options.

The Group is committed to raising awareness amongst its employees and partners surrounding **risks originating from climate change as well existing and future opportunities for action and impact** (amongst which offsetting and insetting initiatives are being explored).

2.

SOCIAL PRINCIPLES

ECS Group is committed to assuring employees' well-being while on the job.

The following six social principles have been developed by internationally recognized standards such as the UN Universal Declaration of Human Rights, the International Labor Organisation's Declaration on Fundamental Principles and Rights at Work and the United Nations Guiding Principles on Business and Human Rights (the "Ruggie Principles").

Additionally, the existing Group's Code of Ethics and Business Conduct highlights its commitments and assures that all of the employees are trained in the requisite ethical behaviour practiced by the Group.

Acting as a fair and respectful employer



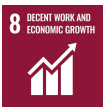
2.1 RESPECT EMPLOYEE LABOR RIGHTS

Our Group respects **workers' rights**. The Group assures its employees' **working conditions comply with international standards** and national laws in all jurisdictions where it carries out its activities. The Group does **not tolerate any physical or mental threats, coercion, intimidation, harassment, or abuse of any kind**. To assure compliance, the Group has established a **whistleblowing mechanism** to assure any such behaviour is investigated and punished. Our Group also ensures its partners (in its supply chain) are in compliance with human rights laws and norms.



2.2 PROVIDE A SAFE HEALTH WORKING ENVIRONMENT

Our Group commits to providing a **working environment** that ensures **the safety, physical integrity and mental health of its employees**. Our Group provides its employees with sanitary facilities, access to drinking water, adequate ventilation and lighting. Our Group also uses its best efforts to arrange **access to medical care** for all employees. Our Group is committed to **educating all its employees** on mental health issues, the right to disconnect, and managing stress.



2.3 PROMOTE DIVERSITY AND INCLUSION

As part of our Group's sustainability strategy, our Group has undertaken to train **its teams on inclusion and unconscious bias principles**. It has a **zero-tolerance policy on employment discrimination** in all of the employment process: hiring, promotions, management practices, dismissals and retirement, based on gender, race, religion, age, disability, sexual orientation, nationality, political opinion, social group or ethnic origin.



Social impact on local communities



2.4 MANAGE HUMAN RIGHTS' RISKS IN THE SUPPLY CHAIN

Our Group will use its best efforts to avoid **human rights' violations throughout its supply chain**. Our Group does not tolerate the use of child labour nor the use of any forced, bonded, indentured or prison labour. The Group uses its best efforts to ensure that **all supply chain workers carry out activities freely**, with payment and without the withholding of passports, and are not under any threat of penalties, sanctions or reprisals. All workers in its supply chains should be free to travel and leave their employment according to clear contractual provisions. Our Group respects the **right to join and remain a member of a union** without fear of reprisal, intimidation or harassment. Our Group will continue to do due diligence on its partners in its supply chain.



2.5 PROMOTE SOCIAL DIALOGUE

Our Group is committed to **ensuring and fostering proactive communication with and between its employees, their representatives and all actors in the value chain**. The Group aims to strengthen respect for and use of, mechanisms for **social dialogue**, including collective bargaining.

WHAT IS SOCIAL DIALOGUE?

According to the International Labour Organisation, social dialogue includes all types of negotiations, consultations or information exchanges between representatives of governments, employers and workers, on issues of common interest relating to economic and social policy.



2.6 CARE FOR COMMUNITIES

The Group respects and wants to contribute to the **well-being of communities which can be affected by the air cargo industry**. Together with external actors, stakeholders or partners, our Group will invest in **partnerships to contribute to achieving better living standards for targeted communities**. The Group is committed to **engaging its employees on such matters with various initiatives and dedicated time in the future for philanthropic engagement** that is in the process of being defined by the Group.

3.

GOVERNANCE PRINCIPLES

The Group strives for making its decisions and actions in an ethical manner and ensures that ethical standards are implemented by its employees and its partners.

The Group believes in sustainable corporate governance and will continue to strengthen it throughout its activities.

The following six governance principles have been designed to reflect internationally recognised standards such as the G20/OECD Principles of Corporate Governance.

In addition, the Group's Code of Ethics and Business Conduct highlights its commitments to respecting its compliance, integrity, and equitable leadership.

Ensuring ethical business conduct



3.1 FOSTER TRANSPARENCY

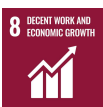
The Group is dedicated to **acting in full transparency with all of the actors in its value chain, customers, employees and stakeholders**. As part of its work ethic, the Group is currently strengthening its reporting system to expediate the processing and increase the transparency of performance-related information on all levels.



3.2 SECURE DATA PRIVACY AND INTELLECTUAL PROPERTY PROTECTION

Our Group is committed to **ensuring the protection of personal data** through mandatory data procedures as required by EU and French data privacy laws and regulations. Employees will have to undergo **mandatory training on GDPR** across all the Group's international sites.

Furthermore, **the Group protects** not only personal data but also **business confidential data** including not only its own intellectual property but also all intellectual property of third parties.



3.3 ASSURE CYBERSECURITY

Our Group is committed to ensuring cybersecurity and has initiated an **ISO 27000 approach with the nomination of a person responsible for cybersecurity** and related organisation, to cover its more critical systems.

It has already deployed the related technical and functional protection and remediation measures.



3.4 BUILD SUSTAINABLE LEADERSHIP

Our group is committed to **increasing diversity** at board and management levels. It is clear and proven that a diverse team improves the quality of the decision-making process. In addition, our Group has reflected on using **CSR-related performance measures into the remuneration** of its executives to promote accountability and progress towards sustainability.



Ensuring ethical business conduct



3.5 GUARANTEE INTEGRITY

The Group strives to control and eliminate when it can **acts of corruption, fraud, money laundering or any form of illegal activity**. All Group employees are trained and prohibited from participating in the offering and/or receiving of gifts or other advantages in their business relationships, customers or any other business stakeholders. **Annual training on the Group's Code of Ethics and Business Conduct is compulsory.**



3.6 TRADE AND ANTI TRUST COMPLIANCE

Our Group respects defined **trade regulations as well as industry standards set under The Air Cargo Tariff and Rules (TACT)** established by IATA and the ICAO air transport policy and regulations. It respects all anti trust laws and regulations where applicable. Furthermore, the Group takes active steps to eliminate **illegal trade of any kind** whether in prohibited goods, humans and/or animals. The Group through its subsidiaries conducts **controls** and engages in **dialogue with its business partners** to identify the need for compliance of and respect for all applicable laws, regulations and norms. Finally, the Group does not engage in any anti-competitive or anti-trust acts which could result in a distortion of trade.



REMINDER

The Group has an internal whistleblowing system and a procedure to permit Employees and Consultants to report acts or behaviours that violate the Code of Ethics and the Sustainability Principles & Guidelines

All whistleblowing alerts shall be directed to:

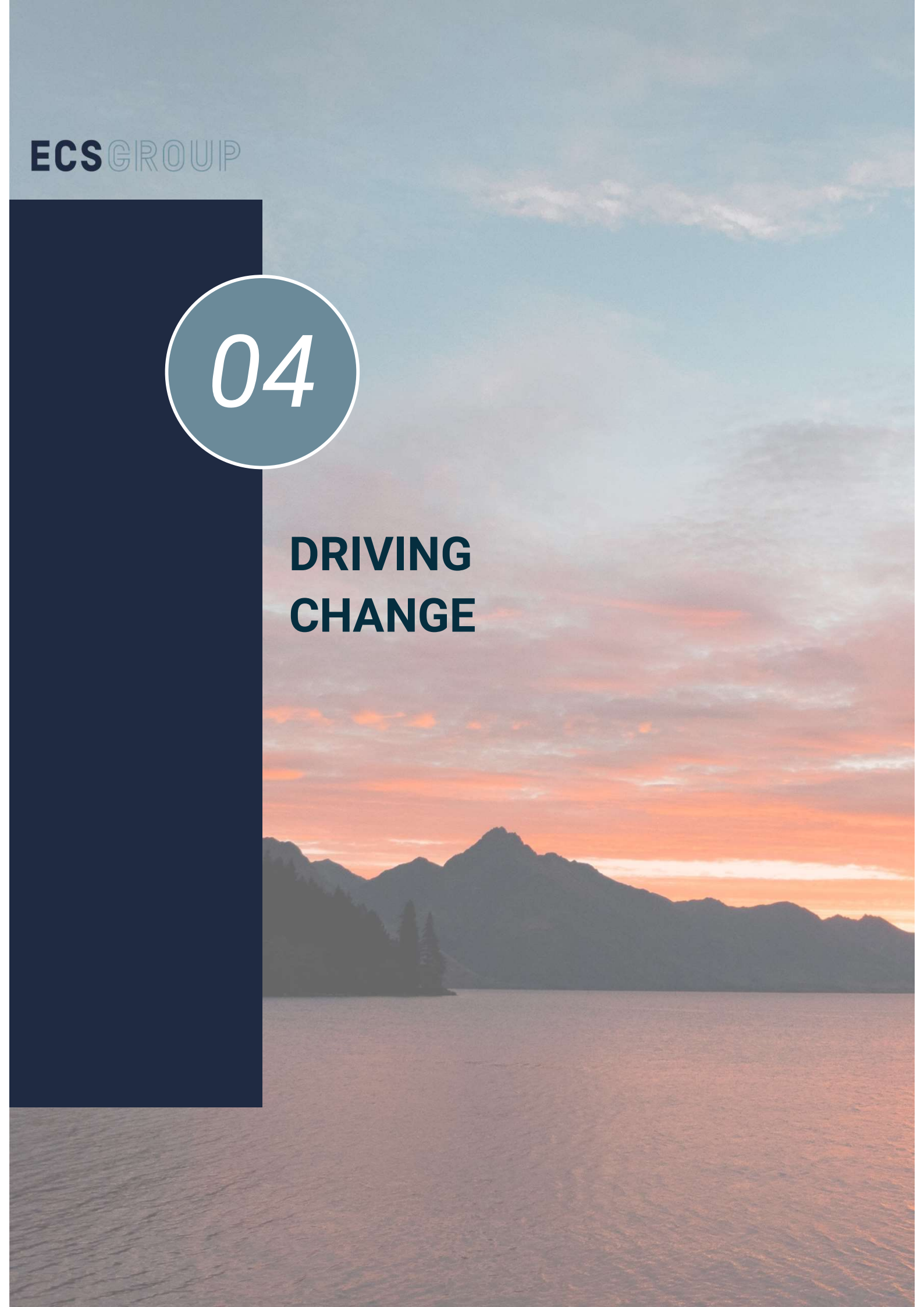
Salli Swartz, Avocat à la Cour

- by email at: sswartz@artuswise.com,

- by telephone at: +33 6 87 68 28 41.

04

**DRIVING
CHANGE**



How do we plan on driving change?



Implementation

The Sustainability Guidelines & Principles set forth in this document establish the **Group's sustainability goals** for it and its partners, suppliers and describes its **commitments to fair, sustainable and ethical relationships.**

Such principles go beyond national laws and international agreements and serve **as a guide to assist employees and partners in their sustainable efforts.**

These principles share the Group's knowledge and ambition from the sustainability roadmap with business partners, suppliers and employees which should lead to continuous improvement.

The Sustainability Principles define **what is expected of all employees and business partners in the performance of their duties.**

The reading and compliance with these principles is highly recommended.

We expect our business partners to **adhere to principles equivalent to these** and we also **encourage our customers to adopt such principles.**

How do we plan on driving change?



Principles' core audience

ECS GROUP'S EMPLOYEES

- Training on the Principles and Guidelines is expected to be completed for existing and new employees.
- Non-respect of the Principles should be reported to the company's CSO, Laurence Sauphanor, or through the whistleblowing scheme.
- Every employee of the Group will have a designated sustainability ambassador to whom he/she can refer to for further guidance and information.
- Managing directors must be able to communicate the importance of the principles and alert their staff to what could appear as potential violations or concerns.

ECS GROUP'S BUSINESS PARTNERS & SUPPLIERS

- Our Group's business partners and suppliers should aim to follow the Group's Principles and Guidelines in their own organisations.
- A monitoring of key performance indicators will be implemented in the coming year with a strengthened global reporting platform related to these Principles. It is encouraged that partners and suppliers ensure alignment, compliance.
- Any observed violations should be reported and discussed with our Group directly – which could be directed to CSO Laurence Sauphanor or through the whistleblowing scheme.

How do we plan on driving change?



Key sustainability players' role

CHIEF SUSTAINABILITY OFFICER (CSO)

- Identify and bring together current global and local practices by the Group and by third parties.
- Launch the Group's sustainability guidelines with the help of regional ambassadors.
- List all key stakeholders & commence dialogue on the risks and opportunities in sustainability efforts.
- Lead CSR topical meetings, externally for the Group.
- Assign responsibilities, track progress across the Group, and manage local ambassadors.
- Track Group & industry-wide evolutions to innovate and implement novel CSR practices.
- Establish global organisational communication on sustainability to permit the Group to deliver on CSR commitments.
- Keep the Group informed of regulations, trends and potential sectorial evolutions on sustainability.

AMBASSADORS

- Establish a CSR materiality matrix, with the assistance of local operational leaders, identifying the most material CSR issues on local levels.
- Identify, track and monitor CSR practices locally
- Establish a local action plan and identify new practices for implementation taking into consideration the variables necessary for implementation

RESPONSIBILITIES IN COMMON

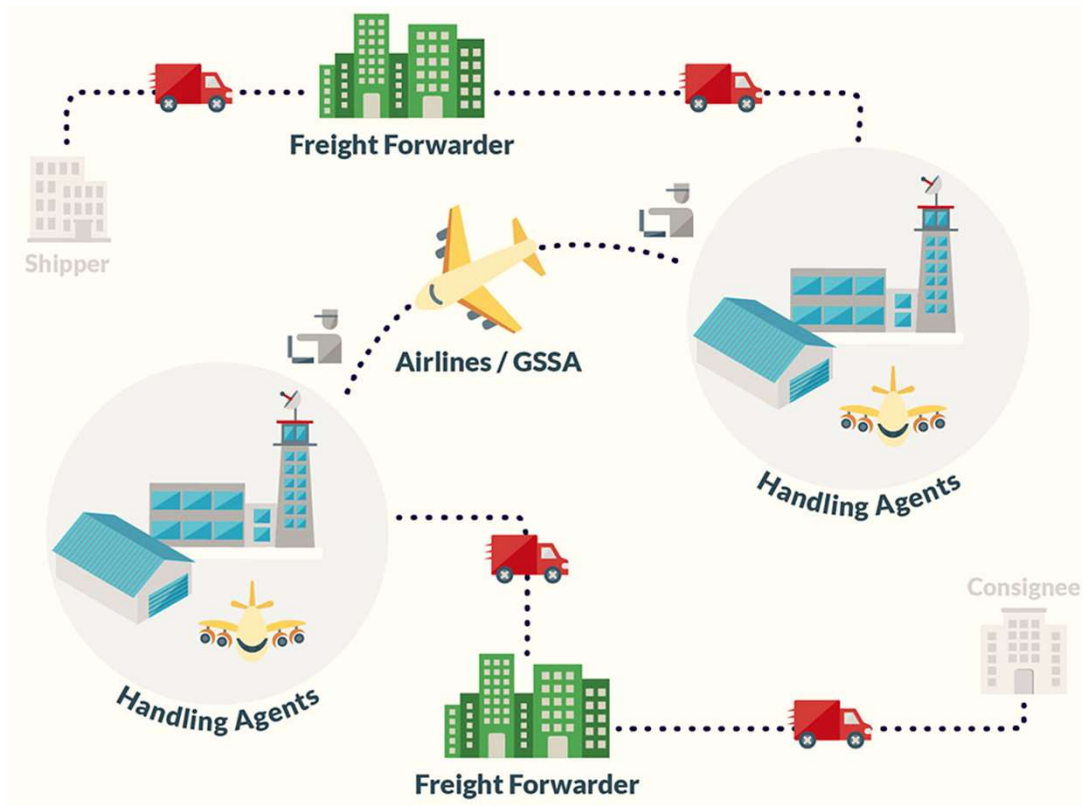
- Monitor CSR initiatives via micro indicators, macro KPIs & reporting procedures.
- Define local and global sustainability objectives and targets.
- Continuously raise awareness among respective teams.

How do we plan on driving change?



ECS Group's enabling role in its ecosystem

Considering our Group's role in the air cargo value chain, the Group together with its key partners has the **potential to influence the ecosystem** towards a more environmental conscious, socially adapted and ethical model of business.



As a GSSA and leading partner for airlines, our role is critical in the ecosystem. Working with our partners **to create and integrate services that address business issues and deliver valuable sustainable results**, we embrace innovation and will endeavour to change mindsets.



05

APPENDICES



The United Nations' SDGs



APPENDICES



End poverty in all its forms everywhere



End hunger, achieve food security & improved nutrition & promote sustainable agriculture



Ensure healthy lives and promote well-being for all at all ages



Ensure inclusive & equitable quality education & promote lifelong learning opportunities for all



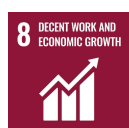
Achieve gender equality and empower all women and girls



Ensure availability and sustainable management of water and sanitation for all



Ensure access to affordable, reliable, sustainable and modern energy for all



Promote sustained, inclusive & sustainable economic growth, full & productive employment & decent work for all



Build resilient infrastructure, promote inclusive & sustainable industrialisation & foster innovation



Reduce inequality within and among countries



Make cities and human settlements inclusive, safe, resilient and sustainable



Ensure sustainable consumption and production patterns



Take urgent action to combat climate change and its impacts



Conserve and sustainably use the oceans, seas and marine resources for sustainable development



Protect, restore & promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, & halt & reverse land degradation & halt biodiversity loss



Promote peaceful & inclusive societies for sustainable development, provide access to justice for all & build effective, accountable & inclusive institutions at all levels



Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development

HISTORY

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries - developed and developing - in a global partnership. They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth - all while tackling climate change and working to preserve our oceans and forests.

To make the 2030 Agenda a reality, broad ownership of the SDGs must translate into a strong commitment by all stakeholders to implement the global goals. DSDG aims to help facilitate this engagement.

Acronyms

APPENDICES

CSO

Chief Sustainability Officer

CSR

Corporate social responsibility

ESG

Environment, Social, Governance

IATA

International Air Transport Association

KPI

Key performance indicator

OECD

Organisation for Economic Co-operation and Development

TIACA

The International Air Cargo Association

UN

United Nations

SDGs

Sustainable Development Goals (as part of the UN)

INTERNAL STAKEHOLDERS

The internal stakeholders of our Group are the Group's employees, managing directors, and board of directors.

EXTERNAL STAKEHOLDERS

The external stakeholders of our Group include clients/customers (such as airlines), investors and shareholders, suppliers/vendors, government agencies, international organisations and the wider community.

SCOPES 1,2,3

GHG emissions are classified under 3 scopes

- **Scope 1**
Direct emissions from owned or controlled sources.
- **Scope 2**
Indirect emissions from the generation of purchased energy.
- **Scope 3**
Other indirect emissions (not included in scope 2) that occur in the value chain, including both upstream and downstream emissions.

The top half of the image features the ECS GROUP logo in white, sans-serif font against a blue sky background. Below the logo is a large, abstract architectural structure composed of thick, orange and red rectangular beams. The structure is partially open, revealing a bright, cloudy sky. The overall aesthetic is modern and clean.

ECS GROUP

THANK YOU

Thank you for your reading ECS Group's sustainability Principles and Guidelines.

We look forward to improving our sustainability performance.

CONTACT

Laurence SAUPHANOR, *Chief Sustainability Officer*
sustainability@quito.aero