



QUITO

SUSTAINABILITY
PROGRAM

BUILDING THE AIRFREIGHT OF TOMORROW

In 2015, air freight accounted for 6% of global CO₂ emissions from logistics. If nothing is done, the global CO₂ emissions from the sector are expected to double by 2050.

Being sustainable is not a trend but a crucial challenge for the future of our profession as well as our planet and we are strongly acting to have a positive impact on the air cargo industry.

We are rethinking the way we operate for the good of our industry and ourselves and to do so, **we have launched an internal dedicated program, *Future Now*.**

Future Now is an evolution of our processes and governance, a place of innovation and co-creation, a clear roadmap for the coming years, but above all, concrete actions.

As a leader in our industry, we have the responsibility and desire to do things right, and we are pioneers in CSR commitments.

We are convinced this is the way forward and a strong competitive advantage.

We are proud that our people and our Group are embracing this change and contributing to the common good.



ACT TO HAVE A POSITIVE IMPACT
ON THE AIR CARGO INDUSTRY



FOUNDING OUR SUSTAINABILITY ROADMAP

Sustainability is one of the four strategic pillars of our Group, along with Commercial, Technology and Abilities pillars.

Sustainability is taken seriously at all levels of the company, in a structured and progressive process: our Group is willing to evaluate its performance, track the progress made internally and integrate the requirements for the CSRD (Corporate Sustainability Reporting Directive).

We have built our strategy and roadmap through in-depth sustainability expertise, stakeholder engagement, market research and internal workshoping.

- November 2021 to July 2022** ■ **ESG analysis** of our company with PwC France.
Definition of key sustainability topics to be addressed.
- August 2022** ● Recruitment of a **Chief Sustainability Officer**.
- October 2022** ● In consistency with the 17 **United Nations' Sustainable Development Goals** (SDGs), definition of our "Principles & Guidelines" that constitutes the global sustainability framework for our Group.
- January 2023** ● Launch of our **charity** program.
- April 2023** ● Assessment of our **Carbon footprint** on our 3 scopes (GHG protocol).
- April 2023** ● **Local materiality survey** to assess the importance and impact of sustainability issues in our day- to-day activities.
- October 2023** ● Implementation of **an internal engagement platform**.
- December 2023** ● Implementation of **an ESG reporting and performance management tool** to visualize and monitor our action plan, to make our reporting process reliable, to integrate the requirements demanded by authorities, investors or banks.
- Q1 2024** ● **Dual materiality analysis** to assess both financial and non-financial aspects that are significant to our Group's performance and impact.
- Q1& Q2 2024** ● **Climate action plan** to define a science-based emissions reduction trajectory in 4 steps : **analyse • reduce • avoid • contribute**.



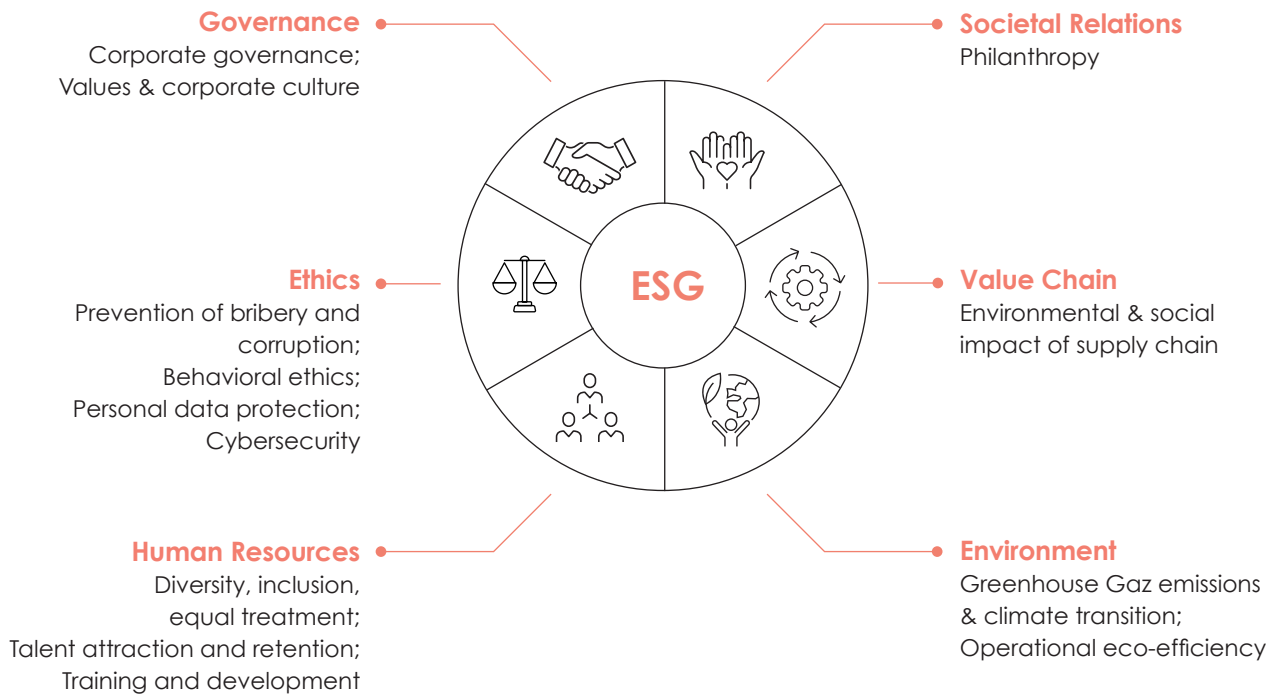
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ACTING TO HAVE A POSITIVE IMPACT

1 | OUR KEY SUSTAINABILITY TOPICS

ENVIRONMENTAL SOCIAL GOVERNANCE



ACTING TO HAVE A POSITIVE IMPACT

2 | OUR FIRST ACHIEVEMENTS



1 GOVERNANCE

- **Corporate values and ESG commitments definition.**
- Chief Sustainability Officer position creation, reporting directly to the CEO.
- Sustainability Manager position creation, dedicated to the monitoring of the ESG performance.
- 60 sustainability ambassadors appointed among local offices.
- 10% increase in the representation of women in top management over 2 years.

2 ETHICS

- **Mandatory training on the Code of ethics and business conduct for all employees.**
- Mandatory training on General Data Protection Regulation for all employees.
- ISO 27000 approach for cybersecurity.
- Confidentiality protection of both personal and business data.

3 HUMAN RESOURCES

- E-learning platform with more than 50 different course modules available.
- Creation of a dedicated course on sustainability.
- **Feminization rate twice as high as the sector's average.**
- 68 nationalities within the Group.

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2 | OUR FIRST ACHIEVEMENTS



4 SOCIETAL RELATIONS

- **Company-wide charity program** focusing on child protection, education, and environment protection.
- A monthly paid day to all employees who wish to volunteer in charities.

5 VALUE CHAIN

- **SAF partnership:** certain airlines are committed to adopting Sustainable Aviation Fuel as part of their sustainability program. They offer their cargo customers (forwarders) the possibility to be part of that initiatives by contributing to the purchase of SAF to offset the additional fuel related to the carriage of their cargo. As for our Group, we can contribute to an additional contribution of the SAF surcharge.
- **Implementation of an ESG reporting tool** to facilitate dialogue and transparency with all our stakeholders, and to integrate the requirements for the CSRD.

6 ENVIRONMENT

- **Eco-gesture policy:** best practices in waste, water, paper, plastic, travel policy, energy consumption.
- **Fostering technology for better CO₂ efficiency:** Cargo2ZERO by CargoAi (e-booking platform) aims to help decarbonizing the air cargo industry by:
 - Showing the shipment CO₂ Efficiency Score compared to the other routes options available.
 - Offering the possibility to purchase Neste MY SAF directly on the platform.

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3 | ENGAGING OUR PEOPLE



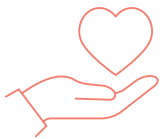
A network of 60 sustainability ambassadors and charity representatives among our offices.

Implement our sustainability policy at local level, monitor CSR initiatives, continuously raise awareness.



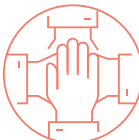
100 % of our employees trained in sustainable development.

Dedicated training guide and specific course module through our internal e-learning platform.



1 day of solidarity leave per month.

A company-wide charity program focusing on child protection, education and environment protection.



Implementation of an internal engagement platform.

To support and facilitate volunteering in the charity program and, more generally, to accelerate change towards sustainability and raise better awareness of environmentally friendly practices, diversity and inclusion.

AND MORE TO COME...

The foundations of a sustainable development are already part of our initiatives.

Our actions are diverse.

They are developed within our teams, but also through our partners and customers to have a positive impact on the air cargo industry.

We monitor and challenge our non-financial performance.

And we look forward to sharing with you further actions in the coming months.

