

2023



Airswift ESG Report

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ESG in 2023: Embedded in the culture

I am delighted to introduce our third ESG report, marking another year of impactful change and progress. Over the past three years, we've launched numerous impressive initiatives to support our people and planet. It is not lost on me that the success of these initiatives is, at its core, driven by our amazing colleagues worldwide, whose energy, drive and passion have transformed initial enthusiasm and ideas into measurable activity.

The Airswift family believes that giving back to our local and global communities is an absolute necessity if we want to successfully do our part to inspire change. This year, we acquired Energy Resourcing and celebrated this milestone by planting 1,912 trees - an addition to our existing offsetting and one-tree-per-every-life that we transform by finding them meaningful work. With this, since we started planting trees in 2021, we've planted a total of 72,999 trees and have reduced carbon output by 11,134 tons.

We have also seen how well-intentioned initiatives have transformed into externally validated and accredited processes. I am thrilled to highlight our achievement of ISO accreditation for our anti-bribery and corruption policies, which are a testament to our uncompromising integrity and relentless pursuit of quality across all facets of our organisation. These have always been the foundation of everything we do, and this accreditation validates the collective emphasis we place on excellence in all aspects of our work.

Integrity has encompassed much of our work this year - ensuring we are in line with recognised standards and demonstrating our commitments effectively. Important governance initiatives like this are driven from the top, with our senior team being only part of the story. Increasingly, the way we think about our local and global impact comes

directly from our people. Corporate efforts such as carbon offsetting make a real difference but can feel distant from our day-to-day working lives. By letting our people spearhead initiatives that mean the most to them, we have seen an increased level of participation and connection to causes that have impacted them personally and professionally.

The prominent theme of this year's report is the hands-on efforts made by colleagues at every level to enact the changes in areas they are passionate about. From cleaning beaches to raising money for charities or simply looking after each other, more and more of our team are engaging with our various ESG initiatives, joining our ESG committees as volunteers and rallying around new ideas.

In short, ESG has become ingrained in the Airswift culture and is one of the most important ways the Airswift community is built.

I would like to pay tribute to everyone at Airswift and our wider family: clients, investors, suppliers, team leaders, managers, employees, contractors - and our new colleagues from Energy Resourcing. These are the collective team who make a difference and enable us to meet our responsibilities for a healthy, safe and compliant workplace.

While we undoubtedly have more work to do, this report reminds me just how far we have come in the last three years. The progress made is something everyone in the Airswift family should celebrate.



Janette Marx
CEO

A stylized, handwritten signature of Janette Marx in white ink on a blue background.

The Airswift ethos

We run every aspect of our business in accordance with four guiding principles:



Growth: Our culture is all about evolving our company through the growth of our employees, their personal development and their career trajectories. This is because we refuse to be satisfied with the status quo. We work to improve every day, we take on fresh challenges and set new goals – and we encourage our people to do the same.



Excellence: Tenacity and the tireless pursuit of doing better tomorrow are the hallmarks of excellence. It is a quality that is rooted in the fibre of our company and the behaviours and attitudes we reward in our employees. We have written excellence into all our corporate policies to make sure they are both real and meaningful.



Life: The core of our business revolves around our people. We are committed to fostering an inclusive environment that prioritises the physical and psychological wellbeing of everyone we work with. We aim to empower our employees to lead fulfilling lives, both personally and professionally, recognising that a balanced life contributes to their wellbeing and enhances our collective impact on the world.



Integrity: Life, growth and excellence cannot be achieved without integrity. For us, integrity means acting with honesty, respect, empathy and an open mind. It is the foundation of everything we do. We are ethical, open and authentic – we bring those qualities to every aspect of our work, including the development and documentation of ESG policies.

These principles have provided a solid basis for implementing, developing and consolidating strong ESG policies into our business – policies that are now being recognised by respected external bodies.

However, our ESG ethos is increasingly about empowerment: giving our people the opportunities to build their own communities around ESG principles and making a difference in ways that resonate personally.

The UN's Sustainable Development Goals

The United Nation's 17 Sustainable Development Goals (SDGs) seek to realise the human rights of all and balance the three dimensions of sustainable development: the economic, social and environmental. The goals and accompanying targets are designed to stimulate action in areas of critical importance for people and the planet.

At Airswift, our aim is to ensure our operations remain aligned with UN SDGs, specifically:



Goal 3: Good health and wellbeing. Ensure healthy lives and promote wellbeing for all.



Goal 5: Gender equality. Achieve gender equality and empower all women and girls.



Goal 8: Decent work and economic growth. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.



Goal 10: Reduce inequalities. Reduce inequality within and among countries.



Goal 12: Responsible consumption and production. Ensure sustainable consumption and production patterns.



Goal 13: Climate impact. Take urgent action to combat climate change and its impacts.

Environment:

People and planet

As a company, we have always taken our environmental responsibilities seriously both globally and locally. As leaders, as partners and as suppliers, we have opportunities to demonstrate commitment through our own choices and to ensure that those choices make a demonstrable, measurable difference.

We are also increasing our focus on our role as individuals and enabling our people to promote and participate in additional environmental programmes that matter to them personally. It is about empowering our employees and allowing our people to see the real, positive differences that their actions can make.

Input from our employees keeps our programmes relevant, practicable and effective. As we increasingly move to a structured approach with clear methodologies, measurable commitments and quantifiable results, we remain steadfast in our belief that true change happens when environmental considerations are seamlessly woven into the fabric of everyday life at Airswift.



Louise Bancroft
SVP People and Culture

Progress against SDGs



SDG 12: Responsible consumption and production

- 5-year replacement cycle for IT assets



SDG 13: Climate impact

- 33,675 trees planted in 2023
- 37,746 litres of plastic saved or recycled in 2023
- 293.45 tons of CO₂e offset in 2023
- 72,999 trees planted since 2021
- Carbon output reduced by 11,134 tons since 2021
- 4 of Energy Resourcing's UK offices became carbon neutral with the help of Carbon Neutral Britain from July 2023 to July 2024

Management and responsibility

At a minimum, we operate all our offices around the world with the necessary permits, approvals and controls. To engage our employees and stakeholders in all our locations, we have several local and regional volunteer groups who take on responsibility for suggesting, implementing, coordinating and empowering grass-roots initiatives. Regional sustainability ambassadors report to our SVP of People and Culture, who sits on the company Operating Board and reports directly to the CEO.

Special report: World Environment Week at Airswift

In 2023, our annual Earth Week transformed into the newly minted World Environment Week. This strategic evolution not only reinforces our commitment to environmental sustainability but also brings our collective efforts into alignment with the United Nations Environment Programme. By shifting our focus to support World Environment Day, we can maximise our impact and contribute meaningfully to the global conversation on environmental sustainability.

The name has changed, but our event remains focused on promoting and supporting sustainability and our four main goals:

- **Educate** ourselves and our communities about local environmental issues and how climate change will impact their region, the country and the world
- **Promote** values and behaviours that address environmental degradation and climate change in an inclusive and participatory setting
- **Empower** ourselves and our communities with the skills necessary to take action to help fight climate change
- **Maintain** new habits and remember that even the smallest actions can have a major impact



Each World Environment Week, our people donate hours to volunteering and education. These hours are accrued by taking part in events such as our sustainability trivia competition or company-wide 'Power Hour', when we are all encouraged to switch off unnecessary electronics for an hour during a workday. We also have a series of regional events – Meatless Monday cook-offs, sustainability seminars run by our team members and community volunteer events.

In 2023, our focus was #BeatPlasticPollution. Global teams came together to improve their local environments in a very hands-on way – with initiatives like litter pick-ups, plastic-free photo challenge, world environment trivia and Airswift Earth Hour.

RESULTS

- **World Environment Week 2023:** we pledged to contribute 1,000 hours. **We donated 2,058.**
- **Earth Week 2022:** we pledged to contribute 1,000 hours. **We donated 1,500.**
- **Earth Week 2021:** we pledged to contribute 600 hours. **We donated 1,700.**



What we do

As a workforce solutions and staffing provider our environmental initiatives are built around the following pillars:

- **Carbon offsetting**
- **Waste management**
- **Paper reduction**
- **Travel impacts**

CARBON OFFSETTING

Since 2021, we have partnered with Our Forest to ensure that Airswift is Earth positive. We offset the impact of the Scope 2 CO₂ emissions of our offices, and the Scope 3 emissions from all Airswift corporate travel. We also plant a tree for every single person we place in a job, with tree-planting initiatives reflecting the footprint of our business as far as possible. In 2023, we also planted an additional 1,912 trees to commemorate Energy Resourcing joining Airswift.

In addition to this, Energy Resourcing partnered with Carbon Neutral Britain to help identify and offset the carbon emissions across four UK offices. The partnership with Carbon Neutral Britain enables us to support various offsetting projects around the world. As an example, we are helping provide energy-efficient lightbulbs to homes in India and are currently aiding the development of the La Confluencia hydropower plant located in the Andes Mountains in Chile. This project aims to provide zero-emissions energy to Chile while contributing to the environmental and social development of the surrounding regions.

WASTE MANAGEMENT

We are compliant with all local and country regulations regarding waste disposal. We encourage the re-use and recycling of our equipment and consumables, where we use licensed and appropriate organisations to dispose of waste from our serviced offices globally. E-waste disposal is certified to be correctly treated under Duty of Care WEEE Directive 2012/19/EU, RoHS and Data Protection Legislation.

- **NEW:** We have agreed to let our IT assets for longer periods than the industry standard, to minimise the environmental impact of new laptops. The industry average is three years to replace an asset. At Airswift, it is five years.
- **NEW:** We will also partner with waste-disposal organisations that aim to stay compliant with WEEE directives and will select partners who work with local charity/ community-based projects.



PAPER REDUCTION

Reducing our use of paper is an ongoing task. We always look for ways to prevent unnecessary printing and enable e-signatures for documents. Any agreements for new office equipment must meet our requirements for paper reduction – and we maintain an information campaign in all our locations to minimise unnecessary printing.

- **NEW:** We have introduced a digital time and expense process, and with it, a monumental initiative towards reducing our daily paper use. In digitising this traditionally paper-based process, we are championing sustainability and eliminating monthly, bi-weekly and daily paper consumption of our 10,000+ contractors.

TRAVEL IMPACTS

We offset the carbon emissions of employee travel. To further reduce our carbon footprint, we encourage employees to adopt better commuting habits, such as cycling, car-pooling or public transport where feasible. Management pre-approves all business travel, ensuring it meets strict criteria to serve critical business needs. We actively promote

the use of communication and collaboration technologies to minimise travel and foster a culture of sustainability.

- **NEW:** We have launched a company-wide survey to better understand current commuting practices of Airswift staff and create a baseline for launching future initiatives to reduce emissions from staff travel.
- **NEW:** Our offices in Papua New Guinea have introduced a vehicle maintenance policy to extend the life of our fleet. This will require contractors to complete monthly inspections of vehicles including regular oil and tyre checks with frequent inspections of belts and hoses for cracks and leaks or loose fittings.
- **NEW:** We have introduced the 'Green Car Benefit' in the United Kingdom. With this benefit, our employees can take tangible action in reducing their carbon footprint. Individuals can offset their salaries in exchange for a brand new electric or plug-in hybrid vehicle, making eco-friendly transportation an affordable and attainable reality.



Summary: 2023 results



GOAL: Planting 25,000 trees in environmentally challenged hotspots

PROGRESS: 33,675 trees planted in 2023

NEXT STEPS: In 2024 we will:

- Explore options including a more holistic restoration approach – moving away from focusing on how many individual trees are planted and looking towards full landscape restoration
- In particular, Brazil will be an area of interest for us, as it houses nearly 60% of the Amazon rainforest and therefore plays an important role in our planet's health



GOAL: Identify ways to report on paper consumption across our offices worldwide

PROGRESS: We continue to develop a baseline for improvement

NEXT STEPS: Establish a baseline and use this as the basis for measuring reductions in paper consumption

Future goals

- We will work towards reporting requirements that are in alignment with European Sustainability Reporting Standards (ESRS) with our auditors BDO.
- We will start to carry out double materiality assessments to evaluate both the external impact of Airswift on society and the environment and the impact of societal and environmental factors on Airswift itself.
- We will investigate the feasibility of extending our robust supplier onboarding processes to encourage clients to consider their own waste management, sustainability and environmental protection practices.

Summary: 2023 results continued



GOAL: Introduce essential training for all employees on our environmental commitments

PROGRESS: We successfully introduced online learning in 2023

NEXT STEPS: Embed this training into our education programmes



GOAL: Investigate a carbon offset programme for clients and contractors

PROGRESS: We have developed an ESG FAQ for all clients and contractors

NEXT STEPS: Monitor and continue progress



GOAL: Investigate the feasibility of including environmental credentials in supplier onboarding

PROGRESS: We have reviewed supplier onboarding to incorporate several advisement and governance questions

NEXT STEPS: In 2024 we will:

- Monitor progress to understand supplier performance against these metrics
- Integrate ESG criteria into the overall supplier selection and procurement decision-making process to promote a more environmentally and socially responsible supply chain

Future goals

- In line with recommendations in the maturing carbon offsetting space, we will explore how we can support reforestation in Brazil, home to more than 20% of our employees, working with communities and governments to address the root causes of deforestation.
- In 2024, we will monitor our progress of including environmental credentials in supplier onboarding. In the medium term, with a baseline in place, we will look to integrate ESG criteria into the overall supplier selection and procurement decision-making process.

Social:

People and participation

Empowering people is a key part of the Airswift ethos, and one that is playing an increasing role in our ESG programme. Our company thrives when our people do. That means listening to them so that Airswift's sense of purpose is one that they recognise, can engage in and which celebrates the achievements that matter most to them.

We are proud of the measures that we have tried, tested and implemented over the past few years. Our focus this year is to ensure they are sustainably embedded in the Airswift culture, so we can be confident that our people will continue to flourish.



Louise Bancroft
SVP People and Culture

Management and responsibility

The SVP of People and Culture is ultimately responsible for DE&I, wellness and people development at Airswift. She is supported by the People and Culture Manager, including regional HR and L&D teams.

The HR team is backed by a DE&I committee, which consists of representative employees from across the organisation, who meet on a quarterly basis. The committee drives various campaigns in areas of awareness, provides feedback to the HR team and plays a vital role in communicating measures throughout our organisation.

Community engagement is encouraged and supported centrally, but is driven, planned and co-ordinated by regional representatives.

Progress against SDGs



SDG 3: Good health and wellbeing

- 75 hours of mental health training provided in 2023
- 23 Mental Health First Aiders (MHFA) in place
- 33% participation in Fit2Be Cancer Free initiative



SDG 5: Gender equality

- 59% of employees are female
- 40% of senior managers are female
- 50% of our Operating Board are female



SDG 10: Reduced inequalities

- 100% of employees participated in 424 hours of Diversity Equity and Inclusion (DE&I) training
- 182 internal promotions and moves
- 51 nationalities represented in our workforce

Special report: CEO Action for Diversity and Inclusion

Airswift is a signatory to the CEO Action for Diversity and Inclusion initiative. We are committed to:

- Making our workplaces trusting spaces to have complex, and sometimes difficult, conversations about diversity and inclusion
- Implementing and expanding unconscious bias education
- Sharing best practices – as well as practices that have been less successful
- Creating and sharing strategic inclusion and diversity plans with our Board of Directors
- Empowering and educating our company leaders to embrace, foster and create a diversity-friendly workplace for all

The CEO Action Pledge for Diversity and Inclusion is led by:

- Janette Marx, CEO
- Louise Bancroft, SVP People and Culture
- Jill Green, General Counsel



Strengthening DE&I

Since structuring our activity and formalising monitoring and measurement, we are now focused on embedding this in all our offices so it meets the needs of our local and regional teams while maintaining our own standards.¹

INTERNAL IMPACTS

We provide DE&I training for recruitment leaders, audit job postings, advertise all non-confidential job vacancies internally, target diverse populations in our recruitment and challenge our own job adverts to identify opportunities for flexible, shared, hybrid or part-time working – all to promote applications from a diverse pool of candidates and ensure they can compete for developmental opportunities. All employees have access to DE&I training, with a total of 424 hours completed in 2023, resulting in a 91% completion rate of Airswift Essentials, which includes our DE&I curriculum.

Our DE&I policies are included in our onboarding sessions for new recruits as are inductions for new hires. Every employee handbook and policy has been evaluated to ensure inclusivity. We also have a suite of DE&I training courses in our learning management system, which are available on demand and cover subjects such as stress, menopause, disability and allyship.

We gather data on our DE&I programmes through an annual employee engagement survey, an (optional) Equal Employment Opportunity survey for applicants and exit interviews for leavers.

EXTERNAL IMPACTS

We want our clients to recognise us as an organisation committed to DE&I, and to continually improve our company value proposition as an inclusive employer. To those ends, we are committed to ongoing learning and development of best practices at Airswift. We ensure we are an ideal employment example to our broader community of contractors and client employees. We partner with our clients locally to create diverse candidate shortlists. We are proactive in our outreach to diverse candidates, sharing new roles with multiple talent platforms and varied candidate pools. We also attend various networking events to identify and build new relationships.

What we do

Our work to empower and engage people is divided into four key strands:

1. Building a representative workforce through DE&I
2. Supporting employee health and wellness at every stage of their careers
3. Developing ways for all our workforce to create meaningful careers
4. Empowering our people to engage with and positively impact local communities

¹ We recognise nine protected characteristics, which inform our approach to DE&I. They are: sex, age, disability, gender re-assignment, marriage and civil partnerships, race (including nationality, national and ethnic origins), religion or belief, pregnancy or maternity and sexual orientation. Even where a country's laws do not recognise these protected characteristics, they apply to all Airswift employees in every country we operate.

Special report: Airswift and ISNetworld®

Airswift is an active member of ISNetworld®, the supplier information management platform operated by ISN. ISNetworld is a world-class forum for sharing industry best practice and benchmarking performance, as well as providing data insights to its members. It helps our clients obtain safety materials needed to continue business with us, including US occupational safety and health administration (OSHA) stats, safety programmes, certificates, ESG Assure sustainability reporting and more. Our compliance data and reporting processes are streamlined within ISNetworld to make it easier for our clients to prequalify with us and have the reassurance they are working with a provider who is ethically and sustainably compliant.

The following information is available to our clients online, 24 hours a day:

- Health, safety and environmental questionnaire
- Insurance certificates
- OSHA forms
- Experience modification rate (EMR) letters
- Written health, safety and environmental programmes
- Training information
- Monthly reports of hours and incidents
- ESG Assure reporting

We also maintain accounts with two other global resources, Avetta and Veriforce, that connect energy businesses with safe contractors. Our rating with all clients is an “A” average.

Supporting wellness

Every individual working with and for Airswift should feel safe in their workplace – mentally and physically. Some of our contractors work in extremely hazardous environments and we take every step to protect all aspects of their wellbeing.

HEALTH AND SAFETY

We make sure that all employees are given the appropriate information, instruction, training and supervision needed to work safely and efficiently. Our global health, safety and environment (HSE) management system describes our various policies on essential subjects, such as: fit for duty; job hazard analysis; stop work authority; incident investigation; and personal protective equipment (PPE) requirements.

We also issue a full health and safety policy to all new starters at Airswift, as part of the induction and onboarding process. That policy is also available online and we notify all staff of any updates.

Every Airswift contractor is paired with a service consultant who acts as their 24/7 support throughout their assignment. In addition, every Airswift employee and contractor has access to medical advice and support teams, as and when they are needed.

MENTAL HEALTH AND WELLBEING

Every Airswift employee has access to mental health first aid in addition to a standard Employee Assistance programme. We have a team of volunteer Mental Health First Aiders to bring a greater understanding of mental health issues to the workplace. They have been trained to spot the triggers and early warning signs of potential mental distress, provide a confidential

sounding board and direct people to other resources if needed.

The Mental Health First Aid programme complements quarterly training sessions, delivered by our People and Culture Manager. These include sessions on mental health awareness for new starters and how best to support and help team members for managers. We monitor and measure the impact of all our mental health awareness campaigns, to ensure they are delivering what people need.



Developing our people

Over the past few years, we have continued to add to our various online and offline resources to help our people develop meaningful careers with Airswift. We recognise that everyone's needs are slightly different, so we work hard to promote a day-to-day environment that is responsive and allows people to play to their strengths.

We encourage a family friendly environment for all staff, meeting our obligations under local legislation, including maternity, paternity, adoption, parental and dependents' leave – and of course remote and hybrid working. We also encourage our people to return and continue their careers with us after any extended leave and keep in touch with them during periods of absence.



Specific programmes include:

MYPATH

The MyPath programme proactively offers increased training, exposure and career development opportunities to each employee, giving them control over their own career path. Employees can voice their preferences to direct supervisors and to wider leadership by building, accessing and updating their personal development plan as they progress their career with Airswift. They can also provide personal statements, career history, education and qualifications, language capabilities, team memberships and professional strengths, as well as development needs and the departments and locations that would interest them.

COACHING PROGRAMME

Our coaching programme supports career development, particularly among women and other under-represented groups at management level. Members of the HR team partner employees with others who have already been through our coaching programme to bolster our management pipeline and individual connections across the business.

OPEN FEEDBACK

To address issues as they arise, we have an anonymous inbox that our people can email to raise any problems they feel cannot wait until the next formal survey.

PULSE CHECKS

In addition to our annual engagement survey, we issue a short questionnaire twice a year to provide a snapshot of company sentiment and success, to ensure that our people continue to feel valued in the workplace.

COMPLIANCE CERTIFICATION

All employees take part in the Airswift Essentials Annual Compliance Certification curriculum, which includes courses on anti-bribery & corruption, anti-bullying & harassment and GDPR.

HIGH FLYERS

Our High Flyers programme recognises the top-performing employees from every department around the world, who are examples of our culture of excellence, with an annual event to celebrate their success.

INTEGREAT

Initiated by our global leadership and learning and development teams, InteGREAT enables employees to create their own peer-learning groups with colleagues throughout our organisations to enhance skills exchange, cross-cultural experiences, leadership capabilities and more.

GLOBAL LEADERSHIP TEAM (GLT)

The GLT creates management opportunities and paths to promotion for mid- and senior-level individuals. The GLT operates on an annual rotation and former members have subsequently been promoted to the Operating Board. Application is encouraged from employees in any function and any location, and members are selected by the CEO and SVP of People and Culture. Members also receive the opportunity to attend two annual leadership summits that are focused on their own personal growth.

- **NEW:** We have developed an Emerging Leaders programme for high-potential non-managing employees. Members get access to coaching, development sessions and an individualised career development plan. Complementing InteGREAT and GLT, the Emerging Leaders programme means we now have initiatives targeting every key level of seniority.
- **NEW:** We have introduced a focused finance training workshop. The first was hosted in Manchester, with the next in Kuala Lumpur. A full day of training led by our CFO and finance SLT, the programme is designed to enhance technical abilities and support career progression.



Community engagement

Our engagement programmes support various organisations and charitable causes worldwide. Whether providing education in the areas in which we operate or setting aside time to give back to local communities each year, these initiatives are embedded in our company culture. All programmes are initiated and managed by local teams. The following are some examples of the work we currently do.



What we do

CANCER AWARENESS

Fighting cancer is a cause that matters to many of our people whose lives have been affected. Our goal is to promote cancer research and education by raising funds for various cancer societies globally. This includes:

Fit2Be Cancer Free

- A 3-week step challenge that encourages colleagues, friends and the community to get active and adopt a healthy lifestyle as a means of cancer prevention.

Relay For Life

- The world's largest fundraising event to save lives from cancer, brings our offices together every year through a variety of events to raise funds and awareness for cancer care. We have now raised more than \$400,000 - including \$80,000 in 2023.

Houston Hope Lodge

- A cancer care facility that provides a free home and community for patients and caregivers who live more than 40 miles away from their treatment centre. Airswift has raised over \$73,000 for the American Cancer Society Hope Lodge Houston since 2016.

STEM OUTREACH

In partnership with charity TeenTech, Airswift developed a STEM outreach programme at Manchester Moorside School in the UK. One of the groups within the school was, with the help of Airswift, shortlisted as finalists for the Transport category in TeenTech's Innovation Award. We are currently evaluating options for an ongoing partnership with TeenTech, including replicating this event in Houston.

Summary: 2023 results



GOAL: Increase in employees participating in the Fit2Be Cancer Free wellness initiative by end of 2023

PROGRESS: 33% participation; 40 million steps taken; 17,828 miles walked

NEXT STEPS: Target 40% employee participation in 2024



GOAL: Develop intern programmes in IT, marketing and HR at Houston and Atlanta sites

PROGRESS: 19 interns were hired in 2023 in Manchester, Rio, Atyrau and Kuala Lumpur, in HR, Finance and Recruitment



GOAL: Extend learning management system modules on sexual harassment and DE&I to external employees

PROGRESS: External employees can now be enrolled onto these courses at a clients' request

Future goals

- We will continue to develop support programmes for our clients who wish to target more diverse hires and implement stronger DE&I principles into their own hiring practices.
- We will implement a comprehensive and supportive Absence Management process that efficiently monitors employee absences and facilitates and supports employees with their successful return to work.

Summary: 2023 results continued



GOAL: Create a structured wellbeing strategy and ensure that at least 80% of employees can say they have access to necessary resources

PROGRESS: 75% say they have access to resources that support their mental health and wellbeing which is up 1% from 2022

NEXT STEPS: Launch our comprehensive wellbeing strategy in 2024



GOAL: Equal Employment Opportunity (EEO) monitoring to reach 80% of hires

PROGRESS:

- Our evaluation of activity and voluntary response rates shows that while the initial goal may not be achievable, we affirm our commitment to maintaining the voluntary nature of the programme
- Additionally, our current participation rate aligns with global industry standards which are observed internationally among similar companies

NEXT STEPS: Maintain efforts to foster voluntary engagement in EEO monitoring initiatives, adjusting our goal to a more realistic target

Future goals

- We will continue to promote participation in Fit2Be Cancer Free, so that 40% of our employees participate in the step challenge.
- We will continue to contribute volunteer hours to World Environment Week, with a goal of 2,250 hours donated in 2024.
- We will continue to raise money for primarily cancer-related charities, with a goal of \$50,000 annually.

Summary: 2023 results continued



GOAL: Explore options for partnering with US veterans' networks to attract talent among service leavers

PROGRESS: In our commitment to Diversity, Equity & Inclusion, we have:

- Broadened our focus to encompass all frequently marginalised groups, including veterans, LGBTQ individuals and those with disabilities
- We are dedicated to elevating these valued individuals and the skills they bring

NEXT STEPS: Gather insight around how these groups are represented at Airswift and bolster these communities through training and development, mental health resources, internal advocacy and inclusivity programmes



GOAL: Bolster the Airswift Mental Health programme with external counselling

PROGRESS: On further evaluation, this effort duplicated health plans for many employees. Instead, we have empowered our mental health first aiders to signpost external counselling for which we provide financial support

NEXT STEPS: Examine ways to ensure the service can be fully utilised and reach the people who need or want support



Governance:

People and policy

All business activities must be performed in full respect of the law. This is an area Airswift will not compromise on. We operate in fair competition with honesty, integrity and good faith. We do this with due respect for the legitimate interests of our employees, shareholders, commercial and financial partners – and crucially, of the communities in which we are present.”

Governance is therefore extremely important to everyone at Airswift. It enables us to commit to:

- Remaining compliant in every country where we operate
- Continuing with rigorous compliance with all anti-bribery and corruption and anti-slavery and human trafficking laws and guidelines
- Maintaining the health, safety and wellbeing of our colleagues and contractors
- Sustaining our position as a sound business that our shareholders, bondholders and customers can count on
- Upholding our reputation for quality in every aspect of our operations

- Developing the leadership teams that can build a sustainable business for the future
- Continuing to work with respected external partners for all governance matters, ensuring bespoke compliance and to remain abreast of evolving legal requirements

Although governance is, by definition, the most top-down element of the ESG triad, it requires the daily support and hands-on engagement of all staff members to be truly effective. For that reason, we continue to look for ways to ensure that everyone at Airswift understands their own responsibilities and those of others around them so they can act accordingly.

Management and responsibility

The Board is responsible for setting the objectives, identifying key risks and establishing the agenda for all aspects of our governance programme. The Board plays an active role in the oversight of the company's financial performance, long and short-term strategy, enterprise risk and various environmental, social and other sustainability factors. The Board receives regular updates from senior management on the company's progress on the overall performance related to the matters mentioned above.



James Allen

Business Ethics Officer and
President EMEA & CIS

The Board is comprised of very experienced and diverse senior business leaders with significant knowledge and contributions around ESG areas, such as sustainable business strategies and chairing sustainability committees in public companies.

We have also established a compliance and risk steering committee as a subgroup appointed by the Board which is tasked with identifying, reviewing and mitigating risks for the business.

The committee meets quarterly to look at all elements of risk across the business as part of the ISO 9001 programme. Each quarter, the committee reviews, heatmaps, analyses and discusses business operations to identify important external and internal risk factors and ensures the correct resources, initiatives and strategies are implemented across the business to mitigate them.

All employees take part in the Airswift Essentials Annual Compliance Certification curriculum, which includes courses on anti-bribery & corruption (ABC), anti-bullying & harassment, data security and general data privacy and protection.

Progress against SDGs



SDG 3: Good health and wellbeing

- Total Recordable Incident Rate (TRIR) for full-time and contract workers is 0.14 for 2023



SDG 8: Decent work and economic growth

- 78% completion of anti-bribery & corruption training
- 77% completion of anti-bullying training
- 79% completion of GDPR training

What we do

BUSINESS ETHICS

We have an established Code of Business Ethics as the central point of reference for anyone associated with our business, which every person working with Airswift must adhere to.

It is a standard that we have set for ourselves to ensure that no matter where we are in the world, everyone associated with Airswift will be morally just in their actions. It is of paramount importance for the good functioning, reliability and reputation of our business, all of which are crucial factors for our success. It is designed to help our employees comply with all laws and regulations governing our business and outlines steps to prevent, detect and report any misconduct that may occur.

In addition to establishing what we expect from all personnel working for or on behalf of Airswift in all operations under our control, the Code of Business Ethics sets out how we approach the following issues:

- Avoiding conflicts of interest
- The consequences of being a global business
- Health, safety and environment
- Transparency in financial transactions
- IT security and data protection
- Treating coworkers fairly
- Doing the right thing – a guide for employees

We send annual statements to our clients, contractors and employees every year, reasserting our Code of Business Ethics and have a dedicated Business Ethics Officer as part of the Executive Board.

ANTI-BRIBERY & CORRUPTION (ABC)

As a global business, we take anti-bribery and corruption policies very seriously and have a zero-tolerance approach to any breaches by any party we interact or transact with.

All Airswift personnel in every office are expected to work in accordance with our ABC policies; each staff member takes a training module upon joining the company and is required to take a refresher course every year. The Board receives a detailed report from our Business Ethics Office the – BEO – on the ABC compliance of the company each quarter.

All Airswift staff are empowered to act with impunity to report any concerns they may have around ABC compliance and can use Airswift's confidential reporting hotline to report any matters directly to the Business Ethics Officer and in full confidence.

QUALITY MANAGEMENT

We have established quality objectives for our entire business, as set out in our Quality Policy. These ensure that the needs of our business and our customers continue to be met. These objectives are reviewed on a regular basis to monitor and measure performance.

We have secured BS ISO 9001:2015 accreditation for our Quality Management System in our global headquarters in the UK, the US and Singapore. All our policies are audited on a bi-annual rolling schedule for continual monitoring and improvement. We have processes in place to secure feedback from employees, customers and contractors. The Board receives regular reports on quality management and every region and department has set quality objectives, metrics and performance targets. Compliance with the ISO 9001:2015 standard also means we are audited by ISO three times a year.

As part of our commitment to quality control, we continuously look for opportunities to deploy technology and automation systems to improve performance and reduce manual errors. To this end, each region has dedicated resources in place to ensure quality standards and objectives are met and that our target of “Continuous Improvement” can be realised in our day-to-day operations and interactions.

HUMAN RIGHTS

We conduct our business in a manner that respects the human rights and dignity of all people. Our Human Rights Policy is guided by internationally recognised human rights, as set out in the International Bill of Human Rights and the International Labor Organisation’s Declaration on Fundamental Principles and Rights at Work.

Our Human Rights Policy outlines our commitments with regards to:

- Governance
- Ethical recruitment
- Employment contracts
- Working conditions
- Non-discrimination
- Modern slavery and human trafficking
- Safe working environments
- Child labour and young workers
- Freedom of association and collective bargaining
- Grievance mechanisms and disciplinary procedures

Our anti-slavery policy is embedded into our compliance programme to make sure we continue to work ethically and avoid introducing human trafficking and slavery into any part of our supply chain or network.

- **NEW:** We have updated our modern slavery policy statement to incorporate anti-slavery standards as described in Australian legislation.

IT SECURITY AND DATA PROTECTION

Airswift has more than 60 policies in place regarding the use of our IT systems, risk management and data protection. We fully comply with all data privacy regulations in all the jurisdictions in which we work; we have adopted GDPR standards as our global baseline because it is internationally recognised as the most robust data privacy and security regulation globally.

Staff are also required to take a variety of cyber security courses through our learning management system to minimise Airswift’s exposure to cyber fraud, malware and data-privacy breaches.

We also implement a cloud-first approach for our systems which allows us to make sure we have overarching governance and compliance across all our systems. We use a combination of the following:

- Office 365
- Azure
- SAAS
- PAAS

As an organisation, to ensure data-security best practices, we also implement E5 licenses across the board, which enables the running of an enhanced Microsoft security suite and features across all our IT and data management operations.

In addition, by using the Microsoft 365/Azure stack, we have also been able to implement the Microsoft Emissions Impact Dashboard. This enables us to track and reduce our carbon emissions related to Microsoft cloud services usage.

Our systems are audited annually to establish opportunities for improvement or sharing good practices which are reported to the Board. Our hubs in Houston, Manchester and Singapore passed their 2023 audit with flying colours.

INVESTOR RELATIONS

Our CEO and CFO meet quarterly with our bondholders to present the company's performance and confirm compliance with the bond requirements. In the meetings, the bondholders are free to ask open questions and are encouraged to engage in discussions with management.

Having a listed bond on Euronext Oslo also means we must adhere to MAR (market abuse) requirements, including strict treatment of insider information as well as the Oslo Børs rule book. This includes specific bond terms and additional laws and regulations in Norway, which require a high level of quality and integrity in how we operate.

We also have additional reporting requirements in our annual accounts related to CSR. All our accounts go through added scrutiny, such as a technical review by our auditor, ensuring our accounts have the highest level of quality before being signed by the Board of Directors. The Norwegian Financial Supervisory Authority (Finanstilsynet) is a world-class institution ensuring all companies with listed tradable securities in Norway satisfy these requirements.

Fulfilling these requirements and building trust with our stakeholders is of the utmost importance for Airswift and we go to great lengths to maintain this trust.



Summary: 2023 results



GOAL: Secure ISO 37001:2016 accreditation for our anti-bribery & corruption programme

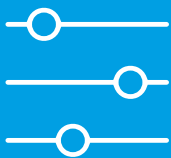
PROGRESS: Accreditation secured in Q4 2023



GOAL: Start exploration of requirements for ISO 14001 accreditation of environmental management systems

PROGRESS: Exploration has been delayed

NEXT STEPS: We will review requirements to see where best to start the accreditation process are maintained



GOAL: Secure ISO 27001 accreditation for our information management systems

PROGRESS: Compliant with ISO 27001 theory; pre-assessment completed; GAP analysis completed

NEXT STEPS: Official assessments in Q1 2024, subject to BSI availability

Future goals

- In 2024, we plan to increase engagement with the Airswift Essentials Annual Compliance Certification curriculum by adding gamification techniques.
- We will complete the ISO 27001 certification process for information management systems across the Airswift Group.

