



SUSTAINABILITY POLICY

SATA Group undertakes Sustainability as a strategic component for the development of the organization and the business. As a group operating transversely in the air transport sector (Regional, Domestic, and International), namely in passenger, cargo, and mail transport, maintenance and ground assistance, it aims to play a significant role in responding to the current challenges of the sector, creating value for all Stakeholders, in compliance with the legislation and other applicable obligations, and good practices inherent to its activity, namely the implementation of the IENVA program (IATA Environmental Assessment) on Flight Operations and Corporate Activities. Promoting the connectivity of the Azores with the world sustainably and following the Sustainable Development Goals (SDGs) of the United Nations 2030 Agenda is an endeavor for SATA, which is why this policy defines its sustainability strategy based on the following pillars: Environmental, Social and Governance with the main goal of ensuring that the group's activity has a positive impact on the communities in which it operates, thus minimizing the effects of its operation, including those of an environmental nature.

We commit to:

Environment

Protect the environment, through the identification, control and mitigation of environmental aspects and impacts, climate change effects and pollution.

Reduce and offset carbon emissions, working in partnership and contributing with the industry in global efforts to decarbonize the sector.

Implement the industry's best practices for noise and air quality.

Promote energy efficiency and responsible use of natural resources. Encourage circular economy, reduce the amount of waste, and increase its recovery.

Maintain a zero-tolerance policy for the illegal transport of wild and endangered species and their products.

Continuously improve ecological performance through the environmental management system.

Social

Respect Human and Labor Rights, ensure ethical and equitable practices, rejecting all forms of forced and child labor, harassment, and any discriminatory practices, applicable to different Stakeholders.

Ensure the safety and health of workers, minimize risks and accidents, prevent occupational diseases, provide well-being and a balance between personal and professional life.

Promote the development of personal and professional skills by providing transparent and fair learning opportunities, assessment systems, recognition, and career progression.

Involve the community, participating in social, cultural and technological initiatives, as well as ensuring the quality of services provided, customer satisfaction and safety.

Governance

Adopt the best corporate governance practices, comply with obligations, ensure responsible financial management, as well as guarantee transparency and business ethics, with support for risk management.

Develop a strategy of proximity to Stakeholders, encouraging the creation of value and consultation mechanisms that allow identifying their needs and expectations.

Communicate regularly and transparently the strategy, intentions and goals, and corresponding sustainability performance.

Fight corruption and adopt measures to prevent money laundering.

Ensure the implementation and management of privacy and personal data protection, cybersecurity, and information security policies.

Luis Rodrigues
Chairman of the SATA Group

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