SITA ETHICS CHARTER

We believe that SITA systems services and solutions are vital to support the movement of billions of travellers every year. Our intent is always that SITA's services and solutions should help to realize the benefits of secure and simple travel.

We place the utmost importance in conducting our business in a responsible, sustainable and ethical manner, ensuring that we can continue to hold our head high as a respected and trusted corporate citizen.

Our management and staff are committed to act in accordance with this Ethics Charter and to uphold its principles at all times.

Therefore, we provide our services and solutions in accordance with the following principles:

1. **Human rights** – we support the dignity and human rights of individuals and families. We always conduct our business in accordance with the prevailing principles and standards of the United Nations and all applicable legislation, as well as our own SITA Code of Conduct.

2. **Personal data** – our systems meet relevant data privacy regulations, including GDPR. SITA is committed to the protection of personal data, and adheres to common principles such as storage and purpose limitation, data minimisation, accuracy, integrity and confidentiality. SITA processes personal data, acting as a controller or processor, only where a lawful basis of processing is established.

3. **Biometrics** – SITA is committed to ethics and global standards in the use of biometrics, with the expectation that our customers will follow relevant best practices and comply with applicable legislation when operating any SITA-provided solution. As a member of the Biometrics Institute, we manage biometric identity information in accordance with the Institute's ethical best practices.

4. **International standards** – we align our systems with internationally recognized initiatives to strengthen travel services, including those of the United Nations, ICAO, and the European Union. For example, we comply with (and enable SITA customers and associated stakeholders to comply with) UN and EU regulations and directives concerning border security.

5. **Under government control** – we expect the decision-making authority in areas such as border control supported by artificial intelligence and machine learning to always remain with the authorized government, including the definition of the rules used by individual governments for risk assessment. Governments should apply appropriate control measures, including providing human in-loop safeguards, to ensure that information provided, and recommendations made by the system, are validated before being enacted.

6. **Transparency and fairness** – we are cognizant of the possibility of error and bias in computer algorithms. Therefore, we take all possible practical measures to ensure that the data sets and advanced technologies used represent the world fairly, diversely and free from bias and discrimination. All outputs from our systems affecting passengers' rights are traceable and explainable.

7. **Environmental and social standards** – we are committed to managing the economic, environmental and social impacts of our organization. This includes focusing on programs to reduce our environmental impact and supporting the communities where we operate. We are also committed to supporting our customers' programs to reduce their carbon emissions.

8. **Compliance** – we ensure compliance with our ethical intent by applying additional governance to our business operations and solutions design in the form of SITA's Ethical AI & Data Science Board.

SITA commits to regularly reviewing and when necessary updating this Ethics Charter, to ensure that over time the principles embodied in it continue to be valid and relevant to our stakeholders and the societies where we conduct business.

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