



Widerøe Ground Handling AS
Sustainability report
2022

0. Content

0. Content	1
1. CEO comments	2
2. Company profile	3
3. Key figures	5
4. Our sustainability approach	6
4.1 Strategic targets.....	6
4.2 Cooperation - the Widerøe Group.....	7
4.3 Main targets.....	7
5. Environmental	8
5.2 Plans and policies.....	8
5.3 Activities and actions.....	8
5.4 Results.....	10
Case: Oslo Airport.....	10
Development of certain KPIs.....	11
6 Social	13
6.2 Plans and policies.....	13
6.3 Activities and actions.....	13
6.4 Results.....	17
Case: Apprentices company of the year - Nordland.....	17
Development of certain KPIs.....	18
7 Governance	21
7.2 Plans and policies.....	21
7.3 Activities and actions.....	21
7.4 Results.....	25
Case: research and development with partners – Widerøe Zero.....	25
Development of certain KPIs.....	25

1. CEO comments

We believe that sustainable business practices contribute to positive results in the long term, which in turn are a prerequisite for investing in environmental and social development. Therefore, we integrate sustainability goals into our strategic and operational objectives and decision-making.

We invest significant time and financial resources in training and ground equipment to keep our employees safe and healthy. Health and safety, environmental protection, and the quality of our services are the result of a long-term commitment.

We have defined several objectives to support our sustainability work towards 2030. At the same time, 2030 is the time horizon for the UN Sustainable Development Goals. We support the sustainable development goals (SDG) and want to be part of the journey to ensure a more sustainable future. By acceding to the sustainable development goals, we emphasize that we will do our part in sustainable development.

Through acquisition of new ground equipment, we address one of our most major impacts on the environment. A large part of our fleet is already electric, and we always strive to buy electric equipment when possible. This supports a more sustainable and eco-friendly operation and our sustainability plan with the target to be fossil free by 2030 at the latest.

Trough extensive training with our experienced employees we do our outmost to secure the correct amount of chemicals used, typically related to de-icing of aircrafts. Most of all fluids used are collected and available for a variety of recycling options at our locations. In addition to this we have entered a partnership with a company who develop a system where de-icing and washing operations are done with a closed loop. The ambition is to significantly reduce the possibility of discharges into the surrounding environment further. In this way we address one of our most major impacts on the environment.

In the last years with significant challenges caused by Covid and geopolitical unrest, I would like to thank customers, partners, and our staff for being flexible and understanding. I hope we are facing a future with more normalized level of activity and that we will be able to make further investments in solutions that supports a sustainable development.



Marius Myhre

CEO

2. Company profile

Widerøe Ground Handling AS (WGH) is a company within the Widerøe Group originated from Widerøes Flyveselskap AS established in 1934 and has delivered ground handling services for Widerøe and other airlines for decades.

We believe that being a part of an Aviation Group gives us important knowledge of what airlines focus on, and what we must do to meet our customers' expectations. WGH have extensive experience in ground handling of network operators, as well as low-cost operators and regional niche operators.

We are the major ground handler in Norway located at 42 airports.

WGH deliver a full suite of high-quality services in airport ground services and air cargo handling.

From standard services like check-in and gate and general cargo handling to highly specialized services like handling of pharmaceutical products. Our qualified staff can cover all the needs airlines may be seeking on the ground.

Widerøe Ground Handling handles airlines and customers from all over the world cooperating with over 100 airlines. WGH handles around 165 000 departures yearly, with ~3000 units of well-maintained ground equipment.



VISION

We create opportunities between small and big locations! With the vision that "a great journey starts on the ground"!

MISSION

For any airport to function, large and complicated machinery is required. We are that machinery, and we take pride in making it work, every single day and every single time. We care and are always present, even when we are not visible.

Our mission is to solve both small and large tasks, and we know that all details are equally important. We make sure that the routines work and that we meet challenges with thrive and courage. We are the ones who go out of our way to avoid being noticed. We do everything we can to ensure that everyone has a good experience at our airports.

Our mission is to always deliver according to our MAIN priorities:

-  **Safety**
-  **Punctuality**
-  **Service**



People is the foundation of Widerøe Ground Handling, consisting of 1800 motivated and dedicated employees across Norway. Widerøe Ground Handling fosters a strong culture based on a common driving force, shaped by our company's vision, mission and values. We care, are reliable, down to earth, and committed!

All personnel are compliant with our values and priorities which is the heart of the WGH culture.

VALUES



Caring

We care and acknowledge each other and our surroundings with positivity and sincerity. We provide excellent service with the goal to exceed customers' needs and expectation everyday! We are motivated, attentive and ask questions, and we are the ones who response and help those who need it.

Down to earth

We are genuine and meet people in an honest and informal way without compromising professionalism. We are welcoming and face the world with openness and without prejudice. We are there for everyone and everyone should feel at home with us.

Reliable

We are trustworthy and do what is promised of us. We build our credibility trough safety, punctuality, and correct information. We go as far as possible to ensure that the flights leave when they are supposed to and that everyone arrives at the right time. We know that trust is not something we get, but something we must constantly earn.

Committed

Our commitment is our driving force. We have great responsibility and are not afraid to take on big tasks and we are never indifferent; we care and believe that our contribution makes a difference. We are always looking for new opportunities with motivation and excitement.

3. Key figures



4. Our sustainability approach

WGHs values are caring, reliable, down to earth, and committed. Our mission is to always deliver according to our main priorities: Safety, Punctuality and Service. We care about our customers and about helping them to a more sustainable future. We care about contributing to sustainable development within our company and our local community. Together, we want to play a significant role in the global sustainable development that is the objective of the UN Sustainable Development Goals.

As a result of our mission there are areas in which we already work on sustainable development. Therefore, in this report, we have selected the sustainable development goals that cover the areas where we already work on sustainable initiatives. These are areas where we already make and will continue to make a difference.

4.1 Strategic targets

We have identified which Sustainable Development Goals have an impact on our business, how our business impacts the SDG and how we can maximize the contribution to sustainable development.

The chosen five SDG is nr 5 – Gender Equality, nr 8 – Decent work and economic growth, nr 9 – Industry, innovation and infrastructure, nr 12 – Responsible consumption and production and nr 13 – Climate action.



4.2 Cooperation - the Widerøe Group

As a part of a larger aviation group company, we strive to collaborate for best practices in the group also in respect of sustainability. This is reflected in WGH through various strategies, policies, and procedures. In addition to this the companies across the group also collaborate in existing and potential future R&D activities related to more sustainable aviation.

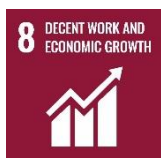
Widerøe Zero is set up as an Air Mobility Incubator for a revolution in aviation. Owned by the Aviation Group Widerøe AS and headquartered in Oslo, Norway, it tackles all the regulatory, commercial and financing challenges involved in purchasing and entering new aircraft concepts into revenue service. Its work is immediately necessary for Norway, where the geography welcomes short-haul flights already possible with existing zero-emissions technology. Other countries throughout Europe and beyond will benefit increasingly from Widerøe Zero's knowledge as the range of commercial options afforded by a new class of aircraft becomes clear.

4.3 Main targets

In the coming years, we will continue to develop our own ambitious objectives in these areas.



- Social responsibility - increase the number of apprentices
- Secure and safe work – reduce injuries at work
- Training – continuous training for employees



- Equal opportunities for all employees
- Partner up to collaborate on future aviation concepts (R&D)
- Implement ISO-standards across the company



- Ensure compliance to requirements
- Deliver products according to agreed standards



- Ensure high safety standards and just culture
- Reduce emissions from Ground Equipment – fossil free fleet latest by 2030
- Reduce the use of chemicals in operations

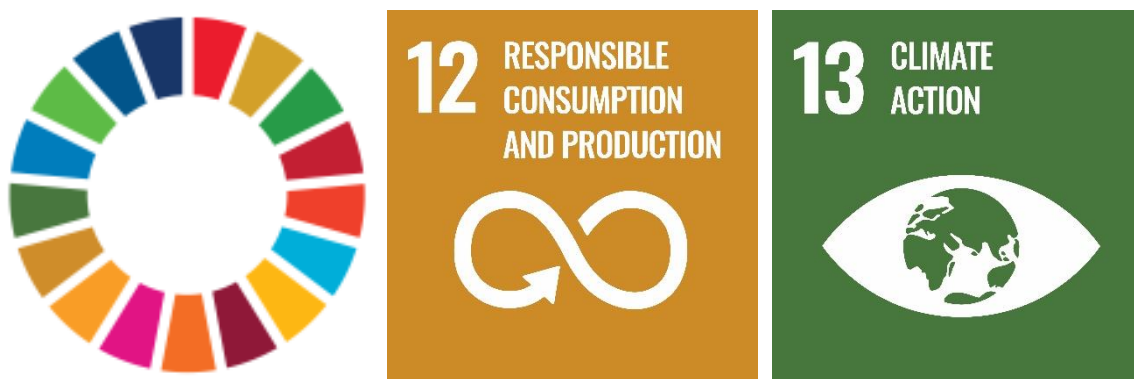


- Waste management - Reduce, Reuse, and Recycle
- Energy – responsible consumption

5. Environmental

5.2 Plans and policies

The chosen SDG related to the environmental aspects and our sustainability work is:



To support the work in our company regarding these aspects we have implemented policies, procedures, and governing documents to support our organization, examples:

- Environmental policy
- Procurement policy
- System and Risk Assessments chemicals
- Contingency Plan uncontrolled emissions

To achieve results in our ambitions to have responsible consumption and production and contribute to climate action the following areas are key areas for WGH to achieve progress:

- Reduce emissions from Ground Equipment – fossil free fleet in 2030
- Reduce the use of chemicals in operations
- Waste management - Reduce, Reuse, and Recycle
- Partner up to collaborate on future aviation concepts (R&D)
- Energy – responsible consumption

5.3 Activities and actions

We are fully committed to minimizing the impact of all our activities on the environment and to comply with all legal and other environmental requirements applicable to our business.

We have set long-term strategic environmental objectives and targets and aim to become a truly sustainable ground services provider. As our business increases, our consumption and emissions will naturally increase. We are therefore very conscious of controlling the consumption in the most sustainable way possible. We do so by working on more energy-efficient initiatives, waste reduction and recycling initiatives.

Chemicals and water

To ensure clean drinking water for the generations to come, we must do our best to protect the groundwater and, at the same time, reduce the company's consumption and use of chemicals.

WGH have implemented a register over all chemicals used in our operations and they are all risk assessed. Personnel using chemicals are trained in use of the chemicals to secure safety and environment.

For the de-icing of aircrafts, relatively large quantities of glycol are typically used. Pure glycol may have toxic qualities and may affect the environment and water; therefore, WGH strives to optimize the use of this substance as a standard. WGH uses a glycol mix to reduce the quantity of glycol used to a minimum depending on weather conditions. We perform extensive training with our experienced staff to secure the correct amount of fluid.

As part of our work to reduce the quantity of glycol we have entered into a strategic partnership with MSG Aviation. The company is developing a system where de-icing and washing operations are done in a facility with closed loop. The ambition is to significantly reduce the possibility of discharges into the surrounding environment. The majority of all fluids used are collected and available for a variety of recycling options.



Waste

At WGH, we are committed to minimizing our environmental impact and reducing waste. We understand that waste is a significant issue that affects the environment, and we aim to do our part in addressing this problem.

We believe in the importance of the three Rs: **Reduce, Reuse, and Recycle**. Saving paper is one way to reduce waste in our organization, and one way we do this is by using secure print technology in our printers. This technology ensures that only authorized personnel can print documents, eliminating the wasteful printing of unnecessary documents. Our sustainable printing solution reduce paper, toner chemicals, power and the need for dedicated printers to print sensitive documents. Additionally, we promote paperless operations wherever possible, and have since 2016 invested and implemented mobile applications to minimizing the need for paper-based documentation (e.g., checklist, load instructions/reports, service capture).

We also recognize the value of reusing products and extending their life cycle. We aim to repair or reuse items such as laptops, PCs, and handheld devices within the organization. Devices which are no longer suitable for our needs will be wiped clean to be reused by others. By doing so, we not only reduce waste but also contribute to a more sustainable and circular economy.

In addition to reducing and reusing, we also prioritize recycling. We have implemented recycling programs throughout our facilities, and we encourage our employees to participate actively in these programs. Residual waste which cannot be recovered is disposed of accordingly. In this category waste

from aircraft is still the most challenging waste. We can only solve this by working closely together with our airport partners and customers.

In most of our locations WGH participate in Avinor's joint waste management scheme whereby all waste is handled by the same waste handling company. Waste is separated at source and dropped off at waste collection points. The waste handling company deals with the waste and delivers it to approved final disposal and recycling plants.

Emissions

As a key player in the aviation industry, we are aware of the pressures that airlines and airports face to reduce their carbon footprint. We consider it our shared responsibility to reduce and help minimize the impact from the industry. We are working on reducing our carbon footprint, not only from our fleet of vehicles and ground support equipment, but also in offices and other areas in our operation.

For years, we have consistently chosen to electrify our basic GSE (tractors, belt loaders etc.) and vehicles where possible. Today 66% of WGHs fleet is electric and sustainable. The transition has been intensified and we have now set an ambitious goal to be fossil free by 2030 at the latest, and achieve carbon neutrality on our ground equipment. We are working on optimizing maintenance so that the equipment's lifetime has the right intersection of replacement. We acknowledge that using existing equipment is less harmful to the environment than replacing it, even with electric.

5.4 Results

Case: Oslo Airport

In 2021 WGH established operations at Oslo Airport, and during 2022 we have increased our activities together with our customers. Seeking fossil free solutions on the Ground Equipment as far as possible was a key for the company in respect of sustainability. All the cars, tractors, belt loaders, toilet-truck, main deck loaders and pallet transporters are electrical. That sets a new standard for WGH regarding electrification also on wide-body aircraft handling equipment. The share of electrical equipment at OSL is above 70%.

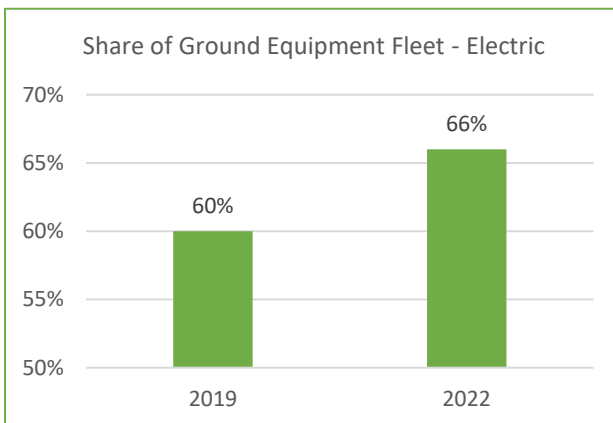




Development of certain KPIs

Development of electric Ground Support Equipment (GSE)

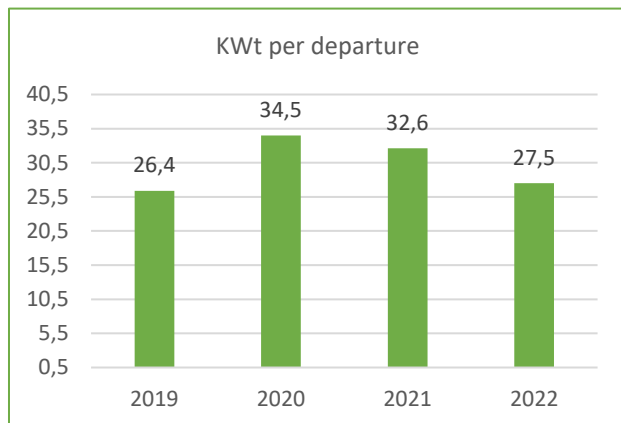
During the past years WGH have, in cooperation with our suppliers, accelerated the need for more sustainable motorized ground equipment. Not all types of equipment currently have a real opportunity to be electrified, but whenever possible electric is clearly preferred when renewal is considered.



By year-end WGH had 861 motorized GSEs in the total fleet, where the electric share is above 66%. Compared to 2019 the electric share has increased with 10,5 percent. Due to the pandemic 2019 is used as a “base-year” in most of our targets and comparisons. We will continue our work to become fossil free, and our plans for 2023 are based on a renewal-rate where 90 percent of planned motorized GSE renewal is electric. The target is a fossil free fleet by 2030 latest.

Development of Energy Intensity

WGH rents premises and operates cargo warehouses across Norway, to a large extent from Widerøe Property. We monitor the development of energy usage in these facilities (KWh) and measure against our activities to identify the development of energy intensity.



Compared to 2019 the electric intensity has increased with 4 percent. Due to the pandemic 2019 is used as a “base-year” in most of our targets and comparisons. We will continue our work to reduce energy consumption in our facilities and monitor against our activities.

6 Social

6.2 Plans and policies

The chosen SDG related to the social aspects and our sustainability work is:



To support the work in our company regarding these aspects we have implemented policies, procedures, and governing documents to support our organization, examples:

- Code of Ethics
- Human Resources Strategy and Procedures
- HSE Strategy and Procedures
- Safety Policy & Safety Management System
- Training Policy & Training Manual
- Emergency Response Plan

To achieve results in our ambitions to support gender equality decent work and economic growth the following areas are key areas for WGH to achieve progress:

- Social responsibility - increase the number of apprentices
- Secure and safe work – reduce injuries at work
- Training – continuous training for employees
- Equal opportunities for all employees

6.3 Activities and actions

Widerøe Ground Handling are responsible for treating our internal and external stakeholders with respect regardless of nationality, sex, national or ethnic origin, colour, religion, language, or any other status. WGH aims to provide a work environment that empowers diversity, inclusion, and equal opportunities for all employees. We ensure that all forms of slavery or any form of child labour is against WGH work policies, and we have measures in place to ensure that all suppliers adhere to the same policies. WGH commits to protect the dignity and rights of its staff members and of any individual

with whom it conducts business. All individuals with whom conducts business are treated with respect, fairness, and dignity.

These principles are manifested in our ethical guidelines which alerts to the fact that harassment is prohibited under Norwegian laws. It also provides remedies to complainants in recognition of the impact of harassment and outlines responses and consequences where this has occurred. Additionally, the principle of equal opportunities for all employees is integrated into our Human Resources Strategy and Procedures and forms part of our recruitment process.



In our recruiting and hiring processes, we comply with all relevant legal requirements. In compliance with the law and our own corporate Code of Ethics, we treat applicants equally, regardless of their gender, ethnic origin, race or color, marital status, religion or any other categories protected by law or our ethical principles. Needless to say, WGH applies the same high standards to its existing staff. Discriminatory behavior of any kind constitutes a breach of our Code of Ethics and results in sanctions.

WGH strongly believes in the importance of divergent thinking to create a culture for innovation. In this context it is vital to create a more female-friendly environment to attract more women for airside operations jobs such as loading baggage and driving specialized equipment around the aircraft, currently perceived as typically male job.

Working conditions and working environment

WGH places great emphasis on creating good working conditions to give employees the best possible framework for performing well. We take a holistic perspective on working conditions in which working environment, safety, working climate, training and health are important factors.

A good working environment and stable working conditions are prerequisites for employees thriving and performing well. WGH is a customer-oriented service company, and we consider our employees our most important asset. Therefore, WGH places great emphasis on creating a safe and healthy working environment for our employees where the focus is on improving both the physical and mental working environment. We do so through a range of local activities within the company. Our Human Resources Strategy and Procedures serve as main guidance for any working conditions related matter.

We work strategically with the working environment through our Working Environment Committee. The discussions form the basis of our actions and objectives. Our working environment organization forms the cornerstone of the everyday working environment. We develop and support the working environment on an ongoing basis through our well-functioning joint committees that work across our company, and in which



elected employees and managers are represented.

We also encourage our stations to communicate working conditions and policies openly to all employees during staff information meetings. We actively seek feedback from our staff members by conducting satisfaction surveys.

Safety

The Safety and Security of our staff, the customer's aircraft and their passengers and baggage, freight and mail are a top priority for WGH. We are committed to continuous improvement of our performance, complying with applicable Health, Safety and Security laws and regulations as well as the requirements of our stakeholders.



As per our Safety Policy, WGH strives for zero labour and aircraft accidents and reviews its performance versus its long-term objectives and targets continuously with the aim to take appropriate corrective actions where required. We promote a Just Culture where people are encouraged to report all accidents, incidents, risks and operational hazards or other deficiencies. Reporting is used for learning purposes from such events and no disciplinary action are taken for omissions, or decisions by staff that are considered reasonable given their experience and training. However, deliberate neglect, willful violation, repetitive misconduct, unlawful conduct, destructive acts or intentionally not reporting an accident is not tolerated.

Our core guidance document for Health and Safety matters is our Safety Management System Manual (SMS). The SMS is specific to operational safety including all safety around the aircraft, safety and security of staff, passengers, subcontractors, airline crew and cargo but also features general Health & Safety aspects. As such, our Safety Management System goes beyond what is required by law and is tailored to the current safety needs and future requirements (e.g., EASA regulation) in the aviation industry.

Any Health & Safety related issues are discussed during weekly Management calls. Safety results and KPI are reviewed with the Safety Managers in monthly meetings and quarterly safety reviews undertaken by the Safety Review Board which is spearheaded by the CEO.

As part of our SMS, we continuously analyze and manage Health & Safety risks. Risk management is crucial for preventing incidents and is based on predictive, proactive, and reactive methods. The identified risks and mitigation measures are then captured in our risk evaluation document which is updated regularly and each time a change is introduced, and the risks are communicated to all employees during safety training. Our training program is subject to the WGH Corporate Training Policy and the WGHs Corporate Training Manual and is documented on the WGH intranet. The WGH Safety Training is completely aligned with ISAGO Safety Training Specifications and considers EU regulations, national, and airport procedures.



WGH provides Personal Protective Equipment (PPE) to all staff performing functions which require the use of PPE. Our stations provide PPE to all staff before they start to work, and we ensure the replacement of worn-out PPE. We continuously seek to improve the comfort of PPE in cooperation with our employees.

We also have a Uniform Recycling Program that recycle old uniforms while minimizing the environmental impact. Through this program the uniforms are given a new lease on life in our organization.

As part of our Safety Management System, we also have an Emergency Response Plan (ERP) to be prepared in event of any emergency to control and minimise potential negative effects for human and/or property. Emergency Response Contact at each local station receive class-room training. Managers receive an online training course on WGH ERP which explains the active practical organization at station level within the framework of the Safety Management System. All ERP documentation is elaborated per station and available online in WGHs intranet for easy access by staff. Exercises and training are carried out regularly.

As part of our Safety Assurance Program, we regularly undertake audits and inspections, Ramp Safety Checks and safety reviews to identify the causes of substandard performance and possible corrective actions.

Job satisfaction

Despite all the technology, tools and machinery we use in our company, it is ultimately our people who make the difference. Job satisfaction is high on the agenda at WGH. To monitor and increase job satisfaction, we perform satisfaction surveys on a regular basis. The purpose is to create an open dialogue that may lead to concrete initiatives to promote job satisfaction.

Training

Every day we provide excellent service with the goal to exceed customers' needs and expectations. To achieve this, we need skilled employees. We, therefore, consider it both our duty and our responsibility to contribute to educating the workforce of the future. As our company evolve, it is crucial that we also ensure that the competencies of our managers and employees are developed.



Our employees are considered our most important asset. It is our goal to continuously promote their professional development. WGHs expectations for and demands on its employees are high, but at the same time, the company offers significant personal and professional development. To be able to keep

up with developments and meet the requirements of the job, all employees are offered the necessary competence development.

Our Training Manual explains training criteria and organization used by WGH to meet legislative standards and to respond to customer requirements. To implement the guidelines set out in our training manual, we have a dedicated training team. This team consists of specialist training managers. The team manages the training plan, organizes training, seminars and workshops, exchanges best practices and co-ordinates the roll-out of training initiatives across the stations. Individual training needs and programs are identified and re-arranged whenever changes in legislation or stakeholder needs require this. The Widerøe Aviation Academy ensures a consistent high-quality level in training throughout the network and improves efficiency by learning from each other and avoiding rework and duplication.

We have a long tradition of accepting apprentices, we ensure that more young people gain relevant skills. We do this through our own internal Academy. We take pride in offering high-quality training and in 2023 Widerøe was awarded the prize for best apprentice company in Nordland.

Other ways to care

Yearly the co-workers in the Widerøe Group (incl. Widerøe Ground Handling) votes on different charitable Christmas gifts from the company. In 2022 the gift was given to Matsentralen (Food Central/Food Center).

The monetary gift was transferred to the Food Center the last week before Christmas - as the need for many is particularly great at these times. The support is spread beyond all the other food centers in the country.

Through the collaboration with the food industry, the Food Center functions as a safety net that saves surplus food from becoming food waste, and which, through an alternative redistribution channel in collaboration with non-profit organizations, ensures that the food is eaten. The food center works with over 480 non-profit organizations that help to redistribute the food, to reach those who need it the most. By the time 2022 is over, the Food Center will have provided more than 11 million meals across the country.



6.4 Results

Case: Apprentices company of the year - Nordland

WGH won the prize from Nordland Fylkeskommune for being the apprentice's company of the year in 2022.

The justification from the jury was: “The company consistently has very high quality in the work they do to ensure that the training is modern and according to current requirements within the subjects. They facilitate and follow up well and have a reputation that the apprentices enjoy themselves and are motivated to take the professional test. This gives the company good recruitment opportunities among self-developed professionals. Which, of course, means reaping the fruits of your own labour. At the same time, the company takes a big social responsibility! Congratulations!”

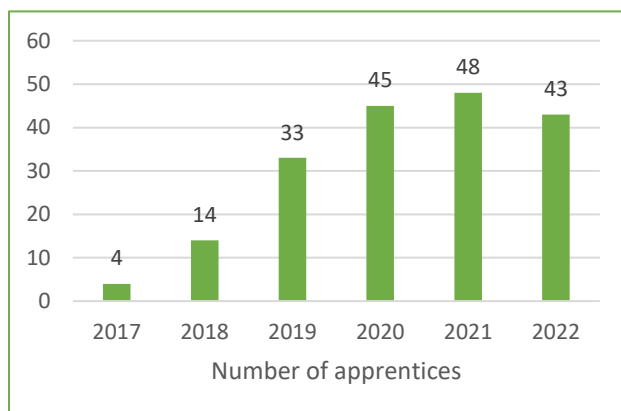


WGH are proud that our efforts are appreciated!

Development of certain KPIs

Development of apprentices

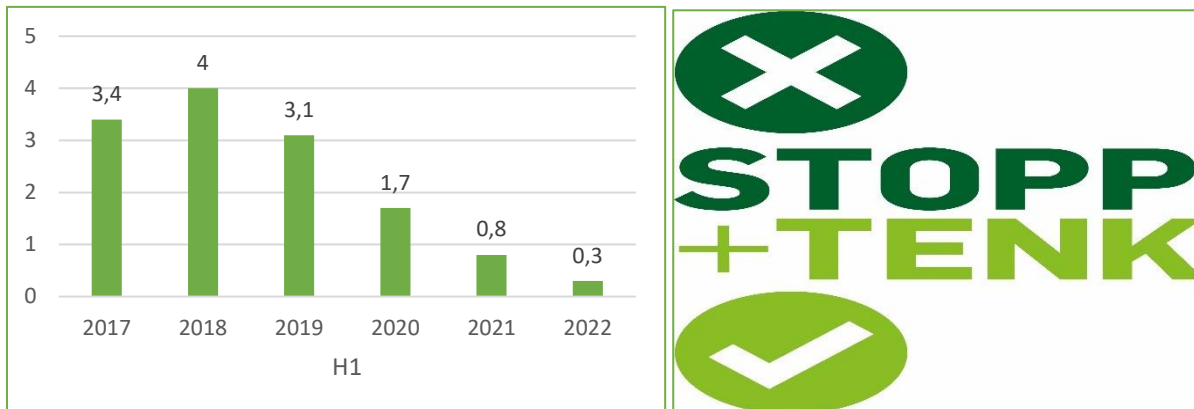
During the past years WGH have reinforced the work to attract, develop and recruit apprentices to the company. A great way to recruit potential co-workers to WGH, but also a great way to take social responsibility to introduce youth to working-life.



Compared to 2019 the number of apprentices in 2022 has increased with ~ 30 percent. Due to the pandemic the level of recruitments was affected negatively compared to our original plans. We will continue to develop the program to attract further. A large share of the apprentices still works for WGH after completed apprenticeship, some even have been recruited as managers. The target is to pass and maintain ~ 50 apprentices yearly.

Development of work-related injuries (H1 injuries)

The most important area in aviation is safety. The safety of our staff is a continuous focus area for WGH. The past years we have invested significant time in training and focus on “doing things right” by addressing that every co-worker have a responsibility for a safe operation, and that everyone has the mandate to “stop & think” before performing their duties in a safe manner.



We measure occupational injuries per 1.000.000 hours worked (H1). Compared to 2019 the number H1-rate in 2022 has decreased with ~ 90 percent. The target is < 2,5 H1 injuries per 1 million hours worked.

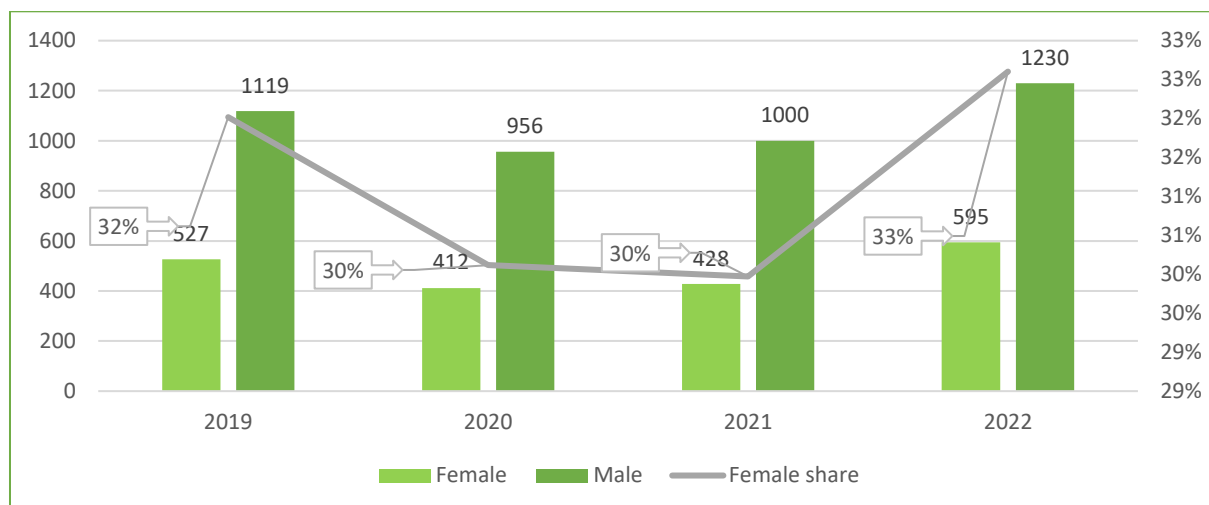
Development of absence rate

The development on absence rate was positive and according to ambitions pre-Covid. During Covid and post-Covid we see a higher level of absence. We assume that a proportion of the increased absence may come from the authorities' call during the pandemic to stay at home if you were not well. Compared to 2019 (base year) the absence rate in 2022 has increased. We continue to invest in tools in operation to reduce load, we continue to train our managers in handling and monitoring the development. Our target is an absence rate below 7%.



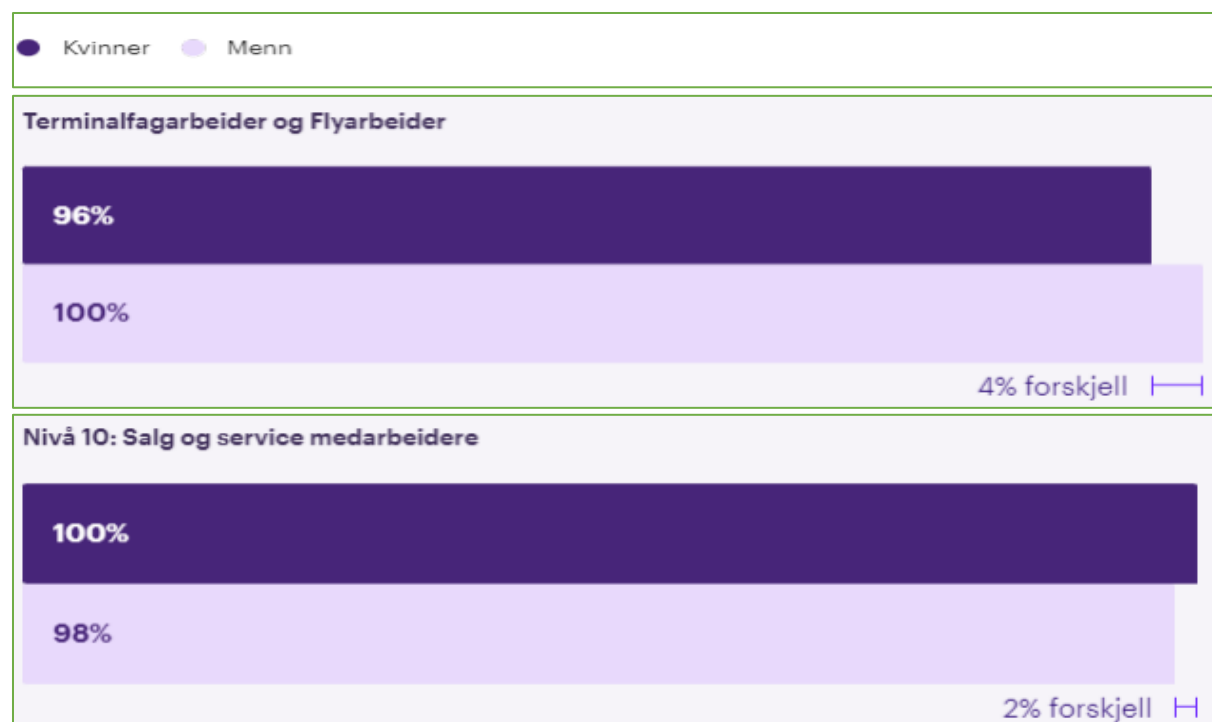
Status on equal opportunities

Our company is gender neutral in all areas. WGH actively seeks to promote a diverse working environment, through recruiting and developing employees of all genders, in different life situations and with different backgrounds.



In number of employees at year-end 2022 the company have 1825 employees, compared to 1646 in 2019. The female share is ~ 33% in 2022, slightly higher than in 2019. The management team consists of 2 females and 7 males in 2022.

In cooperation with the Widerøe Group we yearly perform an equality check across the organization, and the report is available at www.wideroe.no. In this sustainability report for WGH we have chosen to make available total average salary shown as women's pay compared to men's pay at levels to assess equal pay for work of equal value. The data is illustrated in the graph below:



The largest proportion of our employees work in various shift arrangements which in turn are linked to collective agreements. When it comes to the differences within the levels that are regulated, this is primary due to differences in seniority.

7 Governance

7.2 Plans and policies

The chosen SDG related to the governance aspects and our sustainability work is:



To support the work in our company regarding these aspects we have implemented policies, procedures, and governing documents to support our organization, examples:

- Procurement Policy
- Power of Attorney
- Code of Ethics
- Management System Manual
- Security Program & Security Training Program
- Privacy Manual

To achieve results in our ambitions to support decent work and economic growth and industry, innovation, and infrastructure the following areas are key areas for WGH to achieve progress:

- Partner up to collaborate on future aviation concepts (R&D)
- Implement ISO-standards across the company
- Ensure compliance to requirements
- Deliver products according to agreed standards
- Ensure high safety standards and just culture

7.3 Activities and actions

Anti-corruption, anti-bribery, and fraud

Our Code of Ethics serves as a guideline on how we conduct business ethically as part of our daily operations. To prevent corruption and bribery, the Code of Ethics provides guidance on sensitive transactions. The Code of Ethics is available on the WGH intranet for all staff and is applicable to everyone who acts on behalf of WGH.

Any reported incident is investigated immediately and if any behavior that is either unethical, illegal or does not comply with the Code of Ethics is confirmed, disciplinary and legal action up to termination of employment will be applied. WGH does not allow any retaliation against anyone who acts in good faith in reporting any such violation and grants full anonymity.

Quality

Our organization is committed to delivering high-quality products and services to meet the needs and expectations of our stakeholders. We have implemented a comprehensive quality management system that enables us to identify and address customer needs, monitor customer satisfaction, and continuously improve our products and services. Our quality management system is based on international standards and best practices, and we regularly review and update our processes to ensure they remain effective and efficient. We believe that our commitment to quality is essential to maintaining the trust of our stakeholders and ensuring the long-term success of our organization.

Cyber Security

Our organization recognizes the importance of cyber security in protecting our information assets, including personal and sensitive data. We are committed to maintaining the confidentiality, integrity, and availability of our information assets, and we strive to maintain the highest standards of ethical conduct and transparency in all aspects of our cyber security practices.

We have an ongoing implementation of a new comprehensive cyber security program that includes policies, procedures, and controls designed to mitigate cyber security risks. We regularly assess our security posture, identify vulnerabilities and risks, and implement appropriate measures to address them. Our employees, contractors, and third-party vendors are an integral part of our cyber security program. We provide regular cyber security training and awareness programs to ensure that all employees are aware of the latest threats and how to protect against them.

We are committed to complying with all applicable laws, regulations, and industry standards regarding cyber security. In the event of a cyber security incident, we have established an incident response plan to ensure that any incidents are identified, contained, and reported in a timely manner.

We believe that effective cyber security practices are essential to maintaining the trust of our stakeholders and ensuring the long-term success of our organization. We will continue to invest in sustainable cyber security practices and adapt to new and emerging threats to maintain the security and integrity of our information assets.

IATA membership

Our IATA Ground Handling membership provides us with access to the latest industry standards, training programs, and best practices, allowing us to continuously improve our operations and deliver the best services to our clients. We are proud to be a part of the IATA community and look forward to continuing to raise the bar for ground handling operations in the aviation industry.



Certificate
of Recognition

IATA is proud to certify

Widerøe Ground Handling AS

as a valued member of the International Air Transport Association (IATA) Ground Handling Partnership for 2023.

Monika Meistrkova
Director Ground Operations - IATA

2023



Ongoing certification process



We are proud to announce that our organization is currently undergoing an ongoing certification process to be certified to the ISO 9001, 27001, and 27701 standards by the end of 2023. We recognize the importance of these certifications in ensuring the protection of our stakeholders' information and data, as well as delivering high-quality products and services. We believe that our ongoing certification process will demonstrate our organization's commitment to providing the best products and services while maintaining the highest standards of quality management, information security management, and privacy management.

Environmental

Ground handling operations are an essential part of the aviation industry, responsible for the efficient and safe handling of aircraft on the ground. However, these operations can have a significant impact on the environment. We are therefore committed to reducing the impact of our business on the environment, and we recognize that this is a critical part of our responsibility. To this end, we have set a goal to implement the ISO 14001 environmental management system **by 2025**. Our implementation of ISO 14001 will be a significant step forward in our sustainability journey, and we believe that implementing the environmental management system will not only benefit our business, but it will also contribute to a more sustainable future for all.

Innovation

We understand that technology is transforming the industry, and we aim to stay at the forefront of these changes to provide our customers with the best possible service. We are constantly exploring new and innovative ways to improve our operations, enhance customer experience, and reduce our environmental impact. We prioritize responsible innovation and sustainability, striving to develop solutions that benefit our customers, employees, and the environment.

Our team is dedicated to staying up to date with the latest trends and developments in the industry, continually seeking out new opportunities to implement cutting-edge technologies. We believe that innovation is the key to improving the efficiency and safety of ground handling operations while reducing costs and environmental impact.

We have several collaboration projects both nationally and internationally. The largest innovation projects are **MSG Aviation** to develop a sustainable wash/deice solution to reduce emissions of CO2 and eliminate discharge of chemicals into surrounding environments, the **Widerøe Zero Pilot-T project** to explore new operating concepts for future air mobility, and the **FLAIT project** to improve the safety on airports through Artificial Intelligence.



What is the FLAIT project?

The apron area is the busiest area on an airport with strict time-performance goals for the personnel operating there. The apron is where the aircraft parks and the passengers and freight embark and disembark the aircraft. Here it is a risk of damaging the aircraft, the ground equipment or injuring staff or passengers.

In fact, each year, 243 000 people are injured each year in apron-related accidents and incidents. Moreover, ground damage to aircraft (e.g., in connection with baggage handling, catering trucks, etc.) is the number one safety issue at airports currently according to the European Union Aviation Safety Agency (EASA) and unreported safety-related occurrences (incidents and accidents) pose the highest risk to flight safety.

To reduce the number of incidents, Airside Innovation with partners are focusing on the apron area where we will introduce human-AI teaming into the daily safety and quality work. Such teaming involves augmenting human capabilities and raising performance beyond that of either entity.

More specifically, we will develop, demonstrate and verify a Decision Support System prototype – for automatic classification and reporting of occurrences, as well as "stand clean" reporting in the apron area of airports through human-AI collaboration addressing stakeholders' requirements and acceptability.

The project owner is Airside Innovation. The industry partners are Opscom Systems, Widerøe Ground Handling and Avinor. The Advisory Board members are Prague Airport, London Luton Airport and the Norwegian Civil Aviation Authority. The research partners are NORCE and SINTEF. The project is led by SINTEF. The project is co-funded by the Norwegian Research Council and the industry partners and project owner. The project started in August 2022 and is scheduled to end in August 2025.

At the same time, WGH has several ongoing projects related to more efficient ground operations, sustainability and digitalization within the areas of Augmented Reality (AR) to improve training and safety, Biometric Identification to reduce wait times and improve the accuracy of security checks, Artificial Intelligence (AI) to improve customer service and reduce wait times, and Digital Twin Technology to improve operational efficiency, reduce costs, and enhance safety.

The innovations and projects mentioned are just a few examples of how we think technology can revolutionize the industry. As the industry continues to grow and evolve, it is essential to prioritize sustainability and responsible innovation to ensure a sustainable future for aviation.

Transparency Act

We are committed to promoting transparency and protecting fundamental human rights and decent working conditions. We believe that our business operations should not only be profitable but also ethical, responsible, and sustainable. Our commitments include the following:

1. **Non-Discrimination:** We promote a culture of diversity and inclusivity, free from discrimination based on race, gender, religion, sexual orientation, or disability. We believe in treating all individuals with dignity and respect.
2. **Fair Labor Practices:** We uphold the rights of our employees and ensure that they are treated fairly and with respect. This includes providing safe working conditions, fair compensation, and the right to form and join unions.
3. **Supply Chain Responsibility:** We are committed to working with suppliers who share our values and commitments to human rights and working conditions.
4. **Transparency:** We are committed to transparency and accountability and regularly report on our policies, practices, and performance related to human rights and working conditions.

We are committed to continuous improvement and will regularly review and update our policies and practices to ensure that we are meeting the highest standards of human rights and working conditions.

7.4 Results

Case: research and development with partners – Widerøe Zero

As per Q1-2023 Widerøe Zero receives support from the Norwegian Research Council (Norges forskningsråd <https://www.linkedin.com/company/norges-forskningsrad/>) to explore concepts for future air mobility. The grant is instrumental to accelerate the transition and make Norway the preferred partner country for development and implementation of zero emissions aircraft. Furthermore, it confirms Norway's interest in green aviation and particularly Widerøe's pioneering effort.

Widerøe has set itself the ambitious goal of becoming one of the first commercial operators of zero- and low-emission aircraft for passenger transport. To be successful, they must develop new ways in which zero- and low-emission aircraft can be used and how they can fit into the existing system. Widerøe works both with the development of so-called EVTOL aircraft (vertical take-off and landing) and with methods for the electrification of more conventional types of aircraft. The goal of the project is to contribute to zero-emission aircraft being able to fly in Norwegian airspace as early as 2026.

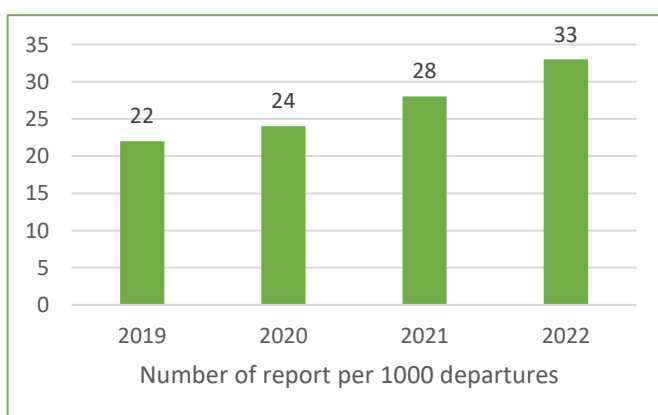


WGH is a chosen partner in this R&D process and as a ground handler we will share knowledge and insight and together further build understanding of needs on ground activities in a zero- and low emission airport environment.

Development of certain KPIs

Development in reporting

The development in reporting-culture in WGH is progressing according to plan. To maintain a positive



just-culture with high awareness to safety we encourage employees to report both incidents, potential incidents and hazards. In this way we are able to learn and implement adjustments in policies and procedures.

In 2022 we handled over 33 reports per 1000 departures, an increase of 50 percent compared to base-year 2019. The target is > 25 reports per 1000 departure.



widerøe
GROUND HANDLING

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