



Sustainability Policy

1. Our Policy

The SATA Group sees sustainability as a strategic factor for the organization and the business's development. As a group that operates across the air transport sector (Regional, Domestic, and International), namely in the transportation of passengers, cargo and mail, maintenance, and ground handling, it intends to play a relevant role in responding to the current challenges of the sector, leading its activity to the creation of value and involvement with all Stakeholders, comply with legal and other applicable compliance obligations, respect and enforce the principles of social responsibility, as well as implementing strategic measures and good practices inherent to the activity, namely through the IEnvA (IATA Environmental Assessment) program, implemented in the areas of Flight Operations, Corporate Activities, Aircraft Maintenance, and Wildlife.

2. Our Commitment

Promoting the connectivity of the Azores Archipelago with the world in a sustainable way and according to the United Nations Sustainable Development Goals is a goal of SATA, and this Policy defines the sustainability strategy based on the pillars: Environment, Social, and Corporate Governance, with the primary objective of ensuring that the company's activity has a positive impact on the communities in which it operates, thus minimizing the negative influences of its operations, including those of an environmental nature.

2.1. Environment

- a) Protect the environment by identifying, controlling, and mitigating environmental aspects and impacts, the effects of climate change and pollution;
- b) Reduce and offset carbon emissions, cooperating with the industry in global efforts to decarbonize the sector;
- c) Implement strategic measures and good industry practices to reduce environmental impacts, including noise and air quality;
- d) Promote energy efficiency and the responsible use of natural resources;
- e) Promote the circular economy, reduce the amount of waste, and increase its recovery;
- f) Maintain a zero-tolerance policy towards the illegal transportation of wild and endangered animals and their products;
- g) Continuously improve environmental performance through the management system.

2.2. Social

- a) Address the significant aspects of social responsibility, namely respect human and labor rights, ensure ethical and fair practices, reject all forms of forced labor, child labor, harassment, and any discriminatory practices applicable to the different *Stakeholders*;
- b) Ensure the physical, social, and mental health and safety of workers by eliminating or controlling significant occupational and psychosocial risk factors;
- c) Implement measures to prevent accidents and occupational illnesses and, equally important, promote the reconciliation of personal and professional life;
- d) Promote the development of personal and professional skills, providing learning opportunities, transparent and fair systems of evaluation, recognition, and career progression;
- e) Involve the community by participating in social, cultural, and technological initiatives, and ensure the quality of the services provided, customer satisfaction, and safety.
- f) Continuously improve social responsibility performance through the management system.

2.3. Governance

- a) Continuously adopt the best corporate governance practices, meet compliance obligations, guarantee responsible financial management, as well as ensure transparency and business ethics in support of risk management;
- b) Develop a strategy of proximity to *stakeholders*, promoting the creation of value and consultation mechanisms to identify their needs and expectations;
- c) Communicate regularly and transparently the strategy, objectives and goals, and the respective sustainability performance;
- d) Fight corruption and ensure the privacy and security of all stakeholders' data.

3. Final and transitional provisions

Any doubts regarding the interpretation and application of this Policy should be referred to the SATA Group Sustainability Department.

All exceptions to this Policy must be first validated by the Sustainability Department, and the request must be recorded in documentary format.

Assinado por:

83D11E5AF7A94A7...

Rui Coutinho
Chairman of the Board of Directors