

The Corporate Responsibility (CR) Policy of dnata stands on three pillars which support our business, our people and the communities we operate in. It is aligned to our Vision, Mission and Values and represents our commitment to create a business that supports a sustainable CR agenda through our people and practices globally.

▼ Sustaining business

Our commitment to sustained business excellence and growth is underpinned by being *performance driven*. As a global organisation, we are unwavering in our focus on ethical corporate governance and prudent financial management. We will continue to distinguish our lines of business and the products and services they deliver, with strong value offerings and hallmark *service excellence* to maintain the competitive edge whilst *delighting our customers*.

Our CR goals for sustaining business are:

- Continually improve our performance by providing clear and ethical guidance on managing existing functional excellence and financial contributions within the organisation.
- Innovating around our business models to create sustainable business opportunities aligned to our Mission and Vision.
- Identify and manage our financial and non-financial risk consistently through sustainable monitoring and reporting on our business profiles.

▼ Empowering lives

We *respect* the fact that empowered people are the cornerstone of our business. As an employer of choice, we are committed to employee diversity, and growing and nurturing our talent pool through continuous learning and development, to help our people reach their full potential. We instil a culture of *safety and security*, so that everyone who comes to work goes home safe.

Our CR goals for empowering the lives of our colleagues are:

- Provide our people a safe, secure and respectful work environment which values their efforts and contribution.
- Be known in our industry as leaders in providing a safe and secure place to work.
- Provide opportunities for our people to learn, develop their skills and encourage sustainable thinking.

▼ Evolving communities

We believe that as communities thrive, we thrive. We give back to communities wherever we operate and beyond, through employing *imagination* in our multi-faceted approach towards corporate responsibility. Resource efficiency and its impact on the environment is not only our responsibility, but also makes good business sense. Our corporate and personal contribution to charitable causes and local community activities, encourages our employees, and those they help, towards adopting a sustainable lifestyle.

Our CR goals for evolving the communities we operate in are:

- Reduce our emissions in the communities where we operate through resource efficiency and an aligned supply chain.
- Our products & services are best in the market generating a positive contribution to the business of our customers, the communities we operate in and dnata.



Gary Chapman
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