Environment

At Menzies, we recognise the critical role the aviation industry must play in addressing climate change. As a leading aviation services employer, we strive to prevent pollution, protect the environment, and improve our environmental performance. We aim to achieve net-zero greenhouse gas emissions by 2045, with goals validated by the Science Based Targets initiative (SBTi).

Our strategy focuses on reducing emissions globally by investing in sustainable technologies, increasing energy efficiency, reducing waste, and collaborating with partners and suppliers. From electrifying ground support equipment to sourcing renewable energy, we embed sustainability into our business.

This section of our 2024 Sustainability Report outlines our progress, challenges, and steps towards a net-zero future, ensuring we serve our customers while protecting the planet for future generations.

Inside environment

Our commitments

- Take an electric first approach to new motorised GSE, refurbish and repower existing GSE and seek low emission fuel options.
- Reduce energy and fuel use and seek renewable electricity solutions.
- Engage with partners across our value chain to reduce our scope 3 emissions.
- Take a circular approach where possible, reducing waste and increasing recycling across our global operations.
- Move to low impact environmental solutions and products across all our services.
- Identify and manage our environmental risks and impacts.
- Drive compliance and certification with the IATA IEnvA standards across our global operations.
- Support our airline customers and airport partners to reduce emissions and provide sustainable solutions and efficient aircraft turnarounds.
- Support good quality environmental projects and initiatives that create a positive impact on nature and the environment.
- Train our employees to understand our climate change impacts and how we can work towards achieving our environmental goals.
- Embed sustainability into our strategy, procurement, due diligence and investment decision-making processes and criteria, giving preference to those suppliers and partners that share our commitment to sustainability.
- Collaborate with equipment manufacturers and other suppliers on developing and trialling new technologies and sustainable products and services across our value chain.

Key stats

22%
electric GSE globally

0.04
tCO_2e per $'000 revenue 2024

850+
electric GSE added in 2024

2.36
tCO_2e per FTE 2024

Our environment goals

net-zero
GHG emissions across scopes 1, 2 and 3 by 2045

25%
of global motorised GSE to be electric by 2025

zero
waste to landfill in our cargo operations by end 2026

10%
paper reduction in 2025

Key policies

- Environmental Policy
- Code of Conduct
- Third Party Code of Conduct

"2024 has been a pivotal year for us. Our net-zero targets have been approved by the Science Based Targets initiative (SBTi), and we have consistently delivered on all pillars of our All In plan while experiencing significant business growth. We have successfully maintained or reduced emissions, and we are confident that the steps we are taking will support our transition to a net-zero future. Our leadership and teams across the entire Menzies group continue to make a difference, embracing the changes necessary to achieve our goals for a more sustainable future."

Katy Reid
Head of Sustainability & Corporate Responsibility

Net-zero by 2045

Menzies Aviation has set ambitious net-zero targets validated by the Science Based Targets initiative (SBTi). We are the only major aviation services provider to achieve this validation, underscoring our commitment to strong sustainability leadership and environmental stewardship. This approval ensures that our carbon reduction targets for scope 1 and 2 align with a 1.5*C trajectory. We are not only reducing our own footprint but setting a benchmark for the aviation services industry.

Overall Net-zero target: Menzies Aviation commits to reach net-zero greenhouse gas emissions across the value chain by 2045.

Near-term targets:

- Reduce scope 1 and 2 GHG emissions 50% by 2030 from a 2022 base year*.
- Reduce absolute scope 3 GHG emissions from use of sold products related to the sale of fossil fuels 42% by 2030 from a 2022 base year.
- Reduce absolute scope 3 GHG emissions from purchased goods and services, capital goods, fuel and energy related activities, waste, business travel, employee commuting and use of sold products 30% within the same timeframe.
- Reduce absolute scope 3 GHG emissions from the use of sold fossil fuels 42% within the same timeframe.

Long-term targets:

- Reduce absolute scope 1 and 2 GHG emissions 95% by 2045 from a 2022 base year*.
- Reduce absolute scope 3 GHG emissions from purchased goods and services, capital goods, fuel and energy related activities, waste generated in operations, business travel, employee commuting and use of sold products 90% within the same timeframe.

*The target boundary includes land-related emissions and removals from bioenergy feedstocks

SCIENCE BASED TARGETS
DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

THE NET ZERO STANDARD
APPROVED NET-ZERO TARGETS

Our 2024 emissions

This emissions statement for the period 1st January 2024 to 31st December 2024 serves as a comprehensive disclosure of our company's greenhouse gas (GHG) emissions and energy use, mitigation strategies, and commitment to reducing our environmental impact in alignment with the requirements of the Companies Act 2006 2013 and the Climate Change Act 2008. Aligned with this, our reporting reflects the requirements of the Streamlined Energy & Carbon Reporting framework and ESOS Savings Opportunity Scheme.

For 2024, we have measured and disclosed global Scope 1 and Scope 2 CO_2e emissions, along with Scope 3 CO_2e emissions for those categories previously identified as material, and since validated by the SBTi.

Our 2023 Scope 1 emissions include:

- direct emissions from our operations including the combustion of fuel in our ground support equipment and vehicles, as well as gas and other fuel consumption for operating a facility.

Our 2023 Scope 2 emissions include:

- indirect emissions from electricity purchased for our own use in locations of operation and electric vehicles and equipment.

We use a system called ESG360° to enable more efficient data collection and calculation of our emissions. For 2024, data for scope 1 and scope 2 was sourced from our financial accounting systems and imported into ESG360° for analysis. Some manual data was also gathered from invoices and/or meter readings and entered into ESG360°. Scope 3 data was sourced from a variety of operational and financial systems, as well as manual data collection, including our global employee travel survey for employee commuting. We continue to work on improving the quality of data collection.

We continue to engage our top suppliers to collect primary emissions data directly from them via the ESG360° platform. This has provided an avenue for engagement and accountability with our key supplier partners towards our net zero journey.

This will help to highlight areas of value chain that would benefit from reductions in carbon emissions and paves the way for us to develop a data-driven net-zero plan. ESG360° follows with the global methodology set by the Greenhouse Gas Protocol, which supplies the world's most widely used GHG accounting standards. Using the guidance provided by the GHG protocol, ESG360° measures scope 1, 2 and 3 emissions.

In tandem, using the emissions factor databases from the Department for Environment, Food and Rural Affairs (DEFRA) and the International Energy Agency (IEA), ESG360° accurately and efficiently carries out carbon accounting, allowing us to report and disclose required information more accurately.

ESG360°

We report against two intensity measures that are common business measures, relevant to our business and reflective of the size of operations:

1. Gross global scope 1 and 2 emissions in tonnes of CO_2e per $'000 revenue.
2. Gross global scope 1 and 2 emissions in tonnes of CO_2e per FTE (as of 31st December of our financial year).

Aligned with excellent business growth our FTE and headcount numbers both significantly increased in the 12 months to 31st December 2024, with headcount increasing by over 15% and FTE numbers increasing by approximately 12%. Our growth also contributed to increased emissions in new locations, e.g. Portugal, which alone added close to 5,000 tCO_2e. As a result, absolute scope 1 emissions increased by over 8,600 tCO_2e during in 2024 but we reduced absolute scope 2 emissions and increased our volume of renewable energy. We also improved both our intensity ratios for tCO_2e/$000 revenue and tCO_2e/FTE. We are moving in the right direction and with significant plans to reduce our fuel consumption over the next few years, we are confident that we will demonstrate a significant reduction in scope 1 emissions alongside this and meet our targets.

As part of our support to delivering finance to low-carbon sustainable development projects, as outlined on pages 44 to 45, we received 5,937 carbon credits in 2024. We do not account for these in relation to our decarbonisation targets (deleting GHG emissions).

External assurance statement

Menzies Aviation's 2024 greenhouse gas (GHG) emissions have been externally verified to a limited level of assurance by ESG360° with verification of data obtained from invoices undertaken by Hilltop Sustainability (Hilltop). Hilltop is a business sustainability consultancy specialising in carbon auditing, footprint calculations, carbon reduction plans and strategies with the aim of assisting clients on a pathway to net zero.

Hilltop Sustainability was engaged to verify and comment on the data collection, invoice sample and quality of the data entry in relation to the invoices collected as well as to make recommendations based on its findings, for scope 1 and scope 2.

Verification has been undertaken using standard audit principles. The data verified by this exercise was provided by Menzies employees, contractors and service providers. It covers all operated activities undertaken by Menzies during the reporting year as referred to by the Annual Review & Sustainability Report 2024. Hilltop Sustainability has not been involved in any data collection activities for Menzies, their contractors or service providers during the reporting period. Hilltop Sustainability confirms that there is no conflict of interest arising and this verification statement and the assurance process has been undertaken independently.

Verification approach

Hilltop has been given access to the SUN finance system Carbon Reporting extracts spreadsheet for H1 and H2 2024 along with sample invoices consequent to the invoice request tracker which we provided with the purpose of verifying that invoices have been entered correctly into the spreadsheet and to identify potential anomalies in the data.

Invoices were requested using a number of criteria:

- Airports were selected who had seemingly had inputting issues the previous year to check if they have corrected the issue.
- Fuel types were selected where there are often areas of confusion, such as LPG due to the range of unit measurements employed.
- Airports were selected if there were obvious-looking anomalies in the emissions data sheets so that these could be checked.
- New airports not seen previously were selected to check that they are adopting the right processes.
- Larger airports were selected to try and capture the larger emissions sources.

In line with last year we (Hilltop) once again checked a similar number of invoices (over 500), which is greater than previous years and provides a clearer reflection of the situation with regards to data entry given the larger sample size.

Verification of invoices has been undertaken on the following basis:

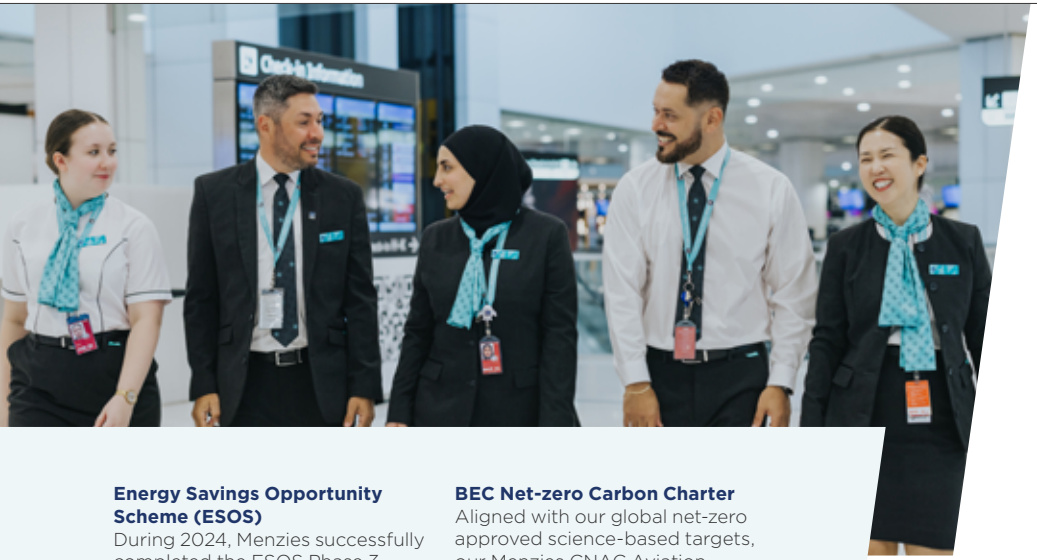
- Cross check entries in the data sheet against sample invoices provided to ensure the following:
  - Invoices match entries on the emissions data sheets.
  - Quantitative data has been correctly entered.
  - Correct units of measurement have been used.
  - Fuel and energy types have been correctly attributed.
- Review the invoice request tracker to establish how accurately different areas of the client organisation have responded.
- Overall review of the carbon reporting spreadsheet to identify atypical entries and anomalies that would warrant further checking by the client.

ESG360° completed the conversion factor calculations on behalf of Menzies within the ESG360° system, according to the methodology outlined in 'Quantification and methodology' section of this report on pages 27 and 28 and can attest to the accuracy of those calculations.

We previously noted that matching invoices to the emissions data sheets was made harder in some instances because the invoice numbers used on the invoice records did not match the transaction references used on the emissions sheets. We are pleased to note that this year this problem was much reduced and generally common references were used.

Summary recommendations

- Greater focus on key US locations for 2025 for invoice verification.
- Identify US and Canadian regional grid that each US airport is located in on the emissions extracts.
- Fuller explanations required where invoices differ from data on emissions extracts.
- Year of Year checks for same locations and accounting periods where there has been a marked difference or change require more detailed explanations.
- Focus on invoice verification by station/airport rather than business unit to lessen confusion.
- Add 100% renewable energy indicator to data extracts on a location basis.
- Undertake renewed training and oversight with finance and third party teams on energy and fuel consumption data entry.



Energy Savings Opportunity Scheme (ESOS)
During 2024, Menzies successfully completed the ESOS Phase 3 disclosures for the UK, outlining our achievements, compliance efforts, and the impact of our energy-saving measures. We engaged JRP Solutions as our ESOS Lead Assessor to conduct a comprehensive energy audit related to buildings, our processes, and transport, and to identify and quantify proposed efficiency improvements across our operations forming part of our evidence pack. Submission was made to the UK Environment Agency, including an action plan outlining activities we plan to take to reduce energy use before the next Phase 4 compliance date, totalling 983,000 kWh of proposed savings.

BEC Net-zero Carbon Charter
Aligned with our global net-zero approved science-based targets, our Menzies CNAC Aviation Services Ltd business became an Action signatory of the BEC Net-zero Carbon Charter in 2024, with a commitment to progress to become a Science-Aligned signatory. This further demonstrates our commitment to decarbonisation in line with a 1.5C target, and that of our local team in Hong Kong to play their part in achieving this.

BEC NET-ZERO CARBON CHARTER 零碳約章

Measures taken to improve energy efficiency
We added over 850 electric GSE assets in 2024, achieving 22% electric GSE globally, and perform fully electric turns at several locations. We take an 'electric first' approach to all new GSE, wherever possible across our global operations. This is more easily achieved in airport locations that have or are planning on implementing suitable infrastructure and charging points, and especially beneficial where those locations provide electricity from renewable sources e.g. Budapest, Edinburgh and Winnipeg. We are on track to meet our target of 25% electric motorised GSE globally by 2025.

We have increased our use of hydrogenated Vegetable Oil (HVO) as a replacement for diesel, which is used in San Diego, Arlanda, Gothenburg, Amsterdam, Oslo, Los Angeles, San Francisco, Santa Ana and LHR with increased locations and volumes planned for 2025. HVO is a good interim step to reduce emissions while we convert our GSE fleet to electric.

We managed to limit any increase of scope 2 emissions while significantly growing our business volumes, and increased the use of renewable electricity both through the provision of renewable energy by some airports, the increased use of solar power in our own operations in Prague and Bangalore, and through the procurement of renewable energy.

In many locations we are taking simple energy efficiency measures to switch off lights or equipment when not in use and ensure energy efficient lighting is installed. We carried out an initial 'smart buildings' trial in London Heathrow Cargo in 2024, analysing opening and closing times of cold storage units, and monitoring other environmental factors such as temperature and humidity. We will use insights from this and other planned trials to further drive energy efficiencies.

Quantification and reporting methodology
For the purposes of transparency and to support comparisons with previous years, we have reported our full global emissions for all entities, joint ventures, subsidiaries and sister companies including National Aviation Services, as well as the figure for all UK entities and subsidiaries and joint venture operations, for which we have operational control.

Our current baseline year is 2022 for tracking progress against Scope 1, 2 and 3.

0.4
tCO$_2$e per $'000 revenue

2.36
tCO$_2$e per FTE

278%
increase in renewable energy

1. 2022 is confirmed as our baseline reporting year.
2. FTE figures as at 31st December 2024 were used to calculate the tonnes of CO$_2$e intensity ratio for 2024, with each previous years respective FTE as at 31st December used for that year's calculations.
3. We continually improve our data collection and measurement processes, which may from time-to-time result in adjustments being made to previously stated values. We will always disclosure where an adjustment has taken place and the reason/justification.
4. Final 2023 Defra conversion factors applied to 2024 data, with 2023 IEA emission factors used for scope 2.
5. Underlying energy use is calculated based on scope 1 and 2 data only.
6. 2023 UK Tonnes of CO$_2$e by Revenue figure corrected from 0.2 to 0.02.

Scope 1 & 2 emissions 2024

	BASELINE REPORTING YEAR 2022			PREVIOUS REPORTING YEAR 2023			CURRENT REPORTING YEAR 2024		
	GRAND TOTAL	UK	GLOBAL (EXCL. UK)	GRAND TOTAL	UK	GLOBAL (EXCL. UK)	GRAND TOTAL	UK	GLOBAL (EXCL. UK)
SCOPE 1 & 2 EMISSIONS (TONNES OF CO$_2$E)									
SCOPE 1 — COMBUSTION OF FOSSIL FUELS	**87,956**	6,558	81,398	**87,593**	6,020	81,573	**96,273**	4,515	91,758
SCOPE 2 — ELECTRICITY PURCHASED FOR OWN USE	**19,285**	392	18,893	**16,231**	625	15,606	**16,037**	581	15,456
TOTAL	**107,241**	6,950	100,291	**103,824**	6,645	97,179	**112,310**	5,096	107,214
UNDERLYING ENERGY USE (MWH)									
CONFIRMED RENEWABLE ENERGY				**546**			**2,064**	52	2,012
TOTAL	**53,943**	2,029	51,914	**46,969**	3,233	43,736	**54,254**	2,898	51,356
INTENSITY RATIO (SCOPE 1 & 2 EMISSIONS/METRIC)									
TONNES OF CO$_2$E/$000 REVENUE	**0.06**	0.03	0.07	**0.05**	0.2	0.05	**0.04**	0.013	0.05
TONNES OF CO$_2$E/FTE	**2.91**	1.6	2.58	**2.44**	1.7	2.51	**2.36**	1.08	2.50
SCOPE 3 EMISSIONS (TONNES OF CO$_2$E)									
HIRE CARS & PERSONAL VEHICLES USED FOR BUSINESS (UK ONLY)		20.81			25.0			18.06	

Scope 3 emissions 2024

Category	1 Purchased goods and services	2 Capital goods	3 Fuel and energy-related activities	5 Waste generated in operations	6 Business travel	7 Employee commuting	11 Use of sold products	11 a. Fuel — direct use	11 b. Fuel — indirect use	Total Scope 3	Total Scope 1, 2 and 3
2024 Tonnes CO_2e	**24,790** 2024	**35,797** 2024	**42,831** 2024	**3,081** 2024	**3,203** 2024	**46,617** 2024	**64,954** 2024	**4,703** 2024	**59,194** 2024		
2022 Baseline Tonnes CO_2e	**34,518** 2022	**41,198** 2022	**39,578** 2022	**7,051** 2022	**2,075** 2022	**55,500** 2022	**57,669** 2022	**2,932** 2022	**54,737** 2022		
Description	Emissions from purchased goods and services, based on estimates and data from our top suppliers.	Emissions from purchased capital goods, based on estimates and data from top suppliers.	Emissions from the extraction, production, and transportation of fuels and energy purchased, for example emissions for resold diesel. This includes WTT emissions based on category 11b.	Emissions from waste generated in our operations. Based on waste data was collected for ground handling, cabin services, cargo and hazardous waste. Our calculations for 2024 are based on improved data from our cargo operations.	Emissions from employee travel for business purposes. We improved data capture on this category, which accounts for a large part of the increase, along with increased employee numbers resulting in more travel.	Emissions based on employee travel survey data taking into account: (1) the mode of transport; (2) transport subtype; (3) the return commuting distance; (4) days worked in office/ year; (5) no of employees.	Emissions from the use of sold products for example, de-icing liquid.	11a) excluding sale of fossil fuels	11b) including sale of fossil fuels		

Quantification and reporting methodology continued
For Scope 3, we previously screened all categories 1–15, and performed Scope 3 inventories for categories 1, 2, 3, 5, 7, 11 and 15 to set our baseline.

For our 2022 baseline year, our Scope 3 emissions totalled 237,587 tCO_2e, accounting for approximately 69% of our overall 2022 emissions.

Menzies has used the GHG Protocol Corporate Accounting and Reporting Standards and reported our emissions in accordance with the UK Government's Environmental Reporting Guidelines.

Electric GSE

We are making significant progress towards electrifying our Ground Support Equipment (GSE) to reduce emissions. As most of our scope 1 emissions comes from our GSE, transitioning to electric GSE is a core element of our sustainability strategy to reach net-zero by 2045, and we always take an electric first approach to procuring all new GSE.

We have set an ambitious target of achieving 25% electrification across our entire GSE fleet by the end of 2025, and we are pleased to share that we are on track to achieve this goal. In 2024, we exceeded our 21% target by reaching 22% electric GSE globally, an increase from 19% in 2023. Europe continues to lead the way in both charging infrastructure capability at airports as well as for Menzies move to electric GSE, with over 46% across the region and well over 80% in a number of locations. Other regions have been slower to transition due to the infrastructure constraints at airports. Charging infrastructure, provision of renewable energy by airports, and other technologies (e.g. hydrogen) are critical considerations going forward, and we will continue to work alongside airports to find solutions.

Our team in OSEA have overcome infrastructure limitations with a temporary solution in Perth, Australia. The team has built a mobile charging unit using a diesel 110 kva generator with charging points for baggage tugs, belt loaders, lower deck loader, and pushback tractors. This unit supports charging for ten electric GSE assets while still delivering a significant fuel saving compared with diesel GSE, equal to a saving of up to 27 tCo2e per month. We will replicate this solution at Darwin, Australia where we are also facing charging infrastructure constraints. With 27 new electric GSE and four hybrid lavatory and potable water trucks in Australia and New Zealand in 2024, this solution is proving valuable.

In 2024, we expanded the use of HVO (Hydrotreated Vegetable Oil) as an alternative to diesel to reduce emissions from our motorised fleet while increasing the proportion of electric GSE. We now use HVO or equivalents at LAX, SAN, SFO, SNA, AMS, ARN, GOT, OSL, and on a small scale at LHR. We expect to increase its use in the US and Europe in 2025.

GSE highlights

22%
electric GSE globally

850+
increase of electric GSE assets in 2024

17
stations over 50% electric GSE

9
stations over 70% electric GSE

- 27 new electric GSE, and four hybrid toilet and potable water trucks in OSEA alone in 2024.
- Eight baggage tractor refurbishments to electric were completed in 2024 with a further 60 planned for 2025.
- On track to reach 25% electric GSE globally by end 2025.
- Enhanced procedures for safe use of electric GSE with updates to the GSE manual, GOM, Emergency Response Plans, risk assessments and training.
- Introduced safety markings on all lithium powered GSE to enable quick identification of any lithium battery and high voltage GSE.
- Engaged airport authorities to understand their infrastructure plans.
- Engaged third party expertise with AIQ to develop electric GSE a replacement plan and charging infrastructure model for LHR as well as a framework for electrification and charging requirements at other stations.
- All Spanish locations operating with between 79-91% electric GSE and planned to use HVO for all residual motorised non-electric GSE in 2025.
- Saving 27tCo2e monthly with a temporary mobile charging solution implemented in Perth, Australia to overcome electric charging infrastructure constraints.
- Working towards trial of an autonomous baggage tractor, while Menzies has existing experience of self-driving baggage/cargo tractors at HKG as part of a pooled arrangement.
- Expanding HVO use in Europe and the US.
- Two new hybrid electric de-icing rigs in Arlanda, Sweden and Budapest, Hungary. All de-icing operations use electric only travel between the jobs while in hybrid mode.

Technology and innovation

We are leveraging a variety of technologies to advance our environmental goals by improving data collection and analysis, reducing energy consumption, and minimising environmental impacts. By embracing new and emerging technologies and innovations, we aim to drive meaningful change now and into the future.

Some examples of the technologies we use and steps we are taking include:

- Introducing ChromeOS laptops, designed for energy efficiency, consuming less energy than comparable operating systems.
- Systems and data hosted in Microsoft Azure energy efficient data centres for Menzies Aviation and AWS for our Air Menzies International (AMI) business, are planned to be run using 100% renewable energy by end 2025.
- Implementing data archival management through cold storage and reducing archived data volumes to support energy reduction.
- Trialling smart buildings solutions in London Heathrow Cargo and Sydney Cargo to provide energy use insights and environmental conditions indicators including temperature, humidity and air quality.
- Developed emissions reporting capability within our AMI eCommerce API product, providing our partner agents with emissions data for each shipment profile calculated using a set standard, enabling all parties to consider and choose lower emissions routing choices.
- Paper reduction initiatives within our processes and systems, and paper tracking and reporting.
- More frequent data capture and reporting of key sustainability metrics for 2025.
- We use the ESG360° platform to support ourESG360 emissions data capture and analysis across Scopes 1, 2 and 3. In addition to data capture and carbon accounting, we are able to review physical climate risk analysis, undertake materiality reviews, scenario modelling, create decarbonisation pathways, and gain regulatory and legislative insights. We have also used this software to engage with our top suppliers to capture their emissions data and support our Scope 3 analysis.
- Participating in hydrogen offtake modelling for the hydrogen feasibility study at Glasgow, UK, and investigating trials for hydrogen GPUs and other GSE at other locations.

Environmental management

IATA IEnvA for Ground Handling Service Providers: We have partnered with IATA to implement their Environmental Assessment Programme, released for ground handling service providers (**IATA IEnvA**)**.** The standard has been verified in alignment with ISO14001:2015 and is designed to provide a robust set of environmental management processes and controls with an industry specific focus for aviation ground services including ramp, cargo and de-icing. Following preparation for the programme and training employees, look forward to formally certifying our first locations in 2025 before continuing to roll this out across our global network.

A number of our stations are already certified for ISO 14001:2015, including our locations across Spain, and in Hong Kong and Macau.

Environmental policy
We review policies regularly and updated our Environmental Policy again in 2024, reflecting our commitments to net-zero emissions and approved science-based targets. Our policy reflects our commitment to sustainable procurement, but more details approaches are being developed in this area for 2025.

Environmental learning
In 2024 we developed a new **Environmental Awareness Training** module, launched in Q1 2025. This will be mandatory for all employees, expanding on what was previously limited to select roles. The content has been significantly updated from our previous learning to provide every employee an understanding of our goals, strategies, and the role they can play in reducing our environmental impact. We aim to empower employees to make environmentally responsible decisions in their daily lives and further embed sustainability throughout our organisation.

Many of our employees are also undertaking the **IATA IEnvA Awareness course module, and the IATA IEnvA Assessor course module**, as appropriate for their roles. This is helping to provide specific knowledge of environmental management approaches and the IEnvA standard to support the roll out of the environmental management system across our organisation.

Hydrogen as an energy vector has garnered significant attention across various sectors for its decarbonisation potential and hydrogen aircraft and fuels could become an integral part of the aviation sector's future, in addition to SAF. As part of our work to develop knowledge and awareness of potential future technologies, we engaged Ricardo to facilitate hydrogen introduction and training sessions for our senior leadership and key roles in our operational teams. This provided an understanding of hydrogen technology, safety, how hydrogen is being trialled in the aviation world now, and what the future might hold, with the aim of making more informed decisions on hydrogen projects and trials.

Employee engagement

Increasing engagement and knowledge of climate change and environmental management across our employee population is a key component of our All In sustainability plan.

We engage in a variety of ways including employee training, through embedding new environmental management standards, direct communications, data gathering, webinars, knowledge sharing sessions, our global employee travel survey, and our We Are Menzies Sustainability Award. Sustainability is one of our core values.

We encourage our teams to share their own progress through local changes, and to participate in recognising International Days related to the environment. We can also drive behavioural change by including ESG criteria in our investment decision-making, learning through volunteering opportunities with our partner community projects, and by setting more specific local targets supported with policy guidance.

We are working closely with our teams across each of our service areas including ground services, cargo, fuels, lounges and freight forwarding, developing specific priorities, deliverables and targets in support of, as well as in addition to, our existing global initiatives and targets.

Global employee travel survey
We ran our annual global employee travel survey during 2024, receiving well over 7,000 responses from employees in 61 countries. The responses provide valuable insights into how we commute and opportunities to improve our travel experience, as well as enabling us to calculate our scope 3 employee commuting emissions. This will help us shape initiatives to support safe, sustainable and efficient travel options. We're already taking steps to support more sustainable employee travel in 2025.

Key highlights:

- We received responses from employees in 61 countries.
- 22% of respondents travel by public transport.
- 64% of respondents travel by car, either on their own or shared.
- The average distance our global workforce travel to get to work is 28.37km.
- The average annual emissions per employee is 0.98 tCO_2e

Green Airport Partner of the Year - Menzies Budapest

Collaboration

Working with customers, suppliers, airports and other partners is vital for us to be able to achieve our own targets and support the aviation industry with its net-zero ambitions to create a more sustainable future.

We have supported our partners with a number of initiatives over the last year, including participation on materiality assessment, trials of new solutions, sustainability forums and technical working groups focused on specific sustainability initiatives. We have also been honoured to participate in a variety of industry panel discussions focused on sustainability in the industry, climate change impacts, waste, and future technologies, including Airports of Tomorrow and Atkins Realis, IATA, ESG360 and more.

We are encouraged by some airports setting minimum electric GSE requirements, as well as other ESG-related criteria, which will help drive improvement and accelerate decarbonisation, alongside quality and other benefits.

We were delighted that our team in Budapest was recognised by Budapest Airport with an award for Green Airport Partner of the Year earlier in 2024, in recognition of the ability for Menzies to perform fully electric turns together with Wizz Air. The team was also recognised for introducing a new de-icing fluid that reduced the emissions and environmental impact.

By offering our suppliers the chance to participate in the UN Sustainable Suppliers Training Programme in 2025, we hope to drive more progress and collaboration across the supply chain to support the sustainability agenda.

Circularity and reducing waste

Circularity is a key principle in our approach to environmental sustainability, ensuring that resources are used efficiently, waste is minimised, and materials are recycled and repurposed wherever possible. We are actively integrating circular economy practices into our operations by extending the lifespan of GSE through refurbishment programmes, implementing closed-loop recycling practices for materials like uniform textiles and packaging, and recycling or refurbishing old electrical equipment, such as laptops. By reducing single-use plastics, repurposing decommissioned assets, and sourcing sustainable alternatives, we are lowering our environmental impact while enhancing operational efficiency.

Uniform refresh

In 2024 we redesigned and began the roll out of our new Front of House uniform, combining modern functionality with sustainable, ethically sourced materials, while packaging is kept to a minimum to reduce any additional waste. By carefully selecting manufacturers in different locations, we can reduce emissions during production. In partnership with secure data destruction company Avena, we have launched a uniform recycling initiative in the UK, ensuring that all retired uniforms are responsibly recycled and repurposed rather than being sent to landfill. Through this collaboration, old uniforms will be securely collected and recycled by Avena, supporting a circular economy while reducing waste. We are implementing similar schemes in other countries as we roll out the new uniform across our global operations. The carbon savings associated with this project will support our overall emissions reduction strategy by minimising our scope 3 emissions, including waste and supply chain impacts. In the UK alone, we estimate we will save six tonnes CO_2e compared with sending the old uniforms to landfill.

Cargo waste

As part of our efforts to drive waste reduction in cargo, we have introduced a monthly waste reporting framework at our cargo locations across the globe. This enables us to track and analyse materials used, and to measure waste generation and recycling levels, providing a clearer picture of our environmental impact and where we can improve. Adopting a data-driven approach allows us to identify trends, set targeted waste reduction goals and implement more effective recycling initiatives.

We have set a target of **zero cargo waste to landfill by end 2026**

We reduced our Scope 3 Category 5 Waste emissions in 2024 by increasing recycling volumes, reducing waste to landfill, and in part due to improved data collection. We aim to further improve in 2025.

We will collaborate closely with airports, airlines and local waste management providers to help us work to achieve this goal.

During 2024 we increased the use of BioNatur Plastics across the Americas region, offering a more sustainable alternative to virgin single-use plastic sheeting, with all products being recyclable and biodegradable. BioNatur is used in several of our Americas cargo locations including Los Angeles International Airport (LAX); San Francisco International Airport (SFO); Baltimore/Washington International Thurgood Marshall Airport (BWI); Chicago Rockford International (RFD), Toronto Pearson Airport (YYZ), with Dallas Fort Worth (DFW) joining soon. We also use this product in Prague, Czech Republic. In 2024, our Americas team used BioNatur products equivalent to over 5.9m 16oz plastic bottles that won't end up languishing in landfill.

We are excited to be investigating more innovative circular solutions for cargo waste, which we hope will help us further towards meeting our cargo waste targets and environmental goals.

Reducing paper
As our business continues to grow, minimising paper consumption and waste remains a priority across our operations. While we have made significant improvements in adopting digital systems and processes and improving the quality of our data and reporting, we fell short of our 2024 targets, albeit we achieved a slight reduction (3%) in pages printed per FTE. There are several challenges we continue to face in reducing printing and paper use including changing employee habits and behaviours where digital solutions exist, as well as more work to do with partners to reduce the need to share hard-copy printed output.

We monitor our global printing volumes monthly and work collaboratively with our operational and IT teams to make technical improvements and work together to drive behavioural change and support our goals.

We have a new target to **reduce paper by 10% in 2025 based on 2024 volumes.**

Some changes we have already made include:
- Transitioned to electronic payslips in the UK, saving approximately 60,000 paper payslips and envelopes annually.
- Within our AMI business, the new global transport management system supports produces eDocs for processing and archive purposes, making them viewable to customers including transfer between origin and destination, reducing the size of documentation pouches that travel with cargo.
- Paperless/digital archive of cargo documents within KCL for Menzies Aviation.
- Sign on glass' capability for delivery orders instead of paper.
- Operational improvements for teams via RSMS mobile for ramp operations.

800k
printed pages saved by our LHR and LGW AMI finance and operations teams annually with new system and processes

Water consumption and de-icing
While we consume water across our global operations in offices, facilities at airport locations, and within cleaning services, a large part of water use comes from our de-icing operations. Aircraft de-icing and anti-icing is essential to help ensure safe aircraft operations in icy conditions by preventing ice buildup and maintaining aircraft performance. We perform aircraft de-icing and anti-icing activities at several locations across Europe and the Americas. This activity typically uses glycol-based fluids that are mixed with water, heated and sprayed at high pressure to remove ice, snow and frost, although other methods can be used on some occasions. We use systems that help us automatically prepare the optimal temperature, volume and mix of glycol and water based on conditions, to reduce any waste. Between January to December 2024 our de-icing activities consumed 4,923,832 litres of non-potable water across our

4,703
tCO_2e – from European and Americas de-icing fluid use in operations

We measure this as part of our scope 3 category 11 emissions. De-icing activities don't typically take place in water-scarce regions, however, water scarcity and use are topics we have considered as part of our double materiality project, to determine how material this.

We are working collaboratively with airports to minimise the environmental impact of de-icing activities including reviewing how we can improve the logistics of operations, collect sprayed fluids and recycle and reuse these as far as practicable.

We also introduced two new hybrid-electric de-icing rigs in Stockholm Arlanda, Sweden and Budapest, Hungary in 2024. This means most of the de-icing operation using those vehicles is completed using electric power.

Our Budapest team has also introduced a variant to traditional de-icing fluid. Mono-propylene glycol used in this fluid is produced from a mix of plant and animal-based components, rather than the traditional oil-based product, with the aim of reducing emissions and environmental impacts.

CDP
As part of our dedication to transparency and accountability, we completed our Carbon Disclosure Project (CDP) response for both Climate and Water Security themes in 2024, showcasing our commitment to measuring and managing our environmental impact. Participating in the CDP provides another way for us the share progress with our customers on emissions reductions, resource efficiency, and climate risk management, while identifying opportunities for further improvement. This alignment with global best practices in sustainability reporting reinforces our commitment to reducing our carbon footprint.

Hybrid de-icer in action at Budapest Airport

CDP Discloser 2024