Avolta

Avolta Sustainability Strategy Journey Sustainably on

Journey Sustainably on

Every day our team members, as they open one of our close to 5,100 stores and restaurants, welcome one of the most diverse groups of customers around the world: they serve travelers from over 150 nationalities in 70 countries across the 6 continents.

They take pride of being part of a global organization that strives to deliver outstanding experiences to our customers, while closely cooperating with concession partners in about 1,000 locations and regularly engaging with global and local suppliers.

These ongoing interactions with the stakeholders, as well as with shareholders and other interest groups, shape our Sustainability strategy as a fundamental pillar of our customer-centric Destination 2027 journey.

To successfully continue on this journey, we commit to generating positive impacts to the travel retail and F&B industry, society and the environment, through the deployment of tangible initiatives in the following four focus areas that build on our double materiality matrix.

- Create Sustainable Travel Experiences
- Respect Our Planet
- Empower Our People
- Engage Local Communities

While the Sustainability strategy house lays the foundation for the future years, it will only be as good as our ability to translate it into relevant, concrete, and measurable initiatives fully embedded in our business practices.

Avolta's Sustainability Statement

"Sustainability is an inherent element of Avolta's business strategy Destination 2027 aiming for sustainable and profitable growth of the company while creating benefits for our stakeholders. We concentrate our initiatives on four key areas, where we want to have a positive impact within the scope of our stakeholder ecosystem and beyond – Create Sustainable Travel Experiences, Respect Our Planet, Empower Our People and Engage Local Communities. These four areas include and reflect Avolta's material topics allowing us have a focused approach in our Sustainability engagement."

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Avolta's Sustainability Strategy

Sustainability as core pillar of our Destination 2027 company strategy

Avolta embraces a holistic approach to Sustainability values and is deeply committed to it on a global and local level. The company's Sustainability strategy is an integral part of its Destination 2027 strategy.

Avolta's Sustain-ability Vision

Rooted in Avolta's DNA

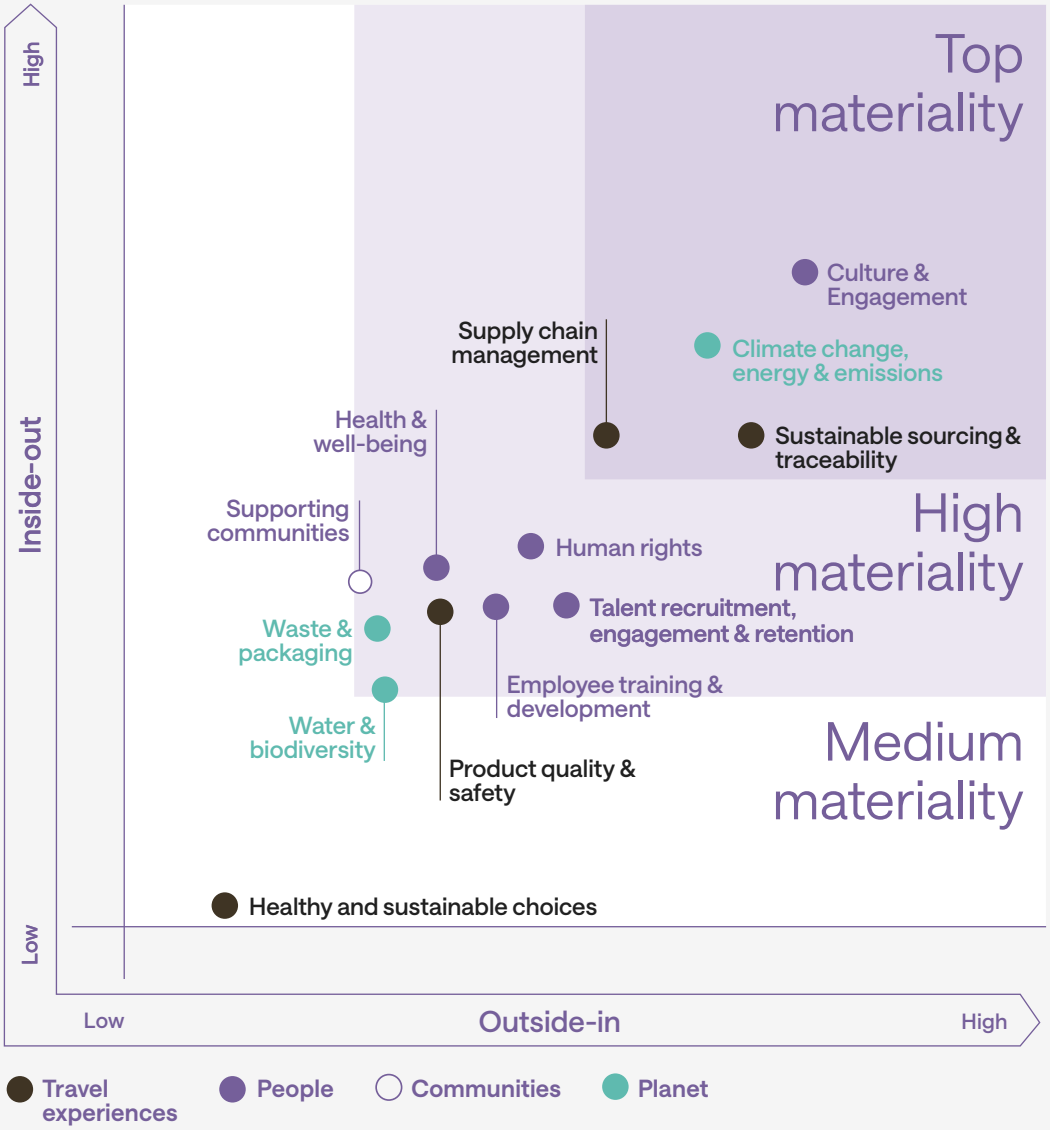
Embedded in our way of doing business

Focused on clear commit-ments and tangible initiatives with measurable impacts

Shaped to be a lever of innovation and competitive differentiation

Avolta Double Materiality Matrix

13 sustainability matters* emerged as material, representing the basis for the development of the company's Sustainability strategy and commitments.



* To finalize the list of material matters for Avolta, a mathematical threshold of 2.5 (on a scale from 1 to 5) was applied. Only matters above the average score were considered as material.

Avolta's Double Materiality Matrix consists of 13 key material matters, grouped into four focus areas. Four of the matters – "Culture & Engagement", "Climate change, energy & emissions", "Sustainable sourcing & traceability" and "Supply chain management" – emerged as the most material, reflecting the main sustainability challenges of the industry in which the company operates and has the opportunity to stand out.

Aspects related to governance and regulatory compliance were considered as prerequisites for the business and thus are not represented in the matrix, although being addressed in the report.

Avolta Sustainability Strategy House

The 13 ESG material topics have been clustered into four focus areas highlighting Avolta's main ambitions.

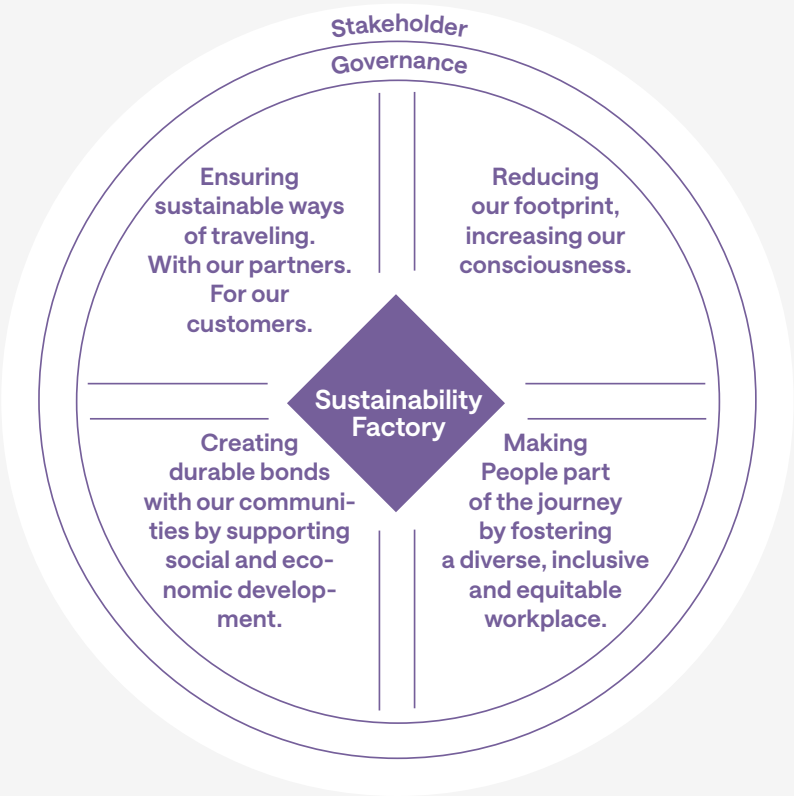
Avolta's ESG Strategy House is based on the Double Materiality Matrix, reflects the key focus areas and links with the related UN Sustainable Development Goals.

Create Sustainable Travel Experiences

- Sustainable sourcing & traceability
- Supply chain management
- Product quality & safety
- Healthy & sustainable choices

Respect the Planet

- Climate change, energy & emissions
- Waste & packaging
- Water & biodiversity



Engage Local Communities

- Supporting Communities

Empower Our People

- Culture & Engagement
- Employee training & development
- Talent recruitment, engagement & retention
- Health & well-being
- Human rights

Avolta Sustainability Focus Areas

Create Sustainable Travel Experiences

"Ensuring sustainable ways of traveling. With our partners. For our customers."

Sustainable Sourcing & Traceability

Expand the adoption of responsible sourcing practices and increase the procurement of sustainable, certified and local products

Supply Chain Management

Foster a responsible and ethical management of the supply chain, partnering with suppliers that are attentive to social and environmental impacts

Product Quality & Safety

Provide high quality and safety standards for the products and ingredients used in all of the company's channels

Healthy & Sustainable Choices

Promote better travel experiences by offering a wide range of healthy and sustainable products, good for both consumers' and planet's health

Respect the Planet

"Reducing our footprint, increasing our consciousness."

Climate Change, Energy & Emissions

Measure Scope 1, 2 and 3 GHG emissions and reduce our footprint in our operations and along the value chain

Waste & Packaging

Measure & reduce the generation of waste and promote circular practices

Water & Biodiversity

Reduce water withdrawal in our operations and promote the restoration of habitats along the value chain

Avolta Sustainability Focus Areas

Empower our People

"Make people part of the journey by promoting fair opportunities and merit-based growth"

Culture & Engagement

Create an all-embracing and engaging culture at all levels of the organization

Talent Recruitment, Engagement & Retention

Attract and retain highly talented people by building a positive and engaging working environment

Employee Training & Development

Provide high quality training, learning & development opportunities to strengthen our people's competences and professional growth

Health and Well-being

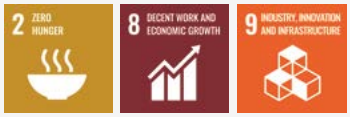
Promote physical health and safety in the workplace and foster well-being and work-life balance

Human Rights

Protect human rights across the company and along its supply chain

Engage Local Communities

"Creating durable bonds with the communities we serve by supporting social and economic development."



Supporting communities

Creating durable bonds with the communities we serve by supporting social and economic development

Avolta's Commitment and Reporting Standards

Avolta engages in numerous external initiatives and strategic collaborations with relevant organizations and reporting standards to inform about its sustainability engagement. Avolta publishes a dedicated Sustainability Report on an annual basis, which is an inherent part of the company's Annual Report. For detailed information on the reports see: https://www.avoltaworld.com/en/download-center

Commitments

– UNGC – Avolta is a participant of the UN Global Compact (UNGC) since March 2020 and since then, we measure and disclose our progress on the ten principles established by the UNGC. Additionally, Avolta is a member of the UNGC Swiss Network and regularly participates in conferences and meetings where best practices are shared.

Reporting Standards

– GRI – The Global Reporting Initiative (GRI) helps organizations to be transparent and take responsibility for their impacts, supporting companies to systematically report on the elements that are material for their businesses in a structured and comprehensive way. This reporting permits better comparability, greater transparency and alignment with international standards, such us the OECD guidelines for multinational organisations – ISO 26000; the United Nations Guiding Principles on Business and Human Rights; the UNGC's Ten Principles and the United Nations' Sustainable Development Goals. Avolta prepares its Sustainability Report following the guidelines of GRI since the reporting year 2018 and in this edition has adopted the GRI Universal Standards.

– TCFD – The Task Force on Climate-Related Financial Disclosures (TCFD) was created in 2015 by the Financial Stability Board (FSB) to develop consistent climate-related financial risk disclosures for use by companies, banks and investors in providing information to stakeholders. The TCFD Report 2025 – for the first time also presented in the XBRL machine-readable format – is available at the end of this Annual Report as well as the company's website: www.avoltaworld.com/en/our-impact section Downloads

– Swiss Requirements regarding Non-Financial Disclosure: Avolta publishes annual Non-Financial Reporting in accordance with the requirements regarding transparency on non-financial matters of article 964a et seqq. of the SCO. The 2025 Sustainability Report is available at the end of this Annual Report as well as the company's website: www.avoltaworld.com/en/our-impact section Downloads

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