Environmental, Social and Governance Report



HAE

HAE GROUP OCTOBER 2026 ESG REPORT · V1.0

We believe that in an interconnected world, collective intelligence is the catalyst for meaningful progress.

Through global air cargo excellence, we unlock transformative opportunities by connecting people, markets, and possibilities. Our commitment to sustainability, trust, and collective well-being is embedded in how we lead and how we deliver. It shapes our actions, strengthens our accountability, and guides our contribution to a more resilient, inclusive, and sustainable future.

This ESG report reflects how we turn that commitment into measurable action — creating lasting value for business, society, and the planet.



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A message from our CEO

Sustainability is not simply a long-term ambition—it requires decisive action today. We understand that the sustainability and success of our business depend on prosperous international trade, which, in turn, relies on the health of our planet. As an international company, we therefore have a responsibility to understand our environmental impact, transform the way we operate, and contribute to the transition towards a low-carbon future.
Our approach is guided by two complementary principles: reduction and contribution.

As a General Sales Agent for airlines, we share the aviation industry's commitment to achieving net-zero carbon emissions by 2050. We recognise that reaching this goal will require ambitious, coordinated action across the entire industry.

For us, this means establishing a credible emissions baseline, setting science-aligned targets, and taking practical steps to reduce emissions throughout our operations and value chain. Measurement and transparency are essential, but they must lead to meaningful and sustained action.

Alongside our efforts to reduce emissions, we support the Empty Spaces project in Nyeri County in Kenya, extending our climate action beyond our own value chain. Through this initiative, we help empower smallholder farmers to reduce their emissions, restore degraded land, and build more sustainable life on land.

Such contributions do not replace the need for deep emissions reductions. Rather, they complement our reduction efforts by supporting broader climate action, protecting natural ecosystems, and helping communities build resilience.

This is our first Sustainability Report and represents an important step in openly communicating our progress, the challenges we face, and the actions we intend to take. We recognise that this journey will require investment, collaboration, accountability, and continuous improvement. We remain committed to reporting transparently on our performance and turning our sustainability ambitions into measurable results.

NEVILLE KARAI
GROUP CEO



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Our Business:
Mission and Values



A leading air cargo services provider.

Mission:
HAE Group exists to advance professional, competitive and sustainable air cargo solutions that support our industry, strengthen our airline partnerships, satisfy our customers and create success for our people and business.

Values:
Integrity - we act honestly, ethically, and transparently. We keep our commitments, make fair decisions, and do the right thing—even when no one is watching.

Respect - we treat everyone with dignity, fairness, and consideration. We lisen to different perspectives, value individual contributions, and foster an inclusive and supportive workplace.

Responsibility - we take ownership of our decisions, actions, and results. We deliver on our commitments, learn from mistakes, and consider the impact of our work on colleagues, customers, communities, and the environment.

HAE

Sustainability Awards

EcoVadis is a global provider of business sustainability ratings, covering more than 175,000 companies across 180 countries and 250 industries. It operates as a third-party assessment platform, evaluating companies on their environmental, social, and governance practices and producing a standardised scorecard that business partners.

We began the EcoVadis assessment process in order to meet a requirement under DHL's contract for HAE UK and Ireland as HAE UK Group assessment and Belfast Airport Handling as single entity assessment.

In 2025, Heavyweight Air Express UK completed Ecovadis assessment and was awarded a Committed company sustainability. Belfast Airport Handling was awarded a Bronze medal sustainability rating in 2026.

An EcoVadis scorecard provides a clear view of a company's sustainability performance and enables benchmarking against peers within the industry.



ESG Materiality

We have conducted an ESG materiality assessment to identify the ESG topics that are most important to our industry and our stakeholders, as well as those where HAE Group can play the most meaningful role.

The following ESG topics have been identified that may affect business performance, operations, reputation, and stakeholder relationships:

Air pollution
HAE Group companies operate in the air cargo industry, where air pollution is a significant material issue. Aviation-related businesses face reputational risks if they are perceived as failing to address environmental and nature-related concerns adequately. This may affect stakeholder trust, commercial positioning, and long-term brand value. Air pollution can also contribute to climate change.

Most HAE Group companies operate primarily from offices, so their direct local air emissions are minimal. Their environmental impact is mainly associated with electricity consumption, business travel, and employee commuting. By enabling employees worldwide to work from home, we help reduce commuting-related emissions and road congestion. We are also committed to purchasing energy-efficient office equipment and vehicles.

Climate change
Climate change presents systemic risks to the long-term stability of the economic and physical systems on which global aviation depends. HAE Group is committed to ensure efficient use of energy and transitioning to renewable and low-carbon emissions energy sources. We invest in fruit tree planting initiative to offset our supply chain GHG emissions.

Waste Management
Managing our office equipment life cycles to help increase energy efficiency, recovery, reuse, recycling and recycled content. Assuring responsible waste management, in particular e-waste management.

Loss of biodiversity and ecosystem degradation
Air cargo demand is closely linked to GDP and merchandise trade volumes, both of which may be adversely affected by declining ecosystem stability and reduced natural capital. Our Empty Spaces project is a learning and practical initiative about ecosystems restoration and our business dependence on biodiversity.

Community investment
HAE invests in communities with the focus in two following areas:

- Environmental restoration and carbon sequestration thought regenerative agriculture and nature-related initiatives. Environmental, social and economic development.
- Raising stakeholder awareness, highlighting an individual impact and harm, where everyone may underestimate the significance of their own contribution because of the scale of global environmental challenges. Empowering communities to participate in meaningful action and contribute to global effort of environmental biodiversity restoration.

Business ethics
Promoting high standards of ethics and helping to prevent corruption, extortion and bribery throughout our business practices. Ensuring that employees are empowered to voice concerns without fear of retaliation and with confidence that those concerns will be taken seriously. Ensuring that marketing and communication of our services are honest, transparent and fair.

Diversity and inclusion
Striving to cultivate an inclusive culture that reflects the diverse perspectives, backgrounds and cultures of the communities in which we live and conduct business, while ensuring everyone has access to the same opportunities within our organization.

Human rights
Fundamental rights of all people to live and be treated with dignity and respect. They are inherent and every human being is entitled to these rights without discrimination.

Employee engagement and well-being
Maintaining positive interactions between management and staff, fostering a sense of purpose and commitment to HAE's strategy and goals. Providing flexible work and a positive culture around work-life balance and employee well-being.

Health and safety
Establishing practices to promote the safety, health and well-being of people when they are at work.

Governance
Maintaining the standards, structures and processes to ensure the effective governance of HAE Group companies. Assuring clear communication of the company's vision, mission, strategy and purpose.

Stakeholder Engagement

Achieving Net Zero Together

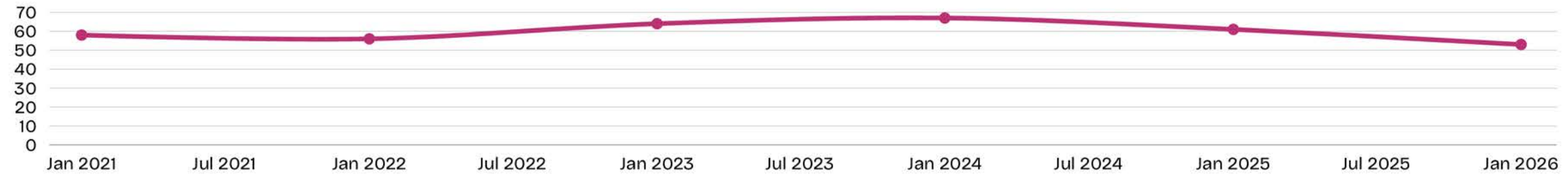
Analysis

According to TIACA Report 2026, compared to last year, the sustainability pressure has decreased. It is particularly significant for companies headquartered in North America and in the Middle East, most probably driven by the US administration openly against the sustainability agenda.

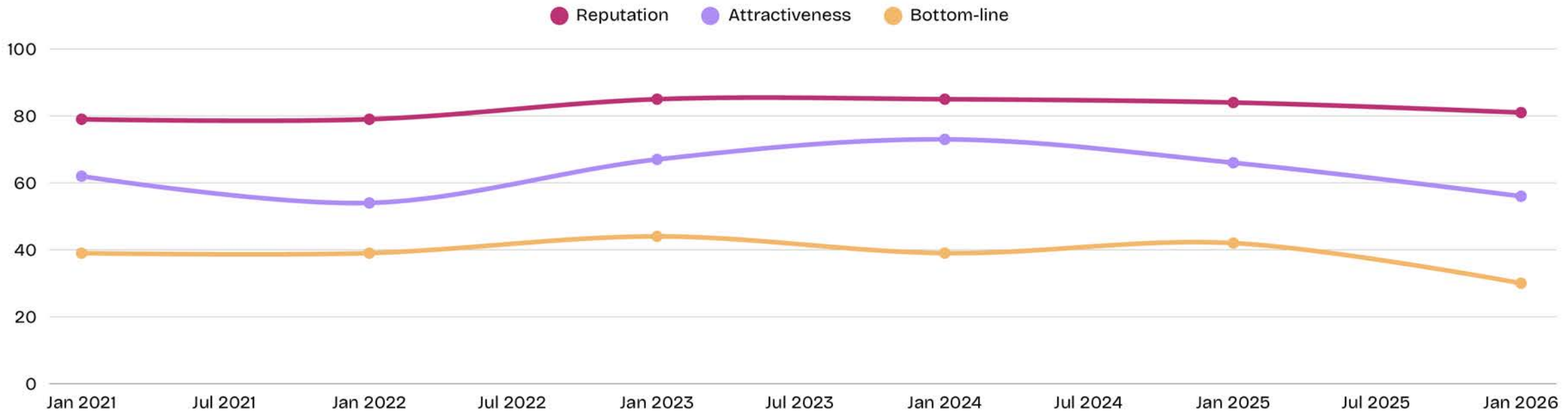
However, reputation firmly remains the undisputed cornerstone of the industry's business case for sustainability. Only 30% of respondents consider it affects positively their bottom line.

The TIACA report reveals that Sustainability is becoming a matter of resilience for air cargo companies.

The Sustainability Pressure on the Air Cargo Industry Evolution from 2021 to 2026 (%)



The Corporate Business Case of ESG, Evolution from 2021 to 2026 (%)



HAE

Stakeholder Engagement Achieving Net Zero Together

The TIACA report reveals that Sustainability is becoming a matter of resilience for air cargo companies.



Engagement
HAE Group works collaboratively with all stakeholders to enable the transition to a decarbonised economy and to help deliver the aviation cargo industry's ESG ambitions, centred on people, planet, and prosperity.

Investors
We maintain regular dialogue with shareholders to support understanding of our business and strategy, while strengthening our insight into shareholder priorities. We engage through quarterly SMT meetings calls, presentations and ongoing communications, including ESG-focused engagement on key environmental, social and governance issues.

Customers and partner airlines
As we work to advance sustainability within our business, we aim to engage our customers and partners to join us in creating meaningful impact for business, people and the planet.

Collaboration is essential for achieving sustainability in air cargo as it allows companies to set common goals and pool resources, leading to a more significant impact than individual efforts.

We partner with customers to support our signature project in Kenya that advances environmental, social and economic goals.

Nongovernmental organisations, community support initiatives
We work with NGOs, charities and community partners to advance and collaborate on societal and environmental efforts both locally and globally. We support the Global Compact the United Nations and other multi-stakeholder goals that align with our areas of focus. More in Environmental and Social sections of this report.

Supply chain
We are addressing a gap in our supplier due diligence processes. We are currently developing a supplier audit framework, which will be an essential component of our robust environmental and human rights due diligence programme.

Policy Alignment and Preparation for Evolving Reporting

We share the aviation industry's commitment to achieving net-zero carbon emissions by 2050 and recognise that this goal requires coordinated industry-wide action.

This policy is aligned with key global sustainability frameworks, including:

- IATA Future of the Airline Industry 2035
- IATA Policy Roadmap 2024
- UN Global Compact Environmental and Human Rights Principles
- UN Sustainable Development Goals (SDGs)
- UNEP Environmental Guidance
- UNESCO Universal Declaration on Cultural Diversity

We are in the process of preparation for upcoming voluntary reporting:

- The UK Sustainability Reporting Standards. The UK SRS were published by the Department for Business and Trade on 25 February 2026 for voluntary use, based on the International Sustainability Standards Board (ISSB) IFRS S1 – general sustainability disclosures and S2 – climate-related disclosures.

FLY NET ZERO
CO2 EMISSIONS BY 2050

IATA

UN GLOBAL COMPACT
United Nations Global Compact

SUSTAINABLE DEVELOPMENT GOALS

UK Sustainability Reporting Standards (SRS)

IFRS®
International Financial Reporting Standards

HAE



Mitigating our Environmental Impact

As a global provider of services to the air cargo industry, with operations, supply chains and customers spanning the world, we are committed to continuously improving our understanding of the environmental impact of our business. We are taking action to reduce this impact by decarbonising our operations, implementing innovative solutions, and engaging with our customers, suppliers and communities.

The need to address the impacts of climate change is clear and urgent, and action is essential to support the goals of the Paris Agreement. We are committed to following our industry's roadmap to reduce our environmental impact, strengthen our positive contribution, and progress towards our net zero ambition.

KEY AREAS OF FOCUS

Our emissions:
We mapped our greenhouse gas (GHG) emissions to better understand our footprint and identify opportunities to reduce emissions, local air pollution, electronic waste and energy consumption, while increasing our use of renewable energy.

Service efficiency:
We are focused on reducing the environmental footprint of our services, including upstream and downstream emissions, while improving efficiency through the digitalisation of our operations.

Carbon offsetting through nature-based solutions:
We have explored nature-based solutions to help address the complex environmental challenges associated with climate change for our stakeholders and wider society.

Our Empty Spaces project is designed to deliver measurable environmental and social value, strengthen employee and community engagement, and provide a practical case study for sustainability transition within interconnected biological and economic systems.

Supply chain environmental and social impact:
We are in the process of developing our supply chain due diligence that includes, operational, human resources, ESG and cultural auditing in order to identify risks, verify facts, and protect financial and legal interests before completing major transactions.

We are determining our organisational and operational carbon footprint boundaries, ultimately aiming to include all companies of the group.

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HAE Group GHG Inventory
The Greenhouse Gas Protocol identifies and categorises greenhouse gas emissions in 3 scopes:

Greenhouse gas emissions organizational and operational by scope by HAE Group companies

SCOPE 1 Direct emissions from owned or controlled sources	Belfast Airport Handling, Uk East Midlands Airport Handling, UK Trucklink, UK Groupair South Africa Emissions from owned cargo handling vehicles and equipment.
SCOPE 2 Indirect emissions from purchased energy	HAE UK, Ireland, USA, Chile, Brazil, UAE, Kenya, Egypt, TSA, Cargolink Express, Groupair UK, Air Cross South Africa, T2 Transport, USA, BAHL, EMAH, Trucklink, Groupair SA, Air Liaison, World Cargo Brokers
SCOPE 3 Other indirect emissions from the value chain	Indirect emissions associated with our supply chain, our services, activities like purchasing goods and services, upstream transportation, business travel, waste generated in operations, downstream transportation and distribution.

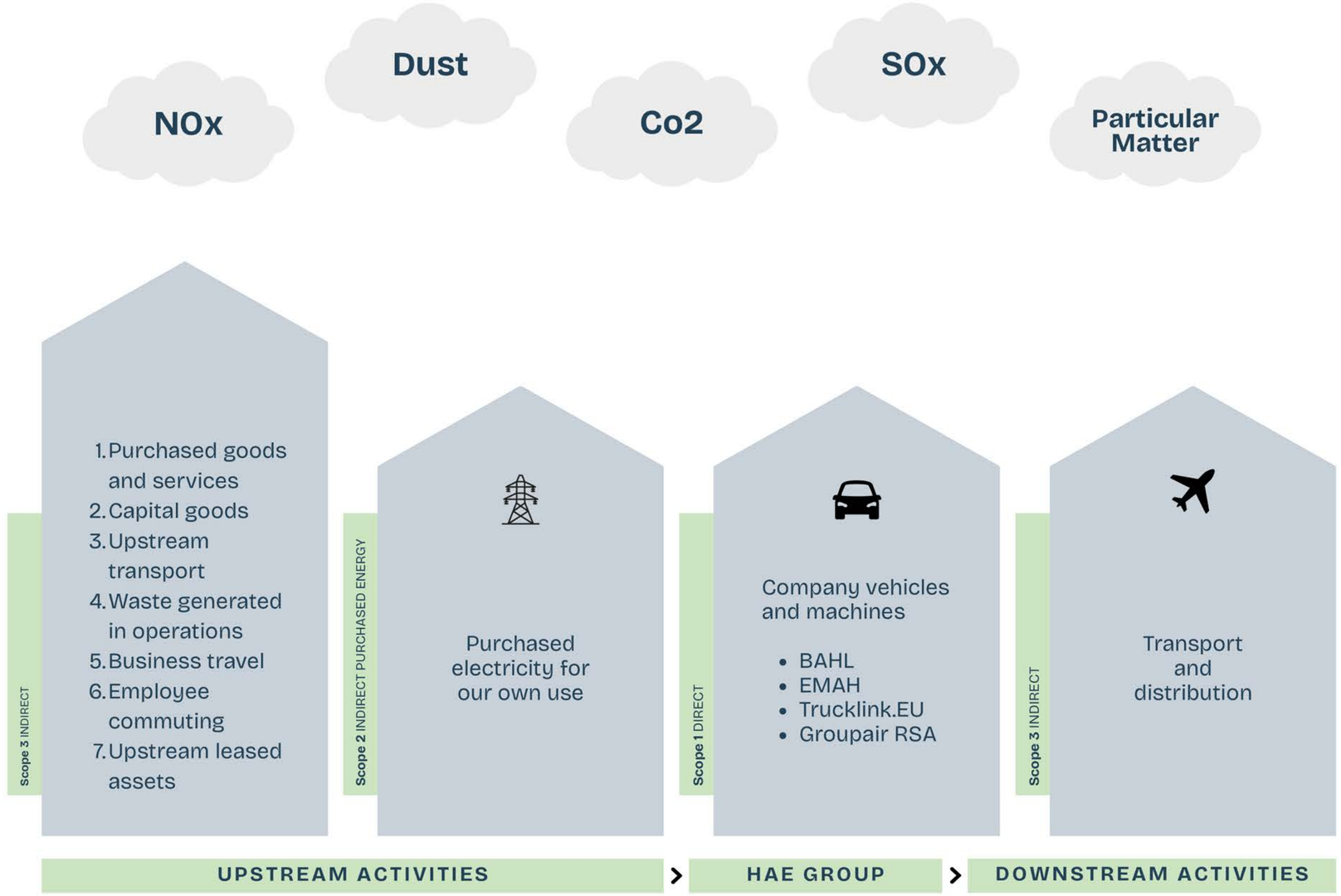
STRATEGY
Our decarbonisation is implemented adopting systems thinking through two distinctive strategies – reducing our Footprint and increasing Our Handprint. These concepts are incorporated within our operations, engaging with our customers, partners and communities.

REDUCING OUR FOOTPRINT: Avoid and Reduce.
We are reducing emissions across our operations and services while actively engaging suppliers to lower upstream emissions throughout our value chain.

INCREASING OUR HANDPRINT
Contribute, offset where mitigations actions are not possible.

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HAE Group Greenhouse Gas Emissions Inventory GHG Protocol



REPORTING

In accordance with the Greenhouse Gas (GHG) Protocol, our operations primarily fall within office-based environments globally, with no ownership of physical premises or company-operated vehicles, with some companies of the group as an exception; Belfast Airport and East Midlands Airport Handling, Truck Link UK and Groupair South Africa. As a result, Belfast Airport Handling already is undergoing a separate Ecovadis assessment.

Our Scope 2 emissions, associated with purchased electricity for our office locations, are addressed through locally implemented reduction initiatives.

We reduce Scope 3 emissions across our supply chain by engaging suppliers committed to sustainable practices. In 2025, we established a carbon sink project in Kenya aligned with internationally recognised sustainability and carbon-accounting practices.

UNDERSTANDING OUR BASELINE: OUR STRATEGY ACHIEVING NET ZERO EMISSIONS BY 2050

REDUCING OUR FOOTPRINT

Scope 2 indirect purchased energy

All our offices and warehouse are leased. We do not own them but we have a choice to choose what we lease.

HAE Group Headquarters office in the UK space is reduced from 2,835 square foot to 1500 square foot because 90% of our staff in the UK choose to work from home. Shared office spaces or "hot-desking" for hybrid workers optimizes energy efficiency. Further more, we have 100% renewable energy supplied by the landlord of the building Nottingham City Council. Every year we receive a Certificate with the breakdown of energy sources.


RENEWABLE
POWER SUPPLY CERTIFICATE
NOTTINGHAM CITY COUNCIL CO MK2 REAL ESTATE PROPERTY MANAGEMENT LTD
CROWN GAS & POWER
This certificate created by Crown Gas & Power confirms that the above company is purchasing 100% renewable power backed by REGO certification at these premises during the supply period:
01/10/2025 to 30/09/2026
Dale Marriott
Managing Director
Crown Gas & Power
Feed stock: Wind / Solar / Hydro

Most of our staff chose part-time or full-time working arrangements. It is also easier for a household to source a renewable energy supplier. All our employees are encouraged to align with the company's sustainability effort and switch to renewable energy suppliers.

Electricity supplied to our Kenyan s through the Kenyan national grid is sourced predominantly from renewable energy. Only in the event of a grid outage, our office is supported by a silent diesel backup generator to ensure continuity of operations.

Kenya's power mix is largely generated from geothermal, hydro, wind, and solar sources, making it one of the greener electricity grids globally (see below).

- Geothermal (approx. 40-45%): Extracted from the Rift Valley, this is the primary source of baseload power.
- Hydroelectric (approx. 25-30%): Generated from major dams and rivers across the country.
- Wind (approx. 10-15%): Supplied heavily by large-scale projects like the Lake Turkana Wind Power farm.
- Thermal/Petroleum (approx. 5-8%): Used as a backup source during peak demand or dry seasons.
- Solar (approx. 3-5%): Utility-scale grid-connected solar power.
- Imports (approx. 5-7%): Regional cross-border electricity, such as hydropower imported from Ethiopia.

Contrary, in South Africa and Egypt our offices do not have much choice. The energy is supplied from the main power grid, which is Government controlled. Mainly being created through coal/diesel/gas power stations. They only have a solar back up system provided by the landlord.

BY 2035

Prioritise leasing offices with renewable energy supply. Relocate to energy-efficient buildings. Reduce building emissions worldwide by 90%.

Sustainable Employee Practices - Employee Commuting

One of the fastest, cheapest ways for employers and employees to reduce their carbon footprint and affect climate change is by reducing commuter travel.

HAE Chile and Brazil staff work full-time remotely, reducing their emissions by an impressive 54%. 90% of HAE UK, USA and Ireland staff work full-time remotely. Thus cutting their emissions by 45%. DXB staff choose a hybrid working arrangement, working from 4 days from the office and work from home on Fridays, reducing their commuting emissions by 11%. This reduction comes from less reliance on transportation and partial reductions in office energy consumption.

Remote and hybrid working is a clear choice for our employees and it significantly eliminates daily commutes, minimises energy use in office buildings and reduces air pollution and the road congestion.

Reducing IT-Related Emissions and Strengthening E-Waste Management

Laptops and other electronic devices are essential to our office operations. HAE UK currently owns 96 devices, while HAE Group owns 441 devices globally. More than 50% of these devices are manufactured by Dell. Dell is one of our preferred suppliers due to its focus on sustainable product design and circularity. Its products incorporate reused, renewable and recycled materials, and Dell reports that 96% of its packaging is made from recycled or renewable materials. Dell laptops also include energy-efficient processors, optimised power-management settings and high-capacity batteries. In addition, the company offers a free take-back service for end-of-life IT equipment, supporting responsible reuse, recovery and recycling.

Our current on-site data-storage infrastructure is energy intensive. To reduce its environmental impact, we plan to migrate our systems to cloud-based infrastructure by 2029. Alongside prioritising suppliers with a low carbon footprint, this transition is expected to reduce emissions associated with our IT equipment and infrastructure by 60%.

BY 2035

Reduce emissions from IT equipment by 60% by migrating data storage to cloud-based infrastructure and prioritising suppliers with a low carbon footprint.

Replacement and recycling

Our company policy is to review laptops for replacement after four years to ensure they remain capable of supporting evolving technology, demanding workloads and cybersecurity requirements. Battery degradation is one of the most common issues; however, batteries can usually be replaced at a cost equivalent to less than 15% of the price of a new laptop. Our IT team regularly maintains devices and applies a range of measures to extend their useful life wherever practical.

When equipment is beyond economical repair or can no longer be reused, it is recycled responsibly. Our redundant laptops and other IT and electrical equipment are processed by Gigacycle, one of the UK's leading IT asset disposal and recycling providers. Gigacycle operates in accordance with UK environmental legislation and the Waste Electrical and Electronic Equipment (WEEE) Regulations. It also provides secure data-destruction services that meet recognised UK standards.

In 2026, we completed two certified e-waste collections through Gigacycle, weighing 251 kg and 412 kg respectively—a total of 663 kg.

We also provide a dedicated collection tube in the office for used portable batteries generated both in the workplace and by employees at home. Once the tube is full, the batteries are collected and recycled by WasteCare UK. The organisation provides a nationwide collection service and a licensed, sustainable recycling solution with full traceability.

By 2030

100% save, secure and certified E-waste disposal.

Reducing Business Travel Emissions

Since the COVID-19 pandemic, remote working and Microsoft Teams meetings have become standard practice across our business. This has enabled us to reduce emissions associated with business travel significantly. All quarterly Senior Management Team (SMT) meetings are now conducted remotely via Microsoft Teams.

According to Idle Forest, the carbon footprint of a one-hour Microsoft Teams meeting is estimated to be approximately 50g of CO2.

By comparison, holding a physical SMT meeting in the headquarters office in East Midlands—with participants travelling from across the world—would generate an estimated 53.9 tonnes of CO_2 from air travel alone. (Using My Climate Carbon Calculator).

Return journey	Distance (km)	Estimated CO_2 emissions
ORD–LHR–ORD	12,700	3.4 t
SCL–LHR–SCL	23,000	7.6 t
SAO–LHR–SAO	18,900	5.7 t
DXB–LHR–DXB × 2 travellers	11,000	5.8 t
CAI–LHR–CAI	7,100	1.8 t
JNB–LHR–JNB × 3 travellers	18,200	16.2 t
SYD–LHR–SYD	34,100	13.4 t
Total	**125,000**	**53.9 t**

Additional emissions would arise from ten return train journeys between STP and EMD, as well as hotel accommodation and local transport. These figures demonstrate the considerable environmental benefit of conducting quarterly SMT meetings remotely.

We now limit business air travel to essential journeys. Our priority is to avoid unnecessary travel and use virtual meetings wherever practical. Where travel cannot be avoided, we can consider lower-carbon alternatives and credible carbon-offsetting measures to address residual emissions.

By 2035

Compensate for residual emissions of our business travel 100% through our tree planting project in Kenya.

Aircraft & Cargo Handling

HAE Aircraft & Cargo Handling is a bespoke service provider, offering exceptional licensed and certified cargo ground handling services. Operating in BFS and EMA airports. Each of our facilities operates as a regulated agent where screening services are offered. Reception, security screening, full pallet build up, break down, and sortation services are available. In addition, in BFS we operate as a fully licensed ground handling agent.

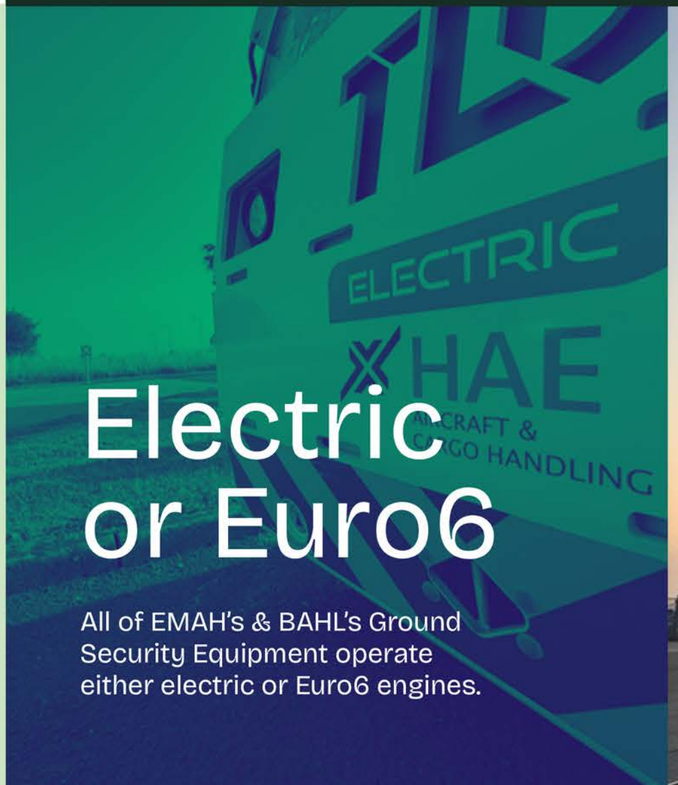


£750k

In 2026 EMAH invested 750K to relocate to a new warehouse in Stud Brook Business Park, with plans to transition operations in the coming months, marking an important step in their continued growth.

£1.5m

In 2024-2026 Belfast Airport Handling invested total 1.5M GBP into lower emissions vehicles, cargo handling equipment and LED lights installation.



Electric or Euro6

All of EMAH's & BAHL's Ground Security Equipment operate either electric or Euro6 engines.

By 2050

Carbon-Neutral Ground Operations.



GSE Investment

New Vestergard My-Lite De-icing Rig
Built on a Volvo FL H18 Chassis, Euro 6 fuel. Enhanced safety with thermally insulated tanks, anti-collision sensors, cameras not to mention, fitted with Vestergards latest innovation (only heating 500 litres at a time) before drawing from reserve tanks thus reducing glycol consumption through the “hot at nozzle” function. Spraying cold fluid means longer operating time and loss of expensive and potentially harmful ADF fluid.

New Trepel Champ 140
14ton Main Deck Pallet & Container Loader at the Belfast facility. The new unit will be commissioned and then utilised on the cargo ramp for DHL operations. Continued, major investment in new GSE ensures we can maintain service excellence for our customers, whilst ensuring we can operate safely with modern, efficient and ecofriendly equipment.

New Pushback Tug
The new tug although diesel has significantly lower emissions than the previous tug (which we maintain as a back-up only). The new tug is a lot less noisy, therefore greatly reducing noise pollution, not to mention it is fully modernised with all the up-to-date tech such as cameras and sensors thus enhancing health and safety.

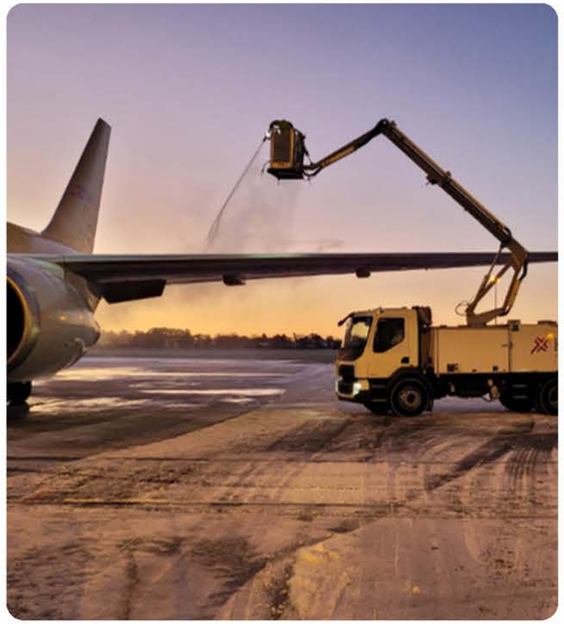
Energy Efficiency Initiatives
In 2025 Belfast Airport Handling completed installation of new LED flood lights. This installation delivers exceptional lighting performance in a robust, IP65 weather resistant package.
The LED flood lights replaced the old ones which contained halogen bulbs which were far less energy efficient, generated more heat and used a substantially more amount of electricity.

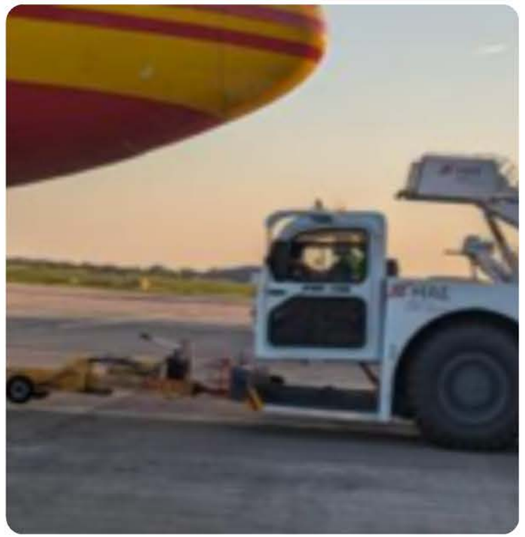
This investment deliverers two-fold benefits; primarily, creating a brighter operational environment during the hours of darkness enhances our goal of keeping Health & Safety at the forefront of everything we do and secondly, using modern technologies such as energy efficient LED flood lights to reduce our carbon footprint by lowering energy consumption, and benefit from longer-lasting bulbs, and means less maintenance and lower replacement costs.

New Fuel Bowser
Our new 1000 litre solar powered bowser combines efficiency, innovation and sustainability in one versatile unit thus reducing reliance on external power sources and lowering operational costs.

This demonstrates our commitment to embracing modern technology, improving resilience and supporting sustainable working practices without compromising efficiency and safety.







Digitalisation

Over the last 8 months, our HAE Team at BAHL have embarked on digitising our processes which is good for sustainability because it cuts waste, improves efficiency and allows us to measure more and optimise continuously and to date we have digitised the following:

1. GSE Maintenance
2. Health & Safety / Site Audits
3. Security Audits
4. Near Miss Reporting
5. Accident / Incident Reporting
6. Annual Leave Requests

It's not all about going paperless, it creates data visibility. You can't reduce what you can't measure. Digital systems/platform measure everything thus allowing us to move onward and upward from paper to waste, emissions, transport and even materials.

As the World Economic Forum said:

“Digitisation is our most powerful tool for sustainable transformation".

A proud milestone for HAE Aircraft & Cargo Handling

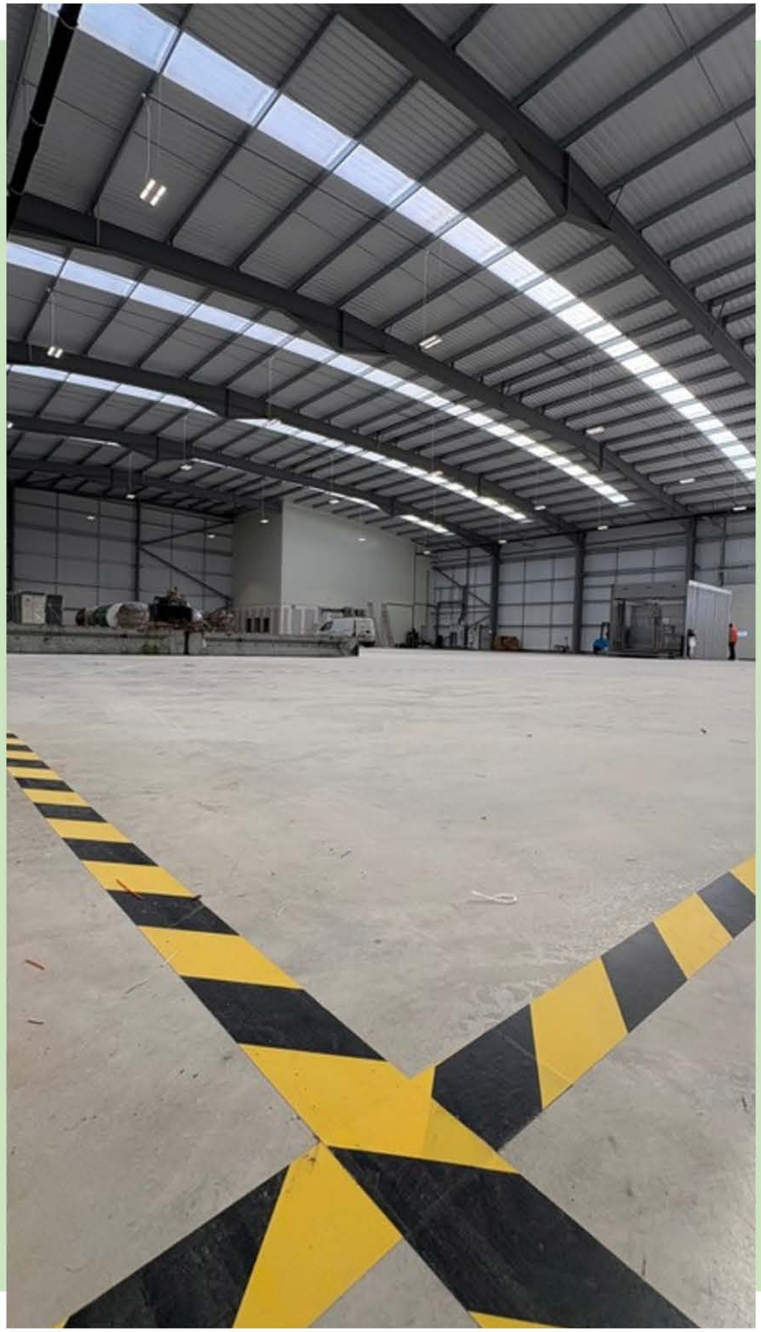
In 2026 EMAH invested 750K to relocate to a new warehouse in Stud Brook Business Park, with plans to transition operations in the coming months, marking an important step in their continued growth.

EMAH has been a core part of our group for many years, building a strong reputation in air cargo coordination at one of the UK’s busiest freight hubs

The new facility gives them the space and environment to evolve further. Supporting customers, strengthening operations and aligning with our wider focus on sustainable, future-ready infrastructure.

This new facility includes warehouse, two offices, secure private parking, cycle spaces & EV charging points, and has highly efficient EPC A rating. The building insulation performs up to 50% better than Building Regs. require. LED lighting and PIR sensors improve the overall energy output of the buildings, effective condensing units are installed to provide heating & cooling facilities.

This investment is made considering our commitment to sustainability, lower our carbon footprint, assuring employee and customer health & safety.



HAE
AIRCRAFT & CARGO HANDLING



Increasing Our Handprint

Climate change mitigation and biodiversity initiatives beyond our own value chain and beyond compliance.

Offsetting represents the second-largest contribution to IATA's net-zero strategy, accounting for 19% of the sector's planned emissions reductions during the transition to more sustainable aviation.

Our Empty Spaces project in Ngangu village, Kenya, supports the decarbonisation strategies of IATA and our key airline partners.

However, the project is about more than carbon sequestration or fruit production—it reimagines how industry, communities and nature can work together to address shared risks.

We anticipate that, by 2035, the carbon project will have realised its full potential in support of the aviation industry's interim climate commitments. It will deliver measurable emissions reductions alongside broader environmental and social benefits. Through regenerative agriculture, the project aims to establish long-term carbon sequestration, protect livelihoods, restore biodiversity and ecosystems, strengthen community resilience, and advance sustainable food security.

Each year, HAE Group not only donates 1,000 fruit-tree seedlings to smallholder farmers but also provides funding for seeds, enabling communities to establish their own nurseries and develop the skills needed to grow high-quality seedlings independently. The project also allocates funding for comprehensive training in regenerative farming practices, supporting its long-term sustainability and impact.

For everyone involved, this is a continuous learning journey—one that extends beyond sustainability to focus on creating healthier land, healthier communities and, above all, healthier soil, which sustains every other ecosystem. The opportunity to restore nature is both inspiring and transformative.

INVESTMENT 2025-2026

2025	Project kick-off, 2000 fruit tree seedlings, training and monitoring, Ngangu nursery establishment	1,443,604.62 KES	9,000 GBP
2026	1000 fruit tree seedlings, establishment 3 more tree nurseries	604,659 KES	4,159.96 GBP
2026	Community participation in Kenya National Mazingira Day	67,300 KES	392.72 GBP
Total:		2,115,563.62 KES	13,552.68 GBP

HAE Kenya customer contributions in 2026

- Tradewinds Logistics: KES 20,000 and 1,000 indigenous and avocado tree seedlings
- Expolanka Freight: KES 10,000

HAE Group and datacair Kenya also provide technical support to the project. Using specialised software, they developed an App that can record and monitor the planting and growth of fruit trees, capture feedback from beneficiaries and, ultimately, calculate the annual carbon sequestration of each tree.

The app will support transparent accountability and accurate reporting throughout the project.

According to the Avocado Sustainability Centre, a mature avocado tree can absorb approximately 22 kilograms (48 pounds) of carbon dioxide from the atmosphere each year while releasing oxygen.

Based on this estimate, the initial 3,000 seedlings could collectively sequester approximately 66 tonnes of CO_2 annually once they reach maturity, which is expected by 2030. This could potentially fully offset the carbon emissions generated by our annual business travel.

The project's carbon-sequestration capacity is anticipated to increase each year as additional trees are planted and mature.

By 2030

Transparent measurement and accountability for CO_2 sequestration through the Empty Spaces project.

By 2035

Plant 10,000 more trees and support more than 2,000 beneficiaries.

REAL STORIES FROM OUR

Empty Spaces Project



HAE

“What began as a CSR initiative by HAE has now blossomed into a true community-led movement. The local community’s decision to establish their own seedling nursery demonstrates their strong ownership of this vision—a testament to the lasting impact of our efforts.

I was deeply impressed by the enthusiasm and commitment shown by everyone involved; the local community, village elders, schools, our business partners, and the local administration. Their collective energy has transformed this project into something far greater than we initially envisioned, and I have no doubt it will create lasting change.”

Peter Njambi
Country Manager, HAE Kenya

















“It is encouraging to be part of work guided by clear responsibility. The project clearly stands out as a strong and impactful initiative; well received, firmly rooted in genuine community needs, and demonstrating real potential for long-term, scalable impact. This solid foundation gives confidence in what has already been achieved, and in what can be built going forward.”

Brian Omondi
Datacair Business Analyst

HAE





Environmental Restoration and Community Resilience: A Story of the Project 2026.

The story of Anthony Muraguri is one of hope, reconciliation, and new beginnings. When the Empty Spaces Project began in 2025, Anthony was separated from his wife and their three children. During this difficult period, he was selected as a project beneficiary and received the opportunity to plant fruit seedlings.

Anthony gladly joined the project and invited his wife to participate, hoping they could work together to create a better future for their children. Little did he know that this shared opportunity would help reunite their family.

Together, Anthony and his wife received 20 fruit seedlings, which they planted on the three-acre plot of land she had inherited from her parents. This experience marked the beginning of a new chapter—one filled with hope, purpose, renewed love, and stronger family unity. Today, they cultivate their land together with fresh energy and optimism.

Anthony is also an active member of the Ngandu nursery, where he helps grow new seedlings. Whenever he has the opportunity, he encourages his neighbours and other community members to plant fruit trees in the available spaces on their land.

He is eager to learn about regenerative agriculture and applies the knowledge gained during the project's training sessions. Anthony hopes these practices will restore the health of the soil, improve food production, and provide his family with nutritious food and a more secure income in the years ahead.

Anthony is deeply grateful to the Empty Spaces Project and HAE Group for their generosity and for giving his family renewed hope for a brighter future.

HAE

PEOPLE



People – Social Responsibility and Local Communities

Our Social Impact Report highlights our commitment to creating positive and lasting value for our employees, customers, communities and wider society.

In this section of the report, we outline the initiatives we undertook during 2025–2026, the progress we made and the outcomes achieved across key areas such as employee wellbeing, diversity and inclusion, community engagement, training and ethical business practices.

While we are proud of our achievements, we also acknowledge the challenges that remain. This report provides an honest account of our performance and sets out our priorities for the future.

Commitment to Human Rights

Although HAE Group is not a formal participant in the United Nations Global Compact, we voluntarily align our practices with its Ten Principles and use them as a foundation for our commitment to human rights, fair labour practices, environmental responsibility, and ethical business conduct.

People is a central pillar of corporate social responsibility. It encompasses fair labour practices, fair wages, employee wellbeing and employee satisfaction, as well as our engagement with local communities.

In 2025, we conducted our second Employee Happiness Survey. It was designed to provide deeper insights into employees' experiences and assess their sense of belonging and inclusion, perceptions of equity and fairness, and psychological and physical safety at work.

This feedback has been an important source of internal insight, enabling management to build on our strengths and address the concerns raised by employees worldwide.

The main findings of the survey were as follows:

- We have a very high percentage of happy employees worldwide and maintain good working relationships across all teams. Although teamwork is excellent, we need to do more to understand individual personalities, potential, impact and passions.
- We are performing very well in providing workplace flexibility.

This area received the highest satisfaction rating and may partly explain the high level of satisfaction with working relationships.

- We need to create more professional development opportunities to enhance our employees' knowledge and provide a greater sense of accomplishment and growth. Knowledge gained through work and insights received through feedback from managers were identified by all five teams as the most important factors influencing performance.
- Responses concerning meaningful feedback from managers and the sharing of ideas with leadership were mixed, with some teams performing better than others. Although the overall response was positive, we need to review how we motivate and encourage our employees to share their ideas. Effective feedback supports professional development, highlights employees' contributions and helps them feel seen and valued.
- The survey also indicated that we need to strengthen the connection between personal and company goals, align professional development opportunities with individual growth, and support our employees in achieving their aspirations. We need to build a stronger organisational culture that embraces personal values and individual ambitions.

Overall, responses regarding employees' experience of working within the company were very positive. We are doing many things well; however, as always, there is considerable scope for improvement, especially not missing the details. Our focus should remain on employee wellbeing and inclusion, while creating more opportunities for individual creativity.

By 2028

Reinforce our shared purpose and develop a strategy that connects employees across HAE Group, supports targeted actions and enables progress to be monitored. Our goal is to increase the employee engagement rate by at least 20%.

Conduct a new Employee Happiness Survey.

By 2030

Based on feedback from the new Employee Happiness Survey, develop a formal strategy to enhance employee engagement, support professional development and create new opportunities for employees to realise their full potential.

Create a formal Employee Happiness Strategy.
We are committed to operating in a responsible manner in support of our industry's goals.

A HAPPIER, HEALTHIER WORK LIFE

As mentioned in the Environmental section of this report, most HAE Group companies operate from office-based locations. However, many employees work on a hybrid basis, while some choose to work remotely full-time. Our employees value the autonomy that remote and hybrid working arrangements provide.

A well-known Pew Research Centre survey found that 71% of hybrid workers believe working from home helps them balance their professional and personal lives. Flexible working is also associated with a sense of trust. Our employees do not need to be micromanaged; they value knowing that their managers and supervisors trust them to complete their work effectively when they are away from the office.

Multiple reports also indicate that people working from home tend to experience lower levels of stress, eat healthier meals and have lower blood pressure.

Our Employee Happiness Survey revealed a very high satisfaction rate of 96% with workplace flexibility. Employees reported experiencing less stress and anxiety because they can adjust their schedules to accommodate personal commitments. Eliminating the daily commute can also benefit both mental and physical health. The time saved allows employees to focus on priorities outside work, such as getting more sleep, spending time with family, exercising or having a healthy breakfast. Flexible working also makes it easier to attend medical and other healthcare appointments when necessary. In addition, it can reduce expenditure on fuel, vehicle charging and maintenance.

Remote working also enables the company to promote diversity and inclusion by recruiting people from a wider range of socioeconomic, geographical and cultural backgrounds. These employees bring different experiences and perspectives—diversity that can be more difficult to achieve when recruitment is limited to a specific location in which not everyone wants, or can afford, to live.

In May 2023, following the end of the COVID-19 public health emergency, the company gave all office-based employees the option of hybrid working. Three years later, we can conclude that this arrangement has contributed to greater employee happiness and loyalty. Working from home can reduce stress, provide more time for hobbies and personal interests, and support stronger personal relationships, among other benefits.

Ultimately, it is trust—not simply a physical presence in the office—that builds employee loyalty.

LUNCH & LINGER

Every two months, we hold Lunch & Linger gatherings at our headquarters at Donington Court. These informal events bring together all our UK employees, giving them an opportunity to reconnect and share news and knowledge.

During each gathering, the CEO provides an update on the company's most important developments and we all have time just for a friendly chat.

Similarly, Belfast Airport and east Midlands Airport Handling staff, have breakfast delivered after the night shift once a month. They also have employee appreciation initiative "Simply Thanks" once a month too, when selected member of staff receive a special thank you from the General Manager and £50 gift voucher.





We are delighted to award December's Simply Thanks to Ziad Zguem.

Ziad has returned to EMAH and joined Team A with great enthusiasm, quickly getting stuck in and making a strong impact. He consistently shows initiative, taking on tasks as soon as he identifies they need doing, and is always willing to support his colleagues. Ziad never hesitates to help with stacking ULDs, demonstrating real teamwork and commitment.

His recent retraining in ULD/Dolly loading has already proven to be a significant benefit and a real asset to the team.

Thank you, Ziad, for your hard work and positive attitude!



The award for Simply Thanks for April is awarded to Wayne Turner (Supervisor).

Wayne was nominated by his Manager (Vanessa Young) and has shown great support over the past months towards his Manager and all members of his team (A), he is totally dedicated to his job and supports his team members in all aspects of work & life!

He gives 100% commitment in all he does and has proven to be a great asset to his team.

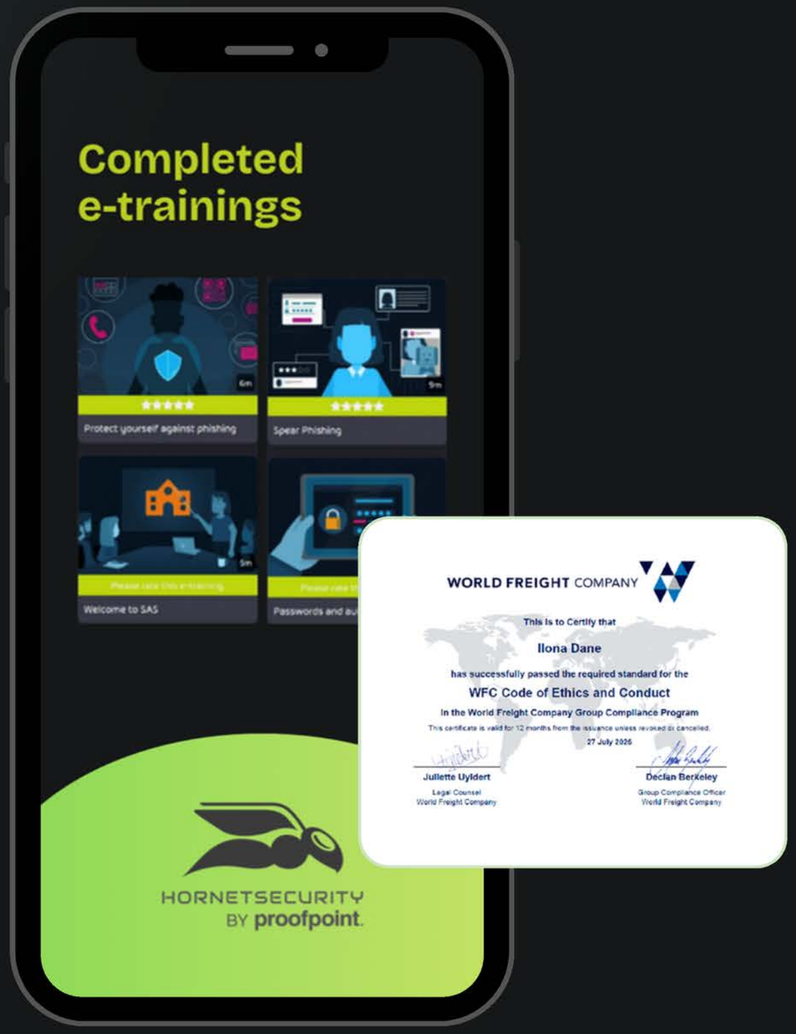
Keep up the good work Wayne, Simply Thanks, you are this month's winner of a £50 gift voucher.



Living Wage Employer

In 2025, Belfast Airport Handling became the first company of the group to be accredited Living Wage employer. The NI Real Living Wage, calculated independently on the true cost of living, ensures staff can meet essential needs with dignity and fairness.

Adopting the real Living Wage is so much more than a compliance decision—it's a strategic investment in our people and our business. It's the right thing to do. By paying staff based on the true cost of living, we empower employees to meet essential needs without financial stress, leading to higher morale, loyalty, and productivity. Staff who feel valued and secure are more engaged, deliver better customer service, and stay longer, reducing costly turnover.



Employee Compliance Training

Like all employees of our parent company, World Freight Company, HAE Group employees are committed to upholding high ethical standards at all times.

Every year all employees of the group undergo World Freight Company online Compliance training and take an exam. The training covers all ethical conduct policies whilst doing business internationally such as Health & Safety, Human Rights, Anticorruption and Bribery, Antitrust, Whistle blowing, Conflict of Interest, data Protection etc.

HAE Group companies operate in the aviation industry, which is highly regulated and inherently precision-driven. As a company, we must ensure that our employees are equipped with the most relevant and up-to-date knowledge. We are committed to providing an environment in which they can excel by fostering a strong safety culture, reducing workplace stress and encouraging continuous improvement—all of which are vital to our success.

Regulatory Training

TOTAL TRAINING EXPENDITURE

£87,188.36

STAFF TRAINED FROM NOV25 TO NOV26

152



Belfast Airport Handling • 36 staff

Topics covered:

Health & Safety // Human Factors // Manual Handling // Principles of Ramp Safety // Security Culture // Dangerous Goods // Cargo Operative



East Midlands Airport Handling • 49 staff

Topics covered:

Security Culture // Insider Threat // Manual Handling // Health and Safety // Fire Safety // Human Factors // Lithium Battery Safety // Stress Management // Threat Reporting // Carriage of DG by Air // Cargo Operative



HAE Group / Datacair • 66 staff

Topics covered:

Stress Management // Health and Safety // Manual Handling // Dangerous Goods // Fire Safety // Introduction to Supervisory Skills

HAE

Aligning with ICAO + CAA expectations - improving our safety reporting processes



LUFTHANSA GROUP
QUALITY SERVICES

CERTIFICATE

Colin Black

has successfully completed the

SMS Complete Training

Training Contents:

- Make Safety a System
- SMS Background
- SMS Costs and Benefits
- Safety Knowledge
- Safety Culture and Reporting
- Safety Risk Management
- Modeling Risk
- HRA
- ERC
- Bow Tie Model
- Safety Risk Evaluation
- Safety Assurance
- Safety Performance Indicators (SPIs)
- Communication and Promotion
- ERP

The Training took place from June 8th to June 12th, 2026 in Frankfurt, Germany and was conducted by Lufthansa Group Quality Services, a brand of Aviation Quality Services GmbH

Certificate-No.: LGQS-12571-SMSC26

Frankfurt/Germany, June 12th, 2026

Hector Hidalgo
Managing Director

Colin Black, Head of Compliance & Business Development recently attended the "SMS Complete" course delivered by Lufthansa Aviation Training in Frankfurt. The programme brought together pilots and safety directors, providing valuable insight into safety across flight operations, maintenance and ground handling through case studies and practical exercises.

The course concluded with a digital exam, where Colin achieved a score of 98.6%, earning the "SMS Expert & Risk Assessor" certification.

HAE

Career Opportunities at HAE Group

From the first day of employment, we foster an environment of continuous learning through office-based training, on-the-job learning and professional development.

Feedback from our graduate employee:

"HAE was my introduction to the air-freight industry, which was an entire industry I knew nothing about. Over the past four months I've developed my initial understanding from the idea that airfreight was simply securing space, to now considering the importance of allocation, client relationships and internal coordination. My manager has been very helpful with slowly introducing new responsibilities, providing a structured environment for learning, almost like a classroom. In the four months I've been here I've developed a strong foundation in logistics. I look forward to a long career in air logistics, and taking on more responsibilities."

Muttasim Islam
Customer Service, HAE UK

Our employees also have professional development and growth opportunities.

"Working at HAE has been an incredibly rewarding part of my career. I've had the opportunity to grow professionally, starting as a reservations co-ordinator on the United Airlines desk, where I quickly fell in love with the industry. I then took on new challenges within the Solutions Department, which allowed me to see the industry from a new perspective and certainly fuelled my desire to pursue my current role as Cargo Sales Manager.

Working alongside knowledgeable and supportive colleagues has helped me transition through my roles to date, and I hope this will continue in the future. My overall experience with HAE has strengthened my skills, broadened my understanding of the industry, and allowed me to contribute to a business that values collaboration, innovation, and its people. Here's to the future!"

Jordan Pole
Cargo Sales Manager, HAE UK

"I started out at HAE in 2015 as a Cargo Operations and Reservations Coordinator, right after finishing university. In the beginning, it was all about keeping my head down, learning the ropes, and absorbing everything I could about how the business works day-to-day.

By 2018, I moved into the Solutions Programme Manager role. That was a huge stepping stone for me because it shifted my focus toward bigger projects, figuring out complex problems, and starting to lead initiatives rather than just managing daily tasks.

Then in 2023, I took the leap into management as the Commercial Operations Manager – Solutions. Transitioning into leadership was a really exciting next step, allowing me to shift from just running projects to supporting a team and helping them succeed.

Looking back over the last 11 years, HAE has been a fantastic place to grow. It's been a great experience where hard work actually turns into real opportunities to move up".

Alex Honour
Commercial Operations Manager – Solutions

Community Engagement

HAE Group continually engage in community fundraising initiatives, helping to raise vital funds for charities close to the hearts of our workforce.

Entity	Challenge	Cause
HAE UK	26 mile Peak District hike	Prostate Cancer Research
Groupair SA	Annual South African Associaion of Freight Forwarders Golf Day	The San Michele Home for Intellectual and Phsyical Disabled People
AirCross	Mandela Day	Rise Against Hunger Africa
David Weller (HAE UK)	10k Charity Walk at Chrome Hill	Mind Derbyshire
Cathy Eisenmenger (HAE USA)	The Chicago Marathon	Have Dreams
Lyssa Johnson (HAE Training)	25k hike through the Cotswold Hills	MacMillian Cancer Research



SDG Flag Day - Raising Awareness

SDG Flag Day is a global awareness campaign encouraging institutions, companies, schools, and communities to raise the Sustainable Development Goals (SDG) flag each year on 25 September.

As a responsible business, HAE Group is making progress embedding sustainability in our business strategy with a long-term Environmental, Social and Governance impact. Raising the Flag symbolises our commitment to competitive sustainability.

Our SDG Flag started its journey at HAE Group headquarters at EMA and was handed over to EMAH Team and later shipped to BAHL Team. In 2027, the Flag will be raised by our Kenyan and South African employees.









Governance



Corporate Governance

Our Board of Directors, both directly and through the Senior Management Team, oversees the establishment and maintenance of our governance, compliance, and risk-management processes and procedures. This oversight helps ensure that we conduct our business according to the highest standards of responsibility, ethics, and integrity.

The Senior Management Team draws strength from its diversity of perspectives and the insight gained by bringing together individuals from a wide range of backgrounds and experiences.

The Board and Senior Management Team monitor the Company's activities and operations to ensure that they support its mission, which was recently redefined following our first Governance Survey.

Our mission

HAE Group exists to advance professional, competitive, and sustainable air cargo solutions that support our industry, strengthen our airline partnerships, satisfy our customers, and create success for our people and our business.



Andy Watson
UAE & Kenya



John Ward
CSN



Richard Thackeray
COO



Neville Karai
CEO



Ian Hutchinson
CCO



Neil Cross
Groupair UK



Alyne Fukuda
Brazil



Felipe Campillo
Spanish Latam



Steve Dickinson
DoT and Business Transformation



Nigel Todd
Trucklink.EU



Krijn Koeman
WCB



Mustafa Eldes
Comm. Director Solutions



Emma Williams
Finance



Bryn Woolley
AirCross



Carien Woolley
Groupair RSA



Mohsen Hussein
Egypt



Gizelle Sarmento
SkyReps



Sebastian Nagiah
Cargo Link Express



Blake Attley
Ireland



Conan Busby
UK



Charlie Storcks
Americas



Matt Pearce
TSA



Carlos Moreno
WTS / AirTech



Jenni Bendelow
CSN



Roberto Gilardono
VP Asia CSN



Ilona Dane
SMT Support



Kenny Lee
Infinity



Luanda Hoffman
Groupair RSA



Karen Beardsell
Group Marketing



Paul Danvers
Groupair RSA

Sustainability Governance

In 2025, we established our Sustainability Team by inviting employees from across the organisation to volunteer. The team currently comprises ten members representing various entities across the Group: business.



Ilona Dane
Executive Assistant
HAE UK



Karen Beardsell
Group Marketing
HAE UK



Sheeraz Elahi
Head of Credit
HAE Group



Andrea Hoban
Head of Payables
HAE UK



Colin Black
Head of Compliance &
Business Development
BAHL



Mark Hutchinson
IS Supervisor
HAE Group



Mercy Rotich
Head of Commercial
Operations
Datacair Kenya



Catherine Miriri
Administration Assistant
Datacair Kenya



Geneviev v.d Nest
Accounts Assistant
AirCross South Africa



Angelicah Righa
Operations
Datacair Kenya

Our sustainability governance framework comprises the Board of Directors, the Senior Management Team (SMT), and the Sustainability Team. Together, they provide centralised oversight, communication, and decision-making, strengthening our ability to create long-term value and minimise risk.

Sustainability Governance Framework

Board of Directors

- Reviews and approves all policies
- Approves the annual budget for sustainability initiatives
- Guides the management of key risks and opportunities
- Allocates resources to support sustainability efforts

Senior Management Team

- Proposes strategies to the Board and integrates approved sustainability considerations into decision-making
- Communicates policies to customers
- Supports efforts to improve performance in relation to priority sustainability ratings and awards
- Enables the implementation of our sustainability strategy

Sustainability Team

- Advises on the development of the ESG strategy and proposes targets
- Influences decisions that could affect the Company's sustainability strategy
- Develops and coordinates company-wide sustainability initiatives
- Engages with partners and suppliers
- Conducts assessments and prepares annual reports
- Audits policies & recommend actions
- Monitors performance against our sustainability goals and priority ratings and awards

In 2026 and 2027, we are committed to addressing the remaining gaps in our sustainability governance, including those related to sustainable procurement. A new role has been created to strengthen this area.

Sustainability Team member Andrea Hoban will begin her new role as Head of Payables in November. Andrea joined HAE in September 2021 as a Group Finance Assistant. It was subsequently recognised that her skills and experience could be utilised more fully, leading to her appointment as Head of Payables. In this position, she will assume responsibility for accounts payable across the Group.

Andrea will support and lead system-enhancement projects, system implementations, and automation plans within the Accounts Payable function. She will work closely with the Business Transformation Team to ensure their successful delivery. Key projects will include sustainable procurement initiatives, a comprehensive review of supplier assessment and onboarding processes, and the testing and implementation of a bespoke purchase order system.

Organisational Culture

In March 2026, we conducted our first Governance Survey. Its primary purpose was to strengthen our collective identity, encourage employee participation in decision-making, and ensure that our organisational culture remains aligned with our mission, vision, and values.

Governance Survey Report

Overall

Participants	Engagement
246	46%

HAE UK, HAI, ACS, CLE UK, CLE PL, GA UK, EMAH, BAHL, WCB, TSA, TLEU, DCBI Vietnam

Participants	Engagement
92	74%

HAE USA, HAE Brazil, HAE Chile

Participants	Engagement
24	37.5%

GA RSA, AirCross, ACI Kenya

Participants	Engagement
35	49%

The overall engagement rate was lower than anticipated. However, the results provide a valuable starting point for determining how we can strengthen and unify the organisational culture of such a diverse corporate group.

📌 The survey revealed a shared view of our organisational culture as high-performing, process-driven, and people-oriented. This reflects the precision-driven nature of the aviation industry.

📌 The survey also identified shared values that are important to our employees worldwide. These values add a human dimension to our organisational culture:

Integrity — We act honestly, ethically, and transparently. We honour our commitments, make fair decisions, and do the right thing.

Respect — We treat everyone with dignity, fairness, and consideration. We listen to different perspectives, value individual contributions, and foster an inclusive and supportive workplace.

Responsibility — We take ownership of our decisions, actions, and results. We fulfil our commitments, learn from our mistakes, and consider the impact of our work on colleagues, customers, communities, and the environment.

Our culture and values reflect what matters most to us as a company. When put into practice and embedded in our day-to-day activities, they help us uphold the highest ethical standards, which are fundamental to building trust with our customers, team members, and other stakeholders.

The Company's strong leadership plays an important role in promoting ethical decision-making, guiding employee behaviour, identifying risks promptly, seizing new opportunities, and providing a clear framework for navigating complex situations.

Our employees worldwide identified the Company's ability to adapt to and embrace change as one of its greatest superpowers. In particular, they recognised our ability to respond to the industry's evolving regulatory landscape while maintaining high standards.

Our values and culture are aligned to create a positive, productive, and ethically responsible working environment. This alignment helps ensure that the Company's actions and decisions are consistent with our parent company's Code of Conduct and policies.

HAE Group companies adhere to our parent company World Freight Company Code of Conduct and Policies. The Code sets out the principles we work to globally and provides guidance when faced with difficult issues and require further assistance. The Code is intended to complement the laws and regulations in the areas we operate.

WORLD FREIGHT COMPANY

One of the most recognized symbols of quality and standardization is ISO certification.

HAE UK, CLE UK, operate under ISO 9001:2015 standard as providers of customised transport & logistics solutions.

East Midlands Airport Handling (EMAH) is ISO 9001:2015 certified company as comprehensive cargo handling services including cargo screening, unitised and pallet builds, other associated warehouse activity. Belfast Airport Handling (BAHL) - ISO 9001:2015 cargo & passenger aircraft handling, associated multimodal transport solutions logistics and aligned service.

ISO standard certifies that we provide services that meet customer and regulatory requirements.

Both EMAH and BAHL are ISO 45001:2018 health and safety standard certified companies. Heavyweight Air Express UK and Ireland are also IATA accredited agents.

HAE UK and Ireland. IATA Cargo Agency Accreditation. It is an airline-recognized status that confirms a freight forwarder is financially sound, professionally trained, and operationally compliant.

By 2030

Make sustainability work more transparent, more verifiable and more relevant for leadership, the board and other stakeholders. Turn ambition into operational decisions .

Achieve EcoVadis Silver Medal.



British Assessment Bureau

CERTIFICATE OF REGISTRATION

The management system of certificate number 260066

Belfast Airport Handling Limited

Cargo Terminal, Belfast International Airport, Aldergrove, Belfast, BT29 4GB, United Kingdom

has been assessed and certified as meeting the requirements of:

ISO 45001:2018

Cargo & Passenger Aircraft Handling, Associated multi Modal Transport Solutions Logistics and Aligned Services

Further clarification regarding the scope of this certificate and the applicability of requirements may be obtained by consulting the certifier.

Valid from:
Initial certification: 17 April 2023
Latest issue: 17 April 2023
Expiry date: 16 April 2026
Subject to annual assessments.

Authorised by

Mike Tims
Chief Executive Officer

british-assessment.co.uk

Certificate issued by Amtivo Group Limited T/A British Assessment Bureau Ltd.
Certification is conditional on maintaining the required performance standards throughout the certified period of registration.
Amtivo Group Limited, 30 Tower View, Kings Hill, Kent, ME19 4UY.



British Assessment Bureau

CERTIFICATE OF REGISTRATION

The management system of certificate number 260101

HAE Group Ltd Incorporating Cargo Link Express Ltd. East Midlands Airport Handling Ltd, and Belfast Airport Handling Ltd.

Donnington Court, Pegasus Business Park, Herald Way, East Midlands Airport, Derby, DE74 2UZ, United Kingdom

has been assessed and certified as meeting the requirements of:

ISO 9001:2015

Multi-platform air cargo industry service provider, offering bespoke global solutions

Further clarification regarding the scope of this certificate and the applicability of requirements may be obtained by consulting the certifier.

Valid from:
Initial certification: 16 October 2015
Latest issue: 10 September 2026
Expiry date: 15 September 2027
Subject to annual assessments.

Authorised by

Steve Russell
Chief Governance Officer

british-assessment.co.uk

Certificate issued by British Assessment Bureau Limited t/a Amtivo
Certification is conditional on maintaining the required performance standards throughout the certified period of registration.
Amtivo Group Limited, 30 Tower View, Kings Hill, Kent, ME19 4UY.



Certificate of Accreditation

The International Air Transport Association (IATA) is proud to certify that

HEAVYWEIGHT AIR EXPRESS IRELAND LIMITED

Dublin 9, Ireland

has met the professional standards of the **International Air Transport Association** to promote, sell and handle international air cargo transportation.

IATA Code: 3847000000 Certificate validity: **2026**

Jose Antonio Rodriguez
Executive Director
Remittance & Settlement, BSP and CASS
P&S Global Delivery Center

Dusan Kostic
Regional Director, Financial and Distribution Services, IATA

This document has been issued as a commercial certificate as of the date of issue and does not constitute conclusive proof of certification and good standing. The official certification status can be validated online at: https://www.iatacodes.com

2026

IATA



Certificate of Accreditation

The International Air Transport Association (IATA) is proud to certify that

HEAVYWEIGHT AIR EXPRESS LTD

Castle Donington, United Kingdom

has met the professional standards of the **International Air Transport Association** to promote, sell and handle international air cargo transportation.

IATA Code: 91474340005 Certificate validity: **2026**

Jose Antonio Rodriguez
Executive Director
Remittance & Settlement, BSP and CASS
P&S Global Delivery Center

Dusan Kostic
Regional Director, Financial and Distribution Services, IATA

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2026

IATA

Our Long-Term Targets

By 2028

- Reinforce our shared purpose and develop a strategy that connects employees across HAE Group, supports targeted actions and enables progress to be monitored. Our goal is to increase the employee engagement rate by at least 20%.
- Conduct a new Employee Happiness Survey.

By 2030

- EcoVadis Silver Medal status.
- 100% save, secure and certified E-waste disposal.
- Make sustainability work more transparent, more verifiable and more relevant for leadership, the board and other stakeholders. Turn ambition into operational decisions.
- Transparent measurement and accountability for CO_2 sequestration through the Empty Spaces project.

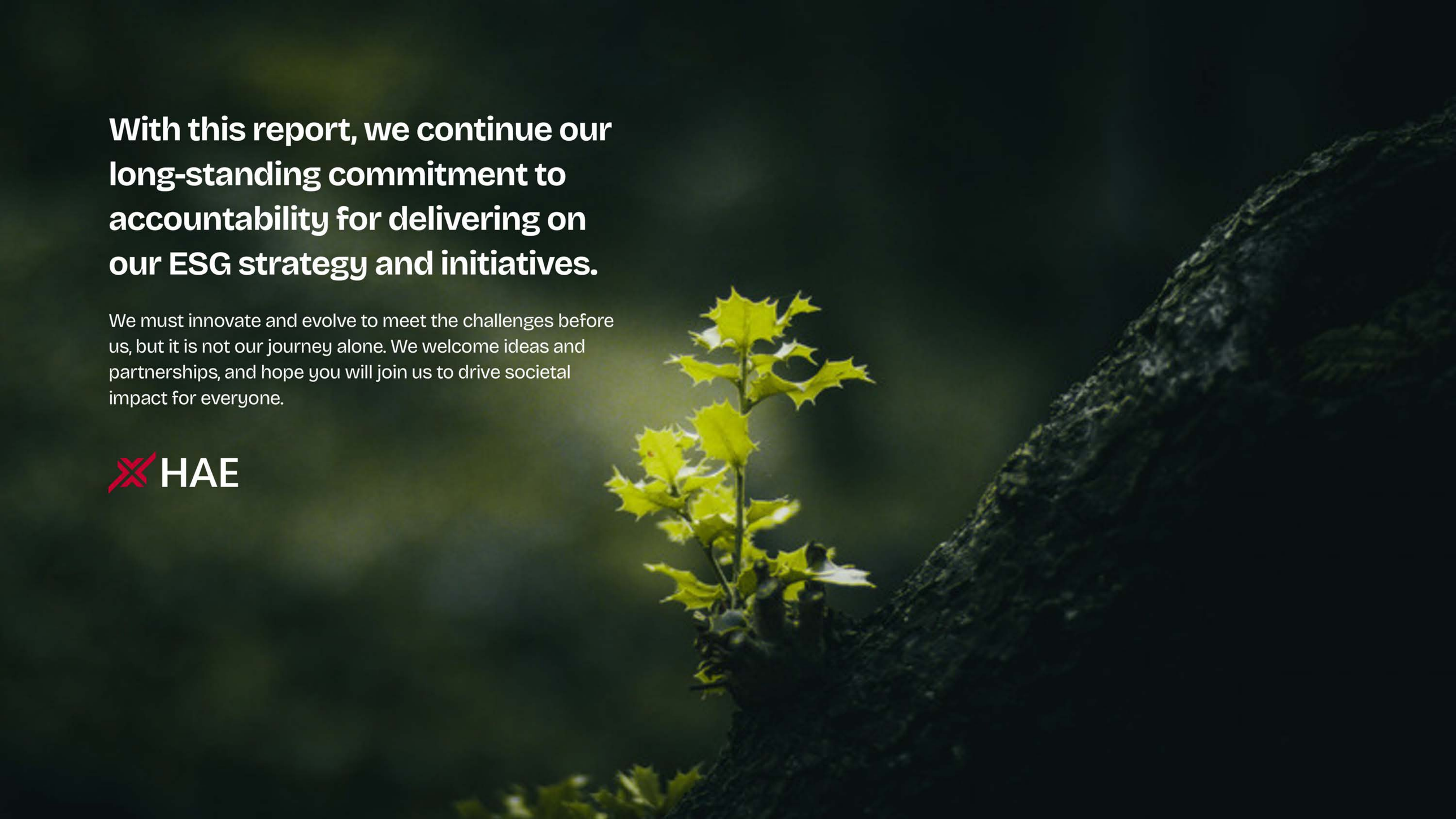
By 2035

- Plant 10k more trees and support more than 2k beneficiaries.
- Reduce IT equipment emissions by 60% by migrating data storage to cloud-based infrastructure and prioritising suppliers with a low carbon footprint.
- Compensate for residual emissions of our business travel 100% through our tree planting project in Kenya.
- Prioritise offices with renewable energy supply. Relocate to energy-efficient buildings. Reduce building emissions worldwide by 90%.

By 2050

- Carbon-Neutral Ground Operations.

HAE



With this report, we continue our long-standing commitment to accountability for delivering on our ESG strategy and initiatives.

We must innovate and evolve to meet the challenges before us, but it is not our journey alone. We welcome ideas and partnerships, and hope you will join us to drive societal impact for everyone.

HAE