

Supplier Code of Conduct

Aer Lingus 

BRITISH AIRWAYS 

IBERIA 

IBERIA
EXPRESS 

IAG Cargo

IAG GBS

IAG Loyalty 

IAG Tech

 LEVEL

vueling 

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Message to our suppliers

At IAG, we are committed to doing business ethically, transparently and with integrity.

As a diverse set of operating companies, we have embedded a shared understanding of and commitment to the behaviours expected from ourselves and each other. That understanding and commitment extends to our suppliers, who play a critical role in helping us maintain our standards of integrity and sustainability.

This is our 'Supplier Code of Conduct', which sets out the key principals of conduct and workplace standards we expect from all suppliers working with us. Our 'Supplier Code of Conduct' compliments our internal Code of Conduct, which outlines the standards and behaviours expected of all of us at IAG.

Our goal is to maintain relationships with all our partners based on honesty, fairness and integrity. We appreciate that your organisation may have its own code of conduct. Our intention is not for this to replace your current code. Instead, we would ask that you review our 'Supplier Code of Conduct' to help your understanding of the expectations we have of our suppliers so we can work together to achieve our goals.

If you have any questions, please contact our Supplier Performance Management Team at IAG GBS (SPM@iairgroup.com).

Thank you for your support.

Regards,



Zoe Davis

Director GBS

Introduction

IAG wishes to conduct business and build relationships with suppliers who share our values. This Supplier Code of Conduct is based on our IAG Code of Conduct, which sets out the principles we must all work by every day at IAG, wherever we are in the world.

Code Applicability

The Code is applicable to all suppliers and partners who supply products or services related to contracts or purchase orders with IAG and its operating companies.

It is our expectation that our suppliers will adhere and comply with the principles set out in this document. Failure to carry out work in accordance with this Supplier Code of Conduct could have damaging consequences for both the supplier and our business.

IAG reserves the right to audit against compliance to this Supplier Code of Conduct. Suppliers are expected to make available documentation demonstrating compliance with this Code if requested. IAG reserves the right to terminate contracts in the event of material breach of the principles set out in this Supplier Code of Conduct.

The IAG Supplier Code of Conduct is freely available to view and can be downloaded from www.iairgroup.com.

Communicating this Code

IAG suppliers are expected to assist IAG in enforcing this Supplier Code of Conduct by communicating it to any of its staff, sub-suppliers or other third parties engaged in the provision of goods or services to IAG and its operating companies.

Our principles

1. People and Workplace



Health, Safety and Security

Health, safety and security is fundamental to our business, whether in the air or on the ground. It is our highest priority. We expect our suppliers to work and operate in compliance with all applicable health, safety and security laws, regulations and industry standards.

Fairness and Respect

Safe and ethical behaviour depends on all of us as individuals and, fundamental to that, is how we treat each other. IAG and its suppliers must treat each other with dignity and respect, and we should never engage in bullying or harassment.

IAG and its suppliers must ensure that workers are treated fairly and not unlawfully discriminated against.

We expect our suppliers to promote and provide work environments free from abuse, intimidation and harassment and that allow people to raise concerns freely and without fear of retaliation.

Employment Practices

IAG suppliers must comply with applicable wage and hour labour laws and regulations governing employee compensation and working hours.

IAG suppliers must not employ workers under the minimum legal age of employment in the jurisdiction where work is performed on behalf of IAG. Irrespective of the legal minimum age, suppliers shall ensure that all legal requirements including type of work, remuneration, working conditions and education requirements are met.



2. Customers and Stakeholders

Our Customers

IAG is a customer service business. We aim to provide good value and service to our customers and to look after them, or their cargo, properly in many different circumstances. Together with our suppliers, we must treat our customers with fairness, care, respect and dignity, and in a professional and non-discriminatory way.

Environment

IAG is committed to net zero CO2 emissions by 2050, with additional interim targets along this journey. We measure and mitigate our impact on the environment, both on the ground and in the air, while responding to the demand for passenger and cargo air transport in the 21st century. We expect our suppliers to adopt procedures and practices to minimise their impact on the environment, and to work collaboratively with IAG to help meet our environmental sustainability goals particularly in relation to climate, waste and noise.

Political Engagement

We do not allow the use of IAG company funds or resources, including any IAG company brands, to support any political party or candidate.

3. Business Dealings



Compliance with Laws

When providing goods or services to IAG, suppliers must act in compliance with the applicable laws, rules and regulations of the countries in which they operate on behalf of IAG and its operating companies.

Competing Fairly

Suppliers are expected to conduct their business in an open and honest manner and must carry out their business for IAG in compliance with competition laws.

Anti-bribery

In their work for, or on behalf of IAG, suppliers must never offer, pay, request or accept anything of value to obtain an improper advantage, or improperly influence any kind of decision or action, whether directly or through a third party.

Gifts, Hospitality and Entertainment

IAG suppliers are not expected to offer any gifts, hospitality or entertainment to any employee or representative of IAG or its operating companies.

IAG suppliers must not provide any gifts, hospitality or entertainment to employees or representatives of IAG or its operating companies during a competitive tender.

Any gifts, hospitality or entertainment offered by an IAG supplier on behalf of IAG or its operating companies must be approved by IAG in advance.

Avoiding Conflicts of Interest

IAG suppliers must avoid situations where personal interests, such as family or financial interests, conflict with those of IAG or its operating companies (or may be perceived as such). If you encounter an actual, potential or perceived conflict of interest, suppliers must report it to their contact at IAG or IAG operating company to ensure it is managed appropriately.

Securities Law Compliance

IAG suppliers must comply with securities laws and never engage in any insider dealing in relation to IAG.

Tax Compliance

We expect IAG suppliers to comply with their tax obligations in the countries in which they operate. IAG suppliers must never facilitate the tax evasion of others of behalf of IAG.

Trade Compliance

IAG suppliers must abide by all relevant international trade laws, including export control, sanctions and customs laws when providing services to IAG.

Respecting Human Rights

We expect IAG suppliers to carry out work in a manner that respects the human rights of others. This means not accepting any form of forced, involuntary or child labour, human trafficking and modern slavery anywhere in their business or supply chains.

4. Information and Assets



Company Information and Assets

IAG information, assets, equipment and supplies should only be used in the manner they are meant to be used and in compliance with relevant policies and procedures.

Personal Data

IAG is firmly committed to protecting all personal data that we process in the course of our business. IAG suppliers must protect any personal data they collect or manage on behalf of IAG in accordance with obligations under applicable data protection laws.

Accurate Records

IAG suppliers must maintain accurate, complete and truthful company books, records, accounts and communications in relation to the goods and services they provide to IAG.

Public Statements

Anyone from a supplier organisation making public comments on behalf of IAG or its operating companies, such as press comments or statements on social media, should only do so with appropriate approvals and in a manner that is accurate and appropriate.

Reporting a concern

We all have responsibility to speak up if we see or suspect a breach of this Supplier Code. Everyone is expected to raise a concern when they become aware of a situation in which the standards and behaviours in this Supplier Code are not being followed.

There are several ways you can report a concern. The first option is to speak with your contact at IAG or IAG operating company, however if this is not possible, IAG maintains confidential reporting lines where individuals can raise an issue, anonymously if required.

Using your voice: how to speak up



Speaking with your contact
at IAG



Contacting the Speak Up
hotlines

The following are links to the Speak Up hotlines of each Group operating company:

- IAG/IAG Cargo/IAG GBS/Iberia/Iberia Express/Vueling/LEVEL

<https://secure.ethicspoint.eu/domain/media/en/gui/100435/index.html>

- British Airways/IAG Loyalty/Aer Lingus

<https://www.safecall.co.uk/whistleblowing-hotline/>

Anyone who raises or reports a concern in good faith will be protected against any detrimental treatment. We do not tolerate bullying, victimising, harassing or any other type of retaliation against anyone who raises a concern.

Concerns that are raised in bad faith, maliciously, for personal gain or where they are known to be untrue are not tolerated.

We encourage suppliers to provide a similar anonymous service for raising concerns where it is allowed by law.