



Flying With Integrity

Our Code of Conduct September 2024

Welcome on-board: A message from our CEO



As part of IAG, you are one of 71,000 people in more than 80 countries working hard to fulfil our purpose of connecting people, businesses and countries. Our airlines enable people to explore new places, experience new cultures and build lasting relationships. We facilitate trade and commerce and drive economic growth and job creation.

Whatever your role or the part of the business you work for, you are part of an extraordinary team, working with others to provide extraordinary service to our customers, and having a positive impact in the world. For that, I thank you.

This Code of Conduct is designed to help you continue to do the important work you are doing and to protect you and the Group. We have earned a reputation as a Group that operates with the highest standards of business conduct, and the Code expresses – to those both inside and outside of our Group – our shared commitment to maintaining this reputation.

It provides a framework for doing business the right way. This means complying with laws and regulations, everywhere we operate, and acting in a responsible way towards each other, our customers, our business partners and our communities.

You will find that the Code sets clear expectations for each of us, and although it cannot address every possible situation you may face, it will always steer you in the right direction. It will also point you to individuals and resources you may need for any further information to make the right decisions.

As we develop as a Group, facing new challenges and opportunities, our Code of Conduct remains a constant foundation for us. We will always operate legally, ethically and responsibly all around the world. It is a promise that will support our success today, and into the future.

A handwritten signature in black ink that reads "Luis".

Luis Gallego

IAG CEO



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A shared vision: Our purpose and values

We are a family of operating companies and platform businesses united by our shared purpose and a set of core values. Our purpose in the world is to **connect people, businesses and countries**. Our values enable us to fulfil our purpose.



The Group's common values are ambition, teamwork, innovation, pragmatism, efficiency and responsibility. Our operating companies may have their own values and additional policies to support their unique brand, business, customer and employee propositions. As employees, we honour IAG values, as well as any values associated with our operating company.

Responsibility is a key value to support the Code and requires each of us to:

- ✈ Display the highest standards of ethical conduct.
- ✈ Take ownership and act with integrity.
- ✈ Be respectful and inclusive of others.
- ✈ Consider the needs of customers, shareholders, colleagues and communities.



Ready for takeoff

Our Code is your guide for achieving business results ethically and reliably.

Our Code of Conduct

The aviation industry is highly regulated and subject to many laws and requirements. As an employee within the International Airlines Group (IAG), you must always:

- ✈ Be alert to the legal and regulatory landscape.
- ✈ Understand what is expected of you.
- ✈ Check your actions against relevant policies.
- ✈ Seek guidance anytime the path forward is unclear.

Our Code is your flight plan

It provides an overview of the information you need to navigate your way as an employee of the IAG Group. It not only offers guidance on how to work lawfully and ethically, but how to embrace our values in the business decisions you make as an employee of the IAG Group.

Any Group policy or policies issued by operating companies should be read in conjunction with, and aligned to, the principles in this Code of Conduct.

You may begin boarding

Our Code applies to everyone who works for IAG, its operating companies and platform companies, as well as their subsidiaries (together, 'the Group'). This includes all employees, regardless of their role or location.

We expect our suppliers and other partners who support our business to act with the same high standards of business conduct, as outlined in the [IAG Supplier Code of Conduct](#).

Compliance with our Code is mandatory. Violations can result in disciplinary action up to and including dismissal in accordance with Group and operating company policies and local employment laws.

Our responsibilities

Each of us has a role to play in maintaining an ethical culture:

- ✈ **Conduct business with integrity.** Know and follow the law, our Code and the policies that apply to your job, including any country-specific requirements.
- ✈ **Share your concerns.** Speak up if you see or suspect anything unethical or illegal. Cooperate fully and honestly in any internal investigations.

Managers have additional responsibilities:

- ✈ **Set the tone.** Show your team, through your words and actions, that you respect and follow our Code. Ensure that your employees read and understand the Code and complete all required training.
- ✈ **Be responsive.** Create a workplace where employees feel comfortable coming forward with questions and concerns, and support them when they raise issues.
- ✈ **Take action.** If you see, suspect or have concerns, address them through the appropriate channels. Never retaliate, or allow others to retaliate, against those who raise concerns in good faith.



Making the right decisions

There may be times when the proper course of action may not be obvious. In those situations, we count on you to use good judgement.

Ask yourself:



Is it safe?



Is it aligned with our values?



Am I doing what is right for IAG and our customers?



Would I feel comfortable if my actions were made public?



Is it legal?



Is it consistent with our Code and our policies?



Would I feel comfortable explaining it to my friends and family?

If the answer is ‘no’ or ‘I am not sure’ to any question, you should stop and seek guidance before proceeding. Remember that you can always ask for help from your line manager or seek support from the HR, Legal or Ethics and Compliance teams.



Reporting concerns

If you have questions about the right thing to do, or if you see or suspect unethical or illegal conduct, discuss the situation with your manager. If you are uncomfortable speaking with your manager, you may contact any of the following resources:

- ✈ Another manager or supervisor within your operating company or platform business.
- ✈ The Human Resources team
- ✈ The Ethics and Compliance team
- ✈ The Legal team
- ✈ The [IAG Speak Up Hotline](#)

The IAG Speak Up Hotline

Accessible by phone or online, the hotline allows you to report concerns 24 hours a day, seven days a week. Translators are available, and you may report anonymously, unless prohibited by local law.

All concerns are treated seriously and confidentially, and information about reports is disclosed only to those who need to know to resolve the issue. Where a matter requires investigation, we follow the procedures set out by the Group. Depending on the nature of the matter, an investigation may be referred to an external body or authority.

Our no-retaliation policy

Regardless of how it is reported, you can be assured that your concern will be handled promptly and appropriately.

We strictly prohibit any type of retaliation against anyone who makes a good-faith report or assists with an investigation of a violation. Concerns raised in bad faith, maliciously or for personal gain, or known to be untrue, may result in disciplinary action.

What is a ‘good faith report’?



Sharing a concern in good faith means you are coming forward with information you believe to be true.



Learn more

[IAG Speak Up Hotline](#)

Our crew and our passengers

We work together to create an exceptional experience for our customers.

A diverse workforce

We believe diversity is key to innovation and the future growth and success of our business. Behind every flight is a network of employees from across the globe, representing the full diversity of the communities where we live and work. We celebrate and benefit from this richness of backgrounds, experiences, cultures and ideas.

As a Group, we are committed to

✈ **Championing inclusivity.** We promote a culture of inclusion where everyone's unique difference is recognised and valued.

✈ **Respect.** We promote work environments in which people neither discriminate nor are discriminated against. That means treating all individuals with dignity and respect, regardless of age, sex, disability, race, religion/belief, marital/civil partnership status, pregnancy and maternity, sexual orientation, gender or any other protected characteristics.

✈ **Equal opportunities.** We monitor the composition of our workforce for diversity and inclusion, and we ensure the principles of IAG's Equity, Diversity and Inclusion Policy are reflected in the practices of our Group and the terms and conditions of employment for colleagues around the Group.

✈ **Role modelling.** We promote IAG values and expected behaviours across the Group, with a particular focus on leadership role modelling.



Learn more

[IAG Equity, Diversity and Inclusion Policy](#)

A respectful workplace

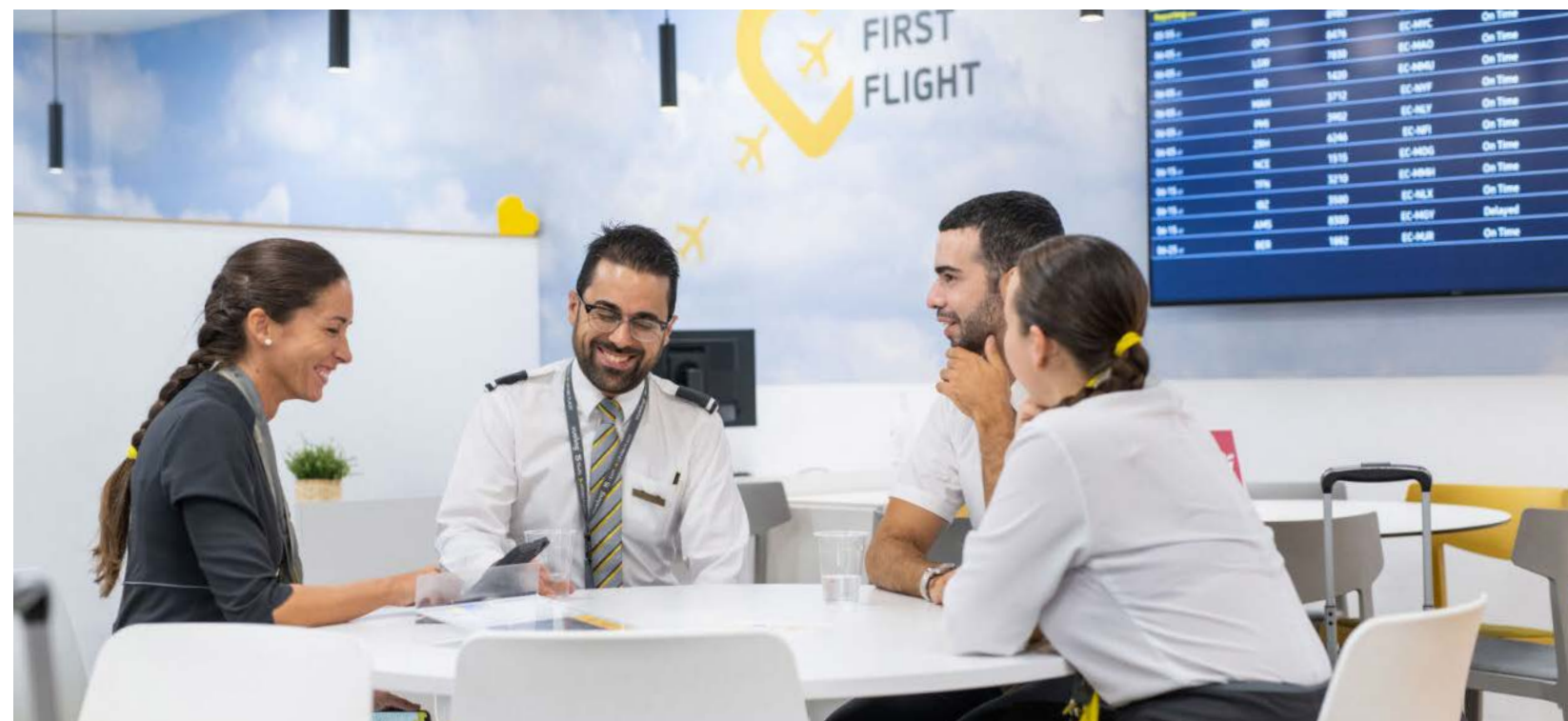
We believe every individual should be treated with dignity. We support each other and work to ensure and sustain a working environment free of unlawful discrimination, harassment or any other inappropriate behaviour.

As a Group, we are committed to a positive, productive workplace. Each of us has a duty to be alert to any discrimination or harassment. Regardless of the form it takes or whether an offence is directed at us, personally, or at someone else, if we see or suspect any discrimination, harassment or inappropriate behaviour, we report it immediately.

Harassment is



conduct that creates an intimidating, hostile, degrading, humiliating or offensive work environment. It can be physical, visual or verbal, and it can be sexual in nature. All forms are prohibited at IAG.



Health, safety and security

The **health, safety and security** of our workforce and our customers is a shared, everyday commitment. We are proactive in ensuring our own safety and security and that of our customers and others by following all applicable safety and security laws, regulations and procedures.

As a Group, we are committed to

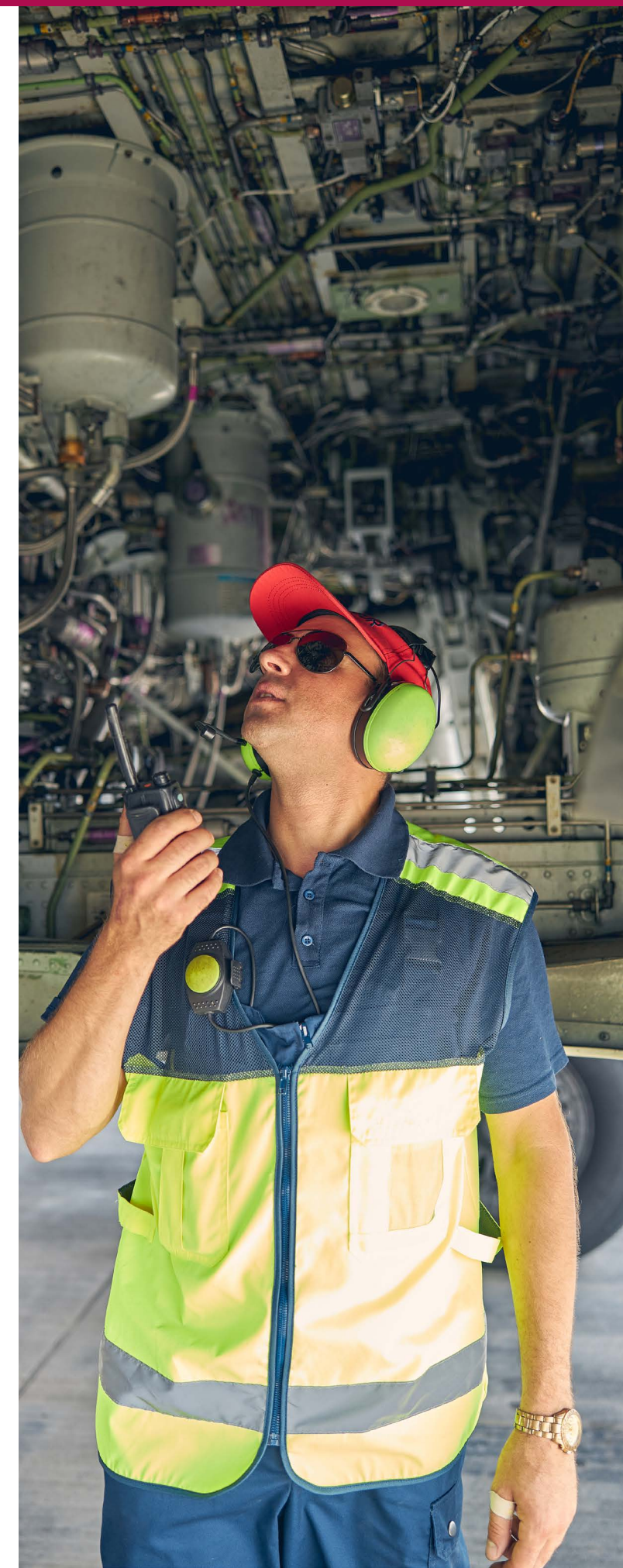
- ✈ **Maintaining the highest safety standards.** We never forget that the safety, security and wellbeing of all of us is the responsibility of **each** of us. We diligently complete any training that is required and undertake our roles in a safe, responsible and considerate manner.
- ✈ **Being fit for work.** We present ourselves fit to perform our jobs without putting ourselves or others at risk. The operating companies and platform businesses in IAG have strict policies on the use of drugs and alcohol within and outside of work to which all employees and contractors must adhere.
- ✈ **Keeping violence, abuse and harassment out.** We do not tolerate any actions that endanger our employees, customers, suppliers or business partners in our workplace. We stay alert to what is going on around us, report if necessary and engage the relevant law enforcement authorities where applicable.
- ✈ **Staying alert to safety and security issues.** We build a safety mindset through training and ensure that all tasks we carry out are done with safety as a priority. If we become aware of any condition or activity that could compromise the safety or security of our workforce or our customers, we immediately flag it and report it where necessary.



Check your navigation

I work with the ground operations crew and recently noticed someone on the baggage team lifting improperly. I reminded them of what was required, but they said they had been doing it this way for a long time and had never had a problem. I do not want to cause any problems, but should I say something?

Safety and security are everyone's responsibility. Rather than waiting to see if your colleague or customer suffers an injury, take the appropriate action and come forward with your concerns right away through your line manager and the relevant reporting systems. Speaking up is our responsibility and by doing so, you will be supported and may be helping to prevent a future accident.



Respect for our customers

We believe in going above and beyond for our customers. When we do our jobs the right way, we continue to earn their trust and preserve the privilege of serving them again and again.

As a Group, we are committed to

✈ **Courteous and respectful interactions.**

We take a customer-first approach, treating customers the way we would want to be treated.

✈ **Customer safety and security.** We

understand the duty we have to keep our customers safe and to immediately address or report any safety or security concerns.

✈ **Obeying the law.** As an international

Group operating routes around the globe, we follow all applicable laws and regulations when it comes to customer rights, advertising and marketing.



Check your navigation

In drafting a targeted email to potential customers, my manager asked that I include details about a limited-time discount that would expire just before the email goes out. She said that this practice is OK - that everyone does it - and that it will still entice recipients to go to our website and browse other deals. What should I do?

Deception is never an acceptable marketing or advertising strategy. Luring in customers with false promises or deliberately inaccurate price quotes is unfair to them and harms our reputation. You should report your concerns to another manager or to HR, Legal or Ethics and Compliance teams.



Valuable cargo

We protect our assets and keep them safe from loss, misuse and damage.

Group assets

We are committed to only using our Group assets responsibly and for the purpose of conducting our business. We never use our assets to undertake anything illegal or for the personal gain of ourselves or others. These assets include physical items, data, access to IT systems and intellectual property.

As a Group, we are committed to operating at the highest standards. The use of our assets must always be in line with the law and our policies.



Confidential information

We believe we should always protect our confidential information. We manage and maintain confidential information in accordance with our policies, and we understand the higher standard of care required.

As a Group, we are committed to

✈ **Safeguarding our confidential information.** We:

- Disclose any confidential information only to those who are authorised and have a business need to see it.
- Share only the information needed to meet the business purpose.
- Require that any third parties sign a confidentiality or non-disclosure agreement before we share sensitive information with them.
- Are careful to avoid discussing confidential or sensitive information in places where others might overhear or see it (such as restaurants, elevators and public transportation).

✈ **Safeguarding the confidential information of others.** We extend the same level of protection to the confidential information entrusted to us by our customers, suppliers and business partners.



Check your navigation

My cousin works for an aviation parts supplier that has developed a proprietary new process for refitting landing gear. He says the new process could be a real game changer for IAG and suggests we discreetly share information I consider to be confidential to help ensure a deal between our two companies. What should I do?

While your cousin may have good intentions, sharing information in this way is never OK. Work that he develops as an employee of another company is confidential and could jeopardise the intellectual property of both his company and ours. Let your cousin know that you are not interested in further discussions and advise him that IAG has a clear process for contracting with suppliers and other business partners that should be followed.

Privacy and data protection

We believe privacy is a fundamental right, and we respect the privacy and protect the personal information of colleagues, customers and business partners. We are committed to promoting and upholding privacy and data protection rights throughout our business activities.

As a Group, we are committed to

- ✈ **Respecting privacy.** We collect, use, manage, store and dispose of personal information in compliance with applicable data privacy laws and in accordance with our privacy principles.
- ✈ **Staying abreast of developments.** We conduct periodic reviews and implement updates to reflect changes in our data processing activities, legal requirements, changing regulations and emerging best practices.
- ✈ **Asking before acting.** If there are questions or concerns about how to handle personal information, we seek guidance from our manager, Data Protection Officer or the Legal team.
- ✈ **Immediately reporting any breach.** If we see or suspect that data has been breached or disclosed in a way that violates the law or our policies, we promptly report it to the Data Protection Officer, Legal or Cybersecurity teams.

Our privacy programmes

- ✈ Each operating company and platform business has a privacy programme that provides the governance framework used for processing information, training of employees and communicating with customers on how their personal information will be used.
- ✈ The privacy policies available on the operating company and platform business websites identify how individuals can exercise their rights and how to contact the relevant Data Protection Officer (or equivalent) where necessary.

IAG data protection principles

- » Fairness and transparency
- » Lawful processing
- » Data accuracy and minimisation
- » Storage limitation
- » Data security
- » Respect for individuals' privacy rights

Cybersecurity and responsible use of technology

We keep our hardware, software, data, networks and systems secure by using good judgement and complying with a robust set of information security policies.

As a Group, we are committed to

- ✈ **Minimising risks.** We practice good cybersecurity and are careful about:
 - **What we click.** We stay alert to phishing scams and other malicious attempts to obtain confidential information or personal data.
 - **What we share.** We ensure current security guidance is followed before sharing information.
 - **What we download.** We avoid suspicious files, software or email that could harm our systems.
- ✈ **Daily diligence.** We create strong passwords and do not share them with anyone. We ensure the physical security of information and hardware that is assigned to us and access our networks only through authorised applications and devices. And we update our systems, browsers and anti-virus software as required.
- ✈ **Raising concerns.** We report any lost or damaged technology assets as well as any misuse or abuse of our systems.

We support the responsible use of new technologies including artificial intelligence (AI).

AI is rapidly changing the way we do business and empowering us to provide our customers with better, faster and more personalised experiences.

We understand our responsibility to use, design and develop these tools ethically and in compliance with applicable laws.

If your work involves AI, data analytics or other digital technologies, stay abreast of – and follow – all emerging laws and regulations to allow us, as a Group, to capitalise on the benefits these new advances can deliver.

Financial records and controls

We believe that accurate recordkeeping helps us make good business decisions and achieve results sustainably. We all have the responsibility to make sure our records cast a true picture of our business.

As a Group, we are committed to

✈ Reporting with integrity. We comply with all applicable laws and regulations as well as our policies and internal controls in recording the business transactions of the Group. We fulfil our tax obligations and do not facilitate tax evasion by others. And we obtain approvals and provide supporting documentation, where required. Also, as part of maintaining financial integrity, we:

- Never deliberately falsify, misreport or mischaracterise any record, account, book or transaction related to our business.
- Never establish any undisclosed, unrecorded or off-the-record accounts for any purpose.
- Never manipulate or destroy information in anticipation of an audit or investigation.

✈ Meeting our regulatory requirements. We ensure that anything we submit or disclose about our financial position is full, fair, accurate, timely and understandable.

✈ Handling our records with care. We store, manage and dispose of records as prescribed by our document management policy, and never destroy documents that may be relevant to a legal proceeding.

✈ Combatting financial crimes. We stay alert for signs of fraud, tax evasion, money laundering and other financial crimes and immediately report any possible misconduct.



Check your navigation

I work in eCommerce. A colleague has asked me to record some additional expenses in our quarter-end report, even though we have not yet received an invoice from our supplier and the work has not yet started. Is it OK to do as my colleague asks?

No. Costs must be recorded in the period in which they are incurred. Since the work has not started and no costs have been incurred, this would be a misrepresentation and, depending on the circumstances, could amount to fraud. Discuss your concern with your manager or HR, Legal or Ethics and Compliance teams.

Public statements

We believe information we communicate about our business must be clear, correct and consistent. That is why only certain people are authorised to speak on behalf of the Group.

As a Group, we are committed to

✈ Speaking with permission. Only people authorised to speak publicly or to media on behalf of the Group can do so. Ensure you obtain the necessary internal approvals in advance of committing to anything.

✈ No greenwashing. We are honest and transparent about our sustainability initiatives. We do not engage in communicating misleading information or representing a practice as ‘green’ when it is not.

✈ Being careful on social media. As employees, we are responsible for everything we publish online. In any work-related postings, we must:

- Honour our values, our policies and the law.
- Never intimidate, harass or discriminate.
- Never disclose confidential information.
- Protect the privacy of our customers, employees and other business partners.
- Make it clear that our views are our own and do not represent those of IAG.

Seek permission



Before you speak on behalf of the Group, you should obtain the approval of your line manager and your operating company internal communications team.

The flight deck

Everyday decisions and choices affect the future and reputation of our Group.

Conflicts of interest

We keep our personal relationships, financial interests and other outside commitments from interfering with our professional responsibilities and duties.

As a Group, we are committed to

✈ **Recognising conflicts when we see them.** It is impossible to list all the circumstances that might signal a potential conflict of interest but there are certain kinds of situations where conflicts often occur. For example, when we:

- **Start a business or a second job** at a company that competes, does business or seeks to do business with IAG.
- **Invest** in one of our customers, competitors or business partners.
- **Take advantage of a business opportunity** that belongs to IAG.
- **Use IAG assets or information** for our own personal benefit or the benefit of a family member.

✈ **Acting in the best interests of the Group.** We avoid situations where personal interests conflict – or could even appear to conflict – with the interests of IAG. We immediately disclose any actual, potential or perceived conflict of interest to ensure it is managed appropriately.



Working with the government

We believe the governments of the various localities where we operate are important partners. We work together to ensure the safety of our passengers and crews, and the maintenance of vital infrastructure.

As a Group, we are committed to

- ✈ **Cooperating with authorities.** We cooperate fully and truthfully with all government inspections, inquiries and investigations. We never mislead government regulators or officials.
- ✈ **Contracting fairly.** Government contracting frequently involves more stringent rules. When working with government partners or seeking government contracts, we follow all applicable laws, regulations and contract stipulations.
- ✈ **Preventing corruption.** We do not engage in bribery or other forms of corruption. We must comply with our strict rules for gifts, hospitality and entertainment when dealing with government agencies, officials or their close family.
- ✈ **Prohibiting political donations.** We do not support political parties, and we do not donate funds to promote party political interests. We respect the rights of our employees to political affiliation in their personal capacity, using their own time and resources.
- ✈ **Respecting boundaries.** We follow all applicable laws and IAG policies when participating in political activities. We do not make financial contributions in IAG’s name or use or donate IAG assets without obtaining IAG approval in advance.

Investigations and inquiries



If you receive a government request for information, remember these important steps:

- » Report the request to the Legal team immediately.
- » Do not promise or take any action before consulting the Legal team.
- » Never attempt your own investigation.
- » Do not destroy, alter or conceal any documentation in anticipation of or in response to an inquiry.
- » Always tell the truth.



Check your navigation

We have been working with government aviation authorities to obtain needed licences and permits. We recently learned that our main point of contact on the government team is planning an international trip. Could we upgrade tickets for him and his family to first class, to acknowledge our good working relationship and, perhaps, minimise delays in obtaining the needed approvals?

No. The rules for what we may give to government officials are very strict. We must not offer anything of value – including an upgrade – to your contact, because doing so could be viewed as an inducement to take an official action and violate our anti-bribery policies and the law.



Anti-bribery and anti-corruption

We have a zero-tolerance stance for acts of bribery and corruption.

As a Group, we are committed to

- ✈ **High ethical standards.** We do not offer, give, request or accept **anything of value** in exchange for a business decision or action, or an improper advantage.
- ✈ **Transparency.** We document all transactions clearly and completely and never misrepresent payments or relationships in our records.



Check your navigation

A supplier called to tell me that a shipment is being held up in Customs, but I could expedite the inspection by paying a small, customary fee. Since this seems to be the way business is done in this country, should I pay the fee?

No, you should not. Even if you are told that fees like this are customary, we do not pay them. This is a type of bribe known as a facilitation payment, which is illegal in many countries and violates our policies. Explain that you are not permitted to make this payment and contact the Legal team for guidance.

‘Anything of value’



- » Cash or a cash equivalent
- » Lavish gifts or hospitality
- » Special discounts
- » Charitable or political donations
- » Favours
- » Ticket upgrades, lounge passes

These are just a few examples. If something is given to influence a personal decision or an action, this could be perceived as a bribe.



Suppliers and business partners

We believe in working with suppliers and business partners who share our values and our high standards. We must source responsibly and work with those who share our commitment to safety, quality assurance and ethical conduct.

As a Group, we are committed to

✈ **Making the best decision for the Group.** When it comes to choosing suppliers and other business partners, we make choices that are objective and best meet the requirements of the Group. We exercise due diligence in the selection process and do not let personal relationships or other conflicts of interest interfere with our decision-making.

✈ **Working with the best.** Once a contract is in place, we communicate with our partners about our expectations to ensure compliance with all applicable requirements and report any conduct that does not reflect our standards.

Business partner expectations



- » **Comply with applicable laws and regulations.**
- » **Meet their contractual obligations.**
- » **Be committed to safety and quality.**
- » **Never engage in bribery or corruption.**
- » **Protect our confidential information and intellectual property.**



Learn more
[IAG Supplier Code of Conduct](#)

Gifts and hospitality

We believe that gifts and hospitality must always be handled in an appropriate way in order to avoid the suggestion of anything illegal or improper. We are aware that the provision of gifts or hospitality to government officials may pose additional risks.

As a Group, we are committed to knowing what is unacceptable. The rules for what we may give or accept vary based on factors like operating company policy, local laws and an employee's role within the Group. We check with our manager, in advance, for specifics on what is permitted. We keep records of both given and accepted gifts and hospitality.



The control tower

We maintain a shared commitment to following the laws and regulations that apply to us.

Fair competition

We keep fair competition as the cornerstone of a robust and dynamic marketplace. We comply with competition laws and regulations in every jurisdiction in which we operate.



As a Group, we are committed to

- ✈ **Bold and fair competition.** We compete vigorously in the marketplace. We never use anti-competitive practices to limit competition or harm consumers.
- ✈ **Dealing with competitors.** We are cautious in our interactions with competitors and do not share information, discuss or collude on any matter of competitive strategy with them. We do not enter into any kind of agreement with a competitor that could result in price-fixing or any other arrangement that might constitute anti-competitive practices.
- ✈ **Reporting.** We report any suspicions or allegations of anti-competitive practices to the Legal or Ethics and Compliance teams.

Insider dealing

We believe in the integrity of financial markets. We comply with applicable laws and regulations to prevent insider dealing.

As a Group, we are committed to

- ✈ **Protecting information.** Our work could give us access to information about IAG or other companies that is not available to the public ('**inside information**'). We have an obligation to recognise and protect inside information, only share it when legally permissible, and never use it to trade in shares or to 'tip off' others so they may trade, which could result in a criminal offence.
- ✈ **Good timing.** We confine our trading activities to approved trading windows and honour any closed periods the Group might impose, waiting until all restrictions are lifted.

If you have any queries on insider dealing in relation to IAG, you should contact Governance and Company Secretariat or the Legal team.

Inside information



Information that is not yet available to the public (not released publicly or through a press release), is precise and could have an impact on the price of financial instruments or an investor's decision to transact.

'Shares' includes



Any other securities or financial instruments.



Learn more

[IAG Securities Code of Conduct](#)



Trade compliance

We believe that doing business internationally is both a privilege and a significant responsibility – one that requires compliance with all applicable trade laws, regulations and restrictions associated with the countries where we conduct business.

As a Group, we are committed to

- ✈ **Fulfilling our obligations.** We know and follow international trade compliance laws, which affect:
 - Imports and Customs
 - Exports and export controls
 - Trade embargoes and economic sanctions
- ✈ **Getting it right.** We understand the importance of accuracy. We document all transactions accurately, completely and in compliance with all laws that apply.



Learn more
[IAG Environmental Sustainability Policy](#)

The environment

We believe that our commitment to sustainability and serving communities is an important part of how we do business – it supports our purpose.

As a Group, we are committed to

- ✈ **Minimising our environmental impact.** As a Group, we comply with applicable environmental laws and regulations everywhere we operate. We do our part to conserve water, energy and paper and to safely dispose of and reduce waste. We immediately report any situation that could pose a risk to the environment.
- ✈ **More sustainable journeys.** Our vision is to be a world-leading airline group on sustainability. Our commitment to environmental, social and governance principles is detailed in our Sustainability Report.
- ✈ **Reducing the illegal trade of wildlife.** We honour all living things and have instituted operational controls, protective measures and reporting protocols designed to address illegal trafficking of plants and animals.
- ✈ **Practising corporate social responsibility.** Through volunteering, community engagement and fundraising, we make a positive impact in the places where we live and work.

Human rights

We carry out our work in a way that respects the human rights of others. We do not accept any form of forced or involuntary labour, human trafficking or modern slavery anywhere in our own operations or in the operations of those in our supply chain.

As a Group, we are committed to

- ✈ **Dignity and respect.** We work closely with governments and the airports in which they operate to ensure that any suspected trafficking on our flights is identified, reported and dealt with appropriately. We support the 2018 International Air Transport Association (IATA) resolution denouncing human trafficking and reaffirming our commitment to tackling this issue.
- ✈ **Looking beyond.** We communicate our expectations to suppliers and business partners at the outset of our business relationship with them. And we are committed to taking swift action in the event any evidence relating to slavery or human trafficking is identified.
- ✈ **Social safeguards.** We speak up if we see or suspect any form of human rights abuse.



Check your navigation

I saw an article about one of our suppliers. It seemed to suggest they have a reputation for engaging in questionable labour practices. Should I say something?

Yes. We do not knowingly conduct business with any individual or company that commits human rights abuses. Companies that have a reputation for questionable labour practices or human rights violations put people and our reputation at risk. Share the information you have learned with your manager or with HR, Legal or Ethics and Compliance teams.



Learn more
[IAG Modern Slavery and Human Trafficking Statement](#)



Flying With Integrity

Our Code of Conduct September 2024