
IAG Supplier Code of Conduct



General Responsibility

Applicability

This Supplier Code of Conduct is applicable to the supply of goods and/or services to either corporate IAG or any of IAG's Group companies.

Overview

IAG wishes to conduct business and build relationships with suppliers who share our values:

- Act with honesty and integrity at all times in all our business dealings
- To provide a safe working environment where employees are treated with dignity and respect
- Seek to minimise and reduce our impact on the environment
- Provide Supply Chain transparency and improve Supply Chain standards

This code of conduct applies to all businesses that provide products or services for IAG and its subsidiaries (the 'Group'). IAG requires all suppliers to the Group and their employees to commit to this code of conduct as a condition of doing business.

Compliance with Laws

Suppliers shall act at all times in full compliance with applicable laws, rules and regulations and in a manner that does not result in IAG or its Group companies being put in a position where they do not themselves comply with applicable laws, rules and regulations.

Labour Standards

Hiring and Employment Practices

Suppliers' hiring practices must include verification of workers' legal right to work in the country and ensure that all mandatory documents, such as work permits, are available. In addition a written contract should be made available to each worker that clearly communicates the conditions of employment in a language understood by the employee. IAG suppliers must not discriminate against employees in hiring, promotion and salary or performance management on the basis of race, colour, gender, religion, nationality, age, disability, political affiliation, union membership, sexual orientation, maternity or marital status of the employee. IAG suppliers are expected to support diversity and equal opportunity in their workplaces. The supplier shall not require employees to undertake pregnancy or medical tests, except where required by local law or in relation to workplace health and safety, and shall not discriminate based on results.

Child Labour

IAG suppliers are prohibited from using workers under the minimum legal age of employment in the jurisdiction where work is performed on behalf of IAG. In the event that local law does not specify a minimum working age, the minimum age of employment shall be 15 years of age. Irrespective of the legal minimum age, employers shall ensure that all legal requirements including type of work, remuneration, working conditions and education requirements are met.

Forced Labour

IAG suppliers shall not use any form of slave, bonded, forced, involuntary prison labour or engage in human trafficking or exploitation. Employment should be freely chosen and employees free to leave after reasonable notice is served. IAG suppliers should not retain employees' identification papers or travel documents such as Passports, Identification Cards and Work Permits as a condition of employment.

Harassment

IAG suppliers must treat all workers fairly and ethically with respect and dignity. They may not subject workers to corporal punishment, physical, sexual, psychological, or verbal harassment or abuse. Suppliers may not use monetary fines to discipline employees. In addition, IAG suppliers must provide an environment that allows employees to raise concerns without fear of retaliation.

Compensation and Working Hours

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

Health and Safety

General

Suppliers must provide workers with a safe and healthy work environment and should proactively put in place measures such as policies, procedures, education and communication that support accident prevention and minimise health risk exposure for all employees. Where appropriate the supplier shall provide personal protective equipment together with training on its benefits and use.

Living Quarters

Where provided, workers' living quarters should be clean and safe and meet the same Health and Safety standards as those that apply in the workplace.

Testing of Emergency Procedures

The supplier should minimise the impact to life, environment and property of emergency situations and events through the implementation and testing of emergency plans and response procedures.

Environment

General

The supplier shall comply with all applicable environmental laws, regulations and standards and have robust processes in place to identify and eliminate potential hazards to the environment and local community. Additionally, the supplier should seek to minimise its impact on the environment by energy conservation, recycling and appropriate disposal of waste.

Business Integrity

Gifts and Gratuities

IAG suppliers must not offer gifts to IAG Procurement employees. This includes gifts of nominal value. Although giving gifts is acceptable in some cultures, IAG requests that IAG suppliers respect our policy.

Hospitality

IAG suppliers are not expected to offer hospitality and must not offer hospitality to IAG Procurement employees during a competitive tender, negotiation or dispute.

Improper Payments / Bribery

Bribery is offering or making a payment (or payment in kind) and/or offering/promising a gift to influence a decision dishonestly or to induce or reward a person for improper performance of any relevant function or activity. This includes both private and public bribery. It is unacceptable to give, offer, promise or accept bribes or other improper payments and favours.

Officers, employees, suppliers, sub-contractors and agents acting on behalf of the Group are strictly prohibited from accepting bribes, improper payments and favours under any circumstances.

IAG suppliers must comply with all relevant anti-bribery laws including Spain, UK & US legislation.

Conflict of Interest

The supplier or supplier's employees must disclose any potential or actual conflict of interest and declare this to IAG management at the earliest opportunity by contacting **SPM@iairgroup.com**

Confidential Information

Proper management of confidential information and personal data is critical to the success of both IAG and suppliers. IAG suppliers must protect all IAG information, data (including personal data), and intellectual property or technologies with appropriate safeguards. Suppliers may receive our confidential information only as authorised by a confidentiality or non-disclosure agreement and must comply with their obligations not to disclose the confidential information, not to use the information except as permitted by the agreement, and to protect the information from misuse or unauthorised disclosure. This requirement prevails beyond contract expiry or termination.

Use of IAG and Group Companies Names and Logos

IAG prohibits suppliers' use of IAG's or any Group companies' name or logo for any purpose without express written authorisation. This includes, but is not limited to: public announcements, press releases and media activity, advertising, endorsements, customer or client listings and photographs of IAG and its companies' aircraft, buildings, equipment and branded products in supplier publications. As a general rule, IAG and its companies will not permit the use of their names for media, advertising and marketing purposes however any such requests should be sent to **SPM@iairgroup.com**

Supplier Management System

Suppliers are expected to have a management system that ensures they comply with applicable laws, regulations, and IAG policies, conform to this code of conduct, and identify and reduce risks related to this code. The system should also promote continuous improvement and compliance with changing laws and regulations.

Supply Chain

Supply chain transparency is a pre-requisite to confirm compliance to this code of conduct. To monitor this, IAG will request documentation from time to time including, but not limited to, supplier factory locations, supplier sub-contractor names and locations and results of historic audits. Accordingly, Group suppliers must ensure that documentation is retained to demonstrate compliance with the IAG Supplier Code of Conduct. Additionally IAG and its agents reserve the right to conduct onsite audits, review and approve corrective action plans, verify implementation of corrective action throughout the supply chain and require suppliers to work in a collaborative way to improve supply chain standards.

Communication

IAG suppliers are expected to assist IAG in enforcing this code of conduct by communicating its principles to their supervisors, officers, employees, suppliers and third-parties through their respective supply chain. Suppliers may direct questions or comments about this code of conduct to SPM@iairgroup.com

Non-Compliance Reporting

Where it is allowed by law, suppliers should have a system that allows employees to anonymously report their concerns.

Violations of this code of conduct can be reported confidentially by contacting the following email compliance@iairgroup.com

Online Version

The IAG Supplier Code of Conduct is available in additional languages at www.iairgroup.com.

