

Please read, print the document and sign it. Electronic signature is possible.  
Once signed, send it back as indicated by your AF / KLM contact.  
This is a mandatory requirement for the enrollment of suppliers and service providers in the portfolio of the Air France KLM Group.

## Supplier Sustainability Code of Conduct



**AIRFRANCE****KLM**  
GROUP

# 1. OUR AMBITION

The Air France-KLM Group's ambition is to set the standard for sustainability in the airline industry.

As a large purchaser of a variety of products and services, ranging from fuel to on-board catering products, we aim at integrating sustainability in our supply chain by sourcing products and services that minimize our environmental footprint and have a positive social impact. We seek to jointly create sustainable value with our suppliers and service providers (hereinafter referred to as the "Suppliers") based on mutual trust, transparency, joint innovation, and knowledge sharing.

The Air France-KLM Group is also committed to conducting its business with loyalty, fairness, transparency, honesty and integrity by respecting all the applicable laws in the countries where it operates. For that purpose, we need to ensure that our core values are understood, promoted and defended by all our employees and third parties with which any entity of the Air France KLM Group intends to set up or maintain a commercial relationship.

## 2. PURPOSE AND SCOPE OF THIS SUPPLIER CODE

This Supplier Sustainability Code of Conduct (hereinafter referred to as the "Supplier Code") is based on the ten principles of the UN Global Compact as well as related international standards including but not limited to the Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, the Children's Rights and Business Principles, the Core Conventions of the International Labor Organization (hereinafter referred to as "ILO"), the OECD Guidelines for Multinational Enterprises and anti-bribery laws, as amended or complemented from time to time. By adopting this Supplier Code, the entities of the Air France KLM Group set forth their requirements for all Suppliers conducting business with them.

It is valid for five years upon its execution. Notwithstanding the foregoing, if this Supplier Code needs to be modified to remain consistent with ongoing standards in sustainability or to comply with any changes in applicable laws as stated in the contract with the Supplier, the Supplier will be provided with an updated version of the Supplier Code, which will automatically supersede this document upon its receipt by the Supplier.

## 3. LEGAL COMPLIANCE

The Supplier shall comply and cause its own suppliers and subcontractors to comply with all relevant international legislation as well as the relevant local or national legislation of the countries in which they are registered and/or operate. The Air France KLM Group recognizes that many of its Suppliers operate in different legal and cultural environments throughout the world, and that meeting the standards established in this Supplier Code is a dynamic process. Suppliers are therefore encouraged to continuously and pro-actively improve their operations to meet the requirements herein. Whenever possible, the Air France KLM Group is willing to assist suppliers in this process.

Please note that the Air France KLM Group has implemented "Speak Up" policies and continuously promotes its staff to report any suspicion of inappropriate business behavior within the company. However, not only its staff can report; anyone who comes into contact with the Air France KLM Group as a result of their work may do this as well. You may find additional information from your contact at Air France KLM group and/or on the website of the relevant entity.

## 4. HUMAN RIGHTS AND LABOR CONDITIONS

### 4.1. HUMAN RIGHTS

The Supplier shall respect and support human rights as set out in the Universal Declaration of Human Rights and defined by the ILO and ensure no involvement in human rights abuses.

### 4.2. NON-DISCRIMINATION AND FAIR TREATMENT

The Supplier shall not discriminate any employees, on the grounds of criteria such as of ethnic origin, color, religion, gender, age, physical ability, national origin, sexual orientation, political affiliation, union membership, medical condition or marital status. The Supplier shall promote equal opportunity, in hiring and employment practices, including wages.

Every employee shall be treated with respect and dignity. Mental or physical coercion or punishment, or threat of physical abuse or punishment, any kind of sexual or other harassment and other forms of intimidation are prohibited.

#### **4.3. FORCED LABOUR**

The Supplier shall not under any circumstance use or benefit from, any form of forced or compulsory labor or any other form of involuntary labor or service which is extracted from any person under coercion, harassment, the threat of any penalty such as the use of physical punishment, confinement or threats of violence as a method of discipline or control as defined by the ILO.

#### **4.4. CHILD LABOUR, ILLEGAL EMPLOYMENT AND DECENT WORK FOR YOUNG WORKERS**

The use of child labor by the Supplier is strictly prohibited. No child under the age of 15 years old is allowed to work, subject to exceptions allowed by the ILO. In case child labor is identified, the Supplier must take appropriate action to responsibly manage the removal of child labor from its business in a way that is in the best interest of the child.

If the Supplier employs people between the age of 15 and 18, the Supplier must treat them with particular consideration. They shall not perform work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize their health, safety or morals.

The Supplier shall not employ any unregistered workers and undertakes to comply with all obligations with respect to reporting to the administrative, labor and tax authorities as required in the countries concerned.

#### **4.5. FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING**

The Supplier should grant its employees the right to freedom of association and collective bargaining, as permitted by and in accordance with applicable laws and regulations.

The Supplier shall ensure that managers and employees have a transparent, fair and confidential reporting mechanism in place enabling them to report any issues on safety, security and labor law issues.

#### **4.6. FAIR REMUNERATION, WAGES AND WORKING HOURS**

The Supplier must comply with all applicable legal and regulatory requirements applicable to working hours and shall compensate its employees for overtime work.

The Supplier shall also provide its employees with the minimum wages and benefits, and other premium arrangements, as defined by applicable law and applicable industry standards. In any event, wages should always meet the minimum income necessary for a worker to meet their basic needs. In the absence of any legal standards, the remuneration must be sufficient according to the ILO Convention (ILO C131- Minimum Wage Fixing Convention) and/or guidelines provided by Social Accountability International Standard (SA8000®: 2014).

The employees shall be granted their annual leave, and sick leave, without any adverse impact, and female employees shall be granted their maternity leave rights in case of pregnancy.

#### **4.7. HEALTH AND SAFETY**

The Supplier shall provide its employees with a safe and healthy workplace to prevent accidents and injuries. To that effect, the Supplier shall take a proactive approach to health and safety by implementing policies, systems and training designed to prevent accidents, injuries and protect workers' health. The Supplier shall identify and be prepared for emergency situations. The Supplier shall regularly train employees on emergency situations and basic first aid training.

### **5. LOCAL COMMUNITIES**

The Supplier shall operate with respect for local communities and indigenous people and their rights and title to property and land. We expect our Suppliers to understand the cultural and economic context in which they are working, to operate safely and responsibly, to be mindful of the well-being of communities and to foster positive social and economic relationships with local communities. In particular, they should ensure that the situation of vulnerable groups such as women and children is taken into account.

## **6. ENVIRONMENT**

The Air France KLM Group requires its Suppliers to comply with all applicable local, national and international environmental legislations.

Suppliers shall adopt a proactive approach towards minimizing environmental impacts. They are expected to have an environmental management system in place, based on international standards such as ISO 14001 or comparable certification, designed to identify, control and mitigate significant environmental impacts.

Waste of resources and materials, including energy and water, should be reduced or eliminated by practices such as modifying production, maintenance and facility processes, materials substitution, conservation, recycling and re-use.

The use of natural resources in products and services should be reduced, by proactively searching for sustainable and/or renewable alternatives.

The Supplier agrees to answer to any questionnaire the Air France KLM may request to be able to comply with applicable regulations, including but not limited to regulation on extra financial declaration and on duty of vigilance. The Supplier may be also requested to participate to survey or study on risk assessment and impact.

## **7. BUSINESS ETHICS, ANTI-CORRUPTION AND BRIBERY**

The Air France KLM Group requires their Suppliers to comply with all applicable international, national and local laws and regulations on trade sanction, competition and anti-trust, anti-corruption and anti-bribery, anti-money laundering and financing of terrorism ("Business Ethics Rules") and to strive to adhere to international and industry standards for business ethics and to uphold high standards of integrity, transparency and governance.

The Air France-KLM Group expects its Suppliers to have a compliance program, including a specific anti-bribery action plan, including measures to control the adequacy and efficiency of such program.

The Supplier shall prohibit its employees to accept any offer or payment of bribes by its customers or the business associates of its customers. The Supplier shall also prohibit its employees to offer, receive or request bribes to/from third parties, such as customers, suppliers and authorities, whether for their own benefit or that of their families, friends, associates or acquaintances. The same prohibition shall apply to facilitation payment (i.e. unofficial payments of small amounts made to secure or speed up routine governmental administrative formalities or business transactions).

Suppliers are required to avoid any apparent or actual conflicts of interest and must communicate to their contracting partner of Air France KLM Group any situation that may appear as a conflict of interest.

As the Air France KLM Group performs a risk mapping, the Suppliers may be requested to provide additional information about their specific anti-bribery and influence peddling policies.

The Supplier shall have implemented a screening process with its contracting partners and a reporting line for its employees and third party.

The Air France-KLM Group may also request to audit the Suppliers on its own and/or with the assistance of a provider specialized in third parties' screening and due diligence to make sure the Suppliers comply with all obligations herein, failing which the Air France-KLM Group may ask the Supplier to take corrective measures.

Further details on the anti-corruption and bribery policies are included in the Air France KLM Principles and anti-corruption code of conduct and policies.

Any violation of the Business Ethics Rules by the Supplier may lead to suspension or termination of the commercial relationship by the Air France KLM with immediate effect and without compensation.

## **8. SUSTAINABLE PROCUREMENT**

The Air France-KLM Group requires that their Suppliers ensure that the commitments and principles of this Supplier Code are actively promoted with their own supply chain partners and integrated into their business

operations including their selection of suppliers. Their sustainable procurement policies and practices shall be monitored through self- assessments.

## **9. DATA PROTECTION AND PRIVACY**

The Air France KLM Group requires their Suppliers to take adequate measures to ensure sufficient protection of data received from the Air France KLM Group and to ensure the rights of privacy of its employees and their personal data. The Supplier is required to treat these data in accordance with the EU General Data Protection Regulation (GDPR) as well as any applicable national legislation relevant to the protection of data and privacy.

## **10. MONITORING & ENFORCEMENT**

The Air France KLM Group may ask its Suppliers to conduct a sustainability self-assessment to manage and monitor the level of the sustainability performance in its Supplier base. These assessments help to determine whether the Supplier meets the Air France KLM Group's sustainability requirements.

Failure by the Supplier to comply with this Supplier Code may lead the Air France KLM Group to request corrective actions and/or not to enter into a commercial relationship or suspend or terminate the commercial relationship as provided for in the agreement executed with the Supplier.

## **AGREEMENT & SIGNATURE**

I, undersigned, on behalf of my Company, have read and understood this Supplier Code. I agree to comply with the standards laid out in this Supplier Code and to commit to the continuous progress of my Company on the sustainability topics covered by this Supplier Code.

Company name:

Signed by:

Name:

Title:

Date:

Signature