

## Supplier CSR Code of Conduct

### Ambition

Air France and KLM's ambition is to set the standard in Corporate Social Responsibility (CSR) in the airline industry. As a large purchaser of a variety of products and services, ranging from fuel to onboard catering products, we aim to integrate 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 value with our suppliers based on mutual trust, transparency, joint innovation, and knowledge sharing.

### Purpose & Scope

This Code is based on the ten principles of the UN Global Compact as well as related international standards including 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 Labour Organization (ILO) and the OECD Guidelines for Multinational Enterprises. By adopting this Supplier Code of Conduct (the "Code"), Air France and KLM set forth their expectations for all suppliers conducting business with Air France and KLM (the "Supplier(s)").

We recognize that many of our Suppliers operate in different legal and cultural environments throughout the world, and that reaching the standards established in this Code is a dynamic process. Suppliers are therefore encouraged to continuously improve their operations and move from Code compliance towards Code leadership. Air France and KLM are willing to assist suppliers in this process.

In addition, Suppliers are expected to promote the standards in this Code to their own supply chain partners.

### Human Rights & Labor conditions

#### ***Non-discrimination and fair treatment***

The Supplier shall not discriminate, and shall promote equal opportunity, in hiring and employment practices, including wages, 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.

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.

#### ***Forced labor***

The Supplier must under no circumstances use, or in any other way benefit, from any form of work or service which is exacted from any person under the menace of any penalty such as the use of physical punishment, confinement, threats of violence as a method of discipline or control.

#### ***Child labor and decent work for young workers***

The use of child labor by the Supplier is strictly prohibited. No child below 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 young people between the age of 15 and 18, the Supplier must treat them with particular consideration. They shall not perform work which, by its nature or the circumstances in which it is carried out, is likely to jeopardize their health, safety or morals.

#### ***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 complaints mechanism in place enabling them to report workplace grievances.

#### **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.

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

#### **Health and Safety**

The Supplier shall provide its employees with a safe and healthy workplace to prevent accidents and injury to health. The Supplier shall therefore take a proactive approach to health and safety by implementing policies, systems and training designed to prevent accidents, injuries and protect worker health.

The Supplier shall identify and be prepared for emergency situations. The Supplier shall regularly train employees on emergency planning, responsiveness as well as medical care.

#### **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.

#### **Environment**

Air France and KLM require their Suppliers to comply with all applicable local, national and international environmental legislation.

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, 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.

### **Ethics**

Air France and KLM expect their Suppliers to comply with all applicable international, national and local laws and regulations, to strive to adhere to international and industry standards and to uphold high standards of integrity, transparency and governance.

The Supplier declares it forbids the offer or payment of bribes to its customers or to the business associates of its customers. The Supplier also declares it forbids its employees to request or accept bribes, whether for their own benefit or that of their families, friends, associates or acquaintances.

Suppliers should avoid any apparent or actual conflicts of interest, and are expected to communicate to their Air France or KLM counterpart any situation that may appear as a conflict of interest.

### **Monitoring & Enforcement**

When requested, the Supplier shall report via a CSR assessment, to be performed by a third party as appointed by Air France and KLM and on supplier's expense, about its compliance with and progress regarding the standards in this Code. The Supplier shall complete this assessment to the best of its abilities.

Should the Supplier, in conclusion of the self-assessment, not meet the standards in this Code, the Supplier will implement a corrective action plan and timeline to effectively and promptly improve the level of performance.

The Supplier agrees that its premises, facilities and its compliance may be audited at any time by Air France or KLM and/or its representatives including third parties as appointed by Air France or KLM.