



## SITA SUPPLIER CODE OF CONDUCT

As a leader in air transport communication and IT solutions, SITA recognizes its responsibility in creating long term value for its stakeholders, while at the same time fostering sustainable development for the Air Transport Industry. In striving to remain a trustworthy and respected company, SITA focuses on the following elements in its CSR Charter, and seeks to select and work with Suppliers who comply with and complement these areas.

- Environment
- Business conduct
- Procurement
- Work place/employees
- Community role
- Innovation

Suppliers to SITA are expected to be aware of SITA's Code of Conduct for Suppliers, and if not fully aligned already, should be working towards compliance. As such, the core standards that SITA expects from its suppliers include, but are not limited to, the following:

Suppliers are expected to comply with the ILO International Labour Organization Standards.

### Forced and child labour

Suppliers must not use forced or involuntary labour of any type (e.g., forced, bonded, indentured or involuntary prison labour). Suppliers must not employ any person below the local legal minimum age (in the country where work is performed), unless the person is employed as part of a recognised professional apprenticeship programme.

### Compensation and working hours

As a minimum, Suppliers will comply with all applicable wage and hour laws and regulations, including those relating to minimum wages, overtime hours, piece rates and other elements of compensation, and provide legally mandated benefits. Wages should be paid regularly, on time and be fair in respect of work performance. Weekly working time must not exceed the legal limit, and overtime work should always be voluntary and properly compensated. Employees should be granted their stipulated annual leave and sick leave without any repercussions, and should take their stipulated maternity or paternity leave in accordance with national laws.

### Non Discrimination

All conditions of employment must be based on an individual's ability to do the job, not on the basis of personal characteristics or beliefs. Subject to local law, Suppliers will not discriminate in hiring and employment practices on grounds of race, religion, age, nationality, social or ethnic origin, sexual orientation, gender, gender identity or expression, disability, marital status, pregnancy or political affiliation.

### Freedom of association

Suppliers agree to work directly with employees to find solutions to any outstanding legal and employment issues while at all times respecting any applicable rights to be represented. Suppliers agree to comply with local laws so that workers' rights are maintained, including the rights to join labour unions, seek representation and/or bargain collectively.

### Health and Safety

Suppliers must provide employees with a safe and healthy working environment in accordance with applicable laws and industry standards, with access to adequate health and safety training. Suppliers must have in place health and safety policies and standards designed to reduce work-related injury and illness, and promote the general health of employees. These policies must be made available to employees.



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## **Legal and Regulatory Compliance**

Suppliers will comply with all applicable laws and regulations in all locations where they conduct business, especially with respect to strict compliance with all laws and regulations on bribery, corruption and prohibited business practices.

## **Environment**

Suppliers should take the necessary steps to protect the environment in the various regions of the world in which they operate. At a minimum, Suppliers must comply with all applicable environmental laws, regulations and sound industry practice, such as requirements regarding chemical and waste management and disposal, recycling, industrial wastewater treatment and discharge, air emissions controls, environmental permits and environmental reporting. Suppliers must also comply with any additional environmental requirements as described in SITA's design and product specifications. SITA prefers suppliers whose goods or services have a reduced environmental impact.

Suppliers to SITA should have in place, or be planning to implement, an Environment Management System that meets the requirements of ISO 14001.

## **Health and Safety**

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## **Working with our suppliers**

SITA aims to treat all suppliers fairly, and to pay invoices promptly. Our purchasing system is formalized, ensuring that contracts, and terms and conditions are in place.

Our purchasing policy provides a clear framework for selection, engagement and process for our corporate procurement activities.