



Air India Supplier Code of Conduct

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Policy Approver	P. Balaji
Policy Reviewer	P. Balaji
Policy Writer	Ajoy Jauhar

Air India Limited

CIN No U62200HR2007PLC111539

Block 4 Vatika One On One Sector 16 NH 48 Gurugram Haryana 122007 India

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Version Control

Ver No	Remark	Date	Prepared by	Approved by
1	Original Document	12 th April 2023	Ajoy Jauhar	Gurjot Malhi
1.1	Revised Air India Format & present signatory	1 st September 2024	Ajoy Jauhar	P. Balaji

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OBJECTIVE

Air India Limited as a Tata company is committed to doing business ethically and responsibly and expects the same of its value-chain partners, including suppliers and service providers, distributors, sales representatives, contractors, channel partners, consultants, intermediaries and agents.

In support of this commitment, Air India has developed this Supplier Code of Conduct to convey its expectations of its Suppliers with regards to compliance with laws, ethical business practices and fair treatment of people and surroundings.

SCOPE

All suppliers who are in a business relationship with Air India for supplying products and/or services.

DEFINITIONS

Supplier – Supplier means any person or entity who is in a business relationship with Air India for supplying products and/or services including but not limited to vendors, contractors, agents, service providers, consultants and their sub-contractors.

POLICY DETAILS

Suppliers should strictly observe and comply with relevant provisions of the Tata Code of Conduct (TCoC) and with all the fundamental principles of this Supplier Code of Conduct. Air India may verify its Suppliers' compliance with this Code, through audits. Violations of this Code could be grounds for termination of the Supplier's business relationship with Air India.

Complying with laws

Supplier shall maintain awareness of and comply with all applicable laws and regulations of the countries where they operate, including, but not limited to – where applicable – antibribery anticorruption laws, customs and other regulations, export and trade control laws, transportation laws, good manufacturing practices and regulations, fair trade practices and competition laws, etc.

Ethical business practices

Supplier shall not pay bribes or provide kickbacks or give anything of value or extend any favours or services to secure business or any business advantage. Supplier shall not allow itself to be used as a vehicle for any money laundering activities.

The Supplier shall safeguard the confidentiality on the use of intellectual property and data of Air India.

Keep accurate books and records.

Supplier shall maintain accurate books and business records as required by applicable legal and regulatory requirements and accepted accounting practices.

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Provision of high-quality products and services.

Suppliers will need to demonstrate that they have quality management systems. Suppliers within the food value chain need to have robust food safety systems in place.

Gifts and Hospitality

Business gifts and hospitality are sometimes used in the normal course of business activity. However, if offers of gifts or hospitality (including entertainment or travel) are frequent or of substantial value, they may create the perception of, or an actual conflict of interest or an 'illicit payment'. Therefore, gifts and hospitality which are customarily given or received and are of commemorative nature for special events should be modest in value and appropriate, and in compliance with Air India's Gifts and Hospitality policy. (The total value of such gifts received in a fiscal year should not exceed USD 100 at international locations or INR 3000 in India). The Suppliers shall neither receive nor offer or make, directly or indirectly, any illegal payments, remunerations, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business with Air India.

Conflict of Interest

The Supplier shall not engage into a financial or any other relationship with an Air India employee that creates any actual or potential conflict of interest for Air India. The Supplier understands that a conflict of interest arises when the personal interests of the Air India employee are inconsistent with the responsibilities of his/her position with the company. All such conflicts must be disclosed. Even the appearance of a conflict of interest can be damaging to Air India and to the Suppliers, and are to be disclosed and approved in advance by Air India management.

Human rights and respect for people

The Supplier shall not employ any child labour in the manufacture or supply of goods and services. The Supplier shall comply with all rules and regulations of the Child Labour (Prohibition and Regulation) Act, 1986.

Supplier shall seek to employ a diverse workforce, provide a workplace free of discrimination and harassment and treat employees fairly, including with respect to wages, working hours, benefits and working conditions.

Provide a safe working environment

Supplier shall provide to its employees and contracted services providers, a safe, clean and healthy working environment, systems and tools that are necessary to ensure compliance with all relevant laws, rules and regulations. It shall strive to prevent occupational injuries and safety incidents including during transportation for which it shall engage qualified logistics service providers having certified containers, facilities, personnel, systems, practices and capability to respond to all emergencies so as to minimise any adverse impact on environment or the communities that it operates in.

Manage and protect information

Supplier shall take appropriate steps to protect Company's proprietary or confidential information, intellectual properties and trade secrets, including the privacy of information and data of Company's employees and customers.

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Reputation, Image and Brand

Suppliers shall not take any action that compromises or could be detrimental to the Company name, its reputation, brand, and/or its product trademarks. Supplier, nor its constituents and representative, shall not make any disparaging, derogatory, defamatory, inflammatory, disrespectful, obscene, threatening, abusive and/or malicious releases, statements, posts, including on social media, about Air India, its affiliates and group companies, and/or their shareholders, promoters, directors, officers or employees.

Third Party Representation

Suppliers and service providers shall represent our company only with duly authorised written permission from our company. They are expected to abide by the Code in their interactions with, and on behalf of us, including respecting the confidentiality of information shared with them.

Comply with environmental regulations

Supplier shall conduct its businesses and operate its facilities in a manner compliant with applicable environmental laws, regulations and industry standards and shall support Company's efforts to operate sustainably.

Reporting Violations

The Supplier shall notify Air India regarding any known or suspected improper behaviour by the supplier relating to its dealings with Air India, or any known or suspected improper behaviour by Air India employees through **Ethicsline** as per details below:

Call: Ethicsline India (Toll-free) Number at: 1800-102-6969

9:00 am – 10:00 pm IST for English and Hindi (Weekdays)

10:00 am to 7:00 pm IST for Marathi, Gujarati, Telugu and Tamil (Weekdays)

Off-office hours: Voicemail facility available

Web: <https://airindiagroup.integritymatters.in>

Email: airindiagroup@integritymatters.in

Post: Air India Ltd., C/o Integrity Matters, Unit 1211, CENTRUM, Plot No C-3, S.G. Barve Road, Wagle Estate, Thane West – 400604, Maharashtra, India.

Reported violations will be treated confidentially without retaliation.

Any Supplier who raises a genuine concern in good faith is doing the right thing. We seek to maintain an atmosphere of open discussion so problems can be identified and quickly addressed. Air India takes all claims of retaliation seriously and, if substantiated, those responsible will be subject to disciplinary action.

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Acknowledgement by Supplier

I have received and read the Tata Code of Conduct and undertake to abide by relevant provisions applicable to me.

I have also received and read the Air India Supplier Code of Conduct and undertake to abide by and follow the terms and conditions mentioned in the said Air India Supplier Code of Conduct.

Name:

Signature:

Organization:

Date:

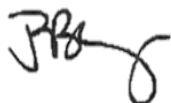
AUDITING & COMPLIANCE

Compliance with this Policy is subject to audit and monitoring.

POINT OF CONTACT

Chief Ethics Counsellor / Head-MMD can be contacted in case of any questions.

Approved by



(P. Balaji)

Group Head – GRC & Corporate Affairs and Chief Ethics Counsellor

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