

# Code of Business Conduct





IATA is the global trade association of the world's airlines.

Our mission is to represent, lead, and serve the airline industry. With this unique privilege comes enormous responsibility. Our members have high expectations on how we conduct ourselves in pursuing our mission.

Our vision is working together to shape the future growth of a safe, secure and sustainable air transport industry that connects and enriches our world. This would not be possible without our valued employees, and trusted suppliers and business partners.

We are committed to the highest standards of ethical conduct and social responsibilities, and we expect our business partners to share our values.

This Code of Business Conduct, along with our Brand Values, outlines the behaviors that we are committed to uphold so that all aspects of our business operations are conducted in a professional and ethical manner.

Thank you for your support of our high ethical standards, and for doing your part to maintain the trust of our members, stakeholders, and communities.

**Willie Walsh**  
Director General

November 2023  
Version 01.23



A scenic landscape featuring a body of water, mountains, and two people standing on a rocky outcrop. The text is overlaid on the top half of the image.

We build **standards through expertise**

We champion the **global big picture**

We partner for **mutual benefit**

We act with a **simple human touch**

# Values

Our Brand Values define what we value and how we behave to help us deliver the IATA mission and vision. We all have different personalities, styles and areas of expertise, but you will recognize us by the consistent way in which we act and behave. We live our values and embody the supporting behaviors to make IATA a great place to work.





# Applicability

This Code applies to all employees of IATA and its subsidiaries worldwide. It also applies, as far as possible, to our consultants, contractors, suppliers and other business partners. The Code is not intended to be all-inclusive, but it does provide a clear direction for the way that IATA business is conducted.





# Our People & Workplace

# Diversity & Inclusion

We respect, value and promote diversity and inclusion in our workforce, as well as in our customers, our suppliers and the global marketplace.

Our policy is to comply with all applicable laws and to provide equal employment opportunities without regard to factors such as race, color, religion, gender, national origin, ancestry, age, disability, marital status or sexual orientation.

# Harassment-Free Workplace

We are committed to providing a workplace free of all types of harassment. Harassment includes any conduct that creates an intimidating, offensive or hostile working environment or that interferes with work performance.

We do not tolerate the harassment of our employees and are committed to providing an environment that protects employees from harassment in the workplace.



# Health, Safety & Security

We are committed to providing a healthy environment and promoting safe and productive work practices.

We are committed to complying with all occupational health and safety laws, regulations and rules applicable to its business and operations.

We have a zero-tolerance policy for violence or threatening violence, and the use of drugs and other controlled substances for other than prescribed medical reasons, in the workplace.

# Outside Employment

All employees are prohibited from maintaining other employment outside IATA, whether compensated or not, without express authorization.

This includes, among other forms of outside employment, membership on corporate boards of directors or advisors and government boards, commissions, and councils.



# Conflicts of Interest

As employees, we have a contractual obligation and a duty to IATA. As such, we must avoid any activity that is or has the appearance of creating a conflict of interest.

A conflict of interest occurs when an individual's private interest interferes or appears to interfere with the interests of IATA. We never use or attempt to use our position to obtain any improper personal benefit for ourselves or others.

# Recruitment & Employment

In situations where family members or close personal friends are recruited, we ensure they are not employed in the same work unit where an immediate supervisory relationship would exist such that there is influence, input or decision-making power over an individual's performance evaluation, salary, potential for promotion, conditions of work or similar matters.







# Our Business Practices



# Compliance with Laws

We are determined to comply with the letter and spirit of all applicable laws and regulations.

It is the responsibility of each of us to understand and adhere to the standards and restrictions imposed by those laws and regulations.

We acquaint ourselves with the legal and regulatory requirements applicable to our business responsibilities, and to fulfill our duties accordingly.

# Competition & Anti-trust

Antitrust laws reflect the view that competitive markets provide consumers with the highest quality goods and services at the lowest prices. Competition laws regulate how competitors may conduct joint activities.

Many of IATA's activities involve the participation and co-operation of airlines that compete with one another, therefore familiarity with competition laws is essential. Mandatory training is provided to our employees.



# Sanctions & Anti-money Laundering

We are committed to complying with sanctions and anti-money laundering legislation that apply to our global operations.

Consistent with our strong culture of compliance, we have robust compliance programs in place that meet regulators' expectations. Mandatory training is provided to our employees.

# Anti-corruption & Anti-bribery

We are committed to doing business with integrity and the highest anti-corruption standards.

We may not accept or offer a bribe directly or through a third party, regardless of nationality or local custom.

A bribe is defined as 'anything of value' given to someone with the intent of obtaining favorable treatment from the recipient.



# Dealings with Governments

We seek to have open, honest and constructive relationships with all governments, regulatory and other similar bodies having jurisdiction or authority over IATA and its operations.

We are impartial with respect to domestic or international politics and political disagreements.

All information provided to government authorities must be full, fair and accurate.

# Suppliers & Business Partners

We promote and maintain relationships with suppliers and business partners that are cooperative and act in a fair and transparent manner.

Accordingly, we expect our suppliers and business partners to carry out their business in a way that is consistent with our Code of Conduct.



# Books, Records & Tax

Maintaining accurate books and records as well as declaring taxes is part of running a lawful and transparent business in a sustainable way.

We comply with all applicable laws, tax obligations and accounting rules in the countries in which IATA operates.

All of IATA's books and records are subject to review and audit, in accordance with our governance practices.

# Anti-fraud Controls

We recognize that we must guard ourselves against the possibility of fraud.

To this end we have devised systems and will take specific measures to reduce its risk, including the investigation of suspected acts of misappropriation (e.g., theft of assets) or other similar irregularities such as corruption (e.g., conflicts of interest, bribery) and financial statement fraud.



# Company Assets

We have an obligation to safeguard any IATA assets within our care and possession and to use them in the manner they are meant to be used, and in compliance with relevant policies and procedures.

We maintain the confidentiality of all information so entrusted to us, except when disclosure is authorized or legally mandated.

# Personal Data

Personal data refers to information relating to an identified or identifiable individual.

We are committed to collecting personal information in a lawful, ethical and non-intrusive manner in full compliance with applicable laws and regulations.

Any personal data processed in the course of IATA's business shall be protected in accordance with its obligations under applicable data protection laws.



# Environment & Sustainability

We are committed to the shared aim of the industry and of governments to achieve net zero carbon emissions by 2050.

To achieve this goal, we work with industry partners and other stakeholders to deliver real solutions in the fields of sustainable aviation fuels, technology, infrastructure, policy, and finance.

# Modern Slavery & Trafficking

We are committed to leading the industry in playing its part to help combat slavery and various forms of trafficking by raising awareness and urging law enforcement to provide clear, practical and anonymous mechanisms for reporting potential human trafficking situations, and to combat the illegal trade in wildlife.

We incorporate clauses into our supplier contracts to minimize the risk of slavery and human trafficking in our supply chain.



# Compliance & Reporting Violations

We will take appropriate disciplinary action in response to any violation of this Code. Individuals who violate the Code may also expose themselves to possible civil damages or criminal penalties.

Retaliation of any kind against an individual who reports concerns in good faith violates IATA's principles and will not be tolerated.

Our employees are afforded several options, including an anonymous hotline, for reporting any observed or suspected violations.





[www.iata.org](http://www.iata.org)

