

## Supplier Code of Conduct

### 1 INTRODUCTION

1.1 Kuoni Travel Investments Ltd. and all its subsidiary companies (herein collectively referred to as 'Kuoni GTS') acknowledge its responsibility towards society to be a good corporate citizen. Kuoni GTS takes action in four focus areas of protecting children and adolescents from sexual exploitation in tourism, securing fair working conditions, ensuring good water supplies and mitigating the consequences of climate change. In order to reach its goals within Corporate Responsibility, Kuoni GTS cooperates closely with its own employees, customers, partners such as NGOs, locals at destinations and its suppliers. Kuoni GTS wants to ensure that its hotel partners, cruise ships, excursion providers and any other suppliers (herein referred to as 'Supplier' or collectively as 'Suppliers') take part in this action towards more sustainable tourism. This Supplier Code of Conduct forms an integral part of Kuoni GTS's contracts with its Suppliers.

### 2 COMPLIANCE WITH APPLICABLE LAW IN GENERAL

2.1 Kuoni GTS expects its Suppliers to comply with all applicable international, national and local laws and regulations, industry minimum standards and any other relevant statutory requirements whichever requirements are more stringent.

### 3 SEXUAL EXPLOITATION OF CHILDREN AND ADOLESCENTS

#### 3.1 POLICY

- h The Supplier allows or tolerates no child prostitution at the Supplier's premises and facilities;
- h Any suspicious behaviour from guests, employees, staff from suppliers of the Supplier or any other person on the Suppliers premises or during excursions must be reported to the local authorities by the Supplier.

#### 3.2 DEFINITION

For the purpose of this section 2 'child' is defined as a person younger than 18 years according to the UN Convention on the Rights of Child.

### 4 HUMAN RIGHTS & LABOUR CONDITIONS

#### 4.1 BASIC RIGHTS

- h The Supplier shall not discriminate based on gender, age, religion, race, tribe, caste, social background, disability, nationality, membership in workers' organisations, political affiliation, sexual orientation, or any other personal characteristics;
- h All employees shall be free to enter their employment with the Supplier through their own choice and shall also be free to terminate their employment when they choose without penalty, as long as the process occurs in accordance with the (oral or writ- ten) employment contract;
- h All forms of forced labour are forbidden;
- h The freedom of association and the right to collective bargaining shall be recognized by the Supplier;

- h Workplace practice and conditions which violate basic rights are not allowed: Physical abuse or punishment or threat of physical abuse or harassment and other forms of intimidation are prohibited;
- h The Supplier provides a means through which staff can make representation to senior management about key employment issues  
The Supplier provides for an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress.

#### 4.2 SAFE WORKPLACE

- h The Supplier shall not employ children younger than 15 years of age unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age shall apply. If how- ever, local minimum age law is set at 14 years of age in accordance with developing country exceptions under ILO Convention No. 138, the lower will apply;
- h If the Supplier employs young people between the age of 14 and 18, the Supplier must treat them with particular consideration, for example by restricting their working hours.

#### 4.3 WAGES AND WORKING HOURS

- h Wages paid by the Supplier must meet or exceed legal minimums and/or industry standards. No illegal or unauthorised deductions from wages are allowed;
- h Working hours of the employees are to be kept in line with the legal requirements and / or industry standards;
- h The employees shall be granted their stipulated annual leave and sick leave without any form of repercussions;
- h Female employees shall be granted their stipulated maternity leave and other rights in case of pregnancy.

### 5 ENVIRONMENT

- 5.1 h Suppliers shall minimize their negative impact on the environment;
- h The Supplier shall actively reduce the amount of energy and water used and shall minimize the use of chemicals known to cause damage or pose risks to health and/or the environment;
- h The Supplier shall comply with mandatory national and international law, particularly in regard to the procedures and standards for waste management, handling and disposal of chemicals and other dangerous materials, emissions and effluent treatment;
- h The Supplier shall monitor and control wastewater and solid waste generated and shall treat it as required prior to discharge or disposal;
- h Waste of all types shall be reduced to the greatest extent possible by the Supplier.

### 6 LOCAL SOURCING AND BENEFITING COMMUNITIES

- 6.1 h The Supplier shall actively choose locally produced goods in preference to imported ones wherever possible.
- h The Supplier shall promote local products and services to guests, by recommending guides, restaurants, markets and craft centres wherever possible.

### 7 MONITORING & ENFORCEMENT

#### 7.1 PRINCIPLE OF TRUST

As a principle, Kuoni trusts all its Suppliers to respect the terms and conditions of this Supplier Code of Conduct and to actively do their utmost to achieve Kuoni GTS's standards.

#### 7.2 SPHERE OF INFLUENCE

The Supplier shall ensure that the principles set forth herein are communicated, implemented and adopted within their own business. The Supplier shall involve employees, management and other stakeholders such as the communities in an appropriate way;

The Supplier is encouraged to take steps to promote adherence to this Supplier Code of Conduct throughout their own supply chain. However, the Suppliers sub- contractors are not bound by the terms of this Supplier Code of Conduct.

#### 7.3 MONITORING

- h When being prompted, the Supplier shall report in a self-assessment modus about its compliance and progress in all matters mentioned herein.  
The Supplier shall complete the self-assessment forms fully, promptly and accurately;
- h The Supplier agrees that its premises and facilities may be inspected and its compliance may be audited at any time by Kuoni GTS and/or its representatives (including third parties appointed by Kuoni GTS).  
The Supplier shall support such audit as far as reasonably possible.

#### 7.4 NON-COMPLIANCE

- h If the Supplier is in breach of the terms and conditions of this Supplier Code of Conduct (e.g. evidence of child labour, or an employee of the Supplier acting as an intermediary for child prostitution, or disregard of ecological legislation) Kuoni GTS shall be entitled to terminate any contract and cooperation with the Supplier with immediate effect and reserves to take any further legal action at its discretion.

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