

**Process owner:** General Counsel

## 1. Purpose and scope

The purpose of this Policy is to describe the available channels and applicable process for reporting, receiving and handling any concerns related to possible violations of this or any other Aviapartner Policy communicated by whistleblowers.

With this Policy and the corresponding processes and procedures Aviapartner aims to reinforce the application of the Aviapartner Group's policies in compliance with the provisions of EU Directive 2019/1937 on Protection of Whistleblowers, determine review and improvement mechanisms.

The scope of this Whistleblowing Policy includes not only all employees of Aviapartner (even within the framework of an employment relationship that has already ended), but is extended to those of third parties, such as subcontractors, suppliers, customers, etc. who, in one way or another, are related to the company.

Providing a process and channels to report possible violations and complaints, Aviapartner aims to know and reduce its negative impacts, preventing and encouraging the reporting of improper conduct, protecting the business and its stakeholders and promoting the importance of ethical values, standards of conduct at work and in relationships with the different stakeholders.

This Policy covers malpractices which can range from possible direct or indirect human rights issues impacting stakeholders internally and in our supply chain to business ethics issues to environmental and safety issues, including but not limited to:

- Violations of Aviapartner policies;
- Conduct which is an offence or a breach of law;
- Improper conduct or unethical behaviour;
- Possible fraud, bribery and corruption;
- Discrimination based on any grounds;
- Harassment: sexual, physical, psychological abuse at work such as verbal abuse, bullying or intimidation of employees, customers, passengers, etc.;
- Criminal activity;
- Anti-competitive practices;
- Child and forced labour;
- Human trafficking;
- Unfair labour practices;
- Retaliation;
- Theft (financial and other);
- Information security;
- Intellectual property;
- Lack of responsible information management;
- GDPR compliance issues;
- Serious Health and Safety risks;
- Damage to the environment;
- Attempts to conceal any of these;
- Accounting/Audit related complaints or concerns;
- Expense reporting issues;
- Financial claims.

## 2. Definitions and abbreviations

- **Discrimination:** act and result of treating persons unequally by imposing unequal burdens or denying benefits instead of treating each person fairly on the basis of individual merit;
- **Harassment:** a course of comments or actions that are unwelcome, or should reasonably be known to be unwelcome, to the person towards whom they are addressed;
- **Grievance mechanism:** system consisting of procedures, roles and rules for receiving complaints and providing remedy;
- **Whistleblowing mechanism:** enables individuals to raise concerns about wrongdoing or breaches in the law in the organization's operations or business relationships, regardless of whether the individuals themselves are harmed or not;
- **Stakeholders:** individuals or groups that have interests that are affected or could be affected by Aviartner's activities;
- **Whistleblower:** that natural person who communicates or publicly discloses information about infractions obtained in the framework of their work activities;
- **Whistleblowing channel:** channel for reporting complaints to reveal and deliver relevant information about potential breaches an individual knows in the work context;
- **Work context:** present or past activities in the public or private sector through which, regardless of the nature of such activities, individuals/stakeholders/employees may obtain about violations and in which these individuals could suffer retaliation if they communicate such information;
- **Whistleblowing procedure:** procedure describing the process of reporting malpractices under the scope of Whistleblowing Policy;
- **Responsible Person:** person who will manage and investigate any allegation/report/concern reported via the Whistleblowing channels;
- **Retaliation:** when an employer or employee with power takes negative action against an employee with less power in response to a complaint;
- **Supply chain:** range of activities carried out by entities upstream from the organization which provide products or services that are used in the development of the organization's own products or services.

Definitions are based on Global Reporting Initiative Standards.

## 3. Roles and responsibilities

The Legal Department is responsible for the Whistleblowing Policy and the Whistleblowing channels as described in the present Policy as well as reviewing outcomes in relation to objectives on a yearly basis. See 5.4 Yearly Review.



Managing Directors in each country are responsible for ensuring the present Policy is communicated, known and respected in their respective countries.

**4. Background**

In recent years, several events in the world have led to the reporting of irregularities such as the one occurred after the 2007-2008 global financial crisis, highlighting widespread business mismanagement in financial institutions.

These events entailed a high cost for the companies involved and on many occasions these types of incidents could have been avoided if such companies would have had effective policies and internal reporting channels in place.

In this background, in 2019 the European Union introduced the Whistleblowing Directive as a response to the most recent scandals/events offering legal protection to people who want to report violations.

Aviapartner is committed to doing business in a responsible and transparent way, complying with the applicable laws, as well as with the policies and procedures of the Aviapartner Group. This is essential to our way of doing business.

Aviapartner aims to provide business partners, employees or third persons legitimate and effective mechanisms to remedy the adverse impacts which could occur on the Human Rights of its stakeholders or another third person who may have any type of relationship with us.

**5. Whistleblowing process**

This Whistleblowing Policy provides stakeholders and third parties mechanisms to raise concerns about serious malpractice while being protected against retaliation.

A legally compliant whistleblowers tool “SD Whistle” is available through the following link :

[Aviapartner Intranet - Whistle Blower](#)

In order to respect the laws and regulations applicable in the different countries, and ensure inclusive access in different languages, management is encouraged to invite employees to use their locally defined channels (see below).

The Managing directors in each country shall see to it that concerns raised via these local channels are raised through the different meetings in the company up to the Directorship level Aviapartner Group holding companies.

Belgium	France	Germany	Italy	Netherlands	Spain
Vertrouwenspersonen : (for psychosocial aspects) <a href="mailto:Marjke.druyts@aviapartner.aero">Marjke.druyts@aviapartner.aero</a> 0 0471-459947 beatrice.helaers@aviapartner.aero 0471 - 23 40 30 3. adrian.sack@aviapartner.aero 0470 - 01 13 68	lanceur- alerte@aviapartner.aero	WHZ.dus@aviapartner.aero	E-mail to Organismo.vigilanza.italia@aviapartner.aero	info@cvp-plus.nl	Buzon@aviapartner.aero
	lanceur- alerte@aviapartner.aero	WHZ.dus@aviapartner.aero	Mail to : Organismo di Vigilanza di Aviapartner Italia, Via delle Arti, 123 – 00054 Fiumicino (Roma)	070-2600032 of 06- 81316936	
<a href="mailto:GDPR@aviapartner.aero">GDPR@aviapartner.aero</a>	GDPR@aviapartner.aero	GDPR@aviapartner.aero	GDPR@aviapartner.aero	GDPR@aviapartner.aero	GDPR@aviapartner.aero

The whistleblowing tool SD Whistle is fully compliant with the European directive 2019/1937 regarding the protection of whistleblowers in the private sector. This law provides general conditions to better protect whistleblowers legally when they inform about infractions in different domains. This law lists violations such as re financial services, product safety, tax fraud, social fraud, personal data protection, ...

In every country minimum two Responsible Persons, from two different departments, have been appointed to manage the Whistleblowing channel as well as overseeing the investigations related to the ethics and compliance concerns or reports raised through this channel (see local Whistle blower page on intranet). A legal representative has been appointed for oversight on HQ level.

## 5.1. Step by step process

At any step in the process the safeguards described under Title 6, shall be respected.

### Step 1.- Identifying and reporting

The whistleblower can report irregular conduct or (possible) malpractices of any of Aviapartner's policies via the available local channel(s), including all relevant details such as station, occurrence date, facts, witnesses, etc.

Several channels (see above) are available depending on country and specific applicable legislation. Whistleblowers are encouraged locally to use these local channels where possible.

If the usual mechanisms are felt to be inappropriate or unavailable, the following options are available both **for internal and external stakeholders**:

- [SD Whistle tool](#) for complaints as specified on page 1
- Reporting in person to senior management, the Legal Department or the Directorship level Aviapartner Group holding companies
- Letter to the attention of: the Aviapartner Legal Department, Brussels National Airport, 1930 Zaventem, Belgium;

### Step 2.- Acknowledging receipt

In all cases (local reporting or reporting using any of the above channels), the receiver shall:

- Acknowledge receipt of the report to the reporting person within seven days of that receipt;
- Communicate the retaliation procedure (see also Title 6. Safeguards): the whistleblower shall be informed (by reference to the present Policy) that if the whistleblower believes that they are suffering a detriment for raising or having raised a concern, they should report this and that they are entitled to seek independent support, to provide them free, confidential and impartial advice;
- The receiver shall inform the Responsible Person of the complaint.  
In case the complaint was introduced by means of the SD Whistle tool: the tool automatically registers the complaint. The whistleblower can fully follow the evolution of his complaint in this tool.  
In all cases: each and every registration will always be guaranteed in compliance to the confidentiality principle.

### **Step 3.- Preliminary investigation**

The preliminary investigation is subject to be handled by the country of origin of the complaint unless otherwise defined in Aviapartner policies (GDPR, safety, environment etc.).

In the interests of all concerned:

- The investigation shall be started without delay (max 10 days);
- The anonymity of those who have opted for anonymity when introducing their complaint in the SD Whistle tool shall be preserved at all times. See also Title 6. Safeguards. In case interviews are held, the whistleblower shall be allowed to be supported, advised, accompanied or represented by another nominated individual such as a workplace colleague (employee) or union official. If this is the case, then the companion shall be asked to respect the confidentiality of the disclosure and any subsequent investigation;
- All departments consulted to provide relevant information, shall cooperate and respect all the measures described in this policy;
- Where no further investigation is required, and the allegation is effectively dismissed, the whistleblower shall be informed and given feedback on the reasons where possible by the Responsible Person for the investigation (or other person appointed by the Responsible Person);
- The whistleblowing report in the SD Whistle tool will be updated with the report of the preliminary investigation
- Where the initial investigation provides reasonable grounds for suspecting a member or members of staff of involvement in an offence such as those listed above, the Responsible Person shall inform the Directorship level Aviapartner Group holding companies as soon as practicably possible to prevent any further loss, danger or damage.

### **Step 4.- Formal in-depth investigation**

Where the issue is to be the subject of a formal in-depth investigation within Aviapartner, the Responsible is responsible to determine:

- How the format in depth investigation will be conducted;
- If it is necessary to appoint an independent person within Aviapartner with appropriate experience, approved by the Responsible Person. Independent in this context means a person with demonstrably no relevant connection to the disclosure and individual(s) making the report;
- If a suitable independent person within Aviapartner cannot be found, a suitable person external to and independent from Aviapartner will be appointed.

### **Step 5.- Conclusions and actions**

The Responsible Person (or other person appointed by the Responsible Person) shall present a draft report with conclusions of the investigation to the Directorship level Aviapartner Group holding

companies or the Legal Department in any case. In this report the identity of the whistleblower will be anonymized or pseudonymised.

Disciplinary measures will be determined, where required, in cooperation with the HR of the country concerned in line with applicable legislation and local procedures that define the different.

If necessary, each Human Resources Manager will raise to the Legal Department the issue and then, to the competent Judicial Authority in continuous collaboration with them in everything requested.

A final report of the Formal in-depth investigation shall be prepared by the person responsible for Formal in-depth investigation.

The feedback to the whistleblower shall take into account the data protection requirements as described under Title 6 Safeguards.

A reasonable timeframe to provide feedback shall be taken into account, not exceeding three months from the acknowledgment of receipt or, if no acknowledgement was sent to the reporting person, three months from the expiry of the seven-day period after the report was made.

## 5.1 Record keeping

In order to maintain traceability, reference to all Whistleblowing reports, both those handled locally or by the Responsible Person, shall be kept, accessible to the persons designated by the Responsible Person including the final conclusion. Records will be kept for a period in line with 6.1.1. Retention Periods.

In order to maintain traceability, reference to all Whistleblowing reports introduced via the SD Whistle tool will be kept in the tool with no means of editing or deleting the complaint, accessible to the persons authorized to manage the tool, with exclusion of any other person.

## 5.2 Continuous monitoring

To ensure an effective process, the following KPI will be used to monitor:

- The total number and the nature of critical concerns that are communicated to the Directorship level Aviapartner Group holding companies (This KPI will be monitored in line with the GRI Disclosure 2-16 Communication of critical concerns);
- By end 2024, Aviapartner aims to have communicated the present Policy to 100% of staff and suppliers considered as critical to its operations.

## 5.3 Yearly review

Based on the above records, on a yearly basis a report of the whistleblowing disclosures shall be presented by the Responsible Person to the HQ Legal Department and the Directorship level Aviapartner Group holding companies, including where relevant:

- Number, source and nature (type) of disclosures;
- Resolutions and where relevant actions taken;
- Feedback from individuals who have used the available mechanisms for whistleblowing;
- Any complaints of retaliation;
- Any complaints of failures to maintain confidentiality;

- A review of the use of the different reporting channels and their use;
- A review of other adverse incidents that could have been identified;
- A review of any relevant litigation;
- A review of awareness, trust and confidence in the whistleblowing arrangements;
- Review of the current Policy and need for revision (minimum every 3 years);
- Need for communication and training;
- Overall effectiveness of the whistleblowing system.

This review aims to ensure continuous monitoring comparing outcomes to objectives, determining the overall effectiveness of the system and improving where needed.

**6. Safeguards**

Aviapartner is committed to identifying, evaluating, preventing, mitigating, stopping, supervising, communicating, counting, addressing, remedying and accounting for the actual or potential adverse consequences of its activities on human rights, standards of conduct and any other activity that may occur in the organization through a rigorous and truthful due diligence process, in accordance with the United Nations Guiding Principles on Business and Human Rights and the Voluntary Principles on Security and Human Rights.

Any form of discrimination or harassment is prohibited at Aviapartner (such as underwritten in a.o. the “Policy on Human Rights” or “Code of Business Conduct and Ethics”). In addition, Aviapartner will not accept discriminatory, harassing or offensive conduct by any third parties dealing with the Company such as customer and advisors. Aviapartner expects that not only all its employees, but also all individuals with whom they conduct business, will be treated with respect, fairness and dignity.

Aviapartner makes available specific communication and complaint channels to its stakeholders to collect, identify and respond to possible human right violations, in line with principle 31 of the United Nations Guiding Principles on Business and Human Rights. These channels are responsible, confidential, and they offer the adequate protection against retaliation.

**6.1 Data protection and confidentiality**

In compliance with the European Directive, all concerns will be treated confidentially, and every effort will be made not to reveal a whistleblower’s identity if the whistleblower so wishes.

Aviapartner respects the confidentiality and the right to privacy of all people with whom it interacts, is committed to using all the information and data in its possession in accordance with applicable national and European data protection laws. Aviapartner will only collect the data that is absolutely necessary to carry out an investigation. Contact the Aviapartner Data Processing Coordinator (DPC) via [gopr@aviapartner.aero](mailto:gopr@aviapartner.aero).

**6.1.1 Retention periods**

Each case has a different outcome and ends in a different resolution, therefore we have general timeframes:

No further investigation	1 year after logging case
First investigation	1 year after <b>end</b> investigation (if no further action)
Case moves to legal action	2 years after <b>end</b> case
Trial and appeals	2 years after <b>end</b> case

## 6.1.2 Data subject rights

Data subjects have a right to:

- **Access and copy of personal data:** obtain confirmation as to whether or not personal data concerning him or her are being processed, and, where that is the case, access to the personal data and the information referred to above. Aviartner shall also provide a copy of the personal data undergoing processing. For any further copies requested by the data subject, Aviartner may charge a reasonable fee based on administrative costs. This right cannot affect the rights and freedoms of others. Information relating to other natural persons can therefore not be (fully) accessed or copied. Aviartner's rights could also be of importance: where Aviartner cannot be obliged to provide confidential business information.
- **Have personal data rectified:** obtain without undue delay the rectification of inaccurate personal data concerning him or her. Taking into account the purposes of the processing, the data subject shall have the right to have incomplete personal data completed, including by means of providing a supplementary statement;
- **Have personal data erased:** A data subject can request Aviartner to delete data in one of the following cases:
  - (1) The personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed,
  - (2) The data subject withdraws consent on which the processing is based on consent, and where there is no other legal ground for the processing,
  - (3) The data subject objects to the processing and there are no overriding legitimate grounds for the processing, or the data subject objects to the processing for direct marketing purposes,
  - (4) The personal data have been unlawfully processed or
  - (5) the personal data have to be erased for compliance with a legal obligation.

This right to erasure shall not apply to the extent that processing is necessary:

- a) for exercising the right of freedom of expression and information,
  - b) for compliance with a legal obligation or
  - c) for the establishment, exercise or defence of legal claims.
- **Withdraw consent:** If Aviartner has relied only on consent as a ground for processing, the data subject may withdraw consent at any time. However, this will not affect the lawfulness of any processing activities before such withdrawal;
  - **Restrict the processing of personal data,** for instance if the accuracy of the personal data is contested;
  - **Data portability:** A data subject can receive the personal data concerning him or her, which he or she has provided to a Aviartner, in a structured, commonly used and machine-readable format and have the right to transmit those data to another without hindrance from Aviartner to which the personal data have been provided, where the processing is based on consent or on a contract and the processing is carried out by automated means. This right cannot affect other person's rights and freedoms.



- **Object to processing of personal data** concerning him or her which is based on the legitimate interests, including profiling based on those provisions or processing for direct marketing purposes. In case of a justified objection, Aviapartner will immediately have to cease the processing unless there are compelling grounds for the processing or where Aviapartner needs the data for the establishment, exercise or defence of legal claims.
- **Not to be subject to automated decision making**, i.e. a decision based solely on automated processing, including profiling, which produces legal effects concerning him or her or similarly significantly affects him or her, unless authorised by law or necessary for entering into, or performance of, a contract, in which case at least the right to obtain human intervention on the part of Aviapartner should be provided.

If a data subject has complaints relating to the processing of their personal data, the data subject should raise these in the first instance to the Data Protection Coordinator, via [gdp@aviapartner.aero](mailto:gdp@aviapartner.aero).

If the allegation results in court proceedings, then the whistleblower may have to give evidence in open court if the case is to be successful. Aviapartner will not, without the whistleblower's consent, disclose the identity of whistleblower to anyone other than a person involved in the investigation/allegation.

This procedure encourages whistleblowers to put their name to an allegation wherever possible as anonymous allegations may often be difficult to substantiate/prove. In exercising discretion to accept an anonymous allegation the factors to be considered are:

- The seriousness of the issue raised;
- The credibility of the allegation; and;
- Whether the allegation can realistically be investigated from factors or sources other than the complainant.

## 6.2 Protection against Retaliation

Aviapartner aims to promote an environment and culture where stakeholders can feel safe in the knowledge that raising serious concerns will not result in any form of direct, indirect or "soft" retaliation. The Just Culture of Aviapartner, as embedded in the Safety Policy is a clear example of this.

The following principles apply:

- Aviapartner shall treat all disclosures seriously, consistently and fairly and is wholly committed to the protection of bona fide whistleblowers, whatever their status, and will regard any subsequent retaliation or reprisal as a disciplinary offence;
- No disciplinary or other action will be taken against a whistleblower who makes an allegation in the reasonable belief that it is in the public interest to do so even if the allegation is not substantiated by an investigation; However, disciplinary action may be taken against a whistleblower who makes an allegation without reasonable belief that it is in the public interest to do so (e.g. making an allegation frivolously, maliciously or for personal gain where there is no element of public interest);
- Anyone who maliciously raises a matter they know to be untrue may be liable to disciplinary action. Raising a concern under the current Policy will not provide anyone with immunity for wrongdoing that they have committed, although Aviapartner may take into account the fact that they have raised the matter themselves;

- Although a whistleblower is not expected to prove the truth of an allegation, it will be necessary to demonstrate to the person contacted that there are sufficient grounds for concern;
- It is important to know that it is not possible to rely on confidentiality or fidelity clauses to avoid making complaints or penalize the complainants, even if these clauses are signed.