

CHAPTERS

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1. Introduction

Aviapartner recognizes that our work environment plays a critical role in supporting our core values and in achieving our goals. Thereto, our environment must be one which demonstrates respect, dignity, fairness and safety for all members of the Aviapartner staff.

The purpose of this policy is to maintain a working environment free from acts of discrimination or harassment. This policy is a clear statement of Aviapartner's commitment and determination to act promptly against any incident of discrimination or harassment or abuse of power and to create an environment where such behaviour will not be tolerated.

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.

We furthermore believe that it is essential, especially in our international business environment, to take advantage of the potential afforded by diversity.

Objectives of the policy are to:

- State and promote Aviapartner's commitment to protect the dignity and rights of its staff members and of any individual with whom it conducts business.
- Alert and educate to the fact that harassment is prohibited under the laws of the European Community and all European countries where we are operating.
- Provide appropriate remedies to complainants in recognition of the impact of harassment.
- Provide appropriate responses and consequences where harassment has occurred.

This policy is considered an integral part of the employment contract of every Aviapartner employee and representative.

Any behaviour that is either unethical, illegal or does not comply with this Policy will be subject to disciplinary and legal action up to termination of employment without prejudice to Aviapartner's right to compensation.

2. Policy principles

Aviapartner, embraces the principle of non-discrimination, encourages equal opportunities and the valorisation of diversity.

Any form of discrimination or harassment is prohibited in Aviapartner. In addition, Aviapartner will not accept discriminatory, harassing or offensive conduct by any third parties dealing with the Company, such as customers and advisors. All complaints will be considered seriously.

Every person has the right to report an incident or suspected incident without fear of reprisal. Any form of retaliation against any individual who in good faith files a complaint under this policy or who assists in a complaint investigation will not be tolerated.

3. Discrimination

Discrimination generally refers to actions toward or practices regarding members of a group which results in them being disadvantaged.

Section 1 of the Human Rights Code provides that every person has a right to equal treatment with respect to services, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same-sex partnership status, family status, disability or the receipt of public assistance.

4. Harassment

Harassment is a form of discrimination and is against the law. Harassment is defined in the Human Rights Code as “engaging in a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome.”

Such conduct, whether verbal, visual, or physical, includes sexual harassment (such as unwelcome sexual advances or requests for sexual favours, or sexual jokes or innuendoes) and any other conduct which has the purpose or the effect of interfering with an individual’s work performance or development, or which creates an intimidating, offensive, or hostile work environment.

A single act or expression can constitute harassment, for example, if it is a serious violation.

5. What can you do?

Anyone who believes that discriminatory, harassing or offensive conduct or retaliation in violation of this policy is occurring or has occurred is strongly encouraged to formally report and/ or discuss such conduct with his or her supervisor, station manager, the HR manager, or a member of the legal staff.

If you are a victim, know someone who is a victim or see behaviour which you feel may be discrimination or harassment:

if it is safe to do so, tell the person to stop;

write down what happened; include names, how often it has happened, time, date, location, any witnesses, who else you have told and if you know of anyone else who may have experienced similar conduct; and

All reports will be taken very seriously and will be handled in a timely and respectful way for everyone involved

6. Change Log

Version		Date	Author	Changes made
1.3	Final	Mar 20, 2012	Toon Martens	Extract from "Aviapartner Company Manual" on Lotus Notes: Document "02 Management Charter - Edition 1.3" chapter 2.10
1.4	Draft	Apr 26, 2013	Michiel Muylle	Extract validated
1.5	Final	Sep 9, 2013	Toon Martens	Layout adapted
1.6	Update	Sep 12, 2019	Ann De Heyn	Reviewed, no changes