



Code of Conduct

1. Policy Commitment

Ethiopian Airlines Group is henceforth committed to operating business in principle of good corporate governance (transparency, accountability, responsibility and fairness) aiming for corporate sustainability which will bring shared value on economic, social and environmental to its business value chain.

2. Persons Affected

All employees.

3. Policy

The Legal Matters Policy shall ensure that:

- 3.1 Ethiopian remains a law abiding corporate citizen and, through its employees and legal officers, will act fairly, ethically and in accordance with legal principles and practices, in all its business.
- 3.2 Every employee of Ethiopian shall abide by and comply with all applicable laws and regulations.
- 3.3 Ethiopian will not be held responsible for the acts and omissions of employees where such acts and omissions are contrary to applicable Ethiopian policies, Procedures and the collective agreement.

4. Third Party Relationships

- 4.1. Third party representatives with who Ethiopian has business relationship shall abide by universally accepted ethical standards, and behaviours, governmental laws, rules and regulations and applicable provisions of this Code of Conduct.
- 4.2. Violations of universally accepted standards of conduct including the prescriptions of this Code as well as other applicable Company rules and regulations may entail termination of contract/engagement with the third-party representative and/or appropriate legal action.

5. Equal Opportunity Employer

- 5.1. Ethiopian establishes an efficient regional recruitment method to ensure equal opportunity and accessibility for employment.
- 5.2. Ethiopian recruitment process shall recognize and promote equity, diversity and inclusion (EDI). Whenever there is demand for significant number of headcount, especially as Collage Trainee, and for the position that requires Basic Trainings, Ethiopian shall conduct applicants' registration, screening and selection process in regional cities in addition to home base.

**6. No Retaliation on Whistle Blowers**

- 6.1. Every employee shall expose corruption and unethical behavior and failure to do so will entail accountability. Whistle blowers are encouraged.
- 6.2. Reprisal action on any employee or any person who discloses unethical behavior or corruption entails administrative action and legal liability.
- 6.3. Unfounded accusation intended or designed to harm another person entails administrative action measure and legal action and legal liability.
- 6.4. Ethics Liaison Unit shall conduct investigation on reprisal measures and submit recommendations thereon to the Group CEO's final decision.

7. Equitable Treatment and Non-Discrimination**7.1. Equitable Treatment as Employer**

- 7.1.1. Ethiopian is an equal opportunity employer. ET is firmly committed to the equitable treatment of all employees and qualified applicants for employment and promotes diversity within its workforce.
- 7.1.2. All applicants and employees must be judged by their qualifications, demonstrated skill and achievements.
- 7.1.3. Ethiopian is also dedicated to equal employment opportunity without regards to ethnicity, race, sex, religion, political outlook or any other unjustified condition.
- 7.1.4. Ethiopian is committed to compliance with applicable labor and employment laws everywhere it operates.
- 7.1.5. All employees are obliged to comply with the principle of equitable treatment.

7.2. Sexual Abuse/Exploitation

- 7.2.1. It is strictly prohibited to exert an actual or threatened physical intrusion of a sexual nature by force or where the victim is incapable of giving consent or under unequal or coercive condition.
- 7.2.2. Pressuring or demanding individuals to provide sexual favors or any other implied or explicit negative repercussions in the work place are strictly prohibited.
- 7.2.3. Taking the advantage of sexuality and attractiveness of a person to make a personal gain or profit is prohibited. It is the abuse of a position of vulnerability, differential power, or trust for sexual purposes.

8. Harassment and Discrimination

- 8.1. Ethiopian has "Zero tolerance" policy for harassment and discrimination.
- 8.2. Verbal or physical harassment by an Employee that disrupts another's work performance or creates an intimidating, offensive, abusive or hostile work environment are prohibited.

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- 8.3. Among others, the following acts and behaviours constitute workplace sexual harassment;
- 8.4. Sexual abuse or exploitation of actual or threatened physical intrusion of sexual nature by force or the victim is incapable of giving consent or under unequal or coercive condition
- 8.5. Taking the advantage of sexuality and attractiveness of a person to make a personal gain or profit.
- 8.6. Using explicit and implicit negative repercussion in the work place for the purpose of gaining sexual pleasure.
- 8.7. Written forms of sensual communications such as suggestive or obscene notes, initiations by any channel of communication.
- 8.8. Verbal forms of sensual communications such as derogatory comments, slurs, jokes, epithets
- 8.9. Physical forms such as assault unwelcome touching/groping, impeding or blocking movements, patting, hugging, or brushing against a person's body.
- 8.10. Visual forms such as leering, gestures and display of sexually offensive objects, pictures, cartoons or posters.
- 8.11. Remarks of a sexual nature about a person's clothing/body or about sexual activity or speculations and rumoring about previous sexual experiences.
- 8.12. Continued expressions of sexual interest after being informed that the interest is unwelcome.
- 8.13. Making reprisals, threats of reprisals, or implied threats of reprisal following a rebuff of harassing behavior.
- 8.14. Retaliating against a person for reporting or threatening to report sexual harassment.
- 8.15. Ethiopian will strictly deal with work place sexual harassment committed against all managerial and non-managerial employees, trainees, customers, guests, any individual who has a work relationship with Ethiopian regardless of sex, age, seniority and job ranking.
- 8.16. Ethiopian is concerned with all acts of sexual harassment committed.
- 8.17. on or near the premise of the Ethiopian airlines group; in company transport, aircrafts, rented or owned or temporarily occupied areas for the purpose of any activity of ET and other areas where ET concerns with.
- 8.18. Elsewhere in the course of activities sponsored by Ethiopian, or where the conduct is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in ET's programs or activities.

9. Reporting Discrimination, Harassment, Abuse and/or Retaliation

- 9.1. Any employee who believes that he has been a victim of discrimination, harassment, retaliation or sexual assault or any employee who has witnessed such discrimination, harassment, retaliations or sexual assault in the course of his duties within the workplace or in the context of business relations with other organizations, shall promptly report the circumstances in accordance with the Procedures set forth below.

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- 9.2. The Undertaking may investigate any conduct that violates this Code of Conduct, even in the absence of a complaint, and take remedial action where appropriate.
- 9.3. An employee shall lodge complaint to Ethics Liaison Unit or VP Corporate HRM.
- 9.4. Initial complaints may be submitted to the aforementioned bodies by telephone or e-mail or letter or suggestion box, or in person, However, every attempt shall be made to get the complaint in writing.

10. Conducive Working Environment

10.1. Safety and Health

- 10.1.1 Ethiopian's policy is "Zero tolerance" for any behavior that endangers the safety of its employees, customers, fleets, property, equipment of other facilities.
- 10.1.2 Employees have the right for safe and secure working environment free of harassment, violence, verbal attack and so on.
- 10.1.3 Each employee is responsible for observing the safety and health rules and practices that apply to his job to ensure safe working environment for everyone and observe Company Policy and Procedure on safety.
- 10.1.4 Employees must immediately report to their immediate supervisor all threats, attempts at or actual violence against themselves, other employees, customers or third parties within Company premises.
- 10.1.5 Violent behavior on airplanes is strictly prohibited by Ethiopian and would violate criminal laws of the Country.

11. Environmental Policy

This Environmental Policy shall ensure that:

- 11.1. Ethiopian complies with applicable national and international laws, ECAA, ICAO, FAA, EASA, etc and other requirements and industry best practices, (IATA, Star Alliance, etc) through implementing ISO 14001:2015.
- 11.2. Ethiopian integrates environmental issues into Ethiopian businesses to cause sustainable development.
- 11.3. Ethiopian commits its social and environmental responsibility through assuring compliance with and implementing environmental protection, communications, risk management, resources management, resource management and continual improvement measures.
- 11.4. Ethiopian is committed to manage resources, such as water, energy and land in an environmentally sensitive way.
- 11.5. Ethiopian is committed to communicate its environmental commitment to the public, its employees, customers, stakeholders and all concerned as part of its environmental responsibility.