

Isavia ohf. Code of Conduct

1. Purpose and scope

This code of ethics should not be regarded as an exhaustive description of good work practices, and employees are always to use their own judgement in accordance with circumstances each time.

2. In general

- We show each other and customers respect, we are polite and flexible.
- We respect each other's work and stand together.
- We do not discriminate against co-workers or customers based on gender, religion, opinions, nationality, race, economic position, social background, disability, age or on any other grounds.
- We work conscientiously and diligently and take care that our conduct does not impact negatively on our work or the company as a whole, both within and externally.

3. Treatment of confidential information

Employees are under obligation to keep confidentiality regarding information they may gain in their work and which must remain confidential in accordance with the instructions of superiors or according to their nature. The obligation of professional secrecy remains in effect after termination of employment.

Particular care must be taken in the use, storage, copying and deletion of confidential information. The same rules apply to other work data such as images from CCT cameras, texts, statistical information and the like.

We do not release images or other material publicly, including on social media, which could cause the company, its customers, passengers or colleagues harm in any way, unless the approval of the person in question has been obtained.

Personal data protection and the right of a third party to personal privacy must be ensured at all times.

4. Company assets

Employees are not permitted to use the assets of the company for personal use except with the permission of a superior. All intellectual property created by employees in the course of



their work for the company, whether in material or electronic form, are the property of the company.

5. Transactions with associated parties

Employees are not to take part in the processing of matters that relate to their own transactions or transactions with companies or individuals to whom they are personally or financially connected. Employees must always remain objective in their work.

6. Work outside the company

Employees must conduct their work conscientiously and diligently. Employees who intend to undertake work and/or demanding studies alongside their employment for Isavia must do so in consultation with their superior and obtain written approval from Isavia.

7. Gifts, commissions, etc.

Employees may not accept gifts, services, commission fees, paid trips or other benefits on their own behalf, or on that of others, which could be regarded as having or intended to have an impact on the operation of the company.

Accepting low-cost gifts or presents directed at operating units or departments is permitted but not those directed toward individual employees.

Christmas and birthday gifts are an exception, provided that their value is within limits considered normal and common in such instances.

8. Board membership

In the event that an employee plans to undertake board membership in an association or company not owned by Isavia, such membership must be done in consultation with a superior and with his written approval. Written permission must be obtained from the Managing Director in the event there is any risk of a conflict of interest due to such work.

9. Social affairs

The company encourages its employees to participate in all forms of social activities in the community. Employees must, however, take care that their participation in social life does not impact their work in such a manner as to detract from the credibility of their work for the company or its reputation and trust.

10. Intoxicants and medications

The use of intoxicants, alcohol or other narcotics is strictly forbidden during work for the company. Employees employed in safety-related positions may not work in such positions if they have taken any psychoactive substances that could have a negative impact on their working abilities.

11. Violations of the code of conduct

Violations of this code of conduct can lead to termination of employment contract.

The code of conduct is to be presented to employees and be accessible on the intranet of the company.

The code of conduct is in effect and the Managing Director is responsible for its execution.

Approved by the Board of Directors of Isavia on 6 February 2017.