



PARTNER CODE OF CONDUCT-PART W3 (PCC-W3)

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	<p>PARTNER CODE OF CONDUCT-PART W3</p> <p>TABLE OF CONTENTS</p>	<p>SECTION: TOC</p> <p>Page 1</p>
---	---	-----------------------------------

TABLE OF CONTENTS

0	LEADING PAGES	0-1
0.1	Objective	0-1
0.2	Preface	0-1
0.3	Scope	0-1
0.4	Document Indexing	0-1
0.5	Key Change Highlights	0-3
0.6	List of Effective Sections	0-4
0.7	Foreword	0-5
0.8	Document Approval	0-6
0.9	Definitions	0-7
0.10	Source Document References	0-7
1	ETHICAL PRINCIPLES AND PRACTICES	1-1
1.1	Objective	1-1
1.2	Preface	1-1
1.3	Scope	1-1
1.4	Conflict of Interest	1-1
1.5	Gifts and Other Business Courtesies	1-1
1.6	Ethical Marketing	1-2
1.7	Safeguarding	1-2
1.8	Competition and Anti-trust Laws	1-3
1.9	Anti-bribery and Anti-corruption	1-3
1.10	Reporting Ethical Concerns	1-3
1.11	Preventing Criminal Financing Activities	1-4
1.12	Acceptable Use of Assets and Information	1-4
1.13	Sustainability and Regulatory Activities	1-5
2	IMPLEMENTATION AND ENFORCEMENT	2-1
2.1	Objective	2-1
2.2	Preface	2-1
2.3	Scope	2-1
2.4	Signing of the Code	2-1
2.5	Awareness and Communication of the Code	2-2
2.6	Business Partner Code of Conduct Acknowledgement	2-2

	PARTNER CODE OF CONDUCT-PART W3 TABLE OF CONTENTS	SECTION: TOC
		Page 2

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	PARTNER CODE OF CONDUCT-PART W3 LEADING PAGES	SECTION: 0
		Page 1

0 LEADING PAGES

0.1 Objective

The intention of this code (Partner Code of Conduct) is to define the standards of conduct that our business partners commit to observe and adhere to in their interactions with and in the process of doing business with KQ. The PCC seeks to set and promote ethical, safe and fair working standards and conditions within KQ's operational environment, particularly, in relation to its dealing with all its business partners as hereinafter defined.

In working with you, we want to:

1. Uphold our mission and values at all times
2. Make sure everything we do is ethical and lawful
3. Ensure our business relationships are open, honest, and successful
4. Create a sustainable future

0.2 Preface

1. **Our Vision**
To be Africa's Preferred and Sustainable Aviation group.
2. **Our Mission**
To Propel Africa's prosperity by connecting its People, Cultures and Markets.
3. **Our Core Values**
 - i. **Safety**
Safety is the foundation of everything we do.
 - ii. **Customer Obsession**
We commit to creating positive memorable experiences for our customers.
 - iii. **Integrity**
We shall be ethical and trustworthy in all our engagements and treat each other with respect.
 - iv. **Accountability**
We shall take responsibility for our actions, decisions and results.

0.3 Scope

1. This Code shall apply to all business partners of KQ and their employees (be they temporary, casual or permanent), agents and subcontractors in their engagements with KQ.
2. By entering into any business transactions with KQ, all business partner(s) agree to abide by the terms of this Code and acknowledge that compliance with this Code is required to maintain their active status.


0.4 Document Indexing

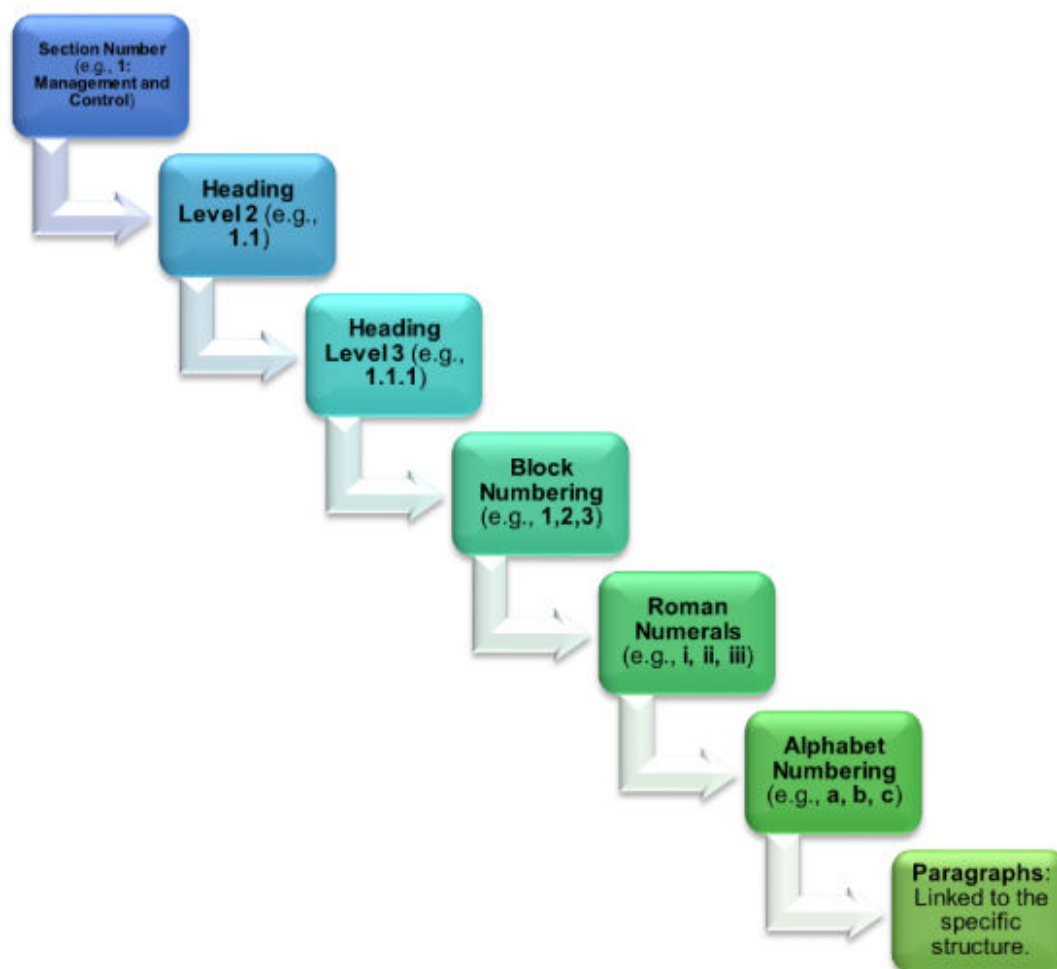
The PCC is divided into sections (Heading 1)


1.1 Each section is divided into sub section (Heading 2)

1.1.1 Each sub section into sub-subsection (Heading 3)

1. Each sub-subsection is divided into paragraphs (Content)


	PARTNER CODE OF CONDUCT-PART W3	SECTION: 0
	LEADING PAGES	Page 2



	PARTNER CODE OF CONDUCT-PART W3	SECTION: 0
	LEADING PAGES	Page 3


0.5 Key Change Highlights

#	Area of Review	Area/page	Revised Code	Reason for Change
1.	Change of Name	All	The Previous name was Supplier Code of Conduct and Ethics but it has changed to Partner Code of Conduct.	The new code focuses on all our business partners and not only our suppliers.
2	The structure and focus of the code	All	<p>The previous code was structured around 7 topics: Bribery, conflict of interests, gifts, employment relations, compliance and sustainability</p> <p>The revised code presents the values and is structured around the 10 ethical risk areas outlined in the Integrity Code which include Conflict of Interest, Gifts and Entertainment, Ethical Marketing, Safeguarding, Anti-fraud and Anti-bribery, Whistleblowing, Prevention of Criminal Finance Activities, Company Assets and External Activities.</p>	The code focuses on mitigating ethical risks and reinforcing corporate values.
3	Implementation and enforcement	All	The previous role required the suppliers to sign the code, the current code also lays out the responsibility of the business partner to align the working relationship to the ethical principles.	Outlines the responsibility to uphold the ethical principles.
4	Compliance to the corporate documentation standards	All	The revised Integrity code has now incorporated the corporate documentation guidelines.	The changes were made to comply with the corporate documentation standards.

	PARTNER CODE OF CONDUCT-PART W3 LEADING PAGES	SECTION: 0
		Page 4

0.6 List of Effective Sections

Section	Date	Status
0 LEADING PAGES	21.07.2025	ISSUE: 2 REVISION: 0
0.1 Objective	21.07.2025	ISSUE: 2 REVISION: 0
0.2 Preface	21.07.2025	ISSUE: 2 REVISION: 0
0.3 Scope	21.07.2025	ISSUE: 2 REVISION: 0
0.4 Document Indexing	21.07.2025	ISSUE: 2 REVISION: 0
0.5 Key Change Highlights	21.07.2025	ISSUE: 2 REVISION: 0
0.7 Foreword	21.07.2025	ISSUE: 2 REVISION: 0
0.8 Document Approval	21.07.2025	ISSUE: 2 REVISION: 0
0.9 Definitions	21.07.2025	ISSUE: 2 REVISION: 0
0.10 Source Document References	21.07.2025	ISSUE: 2 REVISION: 0
1 ETHICAL PRINCIPLES AND PRACTICES	21.07.2025	ISSUE: 2 REVISION: 0
1.1 Objective	21.07.2025	ISSUE: 2 REVISION: 0
1.2 Preface	21.07.2025	ISSUE: 2 REVISION: 0
1.3 Scope	21.07.2025	ISSUE: 2 REVISION: 0
1.4 Conflict of Interest	21.07.2025	ISSUE: 2 REVISION: 0
1.5 Gifts and Other Business Courtesies	21.07.2025	ISSUE: 2 REVISION: 0
1.6 Ethical Marketing	21.07.2025	ISSUE: 2 REVISION: 0
1.7 Safeguarding	21.07.2025	ISSUE: 2 REVISION: 0
1.8 Competition and Anti-trust Laws	21.07.2025	ISSUE: 2 REVISION: 0
1.9 Anti-bribery and Anti-corruption	21.07.2025	ISSUE: 2 REVISION: 0
1.10 Reporting Ethical Concerns	21.07.2025	ISSUE: 2 REVISION: 0
1.11 Preventing Criminal Financing Activities	21.07.2025	ISSUE: 2 REVISION: 0
1.12 Acceptable Use of Assets and Information	21.07.2025	ISSUE: 2 REVISION: 0
1.13 Sustainability and Regulatory Activities	21.07.2025	ISSUE: 2 REVISION: 0
2 IMPLEMENTATION AND ENFORCEMENT	21.07.2025	ISSUE: 2 REVISION: 0
2.1 Objective	21.07.2025	ISSUE: 2 REVISION: 0
2.2 Preface	21.07.2025	ISSUE: 2 REVISION: 0
2.3 Scope	21.07.2025	ISSUE: 2 REVISION: 0
2.4 Signing of the Code	21.07.2025	ISSUE: 2 REVISION: 0
2.5 Awareness and Communication of the Code	21.07.2025	ISSUE: 2 REVISION: 0
2.6 Business Partner Code of Conduct Acknowledgement	21.07.2025	ISSUE: 2 REVISION: 0

	PARTNER CODE OF CONDUCT-PART W3 LEADING PAGES	SECTION: 0
		Page 5

0.7 Foreword

With more than 4,000 employees, offices in many jurisdictions, and hundreds of business partners, Kenya Airways PLC (KQ) is a global organization. It is necessary that everyone who works and or deals with KQ understands our aspirations and the way in which we will achieve them.

This Partner Code of Conduct (“PCC or Code”) has been created to give all our business partners a clear view of the values and principles that underpin all our operations. Many of the principles in this code focus on compliance with laws and regulations in the various jurisdictions we work in but also represent our aspirations to uphold the highest standards of ethical behavior.

In addition, we want to ensure that everything we do and say is consistent with our vision, mission and values, and our employee Integrity Code reflects the same principles. We choose our business partners with great care, ensuring that they are the most competent, ethical, and reliable.


We value our business relationships and are committed to making these honest, open and responsible. In return, we expect all of our business partners to comply with the principles in this PCC.

In line with our sustainability efforts and digital transformation initiatives, all approvals including this Foreword are conducted electronically. Once this document receives online approval from the **Chief Executive Officer (CEO)** through the Document Authoring Tool, it is deemed fully authorized and does not require a physical signature

Thank you.

Allan Kilavuka

Group Managing Director and Chief Executive Officer

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 0
		Page 6

LEADING PAGES

0.8 Document Approval

<p>habil waswani-director legal risk and compliance</p> <p>Final Approval → Approved</p>	07.08.2025 09:04
<p>joan otero: head of quality aoc-operations</p> <p>Compliance Check → Approved</p>	23.07.2025 12:19
<p>eva gitonga manager corporate knowledge hub</p> <p>Documentation Review → Approved</p>	22.07.2025 15:44
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Quality Manager

Date & Stamp

KCAA Approval

N/A




	PARTNER CODE OF CONDUCT-PART W3 LEADING PAGES	SECTION: 0
		Page 7

0.9 Definitions

1. **Business Partner**- refers to customers, suppliers, agents, Government agencies, Government officials, and any other person or organization with which KQ has a business relationship. Where a business partner is an organization, the term refers to the owners, directors, employees, Agents, Attorneys and associates of that organization.
2. **Bribe** - Giving or offering to give or receive anything of value to or from any other person or organization to influence a discretionary decision. Local law may impose a broader definition in some jurisdictions.
3. **Company assets** - Includes, among other things, the Company's money or product, employees' time at work and work product, computer systems and software, telephones, wireless communication devices, photocopiers, tickets to concerts and sporting events, Company vehicles, proprietary information and Company trademarks.
4. **Competitor** - For the purposes of the Conflicts of Interest and Competitive Intelligence provisions only, "competitor" means any business or entity, other than The Company or its subsidiaries, that carries on the business of air travel or any business or entity that is actively considering such activity.
5. **The Company**- the term refers to The Kenya Airways Plc.
6. **Customer** - Any business or entity to which The Company or its subsidiaries offers services to.
7. **Employee or Staff** - An individual who is legally and willfully employed under a contract by the company to a particular role to offer their services. The term employee and staff member are deemed to bear the same meaning and are interchangeably used in this code.
8. **Government officials** - Employees of any government in the world, even low-ranking employees or employees of government-controlled entities. The term includes officials of political parties, politically exposed persons, candidates running for political office, and employees of public international organizations, such as the UN.
9. **Integrity**: The quality of being honest and having strong moral principles (Oxford Dictionaries).
10. **Supplier** - Any vendor of goods, product or services to the Company, including consultants, contractors and agents. The definition also includes any supplier that the Company is actively considering using, even if no business ultimately is awarded.


0.10 Source Document References

1. Kenya Anti-bribery Act
2. Kenya Anti-Money Laundering Act
3. Kenya Price Control Act
4. KQ Privacy Policy
5. KQ Data Classification Standard
6. KQ Trafficking in Persons Policy
7. Corporate Documentation Manual


	PARTNER CODE OF CONDUCT-PART W3	SECTION: 0
		Page 8

LEADING PAGES

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	PARTNER CODE OF CONDUCT-PART W3 LEADING PAGES	SECTION: 0
		Page 8

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	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 1

1 ETHICAL PRINCIPLES AND PRACTICES

1.1 Objective

The intention of this section is to lay out the ethical principles that underpin KQ's working relationship with its business partners. The 10 ethical principles in this section align to best practice and internationally agreed upon standards of practice.

1.2 Preface

The 10 ethical principles highlighted in this section represent KQ's efforts in mitigating key emerging ethical risks that may pose challenges in fostering healthy working relationships and promoting an ethical culture.

1.3 Scope

1. This section shall apply to all business partners of KQ and their employees (be they temporary, casual or permanent), agents and subcontractors in their engagements with KQ.
2. By entering into any business transactions with KQ, all business partner(s) shall be required to have a good understanding of the 10 ethical principles that they are agreeing to abide by in all dealings with the company.

1.4 Conflict of Interest

A conflict of interest situation arises when an individual is able to derive personal benefit or gain (financial, social, political or other) from actions or decisions made in their official capacity. Such conflict of interest is likely to influence or could appear to influence a business decision or be inconsistent with organization's goals.


Business partners shall not enter into a financial or any other relationship with a KQ employee that creates a conflict of interest for KQ or themselves. In case of any potential or actual conflict of interest, Business Partners shall be required to disclose at the instant it is identified to the KQ Ethics and Integrity Office in writing through ethics.integrity@kenya-airways.com. Such disclosures will be evaluated and managed effectively through the channels detailed in the KQ Ethics and Integrity Policy Framework.

1.5 Gifts and Other Business Courtesies

All gifts and other business courtesies shall be exchanged for purposes of building business relationships and generating goodwill.

Business Partners shall ensure that any expenditure incurred in relation to any particular KQ employee is in the ordinary and proper course of business and cannot reasonably be construed as a bribe so as to secure unfair benefit or preferential treatment. A Business Partner may give unsolicited gifts to KQ employees provided that:

1. The gifts are given to build working relationships and build goodwill with the organization and are not intended to target an employee or for personal gain.
2. The gifts are offered without an expectation of anything in return.
3. The gifts are small, occasional, customary and usual e.g. advertising and promotional materials having a wide distribution such as calendars, t-shirts.
4. The gifts have a monetary value of not more than Kshs 5,000 or USD 50 (equivalent).
5. The gifts are moderate in terms of frequency and quantity.
6. Acceptance of the gift does not violate any applicable law.

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 2

7. Gifts shall not be given in cash or cash equivalents.

1.6 Ethical Marketing

Marketing for the purposes of this Code shall be interpreted in its broadest sense and includes all expenditure on direct marketing, advertising, complementariness, KQ and third party sponsored events, market research, and general brand or product awareness.


Marketing expenditure shall always have a valid business purpose and be reasonable, transparent, and proportionate. It should be for the sole purpose of better supporting or presenting KQ or its products and services or bringing them to the attention of potential or actual customers.

Marketing expenditure shall not confer any personal benefit on public officials or other individuals who are involved, directly or indirectly, in agreeing or approving purchases of KQ products or services or in making other decisions that affect KQ's business, beyond incidental and immaterial amounts.

All marketing communication of product information, advertising, and other forms of information should be clear, accurate, and honest.

1.7 Safeguarding

1. Business Partners shall ensure that from their side they comply with all relevant human rights and labour laws relating to terms and conditions of employment, employee health and safety and wages.
2. Business Partners and their sub-contractors shall ensure that in their course of their dealings with KQ, that they do not hire children, a child being any person below the age of 16 years, unless as provided for under the law.
3. Business Partners hereby undertake to eliminate from their operations all practices of forced labor, bullying, human trafficking, victimization and discrimination by:
 - i. Not using forced labor, bonded labor, involuntary prison labor, nor require any worker whether local or foreign to remain in employment for any period against his or her will.
 - ii. Treating workers with respect and dignity and ensuring workers are not subjected to any form of physical, sexual, psychological or other form of harassment or abuse.
 - iii. Ensuring that workers are free to express their views about their workplace conditions without fear of retribution or losing their jobs.
 - iv. Not discriminating against any employees, for example, based on race, tribe, colour, sex, marital status, pregnancy and any other characteristic protected by Kenyan law.
 - v. Taking steps to ensure that employment in their business operations or within its supply chain is free from slavery, serfdom, and human trafficking and there is no form of forced migration or movement against their will.
 - vi. Providing their employees with a safe and healthy work environment, clothing and other protective gear in compliance with any health and safety laws and regulations.
 - vii. Ensuring a professional work environment free of intoxicating drinks or drugs that could incapacitate an employee from performing their duties or engaging in unacceptable behaviour.
 - viii. Ensuring wages and benefits meet minimum wage requirements and all statutory deductions are made, working hours align with employment regulations, any collective bargaining agreement entered into with the employees' trade union are observed and employees are provided with at least one day off during any seven-day working period.

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 3

1.8 Competition and Anti-trust Laws

1. Business partners shall be required to comply with applicable antitrust or competition laws and shall not engage in any restrictive trade practices as defined in the Restrictive, Monopolies and Price Control Act (Cap 504, Laws of Kenya) or other similar legislation.
2. Business Partners shall not engage in anti-competitive practices, such as price fixing, bid-rigging, or collusion with our competitors.
3. Business partners shall not engage in coercive practices, such as threats or blackmail.
4. Business partners shall at all times act in a manner that upholds and encourages healthy competition and fair-trade practices.

1.9 Anti-bribery and Anti-corruption


1. Business Partners shall not offer, promise, give, request, agree to receive, or accept bribes or payments of money or anything for the purpose of obtaining or retaining business.
2. Business Partners shall in the course of their dealings with KQ comply with all applicable local and global anti-bribery and anti- corruption laws (where applicable).
3. Payment of facilitation payments, whether directly or by other people on KQ's behalf will not be accepted.
4. Business Partners shall ensure that any incident of bribery shall be reported by either party within a reasonable time as required and relevant action taken to mitigate future occurrences and manage the impact.
5. Business Partners shall ensure that they take appropriate action to prevent all forms of fraud and further, put in place and steps taken to prevent the facilitation of tax evasion.
6. KQ and Business Partners shall ensure that all payments for goods and services rendered are made through the officially declared and registered bank accounts.

1.10 Reporting Ethical Concerns

1. Business Partners who become aware of any unethical conduct (dishonesty, corruption, fraud, labour and human rights violations, environmental damage etc.) should report pertinent details through the following whistleblowing channels: **0800 211 220**, www.kenyaairways.ethicspoint.com , ethics.integrity@kenya-airways.com or Scan the QR code below



2. All matters reported during business operations will be investigated in confidence and a report issued to guide the management on actions to be taken to remedy the situation, in accordance with the KQ Ethics and Integrity Policy Framework.
3. Business Partners commit to put in place adequate procedures to allow for ethical concerns to be raised within their operating environment and action taken to address the concerns.

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 4


1.11 Preventing Criminal Financing Activities

The following guidelines shall be applied in efforts to prevent criminal finance practices by business partners.

1. Business Partners shall put in place measures to safeguard against engaging in business activities or with organizations which are deemed to be involved in money laundering, terrorist financing or other criminal financing activities.
2. Business Partners shall provide information and support in the requisite processes of due diligence performed by KQ.
3. All business transactions between parties shall be made through the officially registered and nominated bank accounts.
4. Business Partners shall maintain a good standing with all regulatory authorities for the smooth furtherance of business these include the revenue authorities and business registration bureau.
5. Business Partners shall bear the primary responsibility of ensuring that their operations are conducted in accordance with all local legal requirements, including compliance with any currency reporting requirements.


1.12 Acceptable Use of Assets and Information

1. Business Partners shall exercise responsibility with respect to assets and information that they handle during business engagements.
2. It shall be the responsibility of Business Partners to handle with the requisite professional care all non-public information shared in the course of business transactions in order to safe-guard its integrity, confidentiality and security.
3. It shall be the responsibility of both parties to uphold all local and global data privacy and protection guidelines and laws in the course of doing business including GDPR, HIPAA, or relevant industry standards (e.g., PCI-DSS, ISO 27001, ISO 27701).
4. Business Partners shall protect the confidentiality, integrity, and availability of any proprietary or sensitive information shared during the period of business engagement.
5. Sharing of confidential information with unauthorized third parties without written consent shall be prohibited.
6. Business Partners shall ensure they store and transmit any personal data and or information securely, using encryption or other security measures to prevent data breaches.
7. Business Partners shall use KQ-provided information (e.g., equipment, data, software, intellectual property) strictly for the purposes outlined in the partnership agreement.
8. Business Partners shall not condone use of KQ assets or information to engage in illegal activities, commit fraud, or act in ways that could harm the company's reputation or operations.
9. Business Partners shall promptly report any security incidents, breaches, or suspicious activities that could impact company assets or information.
10. KQ shall require co-operation with any relevant Business Partner in incident investigations or audits related to security and data protection in the event of a breach.
11. Business Partners shall be required to maintain accurate and reliable financial and business records and shall not have any false or inaccurate accounting books or records relating to KQ for any reason. All business records shall be maintained in compliance with the law and regulations applicable.
12. When any Government investigation or audit is pending or ongoing, business partners shall not destroy any relevant records until the matter has been investigated and closed.


	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 5

1.13 Sustainability and Regulatory Activities

1. KQ through this Code expects its Business Partners to play their role in providing a working environment, that complies with applicable sustainability (social and environmental impact management) laws and standards and seek ways to use and produce products that do not harm the environment and society.
2. Parties commit to deploying sustainable practices in their dealings and operations as required from time to time to achieve compliance with the KQ sustainability requirements and global best practices.
3. Business Partners shall be required to obtain, comply and renew, in accordance with any law or regulations all permits, licenses and authorizations required for it to carry out its business. In addition, suppliers shall be required to prepare and file returns as required under the law.

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 1
	ETHICAL PRINCIPLES AND PRACTICES	Page 6

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	PARTNER CODE OF CONDUCT-PART W3	SECTION: 2
	IMPLEMENTATION AND ENFORCEMENT	Page 1

2 IMPLEMENTATION AND ENFORCEMENT

2.1 Objective

The intention of this section is to ensure that the Partner understands their obligation to abide by the principles of the partner code of conduct and confirm commitment by signing it before contract award, contract renewal and on a regular basis when required to reconfirm adherence to the Code in writing.

2.2 Preface

The Partner Code is a tool to support and sustain an ethical culture and therefore needs to be communicated effectively to all parties involved in business operations with Kenya Airways Plc.


The code will ensure that the its implementation is uniform and its principles are effective in supporting business partners to have a clear understanding of their responsibilities and the accrued benefits. Once the implementation of this code is done through a good understanding of its principles, there will be the alignment of the conduct and behaviour to the KQ values.

2.3 Scope

This section applies to all business partners of KQ and their employees (be they temporary, casual or permanent), agents and subcontractors in their engagements with KQ.

2.4 Signing of the Code

1. The Partner shall be expected to abide by the principles of the partner code of conduct and confirm commitment by signing it before contract award, contract renewal and on a regular basis when required to reconfirm adherence to the Code in writing.
2. All Business Partners with own or existing Codes of Conduct in their organizations that comprehensively and effectively addresses the risks areas covered herein may be exempted from signing this Code, upon an extensive review and validation of their code and compliance procedures by KQ.
3. KQ shall have the right to terminate any Business Partner's contract for failure to comply with the provisions of this Code or incases of fundamental breaches thereof.
4. Where local laws shall be less restrictive or prescriptive than the provisions of this Code, Business partners shall be expected to comply with this Code. On the other hand, where local laws are more restrictive or prescriptive than the Code, then Business Partners shall be expected to comply with applicable laws or regulations.
5. The implementation of this Code may include or necessitate joint audits and site visits to assess and continuously review sustainability, performance and compliance status.
6. Business Partners may from time to time be requested to provide KQ with reasonable access to relevant information and premises for the purpose of assessing performance against the Code.
7. Business Partners shall be expected to identify, correct and monitor the continued compliance of any activities that fall below the standards of the Code.

	PARTNER CODE OF CONDUCT-PART W3	SECTION: 2
	IMPLEMENTATION AND ENFORCEMENT	Page 2

2.5 Awareness and Communication of the Code

1. KQ Business partners are encouraged to make reasonable effort in creating awareness on the principles of the Code and communicating its requirements to their employees, suppliers, agents and subcontractors.
2. When business partners contact KQ, we undertake to respond professionally, politely, and within appropriate timescales. We welcome business partner feedback and try whenever possible to act on such input to improve our services.

2.6 Business Partner Code of Conduct Acknowledgement

We / I.....acknowledge that we / I received a copy of the KQ partner code of conduct dated and that we/ I have read the code and that we / I understand it. We / I hereby commit to comply with the provisions of the Code and report all violations to this Code when we / I become aware of them.

Business Partner Name:	
Signed by (BP duly Authorized Representative):	
Designation:	
Signature:	
Date:	
Comment:	
Endorsed by Business Partner Manager:	
Signature:	