

# Responsible Business policy

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***NATS***

There is a growing recognition that companies, their investors and customers around the world are aware of the need for, and benefits of, responsible business. A company's public commitment to the welfare of society and our natural world has become increasingly important in measuring its overall performance and its ability to continue operating effectively.

Responsible business means that companies should make a positive contribution to economic, environmental and social progress. This often includes unlocking opportunities and mitigating business risks. Responsible business cannot happen without companies taking responsibility to avoid and address the adverse impacts of their operations.

Many of our Board members, customers, suppliers, peers and other stakeholders have similar policies in place and we seek to reflect this good practice. The ambition of our responsible business policy is broader than of conventional Corporate Social Responsibility, environmental, or sustainability issues. While the concept of responsibility is often associated with corporate conduct external to business operations, responsible business goes beyond this to emphasise integration of responsible business practices within our internal operations and throughout business relationships and our supply chain. We seek not to assign this policy to an individual department, but instead foster a culture of collective responsibility across our business.

Our responsible business policy comprises of a set of core principles and complimented by appropriate business objectives, which are reviewed regularly.



Martin Rolfe  
Chief Executive Officer

## Responsible business principles

### **Respect for human rights & people**

We shall support the development of all employees and the provision of a collaborative, transparent and non-discriminatory workplace. As a responsible business, we support the principles set out in the Universal Declaration of Human Rights.

### **Exemplary ethics & professional behaviour**

We are committed to the highest standards of ethical behaviour and integrity, including measures to manage anti-corruption and bribery risks.

### **Sustainable value creation**

As a successful air navigation services provider, we are committed to sustainable value creation for our shareholders, customers, suppliers, employees and the communities in which we operate. Our business practices shall contribute to the protection of our natural world, at the same time as providing economic and social opportunities nationally and locally.

### **Protecting our natural world**

We shall ensure that our business practices contribute to the protection of our natural world, biodiversity and ecosystems and to prevent pollution. This shall be achieved by continual improvement of our environmental management system to enhance environmental performance.

### **Working together with communities**

We shall maintain an open and honest dialogue with the communities in which we operate to ensure that our business practices are sensitive to local concerns, while aiming to create positive benefits for all across society.

### **Embedding good practice**

We shall embed responsible business good practice across the company. In particular, we shall integrate responsible business into its risk management system, our annual business planning cycle and executive governance structure. We shall also meet our compliance obligations.

### **Transparent performance & reporting**

We shall provide a framework for setting relevant objectives and annually report on our responsible business performance, including a review of progress against objectives. This performance shall be subject to appropriate verification.