



FOR OUR SUPPLIERS AND PARTNERS

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# Expectations for Ethical Supply

October 2023



WELCOME

Collinson is a family-owned and operated private company with a long history of acting ethically and with purpose, standing for more than just making money and striving to be a business our people are proud to work for and our clients want to work with. We have sought to be a commercially successful and trusted organisation that enhances the communities and environments where we work.

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# Background

The Collinson Group Limited (“TCG” or “Collinson”) is a holding company focused on owning and operating businesses that compete primarily in the travel benefits and airport services sectors. TCG is domiciled in the United Kingdom, with its corporate headquarters in London, England.

TCG and its subsidiary undertakings, together referred to as the operating businesses, currently operate through five main intermediate holding companies: Collinson International Ltd (“CIL”); Collinson Investments Ltd (“CINV”); Collinson Insurance Holdings Ltd (“CIHL”); Airport Dimensions Holdings Ltd (“ADHL”) and Valuedynamx Holdings Ltd (“VDXH”). CIL houses the lion’s share of our global business and includes the Travel Experiences and Loyalty divisions, along with our Central operations. CINV is the arm of Collinson that focuses on strategic investments and partnerships, primarily in cutting edge technology and experiences associated with the travel sector. CIHL is the holding company for our Insurance and Assistance business. ADHL contains our Airport Dimensions business which designs and operates airport lounges and wider experiences globally. VDXH for our Valuedynamx business, a global provider of curated data-driven omni-channel purchase rewards.

Collinson’s operating businesses are primarily managed on a decentralised basis, but with a select number of shared functions in place that integrate the operating businesses together.

**Collinson is a family-owned and operated private company with a long history of acting ethically and with purpose, standing for more than just making money and striving to be a business our people are proud to work for and our clients want to work with. We have sought to be a commercially successful and trusted organisation that enhances the communities and environments where we work.**

Our Environment, Social and Governance (ESG) programme, or “Good beyond profit” as we refer to it internally, seeks to formalise this into our core business strategy, and to harness the collective power of our people, clients, partners, suppliers and wider stakeholders. You will find our ESG Reports on our website. These details the work we have conducted to date on our sustainability journey.

However, we know that true sustainability requires full value chain engagement, and our Expectations for Ethical Supply are designed to support such positive action.



# Our updated Expectations for Ethical Supply

Our Expectations for Ethical Supply detail the standards we set for both ourselves and for all of our suppliers and partners (collectively our Partners) no matter which Collinson operating business you support. Collinson businesses seek to operate with consideration of global environmental challenges and fundamental human rights, and we therefore work with Partners who share those values.

**When considering the award of future contracts, with both new and existing Partners, meeting our Expectations is a key element of our decision-making criteria. We will always require our Partners to comply with all local applicable laws and regulations, and in the event of any differences between these and our Expectations, we'd expect compliance with our Expectations so far as legally possible.**

We shall expect all Partners to monitor their own performance against these Expectations to ensure ongoing compliance, and to ensure that their own supply chains meet these Expectations. We shall retain the right to require Partners to self-certify their compliance with these Expectations periodically, to provide relevant supporting evidence as requested and to permit appropriate on-site assessments to be conducted.

Where Partners identify areas of non-compliance, we expect full transparency and a commitment to gaining full compliance, or as close to as legally possible, within a reasonable given timeframe.

Our Expectations for Ethical Supply are owned by our Vice President, Procurement and ESG, with the full support of our Board of Directors. The Expectations shall be updated from time to time to reflect changes in legislation, regulations, and best practice.

## HOW TO REPORT NON-COMPLIANCE?

No organisation is perfect, and unwelcome situations may arise from time to time. We actively encourage all Partners to flag any areas of non-compliance with our Expectations to us via [procurement@collinsongroup.com](mailto:procurement@collinsongroup.com). Only through such transparency can we work together to resolve issues in the most appropriate manner.





# Our Expectations

## ETHICAL BUSINESS AND SOCIETAL IMPACT

We expect all Partners to operate with integrity and maintain robust standards of governance, seeking to avoid any decisions that may have a negative societal impact. As a minimum all Partners shall:

- comply with all laws and regulations applicable to their businesses;
- provide recurrent anti-bribery training to employees and shall ensure that no employee intimates, offers, provides or accepts any form of bribe or any other inappropriate type of inducement to or from any other individual, business or foreign public official;
- not associate with any group that supports acts of violence or terrorism;
- develop corporate initiatives that seek to improve the communities in which they operate; and
- raise any concerns about inappropriate conduct by Collinson, its employees or Partners, in confidence to Collinson's Vice President, Procurement and ESG.



HUMAN RIGHTS

We require all Partners to share our commitment to respecting, protecting and promoting human rights. We are guided by established standards such as the United Nations Guiding Principles on Business and Human Rights, The United Nations Global Compact Ten Principles, the International Labour Organisation (ILO) Core Conventions, the Ethical Trade Initiative Base Code, UK Equality Act 2010, the UK Modern Slavery Act 2015 and all applicable laws and regulations. We treat our employees with respect and dignity, and we expect the same of our Partners. As a minimum, Partners shall:

- provide a safe and hygienic working environment (and, where relevant, living quarters) for all employees, proactively working to minimise health and safety risks through process controls and employee training, and ensuring any incidents are logged and learnt from in a cycle of continuous improvement;
- ensure that all employees complete work voluntarily, with no incidences of forced, compulsory, or bonded labour, and no human trafficking;
- provide all employees with either an ‘at-will’ basis of employment, a written offer of employment or an employment contract that clearly explains their role, delivery expectations, remuneration, and rights; and ensure that all reasonable steps are taken to confirm that each employee has understood the contract prior to signature, in a language understood by the employee;
- not employ child labour (defined as any child under the age of 16 years, or under a higher age if stipulated by local legislation); the use of legitimate workplace apprenticeship schemes, which comply with all laws and regulations, is permitted;
- ensure employees are appropriately trained to carry out their roles, and are fairly remunerated for their efforts, in money and not in kind, and at least satisfying any legislative minimum wage requirements; without any unauthorised deductions.
- not unlawfully require employees to lodge deposits or their identity papers as a condition of employment, or financially penalize workers for resigning, or burden workers with any required agency recruitment commissions;
- not force employees to work excessive hours, with allowances made for appropriate breaks and with overtime being voluntary and fairly remunerated;
- not restrict the right for employees to exercise freedom of association and collective bargaining, except where this is restricted by law; in this event Partners shall not prevent the development of alternative means of employee representation;
- not restrict employee freedoms by retaining any form of identity or travel documents;
- promote a diverse workplace, free from any form of discrimination or victimisation grounded in (but not limited to) age, disability, ethnicity, gender, gender identity, nationality, marital status, parental status, political orientation, race, religion, sexual orientation, social origin, or union affiliation;
- maintain and promote formal and documented processes for employee grievances, allowing grievances to be raised, heard, assessed and resolved fairly and with no fear of personal repercussions;
- maintain and promote formal and documented whistleblowing policies that encourage employees to raise any concerns of unlawful or inappropriate business practices with no fear of personal repercussions;
- maintain and communicate formal and documented disciplinary processes;
- not force employees to undergo any medical testing of any kind except where required under specific regulations for specific roles.





## DIVERSITY AND INCLUSION

At Collinson, we seek to harness cognitive diversity, including that of underrepresented people, to build and innovate solutions and experiences for our people, customers and clients. One of our core values is to Do the Right Thing, and under this we are actively working to ensure we embed diversity, equity and inclusion throughout our business.

We encourage all of our Partners to support us in our ambitions and to:

- **develop, document and communicate a diversity, equity and inclusion commitment statement;**
- **implement specific actions that deliver equitable outcomes for under-represented people;**
- **embed these values into their third-party sourcing practices, including seeking to engage with minority owned suppliers.**

Furthermore, if you are a minority owned business, we also actively encourage you to seek accreditation where applicable.





## ENVIRONMENTAL IMPACT

We truly believe in the importance of working to minimise any negative environmental impacts caused through our business operations and our people. We have therefore established our own Environmental Policy, specific to our business and we expect our Partners to support us similarly as outlined below.

We require all Partners to:

- Comply with any relevant environmental laws and regulations, including but not limited to local regulations regarding air, water, and responsible management of waste and hazardous material.
- Consider the environment and to seek to minimize any negative impacts caused by their operations.

We strongly encourage all our Partners to:

- Establish and maintain an environmental policy.
- Develop a strategy for reducing climate impacts and seek to monitor and communicate progress where feasible.
- Develop reporting mechanisms which demonstrate and evidence actions taken.
- Where relevant, aim to select energy efficient solutions, minimise packaging and implement responsible sourcing practices.

In addition, we also expect our larger Partners who are subject to specific climate regulations to:

- Capture and track emissions in line with the Greenhouse Gas Protocol or similar carbon accounting standards and at our request, disclose Scope 1, 2 and 3 emissions.
- Report in line with relevant frameworks and standards such as CSRD, GRI, SASB, and ISSB and share these reports with us at our request.
- Set climate-related targets and seek to have these validated.
- Assess and document climate-related risks associated with their business and own supply-chains.





# Supplier Commitment

I can confirm that I have read and understood Collinson’s Expectations for Ethical Supply and can fully support and endorse these Expectations. Any issues or concerns have been listed here, and I can confirm my company’s continued development of activities in line with these Expectations.

.....  
Company Name

.....  
Signed

PARTNER COMMENTS:

.....  
Job Title

.....  
Print Name

.....  
Date





