



# Emirates Flight Catering

CODE OF CONDUCT  
OUR WAY OF DOING BUSINESS



# OUR MENU

## 3 A MESSAGE FROM THE CEO

## 4 OUR VISION AND MISSION

## 5 OUR VALUES

## 6 WE ARE ETHICAL

- 7 We Are Here for You Along the Way
- 8 All Our Stakeholders Must Know and Follow our Code of Conduct
- 9 Everyone Must Comply with the Law
- 10 We Avoid Conflicts of Interest
- 11 We Need Your Voice
- 12 We Do Not Tolerate Retaliation

## 13 WE DO THE RIGHT THING IN OUR WORKPLACE

- 14 We Demand Diversity, Equity and Inclusion
- 15 We Ensure a Respectful Workplace
- 16 We Demand Health, Safety and Security in Our Workplace
- 17 We Adhere to High Standards of Personal Hygiene and Dress Code
- 18 We Prohibit the Use of Illicit Substances
- 19 We Protect Human Rights
- 20 We Use Company Assets and Property Responsibly
- 21 We Communicate and Use Social Media Responsibly
- 22 We Protect Company Intellectual Property
- 23 We Protect Personal Data and Privacy
- 24 We Keep Company Information Confidential

## 25 WE DO THE RIGHT THING IN OUR BUSINESS

- 26 We Make High-Quality, Award-Winning, Delicious, Safe, and Hygienic Food
- 27 We Choose Our Third Parties Responsibly
- 28 We Do Not Tolerate Corruption and Bribery
- 29 We Know Our Gifts and Hospitality Rules
- 30 We Deal with Government Responsibly
- 31 We Fight Against Money Laundering and Terrorism Financing
- 32 We Comply with Sanctions and Trade Controls
- 33 We Maintain Transparent and Accurate Books and Records
- 34 We Compete Fairly

## 35 WE DO THE RIGHT THING FOR OUR SOCIETY

- 36 We Protect Our Environment
- 37 We Promote Sustainable Procurement

## 38 FOLLOW US ON OUR SOCIAL MEDIA



## A MESSAGE FROM THE CEO

Our goal at Emirates Flight Catering is to be a 'great place to work', and we believe that to achieve this, it starts with our foundation – our values and our people.

As a company we know that we lead by example, and we take this very seriously. Our work isn't just about what we achieve but more importantly how we achieve it. This way of thinking forms the basis of every decision we make. We all have a responsibility to do the right thing for our customers, business partners, suppliers, contractors, society, shareholders, our family, and each other.

Our Code of Conduct serves as a roadmap, to guide and instil a culture based on respect, inclusion, trust, accountability, safe practices, transparency, and the empowerment of every one of our people to know that they are encouraged to speak up. This applies to all of us – to me, to our board members, our management team and all our employees.

Please take the time to understand our Code of Conduct. We should all refer to it often, and let it guide us to do the right thing, always – in our workplace, in our business dealings and in our society.

Thank you for doing your part.

**Mahmood Ameen**  
CEO





## OUR VISION AND MISSION

### VISION

To be the most admired and innovative culinary solutions provider

### MISSION

We are committed to making a positive, sustainable impact through our superior quality, elevated services, exceptional people, and state-of-the-art technology in gastronomy



## OUR VALUES

### WE ARE ONE

We stand for unity, inclusion and fairness

We understand that we have the same goal and working together to achieve this can only lead to our shared success.

### WE INSPIRE

We are accountable, transparent and trustworthy

We believe that leading with transparency fosters a working environment built on trust, accountability, and the empowerment to speak up.

### WE DRIVE

We drive customer experience, safe practice and continuous development

We know that our continuous professional development and ensuring that we always follow safe working practices, will help us deliver service excellence to every customer.

### WE CARE

We show respect, empathy and integrity

We always lead with respect, integrity, and empathy for others.

### WE INNOVATE

We promote efficiency, curiosity and sustainability

We are committed to continuous innovation and the implementation of sustainable practices throughout our business.





OUR MENU

A MESSAGE FROM THE CEO

OUR VISION AND MISSION

OUR VALUES

WE ARE ETHICAL

WE DO THE RIGHT THING IN OUR WORKPLACE

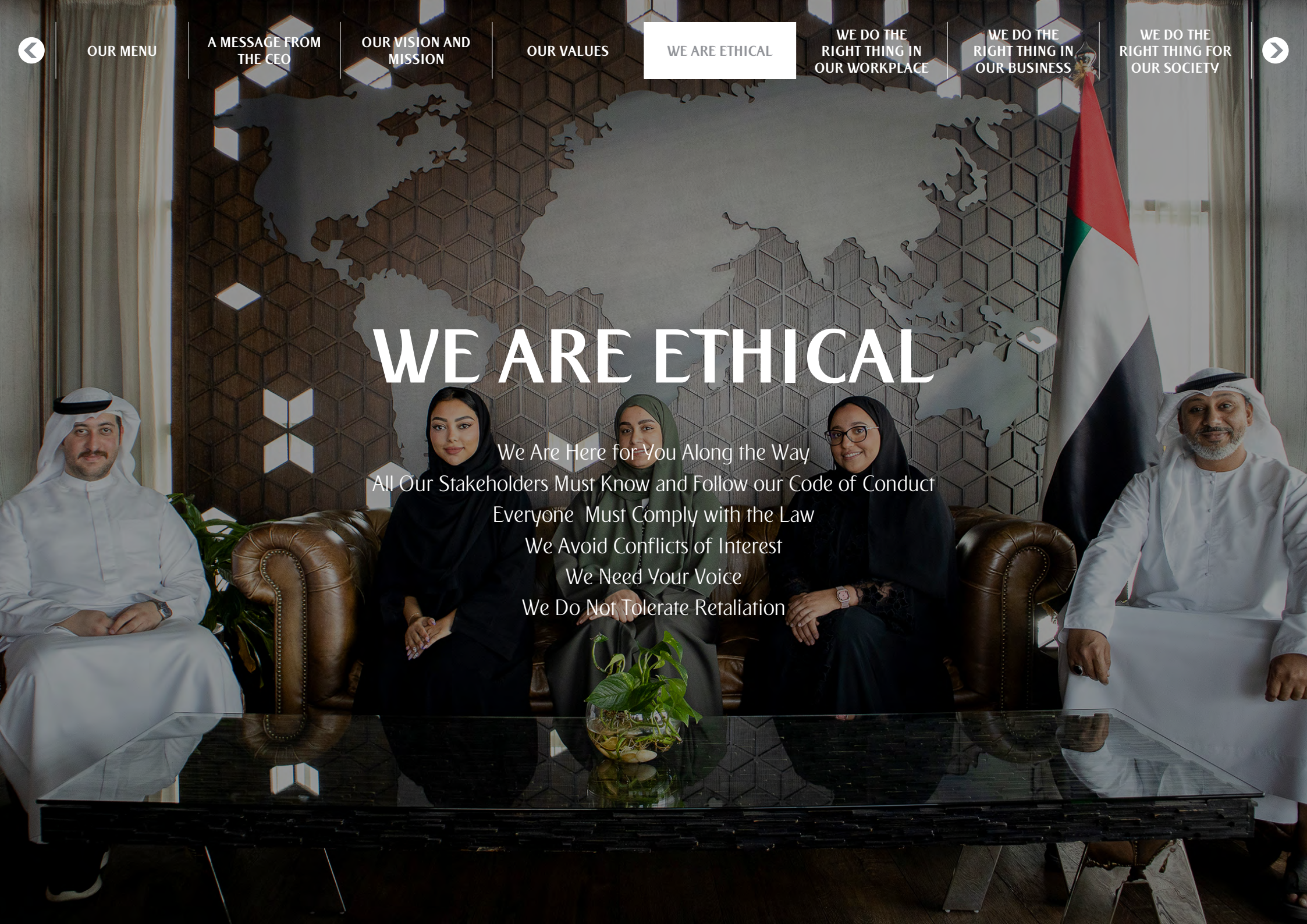
WE DO THE RIGHT THING IN OUR BUSINESS

WE DO THE RIGHT THING FOR OUR SOCIETY



# WE ARE ETHICAL

We Are Here for You Along the Way  
 All Our Stakeholders Must Know and Follow our Code of Conduct  
 Everyone Must Comply with the Law  
 We Avoid Conflicts of Interest  
 We Need Your Voice  
 We Do Not Tolerate Retaliation





## WE ARE HERE FOR YOU ALONG THE WAY

In EKFC, we choose being ethical and doing the right thing every day. For us, it's not enough to be the world's largest flight catering company. We also strive to be a great place to work – and how we do our work is based on our culture of ethics and compliance.

Based in Dubai, EKFC provides airline and events catering, ancillary services including laundry, food production and airport lounge food and beverage. We are a diverse global company, and we are united by our commitment to excellence and efficiency. However, at times the path to making the right decision is not always clear.

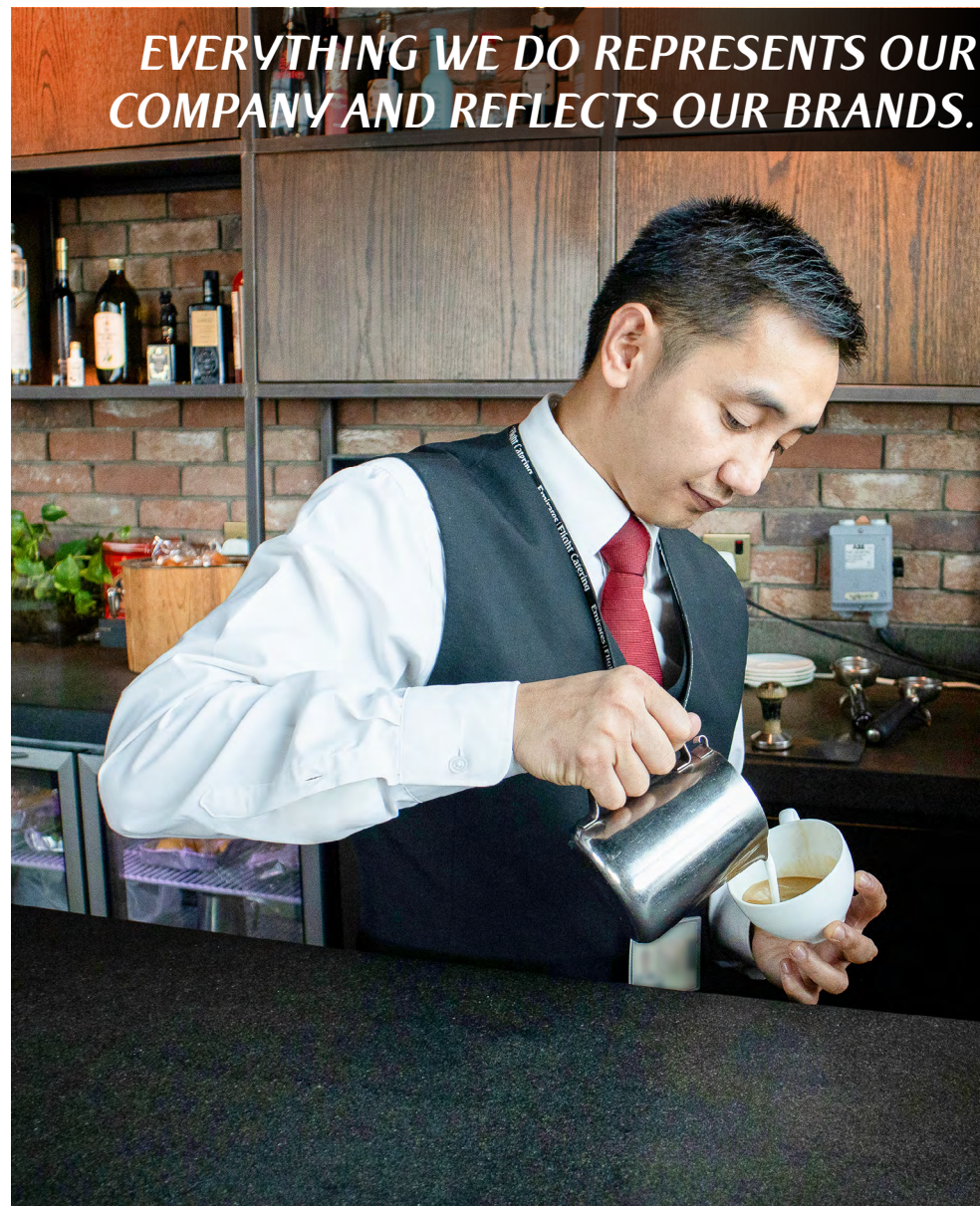
Our Code of Conduct is here to guide us in making ethical decisions every day. It promotes trust, integrity, and transparency in every step we take. Our Code explains what is important to EKFC, which behaviours we expect from all our stakeholders, and how we can contribute to EKFC's ethical culture.

Our Code does not focus on the specific work we do; it focuses on the way we choose to do our work. Aligned with EKFC's core values, the Code outlines the fundamental principles that guide our decisions as we do business.

It is our responsibility to know our Code and how it applies to the work we do. If you are not sure, seek assistance from your HR Business Partner, or the Ethics, Compliance and Privacy team.

By following our Code, together we will promote and maintain a culture of ethics in EKFC, which should make all of us proud to work here.

**EVERYTHING WE DO REPRESENTS OUR COMPANY AND REFLECTS OUR BRANDS.**





**FIND THE RECIPE!**

← Employee Misconduct and Disciplinary Policy  
Guide to Expected Standards of Behaviour



## ALL OUR STAKEHOLDERS MUST KNOW AND FOLLOW OUR CODE OF CONDUCT

Who are our stakeholders? All of us working in EKFC, our employees, high level managers, Board members, contingent and contract employees, and all EKFC customers, suppliers, vendors, business partners and third parties, are EKFC stakeholders.

We are all responsible and accountable to each other. We must follow the Code in all the work we do, or every decision or action we take on behalf of EKFC, whether on our premises, or in our interactions with our consumers, suppliers, or any of our stakeholders.

We believe that ethical behaviour and integrity defines us, and our goal is to maintain doing our business in the right way.

### What happens when our Code of Conduct is violated?

Complying with our Code is a serious matter. Violation of the Code may damage our employees, consumers, business partners, the public, and our reputation. Violation of this Code may result in disciplinary action, up to and including the termination of the employment contract. In some cases, the violations even may have civil or criminal legal consequences.

Failure of our contractors or business partners to comply with the Code of Conduct may lead to termination of their business relationship with EKFC.





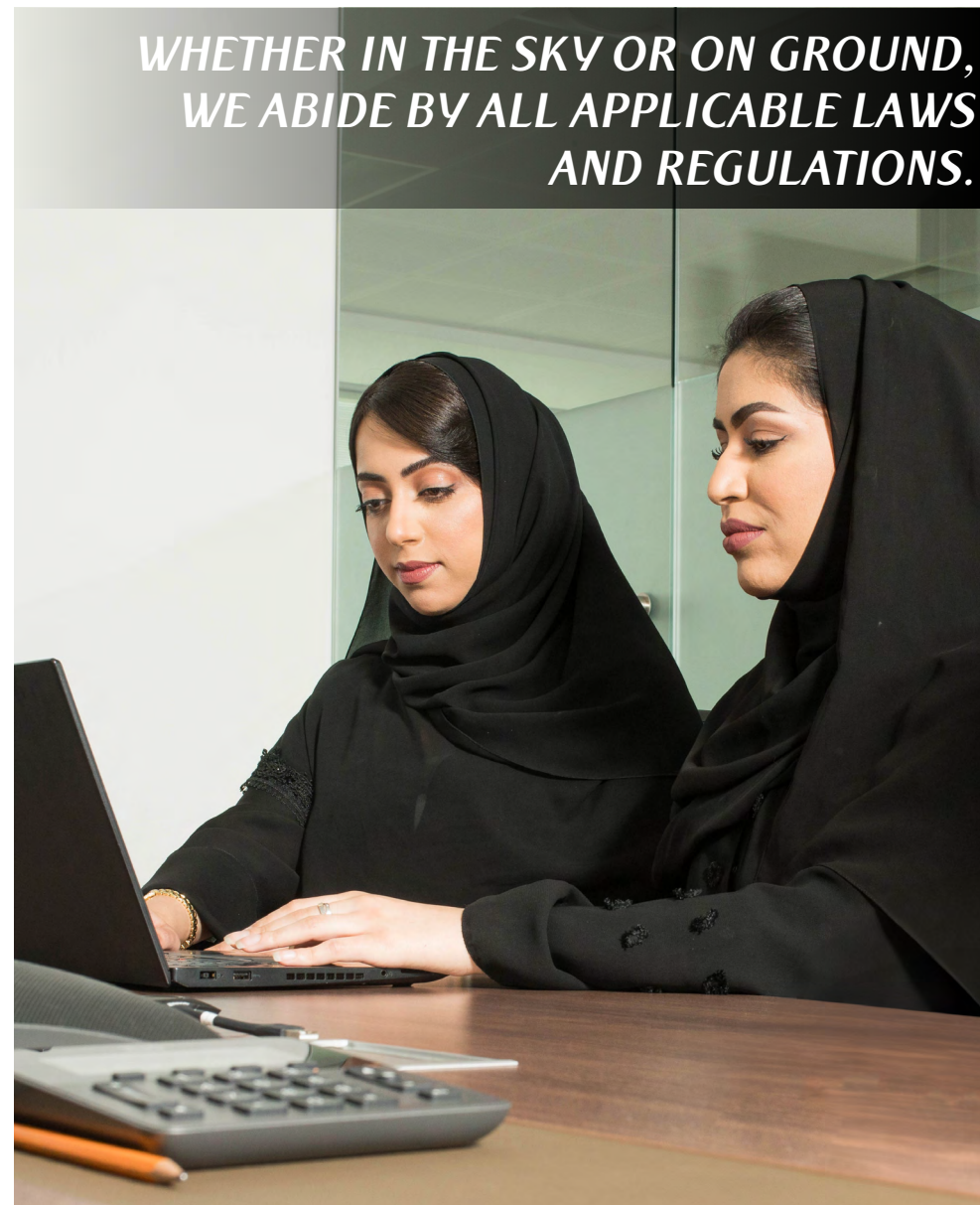
## EVERYONE MUST COMPLY WITH THE LAW

We are a company based in Dubai, doing business with customers, suppliers and business partners from all around the world. This means that we are subject to various laws and regulations that apply to the work we do regarding whom we do business with.

We are required to comply with the laws, regulations and ethical standards of the United Arab Emirates, as well as the international regulations and standards applicable to our business.

Compliance with applicable laws, regulations and ethical standards is non-negotiable. Failing to comply with laws and regulations may result in employment disciplinary actions as well as civil or criminal liability under applicable laws.

Whenever you have questions or are in doubt, our Legal Affairs department and the Ethics, Compliance and Privacy team are here to help you.





FIND THE RECIPE!



Conflicts of Interest Policy  
Conflicts of Interest Guidelines

## WE AVOID CONFLICTS OF INTEREST

We want to be known and trusted for always doing business with the utmost ethics and integrity. That is why we hold ourselves and all our stakeholders to the highest ethical standards and keep business and personal interests separate at all times.

We protect our employees, our stakeholders, and our business by providing the means to identify, declare and manage any actual, potential, or perceived conflict of interest. This means that we must not have personal interests that conflict with EKFC, our business or stakeholders. We must not use our position in the company for any advantage or gain for ourselves, for our family or our friends.

We must disclose any actual or potential conflicts of interest as soon as we become aware of them in accordance with our Conflicts of Interest Policy and Conflicts of Interest Guidelines, so that these conflicts can be properly addressed and managed. If we fail to manage conflicts properly, they may harm our reputation and in the worst cases, may result in fraud, discrimination, or other serious issues.

Having a conflict of interest is not a violation of our Code of Conduct. A violation only occurs when you fail to disclose and address the conflict.

If you are in doubt, you should talk to your line manager, HR Business Partner, or the Ethics, Compliance and Privacy team.



## WE NEED YOUR VOICE

We all have a responsibility to speak up when we have a question about doing the right thing or want to report an incident or a suspicion regarding unethical behaviour.

If you see or suspect something unethical, speak up as soon as possible. You can speak up to your line manager, your HR Business Partner, or the Ethics, Compliance and Privacy team in accordance with our Your Voice Policy. You can also reach out to the Ethics, Compliance and Privacy team through [ecp@ekfc.ae](mailto:ecp@ekfc.ae).

When you speak up or report misconduct, it is helpful to identify yourself as it helps us to investigate the incident. However, you may also prefer to report matters or ask questions anonymously using the EKFC ethical reporting hotline - Your Voice. You can access Your Voice at <https://yourvoiceekfc.ethicspoint.com/>. It is available 24 hours a day, 7 days a week to allow you to report concerns or ask questions, either online or by telephone, including in your national language. Your Voice is operated by an independent third party that specialises in confidential and anonymous employee and third-party reporting.

The Ethics, Compliance and Privacy team keeps all information strictly confidential, including your identity. Once you raise a concern, you can be sure that we will take appropriate action to resolve the issue as soon as possible.

All employees are required to cooperate fully with any investigations launched into alleged breaches of the Code of Conduct or any other of EKFC's policies.


We have zero-tolerance for any unethical behaviour in EKFC – but we cannot do it alone, we need your support. We need you to speak up!



### Integrity in action!


We...

- Speak up on incidents where we see or suspect misconduct.
- Keep our reports confidential.
- Do not report personal grievances.
- Behave honestly and transparently.




*With Your Voice, you have a choice.*


Our Hotline allows employees to confidentially ask questions or report concerns without the fear of retaliation




Scan Me




Call Toll-free  
800 01 20144



By Mobile Device  
[yourvoiceekfc.ethicspoint.com](https://yourvoiceekfc.ethicspoint.com)



Report Online at  
[yourvoiceekfc.ethicspoint.com](https://yourvoiceekfc.ethicspoint.com)



**FIND THE RECIPE!**

→

Your Voice Policy  
Your Voice Quick Reference Guide



## WE DO NOT TOLERATE RETALIATION

We know that sometimes it may be hard to share concerns due to our fear of retaliation. In EKFC, we do not allow retaliation, punishment, or revenge against anyone who reports issues or suspicions in good faith. You should report anything you witness or suspect that is unethical or breaching our Code of Conduct, even if you are not completely sure.

You are protected from retaliation if you report misconduct in good faith, even if it turns out you are mistaken. Anyone who retaliates against someone for speaking up and reporting a concern in good faith will face disciplinary actions, which may include termination of employment.

If you report a concern, EKFC will fully support you, protect you and conduct an independent and appropriate investigation.

If you are retaliated against or witness retaliation against anyone else, report it immediately to the Ethics, Compliance and Privacy team or ethical reporting channel – Your Voice.



OUR MENU

A MESSAGE FROM  
THE CEO

OUR VISION AND  
MISSION

OUR VALUES

WE ARE ETHICAL

WE DO THE  
RIGHT THING IN  
OUR WORKPLACE

WE DO THE  
RIGHT THING IN  
OUR BUSINESS

WE DO THE  
RIGHT THING FOR  
OUR SOCIETY



# WE DO THE RIGHT THING IN OUR WORKPLACE

We Demand Diversity, Equity and Inclusion

We Ensure a Respectful Workplace

We Demand Health, Safety and Security in Our Workplace

We Adhere to High Standards of Personal Hygiene and Dress Code

We Prohibit the Use of Illicit Substances

We Protect Human Rights

We Use Company Assets and Property Responsibly

We Communicate and Use Social Media Responsibly

We Protect Company Intellectual Property

We Protect Personal Data and Privacy

We Keep Company Information Confidential



**OUR PLATES REFLECT OUR VALUES.  
A SYMPHONY OF SUSTAINABILITY,  
DIVERSITY, EQUITY, AND INCLUSION.**



**FIND THE RECIPE!**



← Anti-Discriminatory Policy

## WE DEMAND DIVERSITY, EQUITY AND INCLUSION

We are proud to take the lead in creating an inclusive and diverse workplace.

Our aim is to keep promoting and supporting equality, diversity, respect, and inclusion as the fundamental principles in all our decisions, actions, and any part of our business.

We believe that our diverse workforce is one of our greatest strengths. It helps us retain diverse talent, create a collaborative, respectful and innovative working environment, and allows us to understand our stakeholders, and contribute to a fair and more inclusive world.

We treat all our employees equally ensuring equal opportunities are available to everyone. We embrace and value different cultures, beliefs, characteristics, backgrounds, skills, and experiences of each employee. We carry these principles in all our business dealings, including our suppliers, contractors, and business partners.

We do not tolerate discrimination, harassment or bullying in any shape or form, relating but not limited to, race, nationality, social origin, age, colour, gender, sexual orientation, religion, ideology, political opinion, or disability.



### Integrity in action!

We...

- Do not discriminate against anyone for any reason or in any form.
- Maintain a harassment-free and bully-free workplace.
- Respect diversity, equity and inclusion in every decision and action.



## WE ENSURE A RESPECTFUL WORKPLACE

We are committed to ensuring a workplace that is free of violence, harassment, bullying, or any kind of disrespectful conduct by anyone, including management, employees, contractors, or other business partners of our company. We demand a workplace where everyone is treated with dignity and respect.

We comply with all applicable laws prohibiting workplace violence, mobbing, bullying and harassment wherever we do business.

If you experience any form of harassment or violence, or witness an incident happening to someone else, speak up and help us maintain a respectful workplace for all. Any suspicion or report of harassment will be thoroughly investigated by the Ethics, Compliance and Privacy team with complete confidentiality.



### Integrity in action!

We...

- Behave respectfully.
- Never use violence, neither physical or verbal.
- Do not allow any form of harassment or bullying.



FIND THE RECIPE!

Anti-Harassment and Anti-Bullying Policy



# WE PRIORITISE HEALTH AND SAFETY IN EVERY MEAL AND EVERY WASH.



FIND THE RECIPE!



Occupational Health and Safety Policy

## WE DEMAND HEALTH, SAFETY AND SECURITY IN OUR WORKPLACE

At EKFC, safety always comes first. We are committed to providing a safe, secure, healthy, and hygienic workplace for all our employees, business partners, and anyone else in and around our facilities.

We strive for zero accidents, injuries, and illnesses. We hold the health and safety of our employees above anything else. We are committed to maintaining a safe operating environment at the airside, rigorously observing all security protocols and regulations to safeguard our team and ensure service excellence.

We are all responsible for ensuring a safe and healthy work environment, and we all play a key role in this. We comply with all applicable laws, standards and best practices for health and safety in our workplace to ensure a safe environment in everything we do, and everywhere we work.

Our principles regarding health, safety and security in the workplace also extend to stakeholders who work with us in our offices and sites. We expect an equally high health and safety standard in the operations of our suppliers, contractors, and business partners.



### Integrity in action!

We...

- Wear the appropriate personal protective equipment.
- Only operate machinery according to given instructions.
- Take appropriate action when a safety hazard arises.
- Maintain the highest level of personal hygiene.
- Follow the safety guidelines.
- Never ignore potential health and safety concerns.





## WE ADHERE TO HIGH STANDARDS OF PERSONAL HYGIENE AND DRESS CODE

We adhere to the highest standards of professional attire, personal grooming, and personal hygiene. It is imperative that we respect the local customs of the UAE regarding dress codes, and refrain from wearing clothing that may be considered offensive to the local traditions and customs.

It is our responsibility to ensure that our attire complies with the prescribed dress code across all operational areas, including safety equipment, lab coats, head coverings, rubber boots, and gloves when necessary. Collectively, we uphold the standard of maintaining the cleanliness of our attire throughout our working hours, reflecting our shared commitment to professionalism and respect for our work environment.



FIND THE RECIPE!

Uniforms for Non-Operational Employees



FIND THE RECIPE!



- Random Testing for Illegal Substance Policy
- Smoke-Free Workplace Policy
- Alcohol and Drug Policy

## WE PROHIBIT THE USE OF ILLICIT SUBSTANCES

At EKFC, we uphold a zero-tolerance stance towards the use of illicit substances, in strict adherence to UAE laws. Collectively, we commit to prohibiting the consumption, possession, or influence of alcohol or any intoxicating substances within all company premises, and during our duties.

We also want to remind everyone that we strictly prohibit the consumption of alcohol within any properties owned by EKFC, which extends to company-provided accommodation. Introducing alcohol into company-provided accommodations is equally against our policy.



## WE PROTECT HUMAN RIGHTS

We are committed to respecting human rights in all our decisions, operations and throughout our product and service chain.

We are aware of our responsibility to protect human rights, and we evaluate all our internal and external processes in accordance with human rights compliance and principles.

We maintain a zero-tolerance approach to any form of human rights violations, including but not limited to child labour, modern slavery, and human trafficking.

At EKFC, we require all employees, contractors, suppliers, and business partners to strictly adhere to the Universal Declaration of Human Rights adopted by the United Nations.



### Integrity in action!

We...

- Prohibit all forms of abuse, harassment, and discrimination.
- Prohibit trafficking, forced, or involuntary prison labour.
- Prohibit child labour and underage employment.
- Respect the rights of migrant employees and ensure that they will not be threatened or coerced into accepting employment terms or impact their ability to leave.
- Require that the accommodation facilities provided to employees are clean, safe and structurally maintained, and all employees have access to clean water and adequate sanitation facilities.
- Recognise and respect fair, legal, and equitable work time schedules and working conditions such as health and safety, and compensation.
- Require all labour recruitment and employment procedures to be carried out in a legal and ethical manner.

**IN EVERY MEAL AND WITH EVERY PIECE OF LINEN, WE ADVOCATE FOR HUMAN RIGHTS.**





## WE USE COMPANY ASSETS AND PROPERTY RESPONSIBLY

We trust all our employees, subcontractors and any contractor working for or on behalf of EKFC to use company assets honestly and effectively.

Any EKFC assets and property including but not limited to computers, IT applications, mobile phones, merchandise, tools, furniture, vehicles, office supplies, clothes, and work equipment are provided solely for the purpose of work.

We trust you to protect them against loss, theft, misuse, damage, or waste. It is prohibited to use company assets for personal benefits. Any incidents of theft, loss or damage to company assets and property, whether knowingly or through negligent behaviour, will be subject to an investigation.

Any free-of-charge benefits provided to our employees, such as food items, packaged goods, company branded items etc. are solely for your own personal use, and any sale or transfer of these items for personal gain is strictly prohibited.



### Integrity in action!

We...

- Use company assets honestly and responsibly.
- Do not tolerate the misuse or abuse of company assets or property.
- Do not misuse free-of-charge benefits.



## WE COMMUNICATE AND USE SOCIAL MEDIA RESPONSIBLY

We are a large and diverse community in EKFC, and it is important that we all safeguard our company's reputation and send appropriate messages to our colleagues, our customers, business partners, all our stakeholders, and to society overall. As an EKFC stakeholder, your words represent our company.

All employees are responsible for anything they write, publish or present in public and on social media, and must be aware that their views posted on social media could be seen as those of EKFC.

We all have a responsibility to keep company information confidential, this includes the use of company photographs and videos over social media. Remember what you say in public or post on social media could damage our brand, our reputation, your colleagues, and could negatively impact our people and our work environment.



FIND THE RECIPE!

Cybersecurity Acceptable Use Policy  
Social Media Policy



**FIND THE RECIPE!**

← Theft, Fraud and Removal of Company Property Policy



## WE PROTECT COMPANY INTELLECTUAL PROPERTY

Our intellectual property, including but not limited to our brands, designs, logos, patents, trade secrets (like our award-winning recipes, methods, customer, and supplier portfolio), domain names, and copyrights are valuable company assets and must be protected. We expect all our employees, contractors, suppliers, and business partners to respect and protect our intellectual property.

It is strictly prohibited to share, transfer, disclose, allow access, or allow use of our intellectual property to third parties without following the EKFC authorisation procedure, whether during or after your employment with EKFC.

We must use all our intellectual property properly and responsibly, and never use them in a degrading, defamatory, or offensive manner.

As an EKFC employee, any work you create in connection with your duties or using company time, resources, or information, belongs to EKFC, except otherwise stated by the laws.

We also have a responsibility to protect all EKFC's confidential information, along with the confidential information of our customers, suppliers, and business partners.



## WE PROTECT PERSONAL DATA AND PRIVACY

We respect the privacy of personal data, and protect the personal information of all our stakeholders, employees, customers, suppliers, and business partners.

We are aware of the importance and sensitivity of keeping personal data safe. We comply with all the applicable national and international data protection laws and regulations in every part of our business and operations. We have a zero-tolerance policy against any breach of our personal data protection and privacy rules.

While working at EKFC, we may encounter various personal data necessary to fulfil our job role. We are only allowed to use this personal data for business purposes. We can only process, transfer, and store personal data for legitimate business purposes and on a need-to-know basis.

It is strictly prohibited to misuse, share, sell, disclose, or allow access to any personal data to anyone outside of EKFC, and anyone who does not need to know the personal data even though they are working in EKFC.

We expect you to maintain the highest standards of confidentiality and personal data protection. We all must follow data protection and privacy laws, and EKFC's Privacy Policy.

### Know the ingredients

Personal Data: Any information that can be used to identify an individual. For example: Name or surname, telephone number, address, date of birth, gender are forms of personal data.



#### Integrity in action!

We...

- Respect and protect the privacy and personal data of all EKFC stakeholders.
- Maintain the highest standards of confidentiality and data protection.
- Never share or disclose any personal data you receive or access in EKFC.



FIND THE RECIPE!

Privacy Policy





## WE KEEP COMPANY INFORMATION CONFIDENTIAL

Every day we learn so much information about our company. Any information relating to EKFC, including but not limited to our business, customers, suppliers and business partners, our trade secrets, business deals, and any other information that you obtain due to your employment or the performance of your work in EKFC, is all confidential company information.

Our confidential company information must only be used for the purpose of our work in EKFC, and must never be disclosed, sold, transferred, copied, or misused for personal gain in any other way.

We share and keep all our company information only on a need-to-know basis. We only permit you to use or access confidential company information as strictly necessary for the performance of your role and responsibilities, and as authorised or instructed by EKFC. You must not disclose any confidential company information to anyone outside EKFC, even to members of your own family or friends unless the information is already publicly available. Even within our company and among your colleagues, you must not share any information except on a need-to-know basis when the recipients need to know that information for the performance of their role and responsibilities at EKFC. You must always take reasonable and necessary precautions to protect confidential company information.



### Integrity in action!

We...

- Keep our company's information including the information of our customers, suppliers and business partners confidential.
- Never share or disclose our company's confidential information even with our family and friends.
- Never leave confidential documents in public or unattended in the workplace.
- Never leave company mobiles, computers, or devices without security passwords.





OUR MENU

A MESSAGE FROM  
THE CEO

OUR VISION AND  
MISSION

OUR VALUES

WE ARE ETHICAL

WE DO THE  
RIGHT THING IN  
OUR WORKPLACE

WE DO THE  
RIGHT THING IN  
OUR BUSINESS

WE DO THE  
RIGHT THING FOR  
OUR SOCIETY



# WE DO THE RIGHT THING IN OUR BUSINESS

We Make High-Quality, Award-Winning, Delicious, Safe, and Hygienic Food

We Choose Our Third Parties Responsibly

We Do Not Tolerate Corruption and Bribery

We Know Our Gifts and Hospitality Rules

We Deal with Government Responsibly

We Fight Against Money Laundering and Terrorism Financing

We Comply with Sanctions and Trade Controls

We Maintain Transparent and Accurate Books and Records

We Compete Fairly



**OUR FIRST INGREDIENT IS SAFETY.  
WE MAKE FOOD THAT IS SAFE TO EAT.**



**FIND THE RECIPE!**



Quality Policy  
Food Safety Policy

## WE MAKE HIGH-QUALITY, AWARD-WINNING, DELICIOUS, SAFE, AND HYGIENIC FOOD

*We aim to make flights the most delicious part of our consumers' journey. Not only in the air, but also on the ground.*

One of our goals is to consistently deliver products that go beyond our consumers' expectations. We maintain our customers' trust and run our business by researching, developing, and producing food that we are truly proud of, in an ethical and transparent manner.

We always comply with all food hygiene and safety laws and regulations, including international industry standards.

We are committed to providing the nutritional benefits and food value promised in our products' labelling and advertising. Our consumers should always have the confidence to consume and share our products with the ones they love.

We are uncompromising when it comes to food hygiene, quality, and safety. We always ensure that the food we make achieves not only all binding regulations and international standards, but also our own highest standards and expectations.



## WE CHOOSE OUR THIRD PARTIES RESPONSIBLY

As EKFC, we are aware that who we choose to do business with, represents the way we do business, and we may be responsible for the actions of third parties who act on behalf of EKFC.

That's why, we need to know who we do business with, and we need to choose them carefully.

In EKFC, we have implemented a risk-based third-party due diligence and risk management programme that is led by our Ethics, Compliance and Privacy team, and conducted by all relevant business sponsors.

We always conduct risk-based due diligence and risk assessments for any potential new third party who wants to do business with EKFC. This process requires us to gather and screen crucial information relating to our third parties, assess their risks, and conduct due diligence according to their different risk levels. Any business sponsor of a third party is responsible to gather necessary information and ensure all screening, risk assessment and due diligence processes are in place.

All business sponsors must understand their obligations under our third-party risk management programme by consulting our Ethics, Compliance and Privacy team.





## WE DO NOT TOLERATE CORRUPTION AND BRIBERY

Our success is based on the quality of our products and services. We always choose doing our business in the right way, built on trust, integrity, and transparency. We believe that this is how we build and sustain our global reputation.

In EKFC, we have zero-tolerance for any form of bribery and corruption. We never offer or accept anything of value directly or indirectly to get or keep business, to gain any illegal or unethical commercial, contractual, or regulatory advantage, or for any personal gain.

Whether involving a government official, entity, or any private company, such as a customer or supplier, any form of bribery and corrupt activities are prohibited.

We must never offer or accept anything of value to gain a business advantage, influence a business decision, or expedite a process. Our ethical standards require us to not do business with anyone who is involved in bribery or corruption. Refusing to provide or accept bribes is always the right decision – even if it means we may lose business.

We choose ethics before commercial profit. This policy applies to anyone acting on our behalf, including but not limited to our suppliers, distributors, contractors, consultants, and agents.

FIND THE RECIPE!



← Anti-Bribery and Corruption Policy



## WE KNOW OUR GIFTS AND HOSPITALITY RULES

In different parts of the world, local customs, traditions, and business practices may require or permit offering gifts or entertainment. Business gifts include anything of value given on behalf of a company to build goodwill or further business relationships, without expecting anything else in return. Exchanging business gifts with customers or suppliers requires careful consideration to avoid any real or perceived attempt to inappropriately influence business decisions or gain an unfair advantage.

Before offering or receiving any gift or hospitality, you must ensure that it is not intended to influence a specific business decision, there is no risk of reputational harm, and you must follow the process explained under our Gifts and Hospitality Policy. Any gift and hospitality must be pre-approved by your manager, and the Ethics, Compliance and Privacy team, when necessary, in writing and recorded in the EKFC system.

All employees must read and understand our Gifts and Hospitality Policy for the specific requirements.



FIND THE RECIPE!

Gifts and Hospitality Policy  
Gifts and Hospitality Quick Reference Guide



## WE DEAL WITH GOVERNMENT RESPONSIBLY

Our core values are transparency, integrity, and trust in any communication, business, and dealings with government. No matter what happens, we do not lie, and we do not hide information from government inspectors or falsify documents.

Any contact by employees or other third parties with government, legislators, regulators, or non-profit organisations must be done with honesty and transparency, in compliance with local and international laws.

We maintain the highest level of integrity when acting on behalf of our company. We do not offer anything of value to a government official to obtain an improper business advantage.

In EKFC, we keep our workplace and business out of politics. We recognise everyone's freedom to support any ideology or political party. However, you must not contribute to any political party or public international organisation with the name of or on behalf of EKFC. Similarly, you should not make any verbal or written declaration, comment, or post supporting any political party, ideology, government official or authority on behalf of or with the name or logo of EKFC.



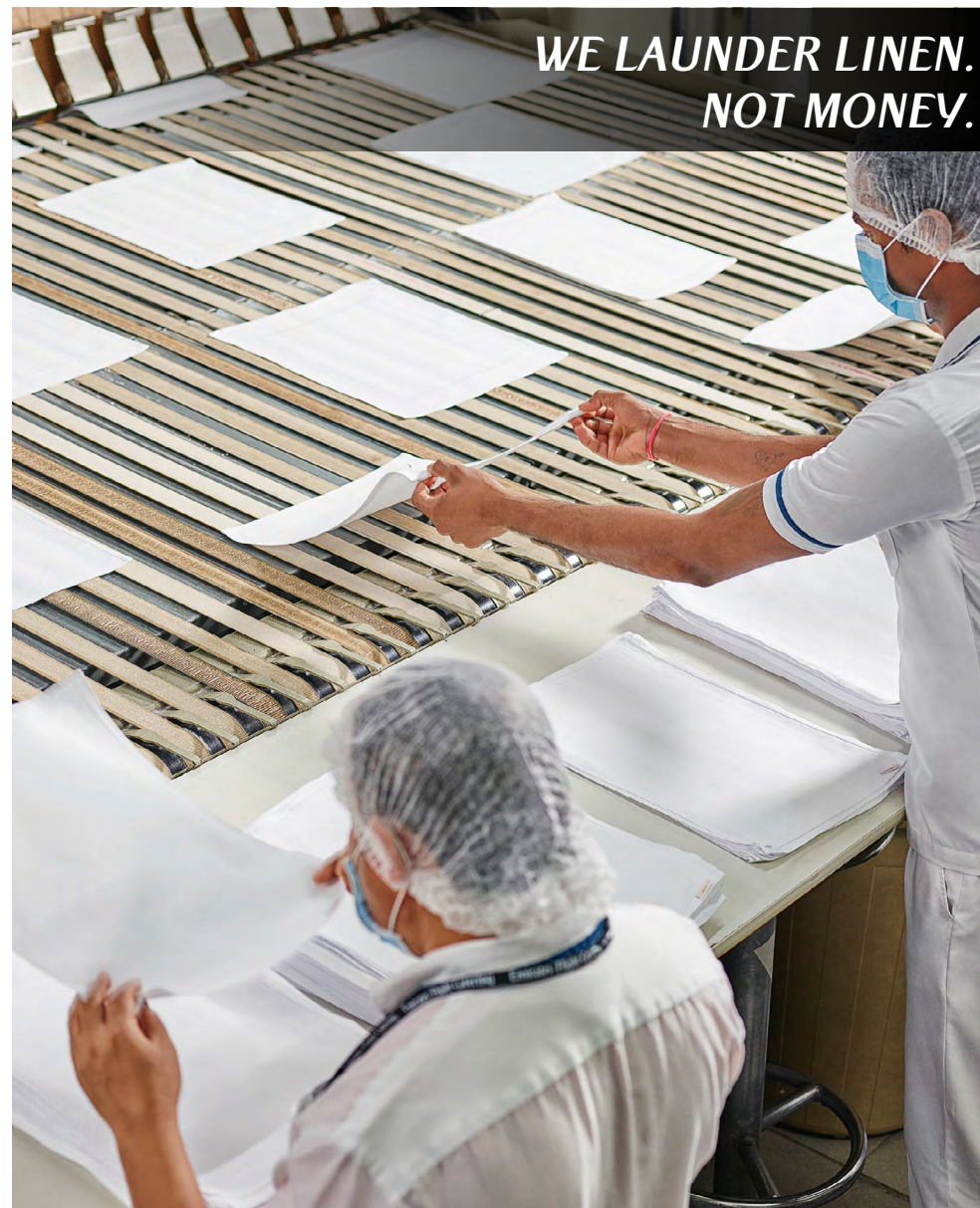
## WE FIGHT AGAINST MONEY LAUNDERING AND TERRORISM FINANCING

We are committed to conducting business in a way that prevents the use of our business transactions to support and hide criminal activity. We fully support and comply with any applicable anti-money laundering, financial crime prevention, and anti-terrorism laws and regulations.

We monitor our customers and third parties. We expect all our employees to guard against illegal customer or supplier financial transactions for the purpose of money laundering and terrorism financing. We must be aware and on alert for red flags such as unusual requests from a customer or a supplier to make payments in cash or from a non-business account, or other to request any unusual transaction terms.

### Know the ingredients

- Money laundering: Money laundering is a process where funds generated through criminal activity – such as terrorism, drug dealing, tax evasion, human trafficking, and fraud – are moved through legitimate businesses to hide their criminal origin and try to make the sources of their illegal funds look legitimate.
- Terrorist financing: Terrorist financing is the solicitation, collection, or provision of funds with the intention that they may be used to support terrorist acts or organisations. Its funds may stem from both legal and illicit sources.





## WE COMPLY WITH SANCTIONS AND TRADE CONTROLS

We respect and abide by all relevant sanctions and trade controls imposed by governments that are applicable to our business. Sanctions and trade controls are official orders applied by one or more countries against a targeted country, group or individual and may include various forms of trade barriers and tariffs.

In the context of our international business landscape, sanctions and trade controls may have an impact on our operations. All our employees, contingent workforce, and any third party acting on behalf of EKFC are required to comply with all applicable regulations on sanctions and trade controls, and must follow the instructions given in that direction.





## WE MAINTAIN TRANSPARENT AND ACCURATE BOOKS AND RECORDS

We maintain all our financial books and business records with the highest degree of accuracy, completeness, transparency, and integrity. Our business records must accurately and fairly reflect EKFC's operations and financial condition. All transactions must comply with the respective policies and procedures, and our established systems of internal controls. Managing our books and records properly maintains their accuracy and integrity, and promotes efficiency, cost savings, confidentiality, and regulatory compliance.

We rely on you to prevent fraud, such as stealing or misusing company assets, misappropriation, corruption or financial statements fraud. Fraud compromises the integrity of our books and records, violates our policies, leads to financial loss for the company, damages our reputation, and may also violate the law. Fraud is often committed to gain something of value or to avoid negative consequences.

### Examples of fraud include but not limited to:

- Altering production data to meet productivity goals.
- Misuse of company funds including cash, purchasing and corporate cards.
- Misrepresenting sales of products to meet sales goals or gain business.
- Failing to issue purchase orders, delaying goods receipts or holding invoices to avoid being over budget.
- Misstating financial information in our books and records.
- Misreporting time you or others worked to earn more pay or to avoid disciplinary action for being late or absent from work.
- Submitting false or inflated requests for payment related to travel and entertainment.

We do not tolerate any kind of fraud or deception in our financial books and business records. We must report any actual or suspected fraud in a timely manner to the Internal Audit department, Ethics, Compliance and Privacy team, or through our ethical reporting channel, Your Voice.





## WE COMPETE FAIRLY

In EKFC, we compete fairly and with the highest standards of integrity. We are grateful to be a valued player in the market and we take pride in our customers' demand for excellence.

We compete fairly and abide by the applicable antitrust and competition laws, and we never abuse our market position. In all our decisions and actions, we promote fair competition and refrain from any unfair business practices.



OUR MENU

A MESSAGE FROM  
THE CEO

OUR VISION AND  
MISSION

OUR VALUES

WE ARE ETHICAL

WE DO THE  
RIGHT THING IN  
OUR WORKPLACE

WE DO THE  
RIGHT THING IN  
OUR BUSINESS

WE DO THE  
RIGHT THING FOR  
OUR SOCIETY



# WE DO THE RIGHT THING FOR OUR SOCIETY

We Protect Our Environment  
We Promote Sustainable Procurement

ELECTRIC  
VEHICLE  
ONLY





**WE ARE INNOVATIVE. WE PRODUCE FOR A SUSTAINABLE FUTURE. FROM ENERGY-EFFICIENT OVENS TO ECO-FRIENDLY PRESSES, WE USE TOOLS THAT ENABLE US TO DO OUR JOB RESPONSIBLY.**



**FIND THE RECIPE!**



← Environmental Policy

## WE PROTECT OUR ENVIRONMENT

At EKFC, we are committed to minimising our environmental impact and fostering a sustainable future for all. We care about our environment, and we believe we all have the responsibility to protect it. We are committed to minimising the environmental impact of our operations across all our businesses and activities, and providing high-quality products and services that are generated responsibly.

We strive to protect the environment everywhere we do our business, by reducing our operational footprint through our main commitments and demonstrations:

- Responsible consumption
- Achieving a 35% reduction in waste, including food items, paper, and packaging materials, throughout our operations in Dubai. We focus on both customer services and internal processes, establishing inclusive recycling programs to responsibly manage and recover resources from various recyclable materials, including plastics, aluminium, cans, bottles, and more.
- Water conservation
- Utilising on-site solar power systems to meet 15% of our energy needs, while also implementing energy reduction measures for enhanced sustainability across laundry, food manufacturing, and staff accommodation facilities.
- Reducing carbon dioxide emissions, by 3 million kilograms annually - the equivalent of the annual electricity use of 518 family homes.
- Reduce greenhouse gas emission in our operations.
- Including environmental issues in all company training programmes and encouraging the integration and implementation of sound environmental practices within the overall organisation.

Our commitment to environmental sustainability, green operations and an environmentalist company culture is placed at the core of our organisational goals, and key for our long-term business success.



## WE PROMOTE SUSTAINABLE PROCUREMENT

We are dedicated to integrating sustainability as an essential part and criteria in our procurement processes. Our ambitious goal is to align our preferences, processes, and supply chain with our sustainability commitments, ensuring they are both responsible and ethical while in full compliance with all applicable legal requirements.

We maintain the highest levels of integrity, ethics and commitment to sustainability while working with our suppliers and other business partners.





## FOLLOW US ON OUR SOCIAL MEDIA



WEBSITE



LINKEDIN



INSTAGRAM



FACEBOOK



YOUTUBE

For any suggestions, queries and concerns, please reach out to EKFC Ethics, Compliance and Privacy team through [ecp@ekfc.ae](mailto:ecp@ekfc.ae).



**Emirates**  

---

**Flight Catering**