



IATA's Code of Conduct for Governance Meetings

This Code of Conduct is adopted in accordance with IATA's By-Laws and approved by the Board of Directors. It sets shared expectations for behavior in all governance settings, including the Annual General Meeting, meetings of the Board, Board Committees, Advisory Councils, Traffic Conferences, working groups, task forces, and similar bodies.

It applies equally to Member representatives, invited guests, observers, and IATA employees participating in governance meetings. These expectations apply in all contexts connected to IATA governance, including virtual platforms, side meetings, informal conversations, and social events organized around governance meetings.

IATA is a global association. While cultures and communication styles vary, all participants are expected to uphold these common principles of professionalism, mutual respect, and collective responsibility.

By participating in IATA governance, you commit to the following principles:

Act with Integrity and Serve the Collective Interest

- You prioritize the collective interests of all IATA Members over personal, regional, or airline-specific agendas.*
- You act with honesty, transparency, and dependability - following through on your commitments and taking responsibility for your contributions.

Show Respect and Listen Actively

- You treat everyone with dignity and professional courtesy.
- You engage respectfully, give space for others to speak, and welcome diverse perspectives.
- You focus on ideas and contribute to a culture of thoughtful, inclusive debate.

Support an Inclusive and Safe Environment

- You create a space where all participants feel respected, heard, and safe to speak.
- You uphold a zero-tolerance policy for harassment, discrimination, bullying, or retaliation in any form.
- You speak up or seek help if you witness or experience behavior that undermines dignity, inclusion, or trust.

* This principle applies only to IATA Member Airline representatives while serving on or participating in the IATA Board of Directors, Board Committees Advisory Councils and their related working groups or task forces, and the Traffic Conference as per the Provisions for the Conduct of the Traffic Conferences.



Prepare and Contribute with Purpose

- You come to meetings prepared, informed, and focused on shared objectives.
- You commit to active participation, recognizing that seats in governance bodies are limited and entrusted to those who engage.
- You attend meetings regularly and contribute to the group's effectiveness. If you are unable to attend, you inform the Secretary in advance.

Respect the Process and Uphold Collective Decisions

- You contribute openly and honestly to debate, recognizing that diverse viewpoints strengthen governance.
- Once a decision is taken, especially by consensus, you support the outcome and help ensure its implementation, even if your personal view differed.
- You avoid revisiting settled matters outside the appropriate process and help foster trust by standing behind the group's decisions.

Protect Confidentiality and Use Good Judgment

- You respect confidentiality rules and do not disclose sensitive information outside the governance context.
- You do not forward meeting invitations, share documents with others, or allow unauthorized colleagues to attend meetings - even as silent observers - unless explicitly authorized.
- You do not record meetings or distribute content unless clearly approved.
- You speak about IATA governance matters with discretion, integrity, and professionalism.

Follow IATA's Rules and Legal Commitments

- You respect IATA's By-Laws, including rules on governance participation, confidentiality, and meeting conduct.
- You follow IATA's Competition Law Guidelines.

Conflicts of Interest

- You avoid any actual or perceived conflict between your responsibilities in IATA's governance and your personal, professional, or organizational interests.
- If a potential conflict arises, you disclose it to the Chair and the Secretary. If unsure whether something constitutes a conflict, you are expected to raise it proactively.
- You do not participate in any decisions or discussions where a conflict exists, unless authorized by the Chair and the Secretary.

Fostering a Culture of Accountability

- You help set the tone by upholding these standards and encouraging others to do the same.
- If you witness misconduct or have concerns – on your own behalf or someone else's – you are encouraged to raise them with the Corporate Secretary in confidence.



IATA's Commitment to a Safe and Respectful Governance Environment

IATA is committed to fostering a governance culture that is safe, inclusive, and grounded in mutual respect. In support of this Code of Conduct:

- IATA will respond seriously to concerns raised about conduct that may violate this Code.
- Reports can be made in confidence to the Corporate Secretary (corpsec@iata.org).
- No individual will face retaliation for raising a concern or for supporting someone else who does.
- Where appropriate, IATA may take appropriate action, including removing individuals from governance roles or limiting their participation.