



الخطوط الملكية المغربية  
**royal air maroc**  
Les ailes du Maroc

# **ROYAL AIR MAROC GROUP PURCHASING CHARTER**

## Responsible Purchasing Charter between RAM Group and its Suppliers

The Royal Air Maroc Group has set up a new strategy whose objective is to improve the quality of its services. In this process, the Group wants to involve its suppliers and their subcontractors via a purchasing charter.

The purpose of this charter is to define the responsibilities and commitments that the RAM Group wishes to share with its suppliers and their subcontractors in the relationship that binds them on a daily basis. It marks the Group's desire to include the criteria of responsibility in its purchasing decisions.

This charter is part of the contractual arrangements between RAM Group and its suppliers.

Commitments of RAM Group:

1. Respect for human rights
2. Human capital development
3. Respect for the environment
4. Loyalty of practices
5. Protection of data and privacy of its customers and suppliers
6. Respect of the principles of health, safety and hygiene at work
7. Continuous control and improvement
8. Respect for payment deadlines

### **Respect for human rights:**

Suppliers of the RAM Group and their subcontractors must comply with the International Charter of Human Rights and the fundamental Conventions of the International Labor Organization (ILO).

International Charter of Human Rights

<https://www.ohchr.org/en/human-rights/universal-declaration/translations/english>

The fundamental Conventions of the International Labor Organization

[https://www.ilo.org/declaration/info/publications/WCMS\\_095896/lang--fr/index.htm](https://www.ilo.org/declaration/info/publications/WCMS_095896/lang--fr/index.htm)

### **Human capital development:**

Suppliers and their subcontractors must ensure that working conditions are satisfactory, such as fair wages and other forms of compensation, limitation of working time, rest periods, holidays, disciplinary practices and dismissals, maternity protection issues, and that the well-being of workers is ensured.

Suppliers must enable workers to develop their skills, access training, improve their skills and advance their careers.

### **Respect for the environment:**

Suppliers and their subcontractors must ensure that:

- Improve the prevention of air emissions and discharges into water, waste management and the management of other forms of pollution;
- Use responsibly the main energy sources;
- Reduce resource requirements for products and services.

### **Loyalty of practices:**

RAM promotes fair competition between suppliers. As a result, the RAM Group rejects all forms of anti-competitive behavior and abuse of authority. Thus, any supplier must prevent corruption by raising awareness, among its staff and subcontractors, and encouraging them to report unfair treatment and violations of the organization's anti-corruption policy.

Each supplier must refrain from recourse to hidden work. They undertake to fulfill all their obligations with respect to administrative, social and tax authorities as provided for in the country where they are operating.

RAM also imposes procedures for the respect of the payment deadlines of the invoices of its service providers. To this end, each supplier must ensure in turn the respect of payment deadlines vis-à-vis its subcontractors.

### **Protection of data and privacy of its customers and suppliers:**

#### **Protection of personal data**

Each of the Parties undertakes to take all necessary measures to respect (i) the regulations on the protection of personal data, as provided by the Moroccan law 09-08, promulgated by Royal Decree n°1-09- 15 of 18 February 2009 and (ii) (EU) Regulation 2016/679 of the European Parliament and Council issued on 27 April 2016 (RGPD) on the protection of individuals with regard to the processing of personal data and the free movement of these data, called "RGPD".

In general, the Supplier undertakes not to use, assign or make available to third parties, for any reason whatsoever, the personal data that it would have to process on behalf of the RAM Group.

#### **Confidentiality**

The RAM Group undertakes to keep confidential any information relating to a supplier received or transmitted as part of a consultation.

The supplier undertakes to keep confidential any written or oral information obtained from the RAM Group during the consultation and execution of the contract.

### **Intellectual property**

The RAM Group ensures the respect of property rights that cover both physical and intellectual property.

The supplier must respect the property rights in particular the literary and artistic or industrial property as they are defined by the legislation in force on all services/work provided whether on paper and/or computer support, and not engage in activities that violate property rights, including abuse of dominance, counterfeiting and piracy.

### **Respect of the principles of health, safety and hygiene at work:**

RAM Group works with its suppliers to develop and maintain occupational health and safety systems, physical, mental and social well-being of workers, and the prevention of adverse health effects related to working conditions.

### **Continuous control and improvement:**

The supplier must accept the possibility that the RAM Group conducts audits to verify the application of the principles of this charter.

In addition, the supplier must offer its best-performing solutions in terms of services and products, the most adapted to the needs expressed by the RAM Group and whose societal and environmental impacts are positive.

They undertake to take into account the areas of improvement identified jointly with the RAM Group.

### **Respect for payment deadlines**

RAM Group undertakes to pay the supplier's invoices according to the applicable law in the country in which he operates.

RAM Group has set up several projects and actions to reduce payment delays of suppliers who are invited to comply with the provisions indicated in terms of the formalization of the commitment work and the process of their invoices deposit in order to ensure an effective and fluid treatment.

Similarly, the supplier must agree to pay the invoices of its suppliers within the regulatory deadlines.

**Acceptance and signature**

I, undersigned, in the name and on behalf of the service provider, accept the ROYAL AIR MAROC Group Purchasing Charter and bind our company to respect the principles mentioned in this charter.

**Company Name:**

**Date:**

**Signed by:**

**Function:**

**Signature and stamp of the company:**