

**BRITISH AIRWAYS STANDING INSTRUCTION
No. 2 - THE BA WAY OF BUSINESS**

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THE BA WAY OF BUSINESS

British Airways Plc and our subsidiaries strive to be good corporate citizens and to comply with the law in the countries in which we operate. Our activities are underpinned by the BA Way values which will guide our actions as we seek to maximise our opportunities in the marketplace.

The BA Way in the Marketplace

We will do our best to deliver our promises to our customers and our suppliers. We will manage our supply chain consistent with the BA way values.

The BA Way in the Workplace

We aspire to work together as one team, to treat each other fairly, respecting individual and collective rights, and striving for high levels of employee motivation and satisfaction through training, development and honest communications.

The BA Way in the Community

We will work to be a good neighbour.

The BA Way in the Environment

Recognising the impact of aviation on the environment, we will work to improve our environmental performance.

The Corporate Responsibility Board will be responsible for overseeing the implementation by the business of this Standing Instruction and reporting on its progress.

Willie Walsh
Chief Executive