

## AIRPORT HANDLING POLICY

### MISSION

Airport Handling provides ground services at both Milano Malpensa and Milano Linate and offers enhanced services for customers. Our company guarantees services 24 hours a day, seven days a week with the aim to achieve the leadership in Ground Handling.

Airport Handling is aware that this goal can be achieved thanks to the satisfaction of the specific expectation of our customers, of our employees and of all stakeholders involved.

### Quality & Safety Policy

Airport Handling knows that this target can only be reached by enhancing the safety and health of its employees, carriers and people involved in airport activities through an accurate management of all processes.

Airport Handling is committed in promoting the culture of Safety, Quality, Environment and Security by defining proper targets for all processes, addressed to a continuous improvement of performance.

Airport Handling has integrated its systems in order to meet standards of ISO 9001 – ISO 14001 – BH OHSAS 18001 – IATA ISAGO by achieving related certifications.

The General Manager, together with the Executive Committee, is involved in management and development of Quality, Safety and Environment system by means of:

- Adequate availability of resources and instruments to ensure the performance of activities and to grant safety by reducing the risk factor of each task as far as is 'Reasonably Practicable'.
- an accurate and continuous review of all processes and procedures in order to be compliance with national and international legislation, in accordance with Quality, Safety, Environment and Security standards;
- a steady action to raise the awareness on the importance to meet the customer Airlines and their passenger's expectations;
- a continuous support to all the personnel in being actively involved in the SMS system;
- constant monitoring of the system.
- adequate and regular training for all staff with particular care about requirements, actions and behavior with the aim to enhance safety, quality levels and efficient performance of services;
- a continuous commitment in raising the awareness and efficient communication to ensure Just Culture promotion, so that any event affecting safety aspects might be highlighted by means of the Reporting System. Unless rules and procedures have been intentionally not respected (AH Disciplinary Code), Airport Handling grants that every report is confidential and no punishable.

Malpensa, 10 November 2016

Airport Handling S.p.A.  
(General Manager)  
*Alberto Marosi*