

AIRPORT HANDLING POLICY

MISSION

Airport Handling 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, in compliance also with the principles of dnata Safety Policy.

Airport Handling has integrated its systems in order to meet standards of ISO 9001 – ISO 14001 – ISO45001 – IATA ISAGO by achieving related certifications.

The Chief Executive Officer, with the Executive Committee, is committed to the management and development of Quality, Environment, Occupational Health and Safety Management Systems and the improvement of related aspects by:

- 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 compliant with national and international legislation, in accordance with Quality, Safety, Environment, Security, Health, Fire Protection & Prevention standards;
- a constant review of processes and procedures to eliminate hazards and reduce risks to occupational health and safety;
- a steady action to raise the awareness on the importance to meet the Customer Airlines and their passenger's expectations;
- constant monitoring of the system;
- a constant encouragement of all staff to actively participate and to satisfy all aspects of SMS and Health and Safety at Work;
- hazards and risks identification and management;
- analysis and investigation of relevant safety related reports and events, to ensure that effective, corrective and preventive actions are implemented;
- distribution of results of analysis, investigations and safety oversight activities to maximise the safety benefits from their outcomes;
- ensuring that all management and staff are aware of their responsibilities with respect to safety performance;
- ensuring that the departmental Safety Performance Indicators and Safety Performance Targets are linked to this policy;
- periodical review of this policy to ensure its continued relevance and effectiveness;
- involvement actions aimed at encouraging the consultation and participation of workers and their Safety Representatives;
- adequate systematic training of all personnel in order to guarantee actions and behaviours oriented to the maximum safeguard of Safety and Health and Safety at Work, Security, Quality and regularity 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 every report is confidential and not punishable.

Airport Handling management and staff are obliged to comply with the principles contained in this policy, which is subject to periodic review.