



AIR NOSTRUM, dedicated to passenger air transport, considers the commitment to the Integrated Quality and Environment Management System based on sustainability, continuous improvement and meeting customer needs and satisfaction to be of vital importance. This system complements AIR NOSTRUM's Management System policies, under the umbrella of ORO.GEN.200, which is based on the establishment of quality (compliance control) and safety management systems.

With this policy, AIR NOSTRUM seeks to create a reference framework that ensures service quality and customer satisfaction, as well as carrying out environmental practices that minimize the impact of its activities on the environment and contribute to sustainable development and environmental protection, following the ISO:9001:2015 and ISO:14001:2015 standards.

AIR NOSTRUM Management establishes the following guidelines as the bases of its Integrated Quality and Environment Management System Policy:

- 1. COMPLIANCE:** Comply, at all times, with current legislation as well as the voluntary agreements acquired applicable to our activities.
- 2. PREVENTION:** Promote actions aimed at the sustainable use of resources in the development of our activity and prevent pollution, with the best available technology whenever possible.
- 3. INNOVATION:** Promote innovation, at the service of continuous improvement and sustainable growth.
- 4. EVALUATION:** Continuously evaluate and review the performance of our activity, in terms of quality and the environment, establishing different indicators and carrying out audits, thus ensuring customer satisfaction and the best protection of the environment.
- 5. TRAINING:** Establish permanent training programs that allow highly qualified personnel to carry out the activities of the Integrated Management System and promote awareness and consciousness-raising for better behaviour and performance by all.
- 6. CONTINUOUS IMPROVEMENT:** Evaluate and improve the quality of the service and our environmental behaviour, demanding continuous improvement, through planning and periodic review of objectives, with the involvement and commitment of Senior Management to achieve them.
- 7. COLLABORATION:** Maintain permanent contact with our clients, suppliers, airport managers, administrations and other interested parties in order to be able to collaborate jointly in the continuous improvement of the established Integrated Management System.
- 8. DISSEMINATION:** Communicate this policy to all company personnel and make it available to interested parties.

This policy is publicly available and must be adopted by the entire company. Management is committed to provide the necessary financial, human, and technical resources to ensure its compliance. Furthermore, it will ensure that the System Policy is communicated and enforced among all company professionals, suppliers, subcontractors, and clients.

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