



Quality and Environmental Policy



AIR NOSTRUM, dedicated to passenger air transport, conducts its operations with the following purpose:

“Connecting people and regions through an excellent and sustainable operation.”

Within this framework, **AIR NOSTRUM** is committed to continuous improvement, meeting customer needs and ensuring customer satisfaction, reducing environmental impact, and adapting to the effects of climate change by considering the associated risks and opportunities within the organization's context.

To achieve this, **AIR NOSTRUM** implements and maintains an Integrated Management System in accordance with ISO 9001:2015 and ISO 14001:2015 standards. This system complements **AIR NOSTRUM**'s Management System under the provisions of ORO.GEN.200, which is based on the establishment of quality systems (compliance monitoring) and safety management systems.

With this policy, **AIR NOSTRUM** seeks to establish 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, promote environmental protection, contribute to sustainable development, and encourage the responsible use of natural resources.

This policy is publicly available and must be adopted by the entire Organization.

Management is committed to providing the financial, human, and technical resources necessary for its implementation, as well as to integrating the Management System into the organization's processes and promoting its continual improvement.

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


Mr. Carlos Bartolomé Martínez
CEO and President


Mr. Guillermo González Vallina
General Manager

- 1. COMPLIANCE:** Comply at all times with applicable legislation, relevant requirements, and commitments undertaken in relation to quality, customer experience, and environmental sustainability.
- 2. RISK- AND OPPORTUNITY-BASED APPROACH:** Integrate the identification and management of risks and opportunities into organizational processes to address factors that may affect service quality, environmental performance, and the organization's ability to achieve its objectives, including those arising from climate change.
- 3. ENVIRONMENTAL PROTECTION AND POLLUTION PREVENTION:** Promote environmental protection through pollution prevention, emissions reduction, the conservation and sustainable use of natural resources, the protection of biodiversity and ecosystems, the promotion of renewable energy and energy efficiency, climate resilience and adaptation, and the application of circular economy principles whenever feasible.
- 4. INNOVATION, TECHNOLOGY AND CULTURE:** Foster a culture of quality, integrity, and ethical conduct at all levels of the organization, encouraging employee engagement and a customer experience-oriented approach. Promote innovation, technology, and organizational culture as key drivers of continuous improvement, sustainable growth, and operational excellence.
- 5. PERFORMANCE EVALUATION** Continuously evaluate and review organizational performance in terms of quality, customer experience, and environmental management through the establishment of key performance indicators, audits, and monitoring mechanisms, thereby ensuring customer satisfaction and effective environmental protection.
- 6. 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.
- 7. CONTINUAL IMPROVEMENT:** Drive the continual improvement of the management system through the planning, monitoring, and review of objectives, with the active commitment and leadership of Top Management.
- 8. COLLABORATION AND STAKEHOLDER ENGAGEMENT:** Maintain open and transparent communication with customers, suppliers, airport operators, public authorities, and other relevant stakeholders, taking into account their needs and expectations regarding quality, sustainability, and climate change. Promote collaboration with suppliers and strategic partners to enhance environmental performance, protect biodiversity, encourage the responsible use of resources, and support sustainability throughout the lifecycle of the services provided.
- 9. COMMUNICATION AND TRANSPARENCY:** Communicate this policy to all company personnel, ensuring their understanding, implementation, and commitment, and make it available to relevant interested parties, thereby promoting transparency and confidence in the organization's performance.