

# Quality Policy

## ■ Objectives

The main objective of all the companies of ALHA Group is to achieve the full satisfaction of the expressed and implied needs of all stakeholders.

In order to achieve this objective, the companies of the group manage their specific processes in compliance with the requirements of UNI EN ISO 9001:2015: in relation to which Alha Airport MXP SpA is already certified, which will be followed by the remaining companies in a progressive qualification process.

The Management expressed the will to achieve for the same reason also the UNI EN ISO 14001 certification for the management of processes that have an environmental impact and the UNI EN ISO 18001 certification, now 45001, for the safety of workers in the workplace; the environmental certification is active in Alha Airport MXP SpA, the one for the Safety in ALHA SpA; in Alha Airport FCO SpA the certification for the Safety has been finalized as first objective and will be extended also in Alha Airport MXP SpA.

At the same time it should also be noted that, in order to comply with various mandatory requirements issued by various bodies that regulate air transport, in recent years a series of manuals and procedures have been created, sometimes with the creation of redundant documents, disconnected from each other and with a difficulty to manage their maintenance/update. Therefore, it was deemed necessary to integrate all these documents into a single company management system: in addition to the above mentioned ISO certifications, ENAC APT 02B Certification and the provisions of the National Security Plan for Airport Security were also assimilated into a single company manual.

Other business objectives for which integration is necessary:

- TAPA certification in the area of safeguarding goods by protecting them from theft or tampering.
- Compliance with D. Legislative Decree 231 - Administrative Responsibility
- Cargo 2000 - IATA analysis system, through Aviation Data Transmission, to verify the cargo service throughout the transport chain, from producer to consignee
- IATA-CEIV Pharma certification for the management of pharmaceutical shipments to be stored at controlled temperatures, respecting the nature of the product and avoiding "cross contamination" with HC and NHC goods. This certification, already active at the Malpensa airport, will be extended to the group company operating at Fiumicino airport and to the ALHA SpA out stations. To this end, all the officers of the various Group companies will have to work together not only to comply with current regulations and to achieve the requirements defined by IATA, but also to achieve excellent performance in the logistics of these materials, guaranteeing absolute protection of the health and safety of patients.

The Management, believing that the quality of the services provided is not the competence of a single staff of dedicated people but the result of transversal interactions of the entire structure, ensures the constant monitoring of the principles expressed in this document, considering them as an integral part of the responsibilities, work and tasks of each function that is part of the entire company system.

All the staff of the ALHA Group companies, as well as other subjects (e.g. suppliers, collaborators, other company offices, etc.) who find themselves interacting in the carrying out of the company's activities, are obliged to cooperate in the implementation of what has been defined and are invited to actively contribute to perfecting the Integrated Company Management System.

For this reason, the QMS will have to be reworked, identifying and making the various Process Owners more responsible and better identifying the various interrelationships between themselves and with third parties, first among which are the cooperative companies to which some goods management services in the warehouses are entrusted.

## ■ Commitments

To achieve these goals, ALHA Group must commit to:

- to maintain legislative compliance and compliance with other mandatory requirements.
- to maintain an effective system for monitoring and analysing the quality of the service provided by identifying parameters that can be measured objectively
- to undertake to comply with the Airport Regulations and the Service Charter and the corresponding quality standards adopted by ENAC and the Airport Management.
- to continuously dialogue with the interested parties in order to better interpret their needs so as to be able to meet the demand in an increasingly timely and effective manner.
- strive to integrate among its indicators also control parameters shared with other control bodies (e.g. ENAC, IATA)
- define objectives and targets that can be measured and compared with other airports through the use of indicators
- encourage an increasing involvement of staff and collaborators
- to guarantee the competence of human capital through the establishment of a training plan in compliance with the competence profiles defined for each specific task
- to strive for greater competitiveness of services also thanks to the use of experienced and capable staff, educated both with training courses with certified teachers and with adequate internal training.
- to monitor the performance of internal processes and staff.
- to monitor service delivery levels.
- to highlight existing critical issues and promote continuous improvement
- to retain existing customers
- to expand its customer base
- to disseminate the Company Policy to all levels of the company by publishing it on the company intranet and posting it on a notice board visible to all personnel.
- to create the prerequisites to offer the market a dedicated and efficient management of pharmaceutical and fresh products
- to review the company policy during the Management Review.

Date: 02/02/2021

The General Management