

Quality Policy

■ Objectives

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

In order to achieve this goal, the companies of the group manage their specific processes in compliance with the requirements of UNI EN ISO 9001:2015; in addition to the already certified Alha Airport MXP SpA, the certification of Alha Airport FCO SpA and A.L.H.A. SpA was also pursued in 2021.

For the same reason, the management has also expressed the will to obtain the UNI EN ISO 14001 certification for the management of processes with 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 is active in Alha Airport FCO SpA and, from the end of 2021, also in Alha Airport MXP SpA. The UNI EN ISO 45001 certification of A.L.H.A. SpA is planned for 2022.

As a result, it will be easier to proceed on the different sites and in the different companies of the ALHA Group to standardise operational and management processes and the related forms, and to slim procedures in an orderly manner, while respecting the 'environmental specificities' of the different operational sites; which will result in a more efficient auditing activity, a more immediate evaluation of possible nonconformities, the identification of possible risks assessed by responsible figures according to predefined schemes and not subject to customisation, a better circulation of information and necessary regulatory updates.

Particular attention must be paid to the operational/management process of the road transport managed by A.L.H.A. SpA, whose users are often the same as those of the other Group companies, by identifying appropriate KPIs that meet market needs.

The Management, believing that the Quality of the services provided is not the competence of a single staff of dedicated persons but the result of the 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 individual function forming part of the entire company system.

All personnel of the ALHA Group companies, as well as other parties (e.g. suppliers, collaborators, other company offices, etc.) who interact in the performance of company activities, are obliged to cooperate in the implementation of what has been defined and are invited and actively contribute to perfecting the various Company Management Systems.

For this reason, the QMS will have to be reworked to better identify and empower the various Process Owners and to better identify the various interrelationships between themselves and with third parties, first among which are the cooperative companies to which certain goods management services in the warehouses are entrusted. And to be able to intercept every possible evolution of the needs and expectations of new potential Users/Customers.

■ 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: 27/12/2021

The General Management