

# Alha Group Quality Policy

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 three group companies that provide cargo handling and airport ground handling services - Alha Airport MXP SpA, Alha Airport FCO SpA and A.L.H.A. SpA, together with the company Alha Academy, dedicated to staff training, manage their specific operational and management processes in compliance with the requirements set forth in UNI EN ISO 9001:2015.

Similarly, the three Group companies dedicated to handler services intended to operate in the area of safety in accordance with the indications and requirements of the UNI EN ISO 45001 standard; finally, with regard to aspects concerning the protection of the environment in all its forms, it was intended in the first instance to certify, in obligation to the requirements of UNI EN ISO 14001, Alha Airport MXP SpA, which in terms of size in terms of infrastructure, number of employees, quantity of processing waste produced, fixed and mobile equipment may have a significant impact on the environment; without prejudice to the other companies' compliance with the prescriptions on the subject - at airports - of the Airport Regulations and more generally with current legislation.

In addition ALHA Group aims to create a constantly growing work culture through proper, adequate and specific training this also thanks to good practices and experience gained in the field; for this reason Alha Academy has been established which pursues this goal by ensuring that all course participants acquire the correct skills, knowledge and attitude in order to complete their assigned tasks safely, efficiently and in compliance with the rules of carriers, entities and other airport figures. All staff are trained and informed about the tasks assigned to them and how to perform them, for this purpose Alha Academy professionally trains its staff through initial or basic courses both compulsory and specific according to the indications of the laws and decrees of national and international bodies and associations.

Constant attention to the evolution of technology in the field of digitization and AI applications is also essential to promote a constant acceleration of processes with improved performance, the simplification of complex operational and management nodes, and a constant and systemic decrease in possible nonconformities.

Moreover, the Group's companies, each constituting a segment of complex and multi-composed logistics supply chains, cannot disregard requirements that are external to the standard but that integrate with it, in fact constituting an evident outline of the expressed and unexpressed needs of Users, Customers, and Regulatory Bodies.

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

The Management, believing that the Quality of the services provided is not the responsibility of a single staff of dedicated people 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 that is part of the entire corporate system.

All personnel of ALHA Group companies, as well as other parties (e.g., suppliers, collaborators, other company offices, etc.) that interact in the performance of company business, are required to cooperate in the implementation of what is defined and are invited and actively contribute to perfect the various Company Management Systems.

## Commitments

To achieve these goals, ALHA Group is committed to:

- Maintain legislative compliance and compliance with other mandatory constraints
- maintain an effective monitoring and analysis system of the quality of the service provided with the identification of objectively measurable parameters
- comply with the Airport Regulations and Service Charter and the corresponding quality standards adopted by ENAC and the Airport Manager.
- to continuously dialogue with stakeholders so as to better and better interpret the needs of stakeholders so as to be able to meet demand in an increasingly timely and effective manner.
- Integrate, among its indicators, the control parameters shared with other control bodies (e.g., ENAC, IATA)
- set goals and objectives that are measurable and also comparable with other airports through the use of indicators
- encourage an increasing involvement of staff and collaborators
- ensure the competence of human capital through the establishment of a training plan in compliance with the competence profiles defined for each specific task.
- strive for greater competitiveness of services also through the use of experienced and capable staff, educated both through training courses with certified teachers and through adequate in-house training.
- Monitor the performance of internal processes and employees.
- Monitor service delivery levels.
- highlight existing critical issues and promote continuous improvement.
- retain existing customers.
- expand the customer base.
- disseminate the Corporate Policy to all levels of the company by publication on the company intranet and by posting on notice boards visible to all staff.
- create the prerequisites for offering the market dedicated and efficient management of special products such as, by way of example only, pharmaceutical and fresh products
- Review the company policy at the Management Review.

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