

QUALITY, ENVIRONMENTAL, SAFETY & SECURITY POLICY

Globalia Handling S.A.U. (under the trademark Groundforce) carries out aircraft, passengers and baggage **ground handling services** at airports.

Our **top priority objective** is to render **high quality, environmentally committed and operational safety & security practices**, whose achievement is the **responsibility of all** employees, starting with the Senior Management. For implementing this policy, Senior Management assigns a **balanced allocation of resources**.

Within the framework of **social commitment** towards employees, customer airlines, providers and subcontractors, as well as towards air transportation users, Globalia Handling ensures the achievement of such aims within its **Integrated Quality, Environment, Safety & Security Management System (IMS) certified under ISO 9001, ISO 14001 and ISAGO standards**.

FUNDAMENTALS

Quality, Safety & Security: our priority objectives.

Customer approach: we care about our customers when we work for them.

Continual Improvement: a permanent reference.

People: Our main asset.

Environmental protection: a sustainable use of resources and pollution prevention.

COMMITMENTS

★ **Ensure reliability, environmental and safety criteria** are considered during the **GSE purchasing and maintenance** processes in order to improve the performance of our ground operations.

★ **Comply, and ensure externally supplied services** also comply, **with** our **corporate policies**, our **customer requirements**, the applicable legal **regulations** and other commitments to which we voluntarily subscribe.

★ Use a combination of **reactive, proactive and predictive methods** to **identify hazards and manage risks**, resulting from our operations and processes. In order to **eliminate or mitigate** them to a point which is as low as reasonably practicable, using, wherever possible, the best available techniques.

★ Encourage our **personnel participation** and their **sense of accountability in reporting operational deficiencies, hazards or concerns** using the communication channels of the IMS.

★ Conduct the operations under the **Just Culture** concept, in which **no punitive action** will be taken **against any employee who discloses** a quality service, environmental, safety or security **failure, unless** such disclosure **indicates**, beyond any reasonable doubt, an **illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures**.

★ Ensure that, according to the Collective Agreement, **disciplinary action** will be taken against any employee who exercises his/her duties under the influence of **psychoactive substances**.

MISION

A **well-established ground service provider** due to the years of experience working for the airline of Globalia, the biggest touristic group of Spain.

As organization with many years' experience in aviation, we are totally **customer focused**, ensuring **and excellent service** and capacity to attend any customer needs, offering **tailor-made solutions** for them.

VISION

Groundforce's vision is based on consolidating and **increasing** our presence in **Spain** and **expanding** our activity **internationally**. Our vision follows these core principles:

- to deliver a high-quality service that is clearly perceived by our customer as being superior to our competitors.
- to be an innovative company that fosters the potential for professional growth.

VALUES

FLEXIBILITY: Globalia Handling is able to adapt to any customer airline needs and characteristics to offer a tailored service.

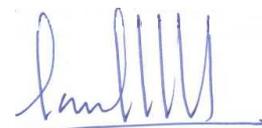
INTEGRITY: when delivering the service, the whole team promote the organization core values, following ethical and moral considerations in all decision making.

CREATIVITY: creative thinking is the only way to obtain optimum results, so that our organization promotes innovation in all the activities.

EXIGENCY: our eagerness to better ourselves, is the catalyst for continuous self-improvement and to raise the bar of service standards.

ACCESIBILITY: our organization is always open to communication and collaboration with all our customers as well as any interested parties.

COMMITMENT: every member of our organization has a passionate commitment to their duties, as well as to our mission, vision and values.



Mrs. Mª del Carmen López Pintor
Globalia Handling Managing Director
Llucmajor, May 2019