

QUALITY, ENVIRONMENTAL, SAFETY & SECURITY POLICY

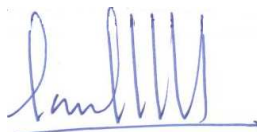
Globalia Handling S.A.U. (under the trademark Groundforce) carries out aircraft, passengers and baggage **ground handling services** at airports.

The **top priority objective** of our management strategy 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.

The Management leads and establishes a **balanced allocation of organizational resources**, and **clearly defines accountabilities and responsibilities** leading for **continual improvement of processes and procedures** with the aim to offer **service excellence** to our customers. 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 aim on its **Integrated Quality, Environment, Safety & Security Management System (IMS)** based on **ISO 9001, ISO 14001, ISAGO** standards and on **ICAO Doc 9859**.

Our commitment is to:

- **Satisfy the requirements and expectations** of our customers, of our staff and of the society in general, through the **continual improvement** of the Integrated Management System and the **efficiency** of our services, through an **organizational culture based on the quality of the services, prevention of pollution, safety and security of the operations**.
- **Ensure health and safety of all personnel**, taking into account and addressing **equipment design and maintenance** to ensure their **availability and serviceability** in the conduct of ground operations.
- Comply with the **corporate policies** and with our **customer requirements**, the applicable legal **regulations** and with other **commitments** to which we **voluntarily subscribe**.
- **Identify hazards and manage** operational and environmental **risks**, resulting from our operations or processes, in order to **eliminate or mitigate** them to a point which is **as low as reasonably practicable** (ALARP), using, wherever possible, the best available techniques.
- **Continually improve**, through the **periodic planning** of our **objectives** and ensuring that the **actions** are taken and are **effective**.
- **Measure** through **indicators**: the quality of the services provided, and the environmental and safety performance, against **realistic objectives and targets**.
- Ensure that, **as our main asset**, all **personnel are qualified and provided with adequate and appropriate training**, and are allocated only **tasks commensurate with their skills**; as well as the necessary **communication channels** to manage the effective running of the Integrated Management System.
- Maintain a **high level of training and awareness** of our human resources, encouraging **their participation** and fostering **their sense of accountability**.
- 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**.
- Ensure that **no punitive action** will be taken **against any employee who discloses** a quality service, environmental or safety **failure**, **unless** such disclosure **indicates**, beyond any reasonable doubt, an **illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures**.
- Foster, among all personnel working for or on behalf of the organization, **correct, safe and environmentally responsible practices, providing them with this policy**, which is always available to the public.
- Ensure that **externally supplied** systems and **services** to support our operations, are delivered **meeting all the applicable policies and standards**.



Mrs. Mª del Carmen López Pintor
Globalia Handling Managing Director
Llucmajor, June 2013