

## QUALITY POLICY

The Quality Policy is designed to meet the requirements of customers and other interested parties. It adheres to all applicable rules and regulations, with a customised approach which provides added value as a unique selling-point on the market.

We develop our business relying on a quality system that promotes continuous improvement, compliance with legislation and management excellence.

This system of quality management is based on the standards ISO 9001: 2008 and UNE 189001: 2011, and demonstrates Europair's commitment to actions, not just words.

Within this frame of reference, the quality objectives are as follows:

- To offer a unique service based on efficiency in air transport management.
- To manage projects with rigour, loyalty, quality, professionalism and attention to safety.
- To make a reality the business opportunities arising from the needs of our customers and partners.

The management and everyone in Europair's team bring their professionalism and daily effort to play an active part in this policy through the instituting of a set of values which identify and define us as an organisation:

- Continuous professional development : both at the general level of the organisation and at an individual level.
- Excellence: We pursue the highest levels of quality and distinction in our business. We strive to be extraordinary in everything we do and we take pride in exceeding expectations through our professional ability.
- Commitment: for every one of us, our job is a passion that secures the working relationships between our clients, our suppliers and ourselves. Through mutual respect and trust, we overcome obstacles and celebrate successes, together.
- Ethics: We conduct business in a respectful and responsible manner, adhering to and insisting on compliance with the legal and moral standards of both society and the relevant authorities. We act with sincerity and with respect, avoiding any conflict between personal interests and any company involved in our business.
- Innovation: we investigate new ideas from a global perspective, promoting them and adding value. With acumen, we discover and exploit business opportunities ahead of our competitors, and with flexibility, we adapt to an environment in constant flux.

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CEO  
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