

## QSEIP 01- Quality, Safety and Environment Integrated Policy

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In AEROMAN, our commitment with our customers and stakeholders is based on the quality, safety and health of our staff, efficiency, environmental protection, and the guarantee of strict compliance with the legal legislation, regulations, international standards, and others applicable requirements.

Our priority is our staff, the customer, and the environment where we operate. We are convinced that the service provided does not end with the sale but continues with each internal process in the company ensuring the continuous improvement of the Quality, Safety and Environment Systems and that the safety standards are not reduced by commercial imperatives.

In AEROMAN, in our pursuit to stay ahead, we are committed to:

- 1) The quality through continuous improvement and innovation of our processes, ensuring the competence of our staff, cooperating with the internal and external audit process and maintaining an optimal infrastructure, in order to provide aircraft maintenance services and ensure the loyalty of our customers.
- 2) The prevention of injuries and the decay of the health and safety of our staff, through consultation and active participation to detect actions and sub-standard conditions that endanger the health, physical and psychological integrity (Human Factors Program), in order to manage risks and prevent occupational diseases, incidents and / or accidents.
- 3) The provision of the necessary financial, human, and other resources to ensure a continuous and proper functioning of this Integrated Policy.
- 4) Comply with all the applicable legislation, to meet all the applicable requirements, and adopt practices to improve safety standards.
- 5) The operational safety management system by fulfilling its safety objectives and applying continuous improvement, using the appropriate methods to manage risks and ensure that necessary actions are applied to mitigate the associated risks.
- 6) Enforce safety as a primary responsibility of all managers.
- 7) Apply human factors principles, including giving due consideration to the aspects of fatigue.
- 8) Promote a Non-Punitive Policy, in order to create an atmosphere of open communication and active participation of staff and apply "Just-Culture" principles to internal safety reporting and the investigation of occurrences, in particular, not to make available or use the information on occurrences:
  - a) to attribute blame or liability to front-line personnel or other persons for actions, omissions or decisions taken by them that are commensurate with their experience and training; or
  - b) for any purpose other than the maintenance or improvement of aviation safety.
- 9) Ensure Senior Management continually promotes the safety policy to all personnel, demonstrate its commitment to it, and provides necessary human and financial resources for its implementation.
- 10) Promote proactive and systematic safety management and a positive safety culture.

- 11) Define safety objectives, which:
  - a) Form the basis for safety performance monitoring and measurement.
  - b) Reflect Aeroman's commitment to maintain and continuously improve the overall effectiveness of the management system.
  - c) Are communicated throughout the organization.
  - d) Are periodically reviewed to ensure they remain relevant and appropriate for the organization.
- 12) Recognize the need for all personnel to cooperate with compliance monitoring and internal investigations.
- 13) The management and control of strategic and operational risks and taking advantage of the opportunities in each business process by allocating the necessary resources, so these risks do not interfere with the achievement of the strategic objectives and Aeroman's mission and vision.
- 14) Ensure continuity of processes and services through a business continuity plan, allowing Aeroman to identify potential threats and vulnerabilities affecting business processes and support.
- 15) Improve the environmental performance, through the rational use of resources and the prevention of pollution resulting from the business activity.
- 16) Establish, sustain, and periodically exercise an emergency response procedure and plan, that provides a safe transition from normal to emergency operations.
- 17) Providing a voluntary and confidential reporting system that encourages personnel to report maintenance-related errors, incidents, accidents, safety hazards, issues, and other behaviors that may put people or operational safety at risk.
- 18) *Ensure that no disciplinary action is taken against employees who disclose a safety concern through the voluntary reporting system, unless such disclosure indicates, beyond a reasonable doubt, criminal or negligent acts, or a willful disregard or conscious violation of regulations and procedures.*

OUR commitment is consolidated by periodically reviewing the results of the integrated management of our operations, setting goals of the Integrated Quality, Safety and Environment Policy, and controlling them via key indicators, which allow us to add value to every activity we do, obtaining growth, ensuring business continuity and welfare of all stakeholders.

All our staff have the responsibility to comply with the company's standards and policies to assure the highest quality and safety performance of our operations. Unacceptable behaviors are defined on Human Resources policies and the disciplinary processes are applied according to its severity level.

This Integrated Policy is available through Aeroman internal sites and promoted on the official communication means.

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