



**ARA GTV**, dedicated to the flight support service, affirms its commitment to continuous improvement, meeting customer needs and ensuring their satisfaction, reducing environmental impact, and adapting to the effects of climate change. To achieve this, it implements and maintains an Integrated Management System in accordance with ISO 9001:2015 and ISO 14001:2015 standards.

With this policy, **ARA GTV** seeks to establish a reference framework that ensures service quality and customer satisfaction, while carrying out environmental practices that minimize the impact of its activities on the environment and contribute to sustainable development and environmental protection.

The **ARA GTV** Management establishes the following guidelines as the basis of its Integrated Quality and Environment Management System Policy:

1. **COMPLIANCE:** Comply, at all times, with current legislation as well as the voluntary agreements acquired applicable to our activities.
2. **PREVENTION:** Promote actions aimed at reducing emissions, using resources sustainably, transitioning to renewable energy sources, and fostering adaptation and mitigation of climate change impacts, utilizing the best available technology whenever possible.
3. **INNOVATION:** Promote innovation, at the service of continuous improvement and sustainable growth.
4. **EVALUATION:** Continuously evaluate and review the performance of our activity, in terms of quality and environment, establishing different indicators and carrying out audits, thus ensuring customer satisfaction and the best protection of the environment.
5. **TRAINING:** Establish permanent training programs that allow highly qualified personnel to carry out the activities of the Integrated Management System and promote awareness and consciousness-raising for better behaviour and performance by all.
6. **CONTINUOUS IMPROVEMENT:** Evaluate and improve the quality of the service and our environmental behavior, demanding continuous improvement, through planning and periodic review of objectives, with the involvement and commitment of Senior Management to achieve them.
7. **COLLABORATION:** Maintain permanent contact with our clients, suppliers, airport managers, administrations and other interested parties in order to be able to collaborate jointly in the continuous improvement of the established Integrated Management System.
8. **DISSEMINATION:** Communicate this policy to all company personnel and make it available to interested parties.

This policy is publicly available and must be adopted by the entire company. Management is committed to provide the necessary financial, human, and technical resources to ensure its compliance. Furthermore, it will ensure that the System Policy is communicated and enforced among all company professionals, suppliers, subcontractors, and clients.

**Mr. Carlos Bertomeu**  
President

**Mr. Carlos Llorens Rodriguez**  
Managing Director