



December 2020

**INTEGRATED QUALITY,
ENVIRONMENTAL AND ENERGY
EFFICIENCY MANAGEMENT POLICY OF
AENA, S.M.E., S.A.**



1. INTRODUCTION

Aena, S.M.E., S.A. (hereinafter, the “**Company**” or “**AENA**”), as a leader in providing air transport services within a framework of quality, environmental and efficiency management, reinforces its firm commitment to excellence in managing the services that it offers in an effort to promote the safe, efficient and sustainable growth of air transport, and to obtain lasting and outstanding results for the Company’s stakeholders. To this end, Aena is constantly undertaking actions in these areas by planning and implementing various strategic guidelines.

In keeping with this commitment, AENA is devoted to implementing and maintaining an "*Integrated Quality and Environmental Management System*" based on established international guidelines that results in the certification of said system in line with European, national, regional and local laws.

2. PRINCIPLES

AENA accepts the following principles to serve as a guide and reference for the conduct of its activity:

- To promote the systematic integration of quality, environmental and energy efficiency management and to periodically evaluate the Company's sustainable performance and its customers' perception of the Company in order to achieve the constant improvement of its management and services, and to define the main areas of action based on the results obtained.
- To involve and commit management to achieve the goals proposed by using the values and strategies of AENA as the primary guideline for every individual in the Company.
- To ensure the ongoing training and education of the Company's professionals through training and awareness programs in quality and the environment to ensure the proper conduct of their activities.
- To offer outstanding facilities and services to its stakeholders by employing and enhancing the existing know-how within the Company, through innovation and by incorporating the latest technological advances.
- To promote constant cooperation and partnerships with stakeholders in a way that is transparent so as to satisfy their needs and expectations concerning AENA's activity.
- To enforce the legal requirements applicable to AENA's field of activity, as well as other requirements that the Company is committed to in the areas of quality, environmental protection and energy efficiency.
- To manage resources efficiently and to ensure that information is available to promote and achieve the established targets and goals, as well as to constantly



improve the performance of AENA's processes and results.

- To boost energy efficiency and phase in the use of renewable energies as the cornerstone for reducing greenhouse gas emissions, optimising energy consumption and the use of fossil fuels.
- To promote activities designed to prevent the pollution of the atmosphere, soil and water, to minimise noise levels in and around the airport, to properly reuse, recycle and manage the waste produced by its activity, and to consume natural resources efficiently.
- To inform all AENA employees and the companies that work with AENA of this policy and to make it available to its stakeholders.

3. CONTROL AND MONITORING

The Appointments, Remuneration and Corporate Governance Committee shall oversee compliance with this Policy and ensures its proper application.

4. VALIDITY

The integrated quality, environmental and energy efficiency management policy of Aena was approved by the Board of Directors of Aena at its meeting on 29 November 2016, and updated at its meeting on 22 December 2020; it is fully effective until any modification is made.