

The Director General of **Gestair Maintenance SLU** approves a Quality and Environmental Management System based on security, customer satisfaction, continual improvement and pollution prevention in order to guarantee the security of its processes and services, as well as the quality and appropriate environmental performance of the aforementioned.

By means of its Management System, Gestair Maintenance **establishes and recognises** that:

1. The main objective of the Gestair Maintenance Quality and Environmental Management System is to make security a priority for all staff members of the organisation.
2. Human factor principles are applied in all processes that it carries out.
3. Gestair Maintenance encourages its staff members to report any mistakes/incidents relating to maintenance and they will not be punished for this.
4. It guarantees that the service offered is secure, reliable and strictly meets all the specifications required as regards Quality and Environmental Management Systems and Compliance with aviation regulations (**EASA Part 145 and FAR 145**), Quality and Environmental Standards (**ISO 9001:2015 and PECAL 2110; ISO 14001:2015**); in addition to the legal and contractual requirements demanded by our customers and any other applicable requirements.
5. Observing the procedures, regulations and standards regarding quality, the environment and security is a duty undertaken by all staff members.
6. All staff members of the company must cooperate with the quality and environmental auditors with regard to their duties, in order to allow the Management System of the company to be established correctly.
7. The quality standards of Gestair Maintenance shall not be affected by business imperatives.
8. It will carry out constant optimisation of its processes through continual improvement programmes, always aiming to protect the environment and improve environmental performance and customer satisfaction, while taking into account the quality-price relationship using a process indicator and performance assessment system. This enables Gestair Maintenance to guarantee appropriate use of its resources.
9. It has facilities, workspaces, equipment and support services, as well as a work environment which are all appropriate and necessary.
10. Human resources are established and available with appropriate training, which is planned and can be proven. The aim of this is to maintain and improve the capacity and performance of staff in line with a training Plan, which includes initial and recurrent human factors training, in addition to other types of training.

This policy is reviewed annually, then distributed and issued by the Managers and Heads of all authority and functional levels of the organisation, in order for it to be read and applied by all staff members.

**The Director General, who is ultimately responsible for the Gestair Maintenance Management System, shall call for this Quality and Environmental Policy to be observed appropriately.**

In Madrid, on 15 February 2021

Director General

Ricardo Tercero Machín