

ADR ASSISTANCE QUALITY, OCCUPATIONAL HEALTH AND SAFETY AND GENDER EQUALITY POLICY

Consistent with the ADR Group's Integrated Policy, the Top Management at ADR Assistance has issued this Quality, Occupational Health and Safety and Gender Equality Policy, which defines the company's objectives and commitment, as follows:

- **to seek the satisfaction of all ADR customers, passengers with reduced mobility (PRMs) and customer carriers** – *to be monitored through customer satisfaction surveys to be carried out regularly on the ADR Parent Company and among passengers with reduced mobility;*
- **to meet the mandatory requirements (standards and laws) applicable to the service provided**, as well as any other requirements relating to occupational health and safety, gender equality in the workplace and airport safety – *compliance with all laws and regulations and other requirements shall be monitored through Internal Audits to be performed by qualified personnel;*
- **to ensure mobility in all inside areas of the airports for all types of PRMs, in full respect of equal opportunities** – *this will be achieved through training for ADR Assistance personnel to explain routes, traffic patterns, etc. within the airport;*
- **to ensure the greatest care and precision in the methods and timing for providing assistance to PRMs according to predetermined standards, in full respect of individual diversity** – *this objective shall be measured through the detection of non-conformities arising during the provision of assistance;*
- **to pursue continuous improvement in the methods used and the performance of activities, with particular attention to the management of occupational health and safety and gender equality, measuring the performance achieved with a view to the pursuit of work excellence and well-being** – *this objective shall be ensured through the measurement of appropriate indicators and the assessment of the results achieved against that set out in the Improvement Plan;*
- **to eliminate hazards and reduce the risks to occupational health and safety and risks of discrimination and harassment with a view to safeguarding gender equality in the workplace by providing safe and healthy and inclusive working conditions** – *this objective is pursued by identifying hazards, assessing risks and opportunities, and investigating accidents, incidents and near misses, in order to prevent their recurrence;*
- **to ensure the services requested are provided by trained and qualified personnel, in compliance with current rules and regulations on environmental protection, occupational health and safety, gender equality, and disease prevention and control** – *this objective shall be pursued through the assessment of the degree of compliance with applicable laws and according to contractual agreements with AdR Assistance;*
- **to pursue continuous education, training, updating and awareness-raising of personnel, to ensure that everyone performs their tasks in the prescribed manner and with responsibility, professionalism and awareness** – *these aspects shall be ensured, with the help of internal audits, by measuring the degree of effectiveness of the training completed in relation to the services delivered, as well as by promoting the consultation and participation of personnel in the implementation of company policy, in the risk assessment process and in the definition of prevention and protection measures;*
- **to meet established service standards by providing passengers with services in full compliance with the objectives set out in the Service Charter** – *respect of these standards shall be ensured through independent controls and quality surveys carried out by the parent company ADR;*
- **to use and provide adequate financial, human, professional and technological resources in order to deliver the services requested in compliance with applicable laws and standards, and to ensure the effective organisation and management of activities regarding environmental protection and occupational health and safety and gender equality** – *this objective shall be ensured by assessing the degree of compliance with applicable laws and standards;*
- **to take into account factors internal and external to the organisation in the management of activities, as well as the needs/expectations of stakeholders** – *this shall be ensured through Context Analysis and the actions identified therein.*

Fiumicino, 21 November 2024

Managing Director and General Manager
Marina Maschio