



QUALITY POLICY OF GEASAR GROUP - Rev. 2 of 20/10/2022

Providing excellent services to its customers, passengers and airlines is an essential objective for Geasar Group. The satisfaction of customer needs, both declared and hidden, is a goal to be achieved and improved year after year.

At this purpose, in 2019 Geasar created a special Function, which has a goal that goes far beyond the "Customer Satisfaction": the "Customer Experience". The aim is to transfer the experience lived by passengers at the Airport, in an experience rich of pleasant moments, thanks to the decorations of the Terminal, to the courtesy of the Staff and to the availability of a wide range of more and more complete services.

Through the analysis and continuous monitoring of passenger needs, and also through benchmarking towards other Airports, Geasar aims to provide innovative and high quality services that anticipate the needs of passengers and fully meet their expectations. Geasar has also defined a system of analysis and evaluation of Customer Satisfaction, based on the following operational principles:

- Direct contact with the passenger through a dedicated work team that acts daily (and especially in periods of intense traffic) as "sentinels", capturing the needs of the passengers and the level of customer satisfaction, and offering useful information for the improvement of the services offered at the airport;
- Handling of Complaints/Suggestions received from Customers-Users through the e-mail address: servizioclienti@geasar.it, made public on the company website to the page <https://www.geasar.it/guida-aeroporto/contattaci>;
- Periodic Evaluation of Customer-User Satisfaction, through Monitoring and Surveys that are then summarized in the annual drafting of the Charter of Services, the Dashboard and the Quality Plan, as established by ENAC (circular ENAC GEN-06 and ENAC Guidelines LG 2019-01), with special attention paid to services dedicated to passengers PRM (circular ENAC GEN 02);
- Internal audits on the quality of the services offered and management of any non-compliance. The ever deeper and repeated involvement of all Human Resources is the fundamental element to obtain the continuous improvement of the Services provided by the Group.

It is believed that the success of the Company can not be achieved without the professional growth of the individual Resources, in relation to the tasks assigned to these, which is why the Training and Staff Training activities are planned and delivered promptly.



In line with this principle, which sees the single Human Resource at the origin and at the centre of every process, the Company proposes different internal communication activities aimed at involving all the Group's colleagues (e.g. company newsletter) To make them interact directly with the Company Management (e.g. "A coffee with the Managing Director") and to establish a serene and pleasant business climate, also through initiatives based on a reward system (eg "Customer Experience Award") They stimulate the individual employee to always give the best and to continually improve.

The Accountable Manager (Senior Management), starting from the reports and needs of employees, customers, users and suppliers, periodically draws up a Continuous Improvement Program, which is discussed in the Committee with all Function Managers, with clear indication of Objectives and Quality Goals that the Company intends to achieve in the period immediately after. Objectives are set according to the scheme "SMART": S (Specific) concrete, unambiguous; M (Measurable) accompanied by clear criteria; A (Achievable) realistic and achievable; R (Relevant) significant in relation to the role and business objectives of the company; T (Timed) accompanied by a clear indication of completion times and, where appropriate, also of the deadlines of the intermediate steps. The objectives set, together with the results achieved and the entire quality policy, are the subject of in-depth analysis during the Management Review, document in which the Company Management annually reassesses the entire Quality System and proposes any Corrective Actions to improve the quality of the services provided.

Geasar Quality Management System complies with the requirements of UNI EN ISO 9001:2015, so it is subject to periodic verification by an accredited certification body (DNV). Each year DNV confirms the compliance of the System with the requirements imposed by the Standard. The Quality Management System has been inserted in an effective Integrated Management System (Quality, Environment and Safety), which is an optimal tool to implement an Integrated Policy from the beginning to the end of the processes, and thus optimise any preventive and/or corrective action.

The Quality Policy of Geasar Group, as well as Environment and Safety Policies, are disclosed to all personnel through appropriate corporate communication, and are made available to the public through publication on the website Geasar section <https://www.geasar.it/about-us/certifications..>

Olbia, 20th October 2022