

MULTISERVICIOS AEROPORTUARIOS has its own policy based on the strategic pillars of our organization, which serve as a reference framework for its establishment. Likewise, it describe these principles oriented to our activities, establishing objectives that are periodically analysed and reviewed.

Multiservicios Aeroportuarios´s strategic pillars are:



## SUSTAINABILITY AND LEADERSHIP

We want to be leaders in the sector where we operate, achieving this through rigorous and effective management of our services, through focusing on customer satisfaction and continuous improvement, with resource optimization and the creation of synergies at local, regional, and global levels as some of the key factors underpinning the company´s growth.



## SOCIAL COMMITMENT

Our main objective is to promote and encourage equality opportunities for the employment. We do this through the integration of people from Socially Disadvantaged Collectives who can find difficulties to Apply for any Job, such as people with Functional differences, those at Risk of social exclusion, women who are Victims of gender-bases violence, and Young unemployed people.



## HEALTH AND SAFETY

For Multiservicios Aeroportuarios, People constitutes his most important asset. In order to develop effective management of the Health and Safety of our employees, we have established Health and Safety guiding principles whose aim is to integrate preventative action within the Company, both within the organizational structure and as part of the production process.



## ENVIRONMENT

We are committed to preventing pollution, protecting the environment, improving our own and our client´s energy consumption efficiency, reducing CO<sub>2</sub> emissions into the atmosphere, and raising the environmental awareness of all interested parties.



## ETHICAL PRINCIPLES

Our attitude to work is based on integrity, transparency and honesty, complying with applicable legislation, our customer´s requirements and the management systems that we have implemented with respect to quality, environment, energy efficiency, food safety, information security, technological innovation, and corporate social responsibility. We are committed to all our staff demonstrating ethical behaviour in their daily working lives.



## INNOVATION

Our commitment is to constantly seek out innovations and new developments which improve the processes and techniques applicable to services and which help to position us as a leading Company in the R&D sector, improving productivity and customer satisfaction.

Madrid, 28 de abril de 2021



**Signed. Iker Azcue Basañez**  
General Manager