



**Toscana
Aeroporti**

Quality Policy

The objective of **Toscana Aeroporti** is to define and maintain a Quality Management System capable, through its own organization, of:

- Ensuring that the needs and expectations of passengers and all airport users are met through an increasingly high level of services offered;
- Ensuring compliance with the applicable international standards;
- Through process planning, implementation and monitoring, delivering a final product that fulfils preset goals and stakeholders' requirements;
- Providing a well-defined structure in terms of role responsibility and authority, capable of identifying and implementing opportunities for improvement;
- Ensuring that the Quality Management System remains consistent, including by planning and implementing the necessary changes thereto;
- Carrying out coordination and control activities in order to ensure the quality of the services provided by sub-concessionaires, suppliers, and the other contractors operating in the airport.

Our commitment is to continuously improve through:

- A constant and deliberate effort to understand, grasp and predict the needs of our passengers to ensure their satisfaction;
- The dissemination of a corporate culture that has the quality of services offered as its primary value;
- The use of the resources necessary to achieve corporate objectives;
- The active maintenance of innovation and development processes in order to identify any possible expansion areas, as well as to quickly and effectively respond to the changing market environment;
- The awareness that preset objectives can only be achieved by actively involving all the human resources employed in the company, as well as by a continuous adjustment of our internal and external communication process.

Roberto Naldi, Engineer

Chief Executive Officer

Florence, 08/11/2023
Prot. 4261/V2

Toscana Aeroporti S.p.A.

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VAT number and Tax Code: 00403110505