



## QUALITY POLICY

At OMNI Handling, the Quality policy is defined and strongly driven by the following management principles and behaviors:

- ↪ Compliance with national and international aviation regulations;
- ↪ Build a mutually profitable relationship with the costumers, honoring our commitments, ensuring a long-term loyalty through the understanding of their specific needs in order to meet and if possible exceed their expectations;
- ↪ Optimizing the operation by working closely with customers and suppliers;
- ↪ Effective response to market requirements, through flexible, innovative solutions and standards of excellence;
- ↪ Develop staff competencies, creativity, satisfaction, empowerment and accountability through appropriate development programs and show strong management involvement and commitment through OMNI Handling's strategic objectives, mission and vision;
- ↪ Drive continual improvement and innovation of management system based upon efficient business processes, well-defined measurements, best practices and customer surveys.

These set of principles aims operational safety and excellence of OMNI Handling's services.

The accomplishment of this policy and its principles goes through awareness and adherence of all employees.

Approved on January 16, 2012

A handwritten signature in black ink, appearing to read "Ricardo Peres".