

## **ASE – Aero Services Egypt Corporate Social Responsibility Report and COP**

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## ASE Group Executive Chairman Letter of Commitment.



December 12<sup>th</sup> 2013

H.E. Ban Ki-moon  
Secretary-General  
United Nations  
New York, NY 10017  
USA

Dear Mr. Secretary General,

I am pleased to confirm that ASE – Aero Services Egypt supports the ten principles of the Global Compact with respect to human rights, labour, environment and anti-corruption.

With this communication, we express our intent to advance those principles with our sphere of influence. We are committed to making the Global Compact and its principles part of the strategy, culture and day-to-day operations of our company, and to engaging in collaborative projects which advance the broader development goals of the United Nations, particularly the Millennium Development Goals. ASE- Aero Services Egypt will make a clear statement of this commitment to our stakeholders and the general public.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress annually according to the Global Compact COP policy.

Sincerely yours,

ASE Group  
Mohamed Hanno



Executive Chairman

ASE – Egypt

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## 1. ASE – Aero Services Egypt, member of ASE Group

ASE – Aero Services Egypt, member of ASE Group, is a designated Ground Services Provider and representative company based in Cairo, Egypt. ASE – Egypt performs full Airline representation before the Civil Aviation Authorities and all other Local Authorities, Passenger Handling, Flight Support Services, Ramp Supervision and Airport Ticketing Services.

We comply with the latest international standards for Safety, Security and Quality Management Systems. We are a registered ISAGO Ground Services Provider.

### ASE Vision

To be the partner of choice by providing the highest competitive quality of services in the Aviation, Tourism, Travel, Training and Consultancy fields

### ASE Mission

To deliver our services with Safety, Security & Quality through a determined customer oriented team that strives to maximize allocation of innovative business opportunities.

### ASE Objectives

Customer Satisfaction, Standardization, Maintain and develop staff, increasing market share, and provide Environmental and Social Awareness

## 1.1 ASE Group History and Locations

### Egypt

ASE – Aero Services Egypt was established in 1989 and is a Member of the IATA Ground Handling Council since 1991

Locations: 13 Stations



## Morocco

ASE – Airline Supervisors Experts was established in 1998, Member of The IATA Ground Handling Council since 1998

Locations: 15 Stations

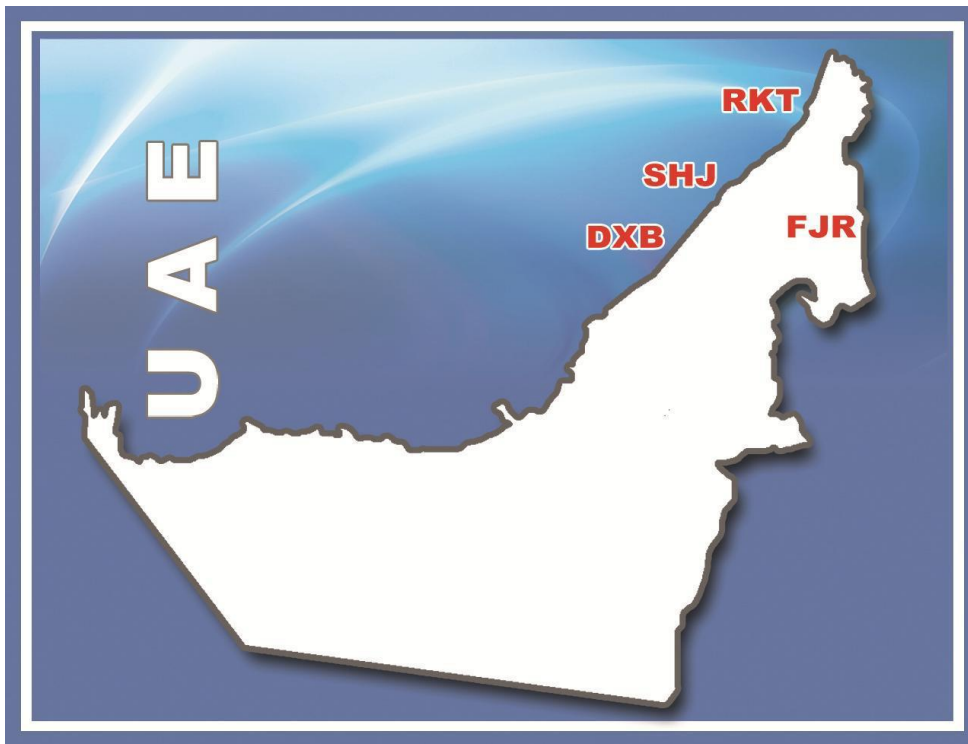
### Our presence in Morocco



## U.A.E.

ASE – Associated Services Experts established in 2008, Member of The IATA Ground Handling Council since 2008

Location: 4 Stations





ASE – World of Travel, member of ASE Group of companies, is a travel agency officially licensed in 2009 by the Ministry of Tourism in Egypt as a General Sales Agent to provide the following services with a wide range of expertise & high quality of customer service:

- GSA to Partner airlines
- Travel Arrangements and Extras
- Accommodation and Transportation
- International and Special Packages
- Honeymoon packages
- Adventures
- Cruises and Ferries
- Corporate Travel, conferences, seminars, conventions and exhibitions
- Tailor – made vacations
- 24 hour back up services





Founded in 2011, ASE - Aviation Services Education, an IATA Regional Training Center, is the latest member of ASE Group of companies and provides services in consultancy and training to all members of the aviation industry with a price efficient strategy to serve the aviation and tourism industries, such as Ground Service Providers, Airlines and the Civil Aviation. ASE - Aviation Services Education offers in its newly established entity in Casablanca:

- Consultancy services
- IATA Training courses

**Consultancy services, such as:**

- Develop Ground Operations Manual (GOM)
- Develop Standard Operating Procedures and Process (SOP)
- Develop and implement ISAGO Standards
- Develop and implement Quality Management System (QMS)
- Develop and implement Safety Management System (SMS)
- IATA Training courses provided by trained IATA instructors in ASE's fully equipped training centre:
- Ground Operations
- Safety, Quality & Security
- Cargo and DG

### **In- Class Training Courses:**

The aviation industry is fast paced, innovative and ever expanding. We at ASE helps to keep up with the constantly evolving challenges of a number of critical air transport sectors and assist you with the essential constant development of professional skills.

Our training courses cover:

- |                           |                                    |
|---------------------------|------------------------------------|
| • Air Navigation Services | • Ground Operations                |
| • Airport                 | • Law & Regulations                |
| • Aviation Industry       | • Organization & Human Performance |
| • Cargo & DGR             | • Quality                          |
| • Civil Aviation          | • Safety                           |
| • Environment             | • Sales & Marketing                |
| • Fares & Ticketing       | • Security                         |
| • Finance & Accounting    | • Travel & Tourism                 |

### **In – House Training:**

Our IATA qualified instructors will provide your team at your own premises with their training needs for the following courses, in addition to providing on job training.

- Introduction to the Airline Industry
- Introduction to Safety Management Systems (SMS)
- Airline Cabin Crew
- Airline Customer Service
- Airport Operations
- Aviation Security Awareness
- Airport Ramp Services
- Ground Operations Management



## 1.2 ASE Group Team Members

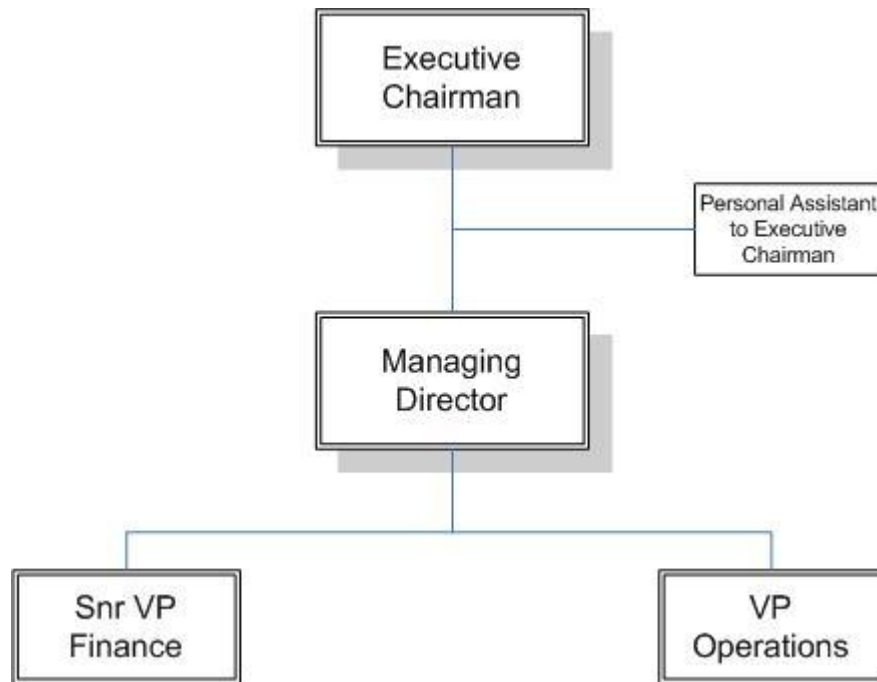


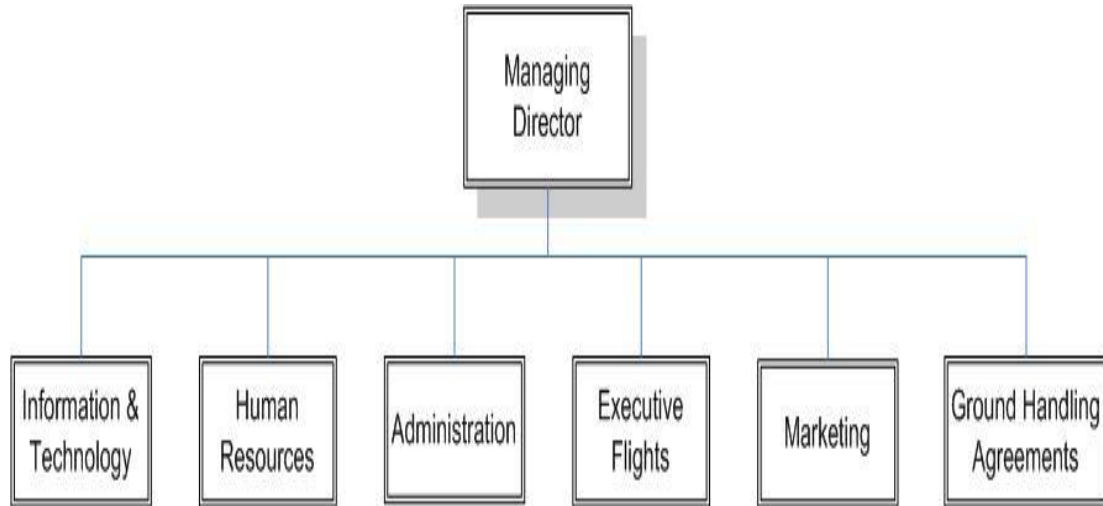
ASE Group mission is to provide safety, security, and quality to our partner airlines, that's why we provide our Team with the latest training facilities and they are all Qualified Star Alliance and IATA trained.

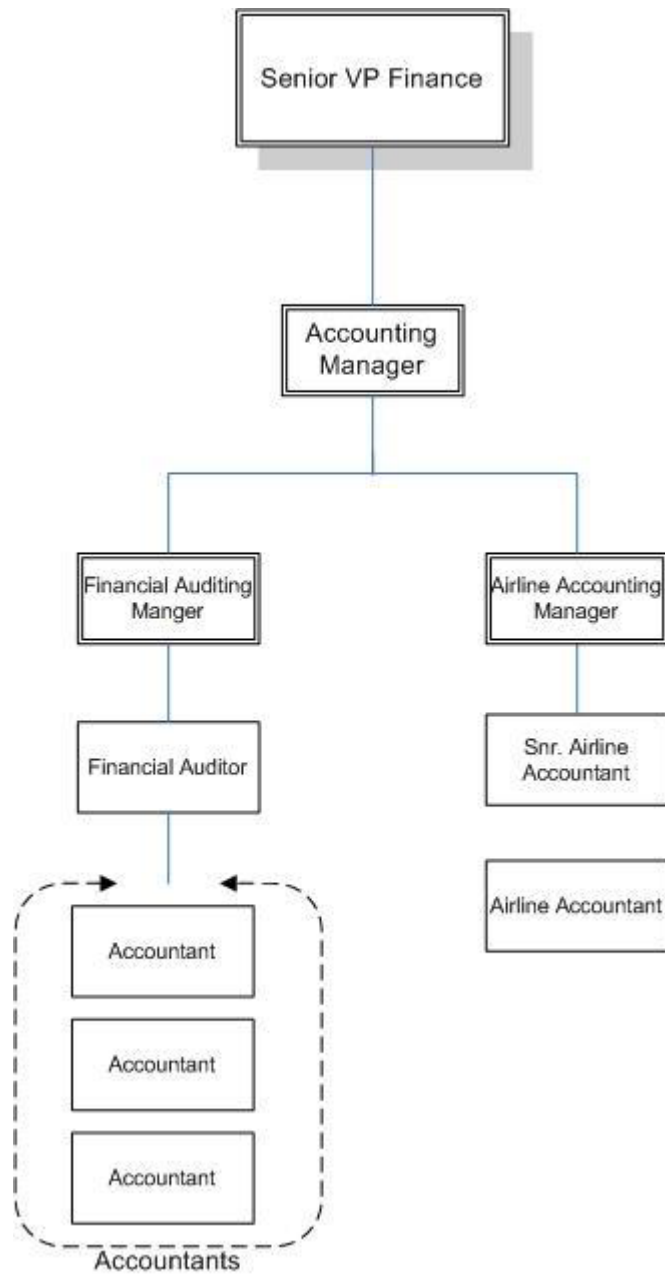
As we are serving the aviation business our operations and stations team is dedicated and available 24/7 to provide and arrange for all the support needed to ensure a smooth operation for commercial and executive flights when ever where ever we are needed.

ASE Group follows the international standards for quality, Safety and Security using the company policies in partnership with its employees to conduct its business in a manner that ensures the health and safety of its employees, customers, the general public, its contractors, Agents, subsidiaries, and associated companies while meeting its obligations under all applicable regulations.

### 1.3 ASE's Organizational Structure.

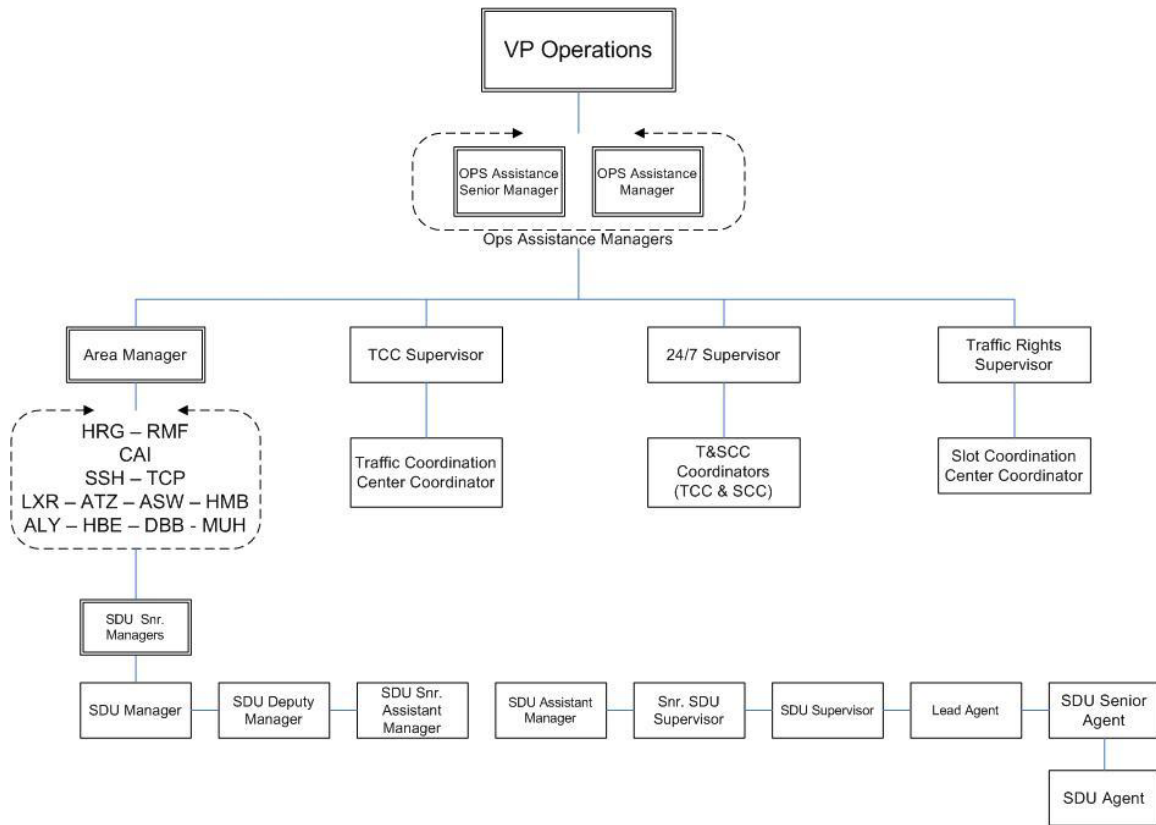












## 2. ASE Group Services



### **ASE Group Services for Airlines:**

- Airline Representation
- Flight Support Services
- Overflying and Landing Permits
- Airport & ATC Slot Coordination
- Passenger Handling (in Egypt only)
- Full Handling Arrangements
- Ramp or Full Handling Supervision
- Fuelling Arrangement and Payment
- Catering Arrangement and Payment
- Hotel Accommodation
- Transportation Arrangement
- Crew Administration & Transportation
- Third Party Payments

### **ASE Group Services for General Aviation:**

- Flight Support Services.
- Overflying and Landing Permits.
- Airport & ATC Slot Coordination.
- Full Handling Arrangements.
- VIP Services.
- Fuelling Arrangement and Payment.
- Catering Arrangement and Payment.
- Hotel Accommodation
- Transportation Arrangement.
- Limousine Services.
- Crew Administration & Transportation.
- Third Party Payments.
- GSA (General Sales Agent) through ASE - Morocco and ASE - World of Travel in Egypt
- Training and Consultancy Services through ASE – Aviation Services Education.

### 3. ASE Group Partner Airlines







#### 4. ASE Group Certificates



ASE Group holds certificates from International Organizations to apply the efficiency and quality standards in its daily operations.

- ISO 9001: 2008 for Quality Management System.
- ISO 14001: 2004 for Environmental Management System
- OHSAS 18001: 2007 for Occupational Health & Safety.

ASE – Aero Services Egypt one of the pioneers who helped in developing the standards and protocols of ISAGO program

- ASE – Aviation Services Education training center is certified from the IATA (The International Air Transport Association)





ASE Group registered ISAGO Ground Services Provider in the following stations:



Presented to CTN - 059

### Aero Services Egypt

Cairo, Egypt- Cairo International Airport (CAI)

On the occasion of their combined Headquarters and Station Registrations as an

**ISAGO Provider**

under the

**IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM**

Registration is valid until October 22, 2014  
in accordance with the provisions of the ISAGO Program Manual

  
Günther Matschnigg  
Senior Vice President  
Safety, Operations & Infrastructure



Presented to STN - 0231

### Aero Services Egypt

Alexandria, Egypt - Borg El Arab Airport (HBE)

On the occasion of their Station Registration as an

**ISAGO Provider**

under the

**IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM**

Registration is valid until November 02, 2014  
in accordance with the provisions of the ISAGO Program Manual

  
Günther Matschnigg  
Senior Vice President  
Safety, Operations & Infrastructure



Presented to

STN - 0232

## Aero Services Egypt

Hurghada, Egypt– Hurghada International Airport (HRG)

On the occasion of their Station Registration as an

**ISAGO Provider**

under the

**IATA SAFETY AUDIT FOR GROUND OPERATIONS PROGRAM**

Registration is valid until November 27, 2014  
in accordance with the provisions of the ISAGO Program Manual

  
Günther Matschnigg  
Senior Vice President  
Safety, Operations & Infrastructure

## 5. ASE Group Memberships



## 6. ASE Group Policy

- Safety and Security are ASE fundamental priority
- Comply with all requirements of ISO 9001:2008, ISO 14001:2004, OHSAS 18001:2007, ISAGO "IATA Safety Audit for Ground Operations" Standards and continually improve the effectiveness of these management and performance systems.
- Provide high quality and safe services and maintain punctuality.
- Sustain staff competence to reach the highest levels of efficiency in conducting possesses and activities through continuous improvement of training quality and facilities.
- Working as a team in all areas to meet customer satisfaction and ASE goals.

ASE Policies are approved and signed by ASE Managing Director, and reviewed and updated every year during the Management Review meeting, or as required. ASE QMS Policy shall be circulated by ASE Quality & Safety department to all ASE SDUs and departments, and shall be clearly displayed in each ASE office.

### 6.1 ASE Quality Policies:

The following order of priorities shall always be applied:

- Safety
- Punctuality
- All other services

**Note:** Safety in this context also includes Security against illegal interference in Aviation

1. All flights shall be handled in accordance with established procedures,

which shall comply with authority rules and regulations, IATA recommendations, customer airline requirements, work instructions and safe operational practice, including human factors principles

2. Safety is the foremost quality parameter. ASE staff shall ensure risk awareness during daily work at all levels of the organization; an accident free ground operations environment, thereby ensuring the safety of airline passengers and aircrafts and ASE staff

3. All airport related ground services processes are performed by adequately trained staff

4. All activities shall be planned, monitored and evaluated, and shall be corrected or changed as necessary required, with the objective of continuous quality, operational safety and security improvement

5. Clear and measurable standards are established for important activities and services. ASE standards shall be established at a level that stimulates high performance and enables ASE to be an excellent ground handling company with regard to safety and competitiveness

6. All ASE employees shall be encouraged to report deviations from standards and procedures and to contribute to improvement of ASE

7. Using ASE Ground Operation Manual (GOM) as a basic requirement and guide

8. Punctuality and On-Time performance is a basic quality standard, while taking into accounts the demands for a safe and economical operation. To guarantee an On-Time performance, each SDU shall establish deadlines for the activities of each turnaround, depending on the local airport conditions and customer airline requirement

9. ASE in partnership with its employees will conduct its business in a manner that ensures the health and safety of its employees, customers, the general

public, its contractors, agents, subsidiaries, and associated companies while meeting its obligations under all applicable regulations

10. All ground operations are undertaken with the guarantee that safety is a constant. This means that during ground operations, the safety standards and procedures specified in the IATA AHM, customer airlines ground operations/handling manual and ASE GOM shall be executed

## **6.2 ASE Health & Safety Policy**

ASE - Aero Services Egypt conducts business while meeting its obligations under all applicable regulations in a manner that maintains the level of operational safety:

- Ensures the health and safety of its employees, customers and the general public
- Prevents accidents and incidents in all locations where ground operations are conducted
- Reduces operational risks

1. Never compromise on health & safety; applicable safety shall be complied with everywhere and every time

2. Involvement in the safety process; management and employee shall understand the priority that ASE places on safety

3. Management commitment and accountability; active involvement of ASE management, by setting safety goals and encouraging everyone to believe in it, allocating sufficient and necessary resources for the implementation of safety management activities, and continual improvement to ensure effectiveness, through modifying facilities, changing procedures, developing training material and appropriate education programs

4. Every ASE employee is responsible to maintain work environment at safe exposure level and for maintaining health & safety at their respective

workplace by:

- Complying with applicable laws, regulations and procedures;
  - Working safely and securely
  - Actively participating in training
  - Reporting operational hazards, deficiencies and areas of concern
  - Reporting accidents and incidents
- 
5. Human factors principles are taken into account when establishing and performing operational processes; every employee in the operational processes shall be physically and mentally fit when performing their tasks
  6. Audits and inspections are performed to confirm the effectiveness in achieving desired results, through identifying, evaluating and controlling risks associated with processes, activities and work environment. Assurance process provides feedback and results with a timely corrective and preventive action taken
  7. Significant issues arising from SDU safety program and issues that might have potential to affect operational safety are subject to regular review by ASE Quality & ASE Risk departments, and within the SDU by SDU Manager and Supervisors
  8. Open reporting system “communication” is the key to uncovering operational hazards, deficiencies and unsafe practices for improvement. Everyone is encouraged to report any hazard or incident that has compromised or has the potential to compromise safety at work, and to make suggestions to remove such hazards or to prevent a recurrence
  9. ASE does not take disciplinary or administrative action against the reporter of a safety occurrence or the persons involved in the occurrence, unless gross negligence, criminal activity or intent is established;

Once reported, all accidents, incidents, hazards, unsafe practices and irregularities or other non-routine operational occurrences that may be precursors of accidents or incidents are investigated. Operational hazards and potentially hazardous conditions are identified and analyzed.

ASE Quality & Safety department produces analytical information, which includes guidelines for use by SDU managers and supervisors in the prevention of operational accidents and incidents, and disseminates safety information to all staff involved in conduct of ground operational functions, through the available relevant means of providing safety information.

ASE works together with other organizations involved in ground operations to identify and to report operational safety risks and to improve the safety of organizational and process interfaces

### **6.3 ASE Security Policy**

ASE Executive Committee is committed to providing a secure operation for its staff and customers. ASE staff shall adhere to all safety & security procedures and regulations at all times. It's everyone's responsibility to ensure the security of the aircraft, passenger and operation.

Efficient information and communication is of outmost importance, in order to maintain an adequate security standard. All information related to a security occurrence, such as an incoming threat or warning against a customer airline, the company or an airport, shall be treated as urgent.

ASE staff shall follow security precautions and procedures necessary to protect the operation and to safeguard passengers, aircraft, staff, asset and facilities from any detriment, damage or injury



## **6.4 ASE Safety Reporting Policy**

Safety is Aero Services Egypt's most important commitment. To ensure this commitment, ASE promotes a safety culture, where open reporting of hazards and occurrences that may compromise the health, safety and property of ASE, its employees and customers, is essential. Each employee shall accept the responsibility to communicate, through the appropriate means, any information that may affect the integrity of health & safety.

ASE is keeping an open and ongoing effective operational reporting system "safety culture" throughout all areas of the organization, where ground operations are conducted, in accordance with applicable local regulations, IATA recommendations and requirements of the customer airlines.

Reporting is part of the internal control to keep ASE management and ASE Quality & Safety and ASE Security & Risk departments informed on performance in order to enable to identify, analyses and handle trends that could have a possible negative and unsafe effect (operational hazards) on operations.

ASE management, ASE Quality & Safety and ASE Security & Risk departments are encouraging staff to report hazards, operational deficiencies that could lead to accidents or incidents, and facilitates feedback from personnel to identify deficiencies, expose hazards and raise concerns over issues that have the potential to threaten the safety of aircraft, passengers, personnel, facilities, systems or equipment of customer airlines and/ or ASE.

ASE management assures that their honest input is highly desired and vital to safe and secure operations. The purpose of reporting is to establish the causes, not to lay blame.

Confidentiality; identity, or information revealing the identity, of any employee who reports a hazard or occurrence, will not be disclosed unless agreed to by the employee, or required by law. No Discipline, no company disciplinary action, or reprisal will be taken against any employee who reports a hazard or occurrence that affects safety, but this policy does not apply to unlawful acts, gross negligence or willful infractions.

## **6.6 ASE Training Policies**

Aero Services Egypt recognizes that its most important resource is its employees. It is committed to the training and development of its entire workforce so that they will gain the necessary skills to reach their full potential. This will assist in enabling A S E to achieve its aims and objectives that are to provide specialized, high quality care, professional services and delivering highest levels of efficiency in processes and activities through a well trained and supported working team.

ASE Training department will provide the appropriate training courses to all ASE staff and qualify them according to their duties. By increasing the skills and knowledge of its staff, A S E will produce confident, highly qualified staff working as an effective and efficient team.

ASE Training department ensures ASE staff who perform operationally critical functions, such as load control, passenger handling, or aircraft handling supervision those that have the potential to affect operational safety or security, maintain their competence through continued education and recurrent training.

The individual training and development needs will be identified through:

- Training Needs Assessments
- Annual Performance Appraisal
- Requests from employees

OJT Report for new employees within first 3 month.

The training and development needs identified will be met through a variety of activities depending on the nature and extent of the requirements deemed necessary after assessment.

All internal training provided by A S E and External courses for professional qualifications may be fully or partly refunded depending on the nature of the training and employee's period of service.

Employees are responsible for their own development and as such may inform A S E of their development needs and take part in prescribed development activities.

Employees are responsible for adaptation of knowledge provided by A S E, both internally/ externally for the company benefit and sharing of knowledge with entire team.

As part of A S E continues commitment to training and development, employees are asked to provide feedback on the value and effectiveness of the training and development they undertake.

This information will be used to assess and improve the training process. This policy respects Equal opportunities and applies to all employees.

## **7. ASE Group Employees Code of Conduct and Ethics.**

The ASE Group's Code of Conduct and Ethics is the ASE Group's principal corporate governance policy. The Code governs the conduct of the ASE Group and its managers, employees, consultants and all other people when they represent the ASE Group. ASE Group Employees are encouraged to discuss any questions or concerns relating to these guidelines and report any unethical or illegal behavior they notice.

## **8. Compliance with Laws and Ethical Standards:**

ASE Group, its subsidiaries and associated entities (ASE Group), President, Vice Presidents, Managers, employees, consultants and all other people when they directly or indirectly represent the ASE Group shall comply, at all times, with all laws governing its operations. ASE Group as a handling company further represents that the personnel shall not consider themselves as employed or hired by the Carrier, and that such Personnel shall have no binding relation or rights against the Carrier. ASE-Egypt is a Member and supporter of the United Nations Global Compact and fully committed to implement the CSR - Corporate Social Responsibility System and in process for certifying SA8000 – Social Accountability system.

## **8.1 Performance of Duties by ASE Group Employees**

All Executive Committee Members, Managers and employees of ASE Group, its subsidiaries and associated entities (ASE Group Employees) must conduct the business of the ASE Group with the highest level of ethics and integrity. This obligation applies particularly to dealings with shareholders, customers, suppliers, competitors, governments, regulators, other ASE Group Employees and all others stakeholders.

ASE Group Employees must act at all times:

- a. Ethically, honestly, responsibly and diligently
- b. In full compliance with the letter and spirit of the law and this code
- c. In the best interest of the ASE Group.

## **8.2 Breach of the Code**

Any breach of applicable laws, prevailing business ethics or other aspects of this code will result in a disciplinary action, which could reach a dismissal.

Similar disciplinary action will be taken against any supervisor or manager who directly approves (and/or condones) such a breach or has knowledge of the breach and does not take appropriate remedial action.

Breach of applicable laws or regulations may also result in prosecution by appropriate authorities. ASE Group will not pay, directly or indirectly, any penalties imposed on an ASE Group employee as a result of a breach of law or regulation. ASE Group will also not pay the legal costs of an ASE Group employee convicted of breaching such law or regulation.

## **8.3 Reporting Breaches of the Code:**

All ASE Group Employees must report immediately any circumstances which may involve deviation from this Code to their Manager, Vice President Finance, Vice President Business Development, Vice President Operations, the CEO's Personal Assistant, or the Chief Executive Officer (CEO).

Any ASE Group Employee concerned about possible repercussions should make their report under the ASE Group reporting system.

The internal auditors of ASE Group are responsible for reviewing the operations and administration of ASE Group. This review will be reported to the Vice President Business Development with any breaches of this Code.

## 8.4 Compliance with the Code – ASE Group Representatives:

Any ASE Group employee who deals with agents, contractors or consultants who represent the ASE Group must make them aware of this Code and that ASE Group expects them to conduct their business in accordance with this Code. All new or replacement contracts with agents, contractors or consultants must include an acknowledgment to be signed for receiving the “Code of Conduct and Ethics”

## 8.5 Discrimination or Harassment:

Employees who engage in acts of harassment and discrimination are subject to various corrective actions that may include termination of the employee as well as the penalties anticipated by the laws. Managers are responsible for establishing and maintaining business environments that are free of harassment and discrimination.

The Company promotes open communication throughout the Company to resolve questions, concerns, problems, or complaints involving discrimination or harassment. In such circumstances, our duty is to communicate with our supervisors or other superiors.

## 8.6 Statement of Compliance

### 7.7.1 Certificate of Compliance:

Incorporated in the Half Yearly and Yearly appraisal is a Statement of Compliance with the ASE Group’s Code of Conduct and Ethics. Senior Management will be required to certify compliance personally and in their area of responsibility.

### 7.7.2 Reference to Compliance in the ASE Group’s Annual Report:

The Board will include reference to compliance with this Code in the ASE Group’s Annual Report.

## 8.7 Political Contributions

Political contributions (to any government official, political party, political party official, election committee or political candidate) must not be made directly or indirectly on behalf of ASE Group without the prior approval of the Board.

## 8.8 Unacceptable Payments

Bribes, kickbacks, inducements or similar payments must not be made to or for the benefit of any government official (of any country), customer, supplier or any other party in connection with obtaining orders or favourable treatment such as gaining improper advantage in ASE Group's business or operation; or to induce a government official to do something illegal or improper on behalf of or for the benefit of ASE Group; or for any other purpose.

This prohibition extends not only to direct payments but also to indirect payments made in any form through distributors, representatives, consultants, agents or other third parties.

ASE Group Employees' Responsibilities:

ASE Group Employees must not seek or accept any type of compensation, fee, salaries, rebates, rewards, gratuity, or commissions from a third party in connection with the operations of the ASE Group.

## 8.9 Giving or Receiving Gifts

Circumstances where receiving gift is prohibited:

ASE Group Employees are prohibited to give, receive, seek or accept any gifts, loans, services, hospitality, entertainment or any other type of gifts from government officials (of any country), customers, supplier, or any other party in connection with ASE's operations.

In addition ASE Group employees are not to make any personal favours which go beyond the common courtesies associated with accepted ethical Ground Service Provider and general commercial practice.

Interpretation:

For avoidance of doubt, any gift received by a ASE Group Employee (or series of gifts from one party) which might, as a matter of judgment, must be reported to the responsible Vice President with full details of the background of the gift.

## 8.10 Environmental Laws:

ASE Group Employees shall ensure that the provision of goods or services to ASE Group or activities related there are performed in compliance with applicable environmental laws.

### **Abuse of Drug and Alcohol Policy:**

ASE Management has the right that at any time and without prior notice to make

Drug / Alcohol test through a medical check to any of the employees on all levels. Positive results or refusal of this test will lead to immediate dismissal from work. Also if any employee is under influence of chemical substance, the company has the right to dismiss him/her immediately from work and without any notice.

**No Gossip Policy:**

Any ASE employee who talks badly about a colleague, manager or VP is liable to a penalty that can reach terminating his contract (determined on a case by case basis).

**Non – Smoking:**

All ASE Group Headquarters are non-smoking areas.

## 8. ASE Group commitment to the Environment.

### 8.1 ASE Group Environmental Policy.

ASE Management and staff are committed to the prevention of pollution, to continual improvement in environmental performance in all locations where ground operations are conducted in accordance with applicable laws, regulations and other requirements and will take appropriate measures to address key areas of environmental concern.

ASE is respecting the applicable environmental laws and the airport regulations. It also ensures that third parties contracted by customer airlines are respecting same law and regulations. All activities and services that might have potential to significantly impact the environment are identified. Performance targets and objectives are set for pollution prevention, such as eliminating FOD or preventing fuel leakage, stock material disposal to ensure environmental compliance and continual improvement. Performance targets and objectives are achieved through awareness and the implementation of work instructions and practices. Environment Control procedures are reviewed by ASE management to ensure ongoing effectiveness.

**ASE shall:**

1. Communicate this policy to all staff and provide training where applicable to ensure that every employee is capable of fulfilling his or her environmental responsibility
2. Be open about our environmental affairs and will provide appropriate information as requested by interested parties.
3. Monitor changes in environmental legislation, audit our compliance and cooperate fully with environmental regulatory authorities.
4. Establish an environmental action programme to achieve the Company's objectives in the management of environmental issues relating to the use of water and energy, emission to atmosphere, effluent discharges, waste management.



5. Report and encourage our staff to report non-compliance associated with hazards, any kind of spillage or waste disposal which could affect environment. The used materials from the offices such as printer cartridges are collected and return to the supplier for disposal or recycle.

ASE ensures that fuel spillage or DG or any spillage that has a negative effect on environment will be reported immediately to the airport authority and supplier for corrective actions. Same reporting applied for any equipment not respecting laws or regulations of environment protection.

All ASE – premises are non-smoking, respecting Health and Safety of its staff and visitors.

## **8.2 ASE Dangerous Goods Policy**

Dangerous Goods is another area of business that ASE is committed to maintaining safe work ethics. Not just for its clients and employees but for the general community. This Dangerous Goods Policy will run parallel with our Environmental Policy.

The objectives of this policy are: -

To maintain a standard of operation which complies with current national and local legislation;

To maintain a standard of operation which is acceptable to relevant government agencies;

To maximize the safety of life and the protection of property and the environment;

To ensure that employees involved in the handling and transportation of Dangerous Goods are adequately trained and equipped;

To ensure that relevant personnel are adequately trained and equipped to maintain control over dangerous goods incidents that may occur;

This Policy will be best achieved by both management and staff working together.

## **8.3 ASE Group and The Energy and Environment Research Center (E2RC)**

At ASE we make sure that we are following the international standards for healthy working environment, that's why Business Development and Safety, Quality, Risk coordinators are responsible to perform the evaluation of all environmental aspects and hazards.

Once a year ASE invites experts to measure the environment aspects in ASE premises to issue an environmental evaluation report.



The team considers each of the focused area of the service center's processes, services or activities, including:

- Operations
- Transportation
- Services
- Disposal / waste management

Each process, service or activity is analyzed and evaluated for environmental impacts and hazards in each of these areas.

All environmental aspects and hazards are listed. The team rates the identified environmental aspects against the defined factors by Environmental law and other regulations then it shall be recorded to identify those that may result in significant impacts.

Research team with mobile laboratory performed the required measurements in the company using Measurements Parameters:

- Respirable particulate.
- Noise Level
- Heat stress
- Light intensity
- Nitrogen Dioxide (NO<sub>2</sub>)
- Carbon Monoxide (CO)
- Sulphur Dioxide (SO<sub>2</sub>)
- Oxygen (O<sub>2</sub>)

### Equipment:

- Air born Particulate Monitor Mie - USA
- Noise level meter testo - USA
- Heat Stress Indicator Quest – USA
- Light Intensity meter-Omega – USA
- Ambient Air Analyzer – Miran – USA
- Flue gas analyzer Lancom – USA

## *Conclusion and Recommendations*

*The measurement showed that all the concentrations of indoor measurements inside administration Building (RSP, heat stress, noise, and gases) are less than the maximum permissible limit of national standard (Environmental Law no. 4/94 & its executive regulation On Oct 2005) .*

*Also light intensity is suitable for work places according to labor law 12/2003.*



## 9. ASE – Aero Services Egypt and the UN Global Compact.



ASE – Aero Services Egypt supports the 10 principles of the UN Global Compact and is committed to make the Global Compact and its principles part of the company's strategy, culture and day-to-day operations with respect to human rights, labor, environment and anticorruption.

### **Human Rights:**

-Principle 1 and 2: ASE Group helped the foreign nationals in Egypt during the 25<sup>th</sup> January 2011 Revolution at all the international airports to reach their home safe.

### **Labour:**

-Principle 3, 4, 5, and 6: ASE Group follows these principles throughout our Company Policy and Code of Conduct, More over ASE Group during the financial crisis that followed the 2011 Revolution kept the number of the employees and salaries just the same unlike other companies in Egypt.

### **Environment:**

- Principle 7, 8, and 9: ASE Group Environmental Policy covers these Principles

### **Anti-Corruption:**

- Principle 10: ASE Group Code of Conduct and Ethics cover this principle.

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