

CORPORATE SOCIAL  
RESPONSIBILITY  
Report

2015





## Letter of presentation of the report

Air Europa, the airline division of Globalia tourism group, has published its Corporate Social Responsibility Report describing the various actions that were taken in 2015 in accordance with the ten principles governing the United Nations Global Compact, which was joined in 2012.

The report describes the different actions that the airline has taken with regard to its employees, suppliers and management, as well as within the company in general, all through the prism of the Global Compact in order to reconcile the airline's business objective with the interests and objectives of the different parties and sectors involved.

During the year 2015 the projects that were started in previous years have been continued and the foundations have been laid for new actions aimed at continuous improvement, achieving customer satisfaction and achieving the involvement and participation of employees in working towards the company's major objectives.

To achieve this, Air Europa has invested in corporate social responsibility and providing safety, security and fair conditions; it has enhanced the environmental performance of its processes and it has established procedures to be followed to ensure that quality, excellent service and continuous improvement are the company's hallmarks.

A commitment to the environment has been another of the major principles that has guided the company's policy and that has enabled the renewal of its EMAS certification up to the year 2018.

International cooperation and Air Europa's support of the needs identified in our society have resulted in the signing of several co-operation agreements with associations, foundations and/or entities such as the AEA Solidaria association whose cooperation programs are fully backed by the airline's management.

Sincerely,

**Maria José Hidalgo**  
CEO Air Europa



# PRESENTATION OF AIR EUROPA'S CORPORATE SOCIAL RESPONSIBILITY REPORT

LETTER FROM THE CHIEF EXECUTIVE OFFICER . . . . .	2
<b>1. THE ORGANISATION'S PROFILE . . . . .</b>	<b>3</b>
1.1. Employees . . . . .	4
1.2. The Organization's Supply Chain . . . . .	5
1.3. Precautionary principle of the Rio Declaration: . . . . .	7
1.4. Subscriptions . . . . .	8
<b>2. IDENTIFICATION AND EVALUATION OF ISSUES . . . . .</b>	<b>11</b>
2.1. Financial Statements . . . . .	11
2.2. Identification of Issues . . . . .	11
2.2.1. Environmental Issues . . . . .	11
2.2.1.1. Direct environmental issues . . . . .	12
2.2.1.2. Indirect environmental issues . . . . .	17
2.2.1.3. Potential environmental issues . . . . .	17
2.2.1.4. Significant issues . . . . .	18
2.2.2. Environmental Performance and Environmental Management Program of the Organisation . . . . .	20
2.2.2.1. Energy Efficiency . . . . .	20
2.2.2.1.1. Electricity Consumption . . . . .	20
2.2.2.1.2. Fuel Consumption . . . . .	21
2.2.2.2. Consumption of Materials Efficiency . . . . .	26
2.2.2.3. Water . . . . .	28
2.2.2.4. Waste . . . . .	30
2.2.2.4.1. Non-hazardous waste . . . . .	30
2.2.2.4.2. Special and Hazardous Waste. . . . .	31
2.2.2.5. Biodiversity . . . . .	38
2.2.2.6. Emissions . . . . .	38
2.2.2.6.1. Emissions of polluting gases by aircraft . . . . .	38
2.2.2.6.2. CO <sub>2</sub> Emissions of Vehicles and Equipment . . . . .	43
2.2.2.7. Effluents . . . . .	48
2.2.2.8. Noise . . . . .	49
2.2.3. Social issues . . . . .	49
<b>3. COMMITMENTS TO INTERESTED PARTIES . . . . .</b>	<b>63</b>
3.1. Customers . . . . .	64
3.2. Society . . . . .	65
3.3. Suppliers . . . . .	71
3.4. Public Authorities . . . . .	72
3.5. Shareholders . . . . .	72
3.6. Employees . . . . .	79
<b>4. THE REPORT'S PROFILE . . . . .</b>	<b>94</b>
<b>5. GOVERNANCE . . . . .</b>	<b>95</b>
<b>6. ETHICS &amp; INTEGRITY . . . . .</b>	<b>99</b>
<b>7. ANNEXES . . . . .</b>	<b>101</b>

## PRESENTATION OF

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# AIR EUROPA'S CORPORATE SOCIAL RESPONSIBILITY REPORT

### Letter from the chief executive officer

When we agreed, four years ago, to adhere to the United Nations Global Compact we did it not only because we were convinced of the need to defend its ten basic principles but because we intended to use all of the means at our disposal to apply these core values to our company and achieve a balance between our business interests and the demand of our employees and civil society.

I am proud to present, once again, our annual report together with the Corporate Social Responsibility report, which shows our strong commitment to the fundamental principles of the Global Compact and the progress that we have made in this regard.

Motivating working conditions, internal promotion, and equal opportunities for all workers and training programs that are always carried out in accordance with current legislation, are examples of our implementation of social responsibility, which is completed by demanding that our suppliers and subcontractors also comply with these principles.

We use all of the resources that are needed to ensure that our service complies strictly with all of the required specifications in terms of quality and the environment; we have put all of our efforts into improving our customer service because, at all times, the satisfaction of customers is paramount and, as part of our commitment to environmental sustainability Air Europa has renewed its EMAS certification up to the year 2018, amongst other quality certifications.

Focusing on the reduction of the use of natural resources, the proper management of resources and the optimization of procedures to reduce both the noise and emissions of our aircraft, we have made a signifi-



cant investment by choosing the Boeing 787 to renew our long-range fleet; a true aeronautical jewel which reduces fuel consumption and emissions by 20% and has an acoustic impact that is 60% lower.

2015 has also been a year in which we have worked hard on our social projects and increased our activities in this area. I would like to highlight AEA Solidarity, once again, which continuously carries out projects aimed at ensuring the basic needs of children in the most disadvantaged areas of the Dominican Republic and that has, at all times, the unconditional support of the company's management and employees.

Air Europa will continue to grow and make progress through the prism of the Global Compact by consolidating its current activities as well as carrying out new ones, which will be included in future Corporate Social Responsibility reports.

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# 1. ORGANISATIONAL PROFILE

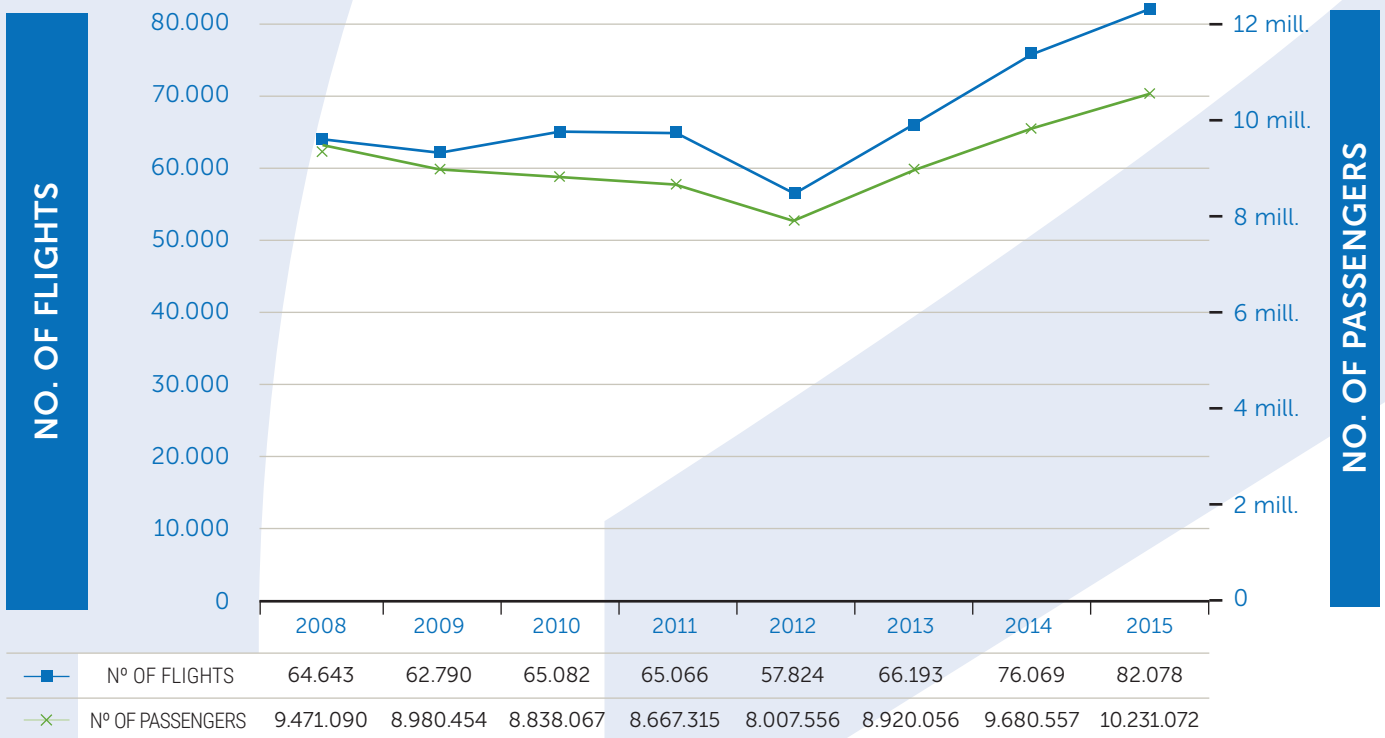
Air Europa is the commercial name that Air España S.A. adopted one year after it was founded in 1984. Its central offices are situated at the Globalia Headquarters in Lluçmajor.

The company, whose main line of business is passenger and cargo transportation, operates both regular and charter lines, with regular lines representing 97.19% of its operations and charter 2.81%. Air Europa's financial activities are classified under codes 5110 and 5223 for passenger transport and handling respectively in accordance with NACE, rev 2.

Air Europa is present in 3 continents (Europe, America and Africa) and serves 66 destinations in 29 countries, operating as a scheduled airline in Spain, Germany, France, Italy, UK, Netherlands, Brussels, Portugal, Israel, Venezuela, Mexico, Argentina, Dominican Republic, Cuba, Brazil, Puerto Rico, Peru, Uruguay, Chile, Bolivia, the USA and Paraguay.

Air Europa SAU is the only scheduled airline that is currently one hundred percent Spanish. In 2015 it had a fleet of 48 aircraft (20 B737-800, 11 ERJ-195LR, 12 A330-200 and 5 A330-300).

## EVOLUTION OF FLIGHTS AND PASSENGERS



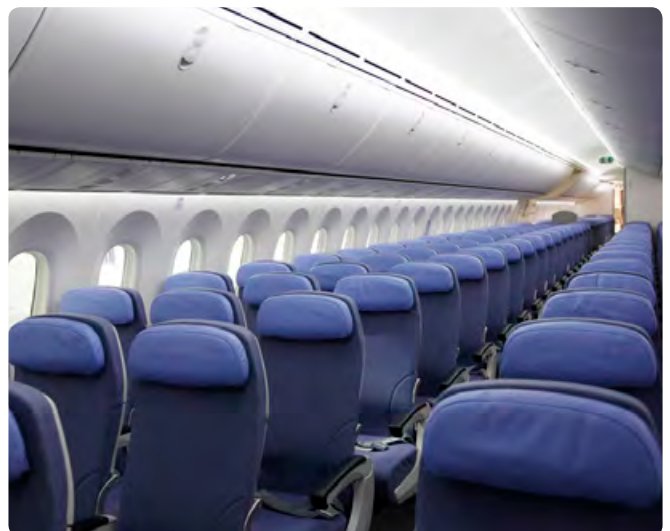
Sources: Data from SCO (Operation Control System)

The data provided in 2014 included the results of the tax year from November 2013 to October 2014. In 2015 the tax year was changed to January to December so the results above contain the months of November and December 2014 and the data from January to December 2015.

In 2015 the company operated a total of 82,078 flights, with the following results:

Data for January 2015 to December 2015:

- Net sales 1,683,118,000 Euros
- Net Equity 53,391,000 Euros
- Long-term debt: 23,147,000 Euros
- Short-term debt: 34,099,000 Euros



## 1.1. Employees

During 2015 the distribution of employees by type of contract and gender was as shown below:

This table includes **all of the employees that have been registered** with AEA from 1st January to 31st December 2015.

	Male	Female
Temporary	309.00	324.00
Temporary Disabled	1.00	0.00
Permanent	1,637.00	1,953.00
Permanent Seasonal	10.00	6.00
Permanent Disabled	7.00	4.00
Interim	28.00	37.00
	<b>1,992.00</b>	<b>2,324.00</b>

This table shows **the staff employed at 31.12.2015**

	Male	Female
Temporary	89.00	87.00
Temporary Disabled	1.00	
Permanent	1,468.00	1,792.00
Permanent Seasonal	11.00	6.00
Permanent Disabled	5.00	3.00
Interim	5.00	16.00
	<b>1,579.00</b>	<b>1,904.00</b>

The **average number of employees** at Air Europa **in the tax year 2015**, broken down by category, was as follows:

	2015
Administrative Staff	744.00
Cabin Crew	1,807.42
Management	14.83
Middle Managers	45.08
Aeronautical Maintenance Technicians	215.50
Other Administrative Staff	4.75
Handling personnel (Airports)	199.25
Pilots	562.17
<b>Overall Total</b>	<b>3,593.00</b>

(\* ) The total of **3,593** employees is the final calculation at the end of the tax year running from January to December 2015. This number, which is the one used to calculate the indicators, is the average number of employees during the calendar year 2015.

The gender distribution **at the end of the financial year (31st December 2015)** of the staff and the Directors was as follows:

	Male	Female
Administrative Staff	226.00	364.00
Cabin Crew	506.00	1,491.00
Management	10.00	5.00
Middle Managers	25.00	17.00
Aeronautical Maintenance Technicians	227.00	4.00
Other Administrative Staff	3.00	1.00
Handling personnel (Airports)	37.00	2.00
Pilots	545.00	20.00
<b>Overall Total</b>	<b>1,579.00</b>	<b>1,904.00</b>

### Distribution of Employees by area

The company's activities take place at the following centres:

- Headquarters in Lluçmajor.
- Transport of passengers and goods in general: aircraft operations, in-flight service.
- Ground handling service for passengers, baggage and aircraft, Self-handling at airports.
- Maintenance of aircraft at airports.
- Sales offices at airports.



CENTRE	ACTIVITY	STAFF*
Oficinas AIR EUROPA LÍNEAS AÉREAS, S.A.U PI Son Noguera, Ctra. Arenal-Llucmajor, Km 21,5. 07620 - Llucmajor (Balearic Islands)	AEA Offices in Llucmajor	333.75
Aeropuerto de Son Sant Joan 07000 - Palma de Mallorca (Balearic Islands)	Handling, Sales Office, Maintenance and Crews	571.42
Aeropuerto de Málaga - Pablo Ruiz Picasso 29004 - Málaga (Málaga)	Handling, Sales Office and Crews	75.25
Aeropuerto El Altet - 03071 - El Altet (Alicante)	Sales Office	4
Aeropuerto de Ibiza - 07800 - San José - Ibiza (Balearic Islands)	Handling and Sales Office	40
Aeropuerto de Mahón 07700 - Mahón - Menorca (Balearic Islands)	Sales Office Handling (from December)	6.75
Aeropuerto de Santiago - Lavacolla 15706 - Santiago de Compostela (A Coruña)	Handling, Sales Office and Crews	22.5
Aeropuerto de Valencia - Manises - 46940 - Manises (Valencia)	Handling and Sales Office	56.25
Aeropuerto del Prat - 08820 - (Barcelona)	Sales Office, Maintenance and Crew	103.58
Aeropuerto de Gran Canaria - Telde 35200 - Las Palmas de Gran Canaria (Las Palmas)	Sales Office, Maintenance and Crew	95.58
Aeropuerto de Adolfo Suarez de Madrid Barajas 28042 - (Madrid)	Handling, Sales Office, Maintenance and Crew	2,090.75
Aeropuerto Reina Sofía - 38610 - Granadilla (Tenerife Sur)	Sales Office and Crew	77.17
Aeropuerto Arrecife de Lanzarote 35500 - Lanzarote (Las Palmas)	Sales Office	3.25
Aeropuerto Sondika - 48150 - Bilbao (Vizcaya)	Sales Office	5
Aeropuerto de Fuerteventura 35600 - Puerto del Rosario (Las Palmas)	Sales Office	3
Aeropuerto de Granada - 18329 - Chauchina (Granada)	Sales Office	2
Aeropuerto de Asturias - 33400 - Avilés (Asturias)	Handling and Sales Office	15
Aeropuerto de los Rodeos 38712 - La Laguna - Tenerife Norte (S.C. de Tenerife)	Sales Office	5.08
Aeropuerto de Peinador - 36318 - Vigo (Pontevedra)	Sales Office	5
Aeropuerto de Badajoz, Ctra. Badajoz-Balboa, s/n, 06195 (Badajoz)	Sales Office	1.25
Aeropuerto de Sevilla - 41007 - San Pablo - (Seville)	Sales Office	2
Aeropuerto de La Coruña - Rutis - Vilaboa. 15174 (A Coruña)	Handling and Sales Office	32.75
Aeropuerto de Melilla - Ctra. de Yasinen, s/n, 52005 (Melilla)	Handling and Sales Office	16.08

\* The figures in the personnel column have decimal points because these are annual averages. On the one hand, there are groups that have more or less employees depending on the time of the year. On the other hand, there are employees who do not work the full 40 hours a week, either because of their particular contract or because of reduced working hours.

\* In 2015: In September the base in Badajoz (Sales Office) was closed. Mahon, apart from the Sales Office, begins Self-handling in December. On the other hand, the bases of Ibiza, Malaga, Santiago, Oviedo, Palma and Valencia stop Self-handling between the months of October and December.

### Percentage of the total number of employees covered by a Collective Bargaining Agreement

100% of Air Europa's workforce is covered by the organisation's current Bargaining Agreements.

## 1.2. The Organization's Supply Chain

Air Europa benefits from the synergies of belonging to Globalia Corporación Empresarial for the evaluation and selection of suppliers, in accordance with specific

guidelines for all group members. This ensures that records of the results obtained from evaluations and the derived activities are kept at all times.

### Management of Purchases

Air Europa's internal documentation includes a "Purchases and Supplier Evaluations" Procedure and manages all of its purchases through the group's specific Purchases Department.

The "Purchases and Supplier Evaluations" procedure is designed to ensure that the requirements established in the Management System's documentation are duly and effectively fulfilled and the Management System is in line with the corresponding standards. Furthermore, the procedure limits the type and scope of the controls applied to the supplier and the product acquired.

The purchasing procedure applies to all of the products bought by Air Europa that have a direct effect on the final service provided, taking into account other factors (such as environmental considerations). For the products or services that affect operational security and airworthiness (both in-flight and at airports), the purchase or service contracting managers have specific procedures to determine whether the technical specifications have been fulfilled for proper use during operation.

In addition to this General Procedure, Air Europa has established a protocol for the preparation of supplier contracts. The contracts or order forms have to set out, at minimum, the specifications of the required product or service so that the company can follow-up on how the service is provided or on the quality of the product (Service Level Agreement).

### Regulatory Compliance

To ensure that Air Europa's purchase procedures fulfil the applicable laws, all agreements are made in writing and specify the applicable requirements and the activities contracted. The department in charge of the specific purchase ensures that the contractor has the necessary requirements, licenses and/or authorisations as well as the corresponding resources and skills.

Departments that reach any type of agreement with another company have to notify the Quality, Safety and Environment Department's Managers, so that the agreement can be included in their audit and/or inspection programme, and the Operational Security Management System, if necessary.

On the other hand, contracts or agreements with suppliers always have Annexes containing the Confidentiality Clause and Subcontractor Service Clause, signed by both parties, thus ensuring compliance with the Organic Data Protection Act of 15/1999 (LOPD), as well as other clauses covering Environment and Social Responsibility.

### Main Suppliers

- Reservation distribution systems
- Training providers
- IT systems suppliers
- Handling agents
- Other airlines
- Fuel suppliers
- Catering companies
- Cleaning companies
- Flight simulators
- Aircraft Maintenance
- Brokers
- Aircraft manufacturers

### Significant changes to the supply chain in 2015

In 2015 there were no significant changes to the supply chain. With regard to other changes, it is worth highlighted the following:

#### Fleet

This year, the total fleet of Air Europa reached 48 aircraft: 3 A330-300s were added: EC-MHL, EC-MIO and EC-MIN.

#### Bases and Sales Offices

In 2015 there were new Handling concessions in Spain, which has led to several changes of supplier:

- On 1st October our Handling Agent at ZAZ was changed to Swissport.
- On 5th October our Handling Agent at TFS was changed to Aviapartner.
- At the bases MJV, VLL, RGS, SLM and RJL we were previously using Iberia and from 5th October our Handling agent became Swissport.
- On 16th October the Handling Agent at ACE was changed to Aviapartner.



## EVOLUTION OF AIR EUROPA'S FLEET



- On 20th October the SVQ base changed from Groundforce to WORLDWIDE FLIGHT SERVICES. OVD and SCQ, which had previously been self-handling, started to use WORLDWIDE FLIGHT SERVICES.

- The previously self-handling bases of PMI, AGP, VLC and IBZ were given to Groundforce.

- The MAH base, which was previously using Acciona, became self-handling.

Therefore the remaining self-handling bases are: MAH, MLN and LCG

The Operational Safety Monitoring Plans for the bases ceased to be self-handling were cancelled.

In September the sales office in Badajoz closed.

Between October and December the Ibiza, Malaga, Santiago, Oviedo, Palma de Mallorca and Valencia bases stopped being self-handling bases.

### New Routes

In 2015, the following new medium and long haul routes were launched:

- At the end of March the scheduled MAD-TLV route started.
- In April the PMI-IBZ & MAH flights started using an ATR.
- In April, the MAD-MIA route started using a B787 belonging to the company LOT
- The route MAD (Madrid)-OZZ (Ouarzazate) stopped

- On 16th December we started the route to ASU
- On 21st December the MAD-ZRH route started

## 1.3. Precautionary Principle of the Rio Declaration

Air Europa, aware of the importance of environment and sustainable development, complies with principle 15 of the Rio Declaration. In order to protect the environment, targets are set along with the indicators described in Air Europa's Environmental Declaration, which can be viewed at [www.aireuropa.com](http://www.aireuropa.com).

Another significant development this year was that Air Europa successfully adapted its practices to the requirements established in version III of the EMAS standard. This verification certifies that we comply with the the European Eco-Management and Audit Scheme (EMAS), designed to improve the environmental performance of organisations in all sectors. Air Europa first received the EMAS certification in 2012.

## 1.4. Memberships

Air Europa, aware of the importance of environment and sustainable development, complies with principle 15 of the Rio Declaration. In order to protect the environment, targets are set along with the indicators described in Air Europa's Environmental Declaration, which can be viewed at [www.aireuropa.com](http://www.aireuropa.com).

Another significant development this year was that Air Europa successfully adapted its practices to the requirements established in version III of the EMAS standard. This verification certifies that we comply with the the European Eco-Management and Audit Scheme (EMAS), designed to improve the environmental performance of organisations in all sectors. Air Europa first received the EMAS certification in 2012.



## IATA

Air Europa is a member of the International Air Transport Association, whose main purpose is to represent, lead and serve the aviation industry. Its vision is to become a force for the creation of value and the promotion of innovation in a safe, secure and profitable air transport industry, which is also sustainable and enriches our world.

In representing the airline industry, the IATA association seeks to raise awareness of the importance of the air transport industry and of the benefits that aviation brings to both the national and global economy among policy experts and decision-makers. It defends the interests of airlines all over the world.

IATA enables people to travel around the globe with its airline network. It also provides essential professional support and a wide range of specialised products and services as well as publications, training and consultation.

IATA offers benefits to all of the parties involved in air commerce.

- 1- For consumers: It simplifies travel and transportation processes, whilst keeping costs down.
- 2- IATA enables airlines to operate safely, efficiently and economically under defined rules.
- 3- IATA serves as an intermediary between passengers, cargo agents and airlines.
- 4- A vast network of suppliers and service providers see IATA as a reliable supplier of a wide range of industrial solutions.
- 5- For governments, IATA seeks to ensure that they are properly informed of the complexities of the aviation industry

IATA has become the real leader of the airline industry as it has been developing the global commercial standards on which the whole of the air transport industry is based for almost 70 years. Thanks to the creation of these rules, processes are simplified and homogenized, which results in lower costs whilst increasing efficiency and passenger comfort.

Furthermore, IATA offers professional support with

expert services and products to all of the industry's stakeholders. It helps airlines to operate safely, efficiently and economically and in accordance with the rules established.

Air Europa also belongs to a working group called the IFQP (IATA Fuel Quality Pool): In 2010, the company became part of IATA's pool for fuel audits on a global level called the IFQP (IATA Fuel Quality Pool), with two Inspectors belonging to the Management Systems Department that have been evaluators since 2014. Air Europa thereby ensures that all of the fuel suppliers at the airports to which it flies fulfil the highest industry standards.

Air Europa's commitment to international aviation safety standards is such that it has held the IOSA registry (IATA Operational Safety Audit) since 2006. The IOSA audit is an internationally recognised evaluation system, designed to evaluate the operational safety of an airline. This certification accredits that the airline conforms to the strictest global safety standards required throughout the world as it meets more than 900 of the IOSA requirements in 8 Operational Areas: Organisation Management System, Flight Operations, Flight Dispatch, Maintenance, Passenger Cabin Operations, Ground Handling Operations, Loading Operations and Security Management.

The IOSA registry is yet another membership that proves Air Europa's commitment to guaranteeing that its operations are in line with the strictest international safety requirements, in some cases even surpassing these requirements.



## SKYTEAM

In 2007, Air Europa became an associate member of the SkyTeam Alliance, and a member with full rights from 2010. At the end of 2015, the Alliance was made up of 20 airlines.

SkyTeam has 16,270 daily flights and 1,052 destinations in 175 countries. The 20 member airlines of SkyTeam allow people to fly all over the world more comfortably, whether for personal reasons or for international business. In this alliance, the airlines work together to offer the best possible service, as well as to provide access to a large global network with more destinations, more frequent flights and a huge network of connections.

SkyTeam launched its flagship customer-oriented initiative, SkyPriority, in March 2012, offering a range of superior services at airports for Elite Plus, First Class and Business Class customers.

In 2015 SkyPriority was implemented in 950 airports, which translates into an implementation of 98%. As part of this initiative, SkyTeam has been working to improve the flow of passengers through security controls by providing Fast-Tracks. In the first stage this service is being implemented in 60 airports, of which 43 have been installed so far. The same is being done for passport control, with 21 of the 60 selected airports now having this service.

In 2015 we worked mainly on the Hospitality Policy project, which aims to make our agents aware of the importance of providing excellent service to all of our passengers and the SkyTeam Rebooking project, which is developing the technical tools to enable us to serve any of the Alliance's passengers in the event of IROPS (Irregular Operations) by providing the necessary assistance regardless of the company they are travelling with. This year we have also continued to work on the remaining 9 projects, fully implementing the Service Recovery project at our hub, which is focused on a common policy for passenger care and assistance amongst all of the companies that are members of the alliance, the CCU (Connection Control Unit) project, which is considered to be the central brain that manages connections from our hub, and the HED (Hub Excellence Dashboard) project that collects information about the number of passengers and bags that connect at major hubs, enabling potential missed connections to be analysed so that measures can be taken to minimise them.

In 2015 the implementation of all of these projects was continued at the hubs selected in 2013 and 2014 (AMS, ATL, CAN, CDG, FCO, ICN, MEX, PEK, PVG, CGK, LAX, NBO, SVO and TPE ).

The creation of common databases (dashboards) has become an extraordinary tool for detecting new ways to improve the connectivity of passengers and baggage at major hubs.

Air Europa is actively involved in SkyTeam's Corporate Social Responsibility group, contributing its ideas and participating in the actions that can be undertaken jointly.



### ACETA

ACETA is the Association of Spanish Air Transportation Companies. It was founded in 2004 with the mission of defending and reinforcing the interests of the member companies. The 10 member companies of the ACETA represent over 96% of the traffic transported by Spanish airlines and 29% of the total traffic moved in Spain. It is part of a sector of paramount social importance with

unquestionable financial implications for our nation, as an essential support for tourism, our main industry. In this regard, it is the appointed and qualified representative for contacts with Government and suppliers of airport services.

It contributes to the preparation and development of the rules and decisions that affect air transport with proposals and propositions. It participates in the sector's development plans and in discussion and decision-making forums.

It works hard to promote quality standards that satisfy our customers' expectations, thereby benefiting the country's economy and improving the welfare and quality of life of our citizens.

It promotes a strategy of sustainable development based on new technologies, infrastructure efficiency, effective operations and positive economic measures. It shares the joint proposal for a global focus for the air transport sector in accordance with the Post-Kyoto agreement.

ACETA also helps to raise awareness amongst the general public of the importance of air transport and its ability to create employment and prosperity.



### FLIGHT SAFETY FOUNDATION

The FSF is a non-profit organisation whose sole objective is to provide impartial and independent advice on safety, as well as resources for the aerospace and aviation industries.

The Foundation is in a unique position that enables it to identify global safety problems, establish priorities and act as a catalyser for resolving problems through the compilation of data and the exchange of information, training, defence and communication.

The Foundation has earned the respect of the whole world for its effectiveness in reducing cultural and political differences. The foundation currently has over 1000 members in 150 different countries. The Foundation's headquarters are in Alexandria, Virginia, US, and it has a regional office in Melbourne, Australia.

The FLIGHT SAFETY FOUNDATION represents the global aviation community in matters related to safety, providing information to the media, industry, government and the general public.

The company regularly participates in projects related to its commitment to the environment.

## SHARE YOUR EXPERIENCE (SYE)

This is a working group made up of the CRM/HF departments of different airlines around the world, who are represented by some of their members at an annual meeting where concerns, lines of work, projects and certain academic material regarding CRM training for the crew of these participating Companies is exchanged. It was founded in 2007 by Lufthansa, Iberia and Air France. Air Europa has been a participant since 2008.

This forum is an essential tool and an opportunity for collaborative learning in order to improve the quality of crew training in the area of human factors, which is vitally important for the safety of air operations. Every year the participants gather together a lot of documentation that has been selflessly shared by the other members of the group and they discuss new points of view and different approaches to the problem of CRM training: resources, approaches, participation, scope, news, effectiveness, etc. This provides a new source of information and training for the participating CRM/HF Units, with the individual needs and capabilities of each company being adapted to the path followed by others in the pursuit of offering the highest possible quality of service to the crew, which ultimately results in improved air safety.

From 2016 the organization of the meeting will be updated and small teams will be formed that will work on issues related to HF. In addition to the training aspect, a more productive aspect will be added with the objective of sharing elements that are useful for training in the at-

tending companies, which will result in increased safety for the participants.



## AIR PLANET

For five years, Air Europa has been working with Boeing, Aena and the NGO Cooperación Internacional on the Air Planet Programme. This project is designed to raise awareness amongst children of the importance of the environment, whilst ensuring that they understand the efforts made to minimise the environmental effects of commercial aviation.



## ALTA

Air Europa has joined the Latin American and Caribbean Air Transport Association (ALTA) as an airline partner, thereby taking "another step towards its ambition to becoming the preferred company for flying between Europe, America and the Caribbean".

ALTA associated members include companies such as Aerolineas Argentinas, Aeromexico, Avianca, LATAM Airlines Group, Air Canada, Delta Air Lines, Iberia, TAP Portugal, Turkish Airlines and United Airlines. It also has affiliate members such as Airbus, Amadeus, Boeing, Bombardier, Rolls-Royce, SABRE Airline Solutions and World Fuel Services.



## 2. IDENTIFICATION AND EVALUATION OF ISSUES

Based on the identification of issues, Air Europa has developed this declaration, which takes into account the 10 principles of the Global Compact, addressing the topics of the Environment, Finance, Labour Practices and Workplace Ethics, Human Rights and Societies.

### 2.1. Financial Statements

Air Europa's basic philosophy is to create sustainable financial prosperity. Therefore, we act with integrity and we put every effort into earning and deserving our customers' trust. We work together with local, national and international organisations to help to build and strengthen the communities that we serve through employment and economic growth.

Air Europa takes responsibility for its financial results and guarantees transparency in the information that it provides, applying ethical business practices so that there are no negative effects in this sense.

Air Europa maintains the management systems required to obtain satisfactory financial results. Its accounts are public, audited by KPMG and can be inspected at the Trade Registry.

### 2.2. Identification of Issues

The identification of issues has been divided into two parts based on the Environmental Certifications that Air Europa has obtained. On the one hand, we have the Environmental issues, and on the other, those related to Employment Practices, Ethical Working Practices, Human Rights, Social Rights and Product Liability.

Below is an explanation of how environmental issues are identified and evaluated, followed by an explanation of how social issues are dealt with.

#### 2.2.1. Environmental Issues

An environmental issue is defined as any element of Air Europa's activities that may interact with the Environment. An environmental impact or effect is any change in the environment, whether negative or positive, resulting wholly or partially from the organisation's activities and services.

In order to have as much information as possible for controlling the environmental management system, all environmental issues are identified, including those of the company (direct issues), those of the suppliers, contractors and the persons that work in our installations (indirect issues), and those generated as a result of Air

Europa's activities that occur outside of normal conditions due to emergency situations (potential issues associated with high-risk situations).

The General Procedure entitled "Identification and Evaluation of Environmental Issues" defines the mechanisms used to identify, evaluate and record environmental issues. The process for identifying environmental issues takes into account the following vectors, where applicable:

- Consumption of Natural Resources
- Atmospheric Emissions
- Waste
- Noise
- Effluents

The issues identified are recorded in the Environmental Issues File and the information available is reviewed each year so that a new evaluation can be carried out. Additionally, when there is any change to any of AEA activities, an extraordinary evaluation is carried out. Based on the environmental issues identified, the significance of their impact is determined by means of an evaluation based on a set of pre-established criteria:

For normal situations (NS)

- C1 Toxicity: Dangerousness of contaminant
- C2 Frequency
- C3 Quantity
- C4 Influence on the receiving environment
- C5 Level of influence of the company in minimizing the issue

Note: The increase or decrease in the criterion C3 (quantity) is calculated based on the historical average. The historical average is for the last three years, if this data is available. If data for last three years is not available, the last two are taken and data for the last two is not available, it is compared with the previous year.

For emergency situations (ES)

- C1 Likelihood of Occurrence
- C2 Severity in terms of effect on the environment
- C3 Detection (Types of detectors)
- C4 Contingency Elements
- C5 Preventive Measures

Anything that exceeds the significance criteria must be considered significant, although this does not mean that other environmental issues are not monitored.

In evaluating the severity of the impact of the environmental issues caused by AEA's services and activities, we

take into account not only the normal operating conditions but also abnormal and emergency conditions.

### 2.2.1.1. DIRECT ENVIRONMENTAL ISSUES

Environmental issues associated with the organisa-

tion's activities and services over which it exercises direct management and control.

The direct issues derived from the identification and evaluation of activities in 2015 were as follows:

## CONSUMPTION

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Drinking water	Water supply for aircraft, toilets and showers, exterior washing of ground equipment and vehicles, washing of aircraft exteriors	Aircraft, Handling and Sales Offices, Offices, Handling, Maintenance	All	Depletion of natural resources (water)	N/S
Aircraft fuel	Flight operation	Aircraft	All	Depletion of natural resources (fossil fuels)	N/S
Electrical	Lighting, equipment and air conditioning	Offices	All	Depletion of natural resources (fossil fuels)	N/S
Diesel / Petrol	Ground equipment and vehicles	Maintenance and Handling	All	Depletion of natural resources (fossil fuels)	N/S
Diesel / Petrol	Ground vehicles of MAD In-Flight Services, ATOPS PMI, ATOPS MAD, MAD Station Manager's Office and LLUC Day Managers	Offices	MAD, PMI and LLUC	Depletion of natural resources (fossil fuels)	N/S
Paper	Office use	Maintenance	All	Depletion of natural resources (wood, water)	S
Paper	Office use	Offices, Handling and Sales Office	All	Depletion of natural resources (wood, water)	N/S
Paper	administrative use, MAD ATOPS and MAD Station Manager's Office	Offices	MAD	Depletion of natural resources (wood, water)	S

## ATMOSPHERIC EMISSIONS

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
CO <sub>2</sub> Emissions	Ground equipment and vehicles	Maintenance	All	Air pollution. Respiratory disorders. Global warming. Air pollution (emissions)	N/S
CO <sub>2</sub> Emissions	Ground equipment and vehicles	Handling	All	Air pollution. Respiratory disorders. Global warming. Air pollution (emissions)	S
CO <sub>2</sub> Emissions	Aircraft (All Fleets)	Aircraft	All	Air pollution. Respiratory disorders. Global warming. Air pollution (emissions)	S
CO <sub>2</sub> Emissions	Ground equipment and vehicles. PMI ATOPS, MAD ATOPS, MAD In-Flight Services, MAD Station Manager's Office	Offices	PMI, MAD	Air pollution. Respiratory disorders. Global warming. Air pollution (emissions)	N/S
CO <sub>2</sub> Emissions	Ground equipment and vehicles. Head of OPS	Offices	LLUC	Air pollution. Respiratory disorders. Global warming. Air pollution (emissions)	S

## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Special absorbents	Contaminated rags and absorbents from maintenance on line and cleaning up of spillages	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	S
Special absorbents	Contaminated rags and absorbents from maintenance of handling ground equipment and clearing up of spillages	Handling	All	Contamination of soils, groundwater and surface water with toxic substances.	S
Special absorbents	Contaminated rags and absorbents from maintenance instruction workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Oils	Line Maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Oils	Maintenance of handling equipment	Handling	VLC, SCQ, LGC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Adhesives, resins, sealants and silicone	Line Maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Adhesives, resins, sealants and silicone	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Aerosols (gases in pressure containers including extinguishers)	Line Maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Aerosols (gases in pressure containers including extinguishers)	Maintenance of handling equipment	Handling	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Aerosols (gases in pressure containers including extinguishers)	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Ordinary items	Other non-separable waste including in-flight service	All	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Batteries	Lead	Maintenance and Handling	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Expired medical kit	Medical kit on board aircraft. Maintenance Warehouse	Aircraft	PMI	Contamination of soils, groundwater and surface water. Potential danger to humans	N/S
Cardboard	Packaging at maintenance warehouse	Maintenance	All	Contamination of soils, groundwater and surface water.	N/S
Fuels	Aircraft maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Fuels	Maintenance of handling equipment	Handling	SCQ	Contamination of soils, groundwater and surface water with toxic substances.	N/S

## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Fuels	Ground equipment and vehicles. Sludge containing traces of oil	Handling	PMI	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Scrap metal and parts	Broken components, scrap metal	Handling, Maintenance,	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Scrap metal and parts	Broken components, scrap metal	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Solvents	Line Maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Solvents	Vehicle maintenance	Handling	VLC, SCQ, LCG	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Solvents	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Contaminated packaging	Line Maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	S
Contaminated packaging	Maintenance of handling equipment	Handling	VLC, SCQ, LCG	Contamination of soils, groundwater and surface water with toxic substances.	S
Contaminated packaging	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Urban packaging	Glasses, bottles, cans, generally including in-flight service	All	All	Contamination of soils, groundwater and surface water.	N/S
Electrical / Electronic Equipment	Changing computers, printers, etc.	All	All	Contamination of soils, groundwater and surface water.	N/S
Oil Filters	Aircraft maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	S
Oil Filters	Maintenance of handling equipment	Handling	SCQ, VLC, LCG	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Air Filters	Maintenance of handling equipment	Handling	SCQ, VLC, LCG	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Air Filters	Aircraft maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Fluorescent tubes	Lighting of facilities and aircraft	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Fluorescent tubes	Self-handling base facilities	Handling	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S



## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Fluorescent tubes	Office Installations	Offices	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Deactivated oxygen generators	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water.	N/S
Deactivated oxygen generators	Line Maintenance and Storage	Maintenance	All	Contamination of soils, groundwater and surface water.	N/S
Grease	Line Maintenance and Storage	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Halon	Aircraft fire extinguishers that have been used or that have expired	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Anti-icing liquid	Maintenance of handling equipment	Handling	SCQ	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Brake fluid	Maintenance of handling equipment	Handling	SCQ	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Wood	Boxes, pallets from maintenance warehouse	Maintenance	All	Contamination of soils, groundwater and surface water.	N/S
Used tires	Used rubber tires from aircraft, equipment and vehicles	Maintenance	All	Contamination of soils, groundwater and surface water.	N/S
Used tires	Used rubber tires from aircraft, equipment and vehicles	Handling	VLC, SCQ, LCG	Contamination of soils, groundwater and surface water.	N/S
Paper	Office use	All	All	Contamination of soils, groundwater and surface water.	N/S
Batteries (Alkaline and saline)	Battery-powered equipment	All	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Button batteries	Battery-powered equipment	Llucmajor offices, sales offices and Maintenance offices	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Paints and expired paints, varnishes	Aircraft maintenance work, maintenance instruction workshop and equipment maintenance work	Maintenance, Handling and maintenance instruction	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Laboratory Reagents	Maintenance Instruction Workshop	Maintenance Instruction	LLUC	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Laboratory Reagents	Aircraft maintenance	Maintenance	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S

## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Toners	Photocopying and printing	All	All	Contamination of soils, groundwater and surface water with toxic substances.	N/S
Vehicles and equipment	Vehicles and equipment for scrap	Maintenance and Handling	VLC, SCQ, LCG and maintenance bases.	Contamination of soils, groundwater and surface water.	N/S
Vehicles and equipment	Vehicles and equipment for scrap. ATOPS, In-Flight Services, MAD Station Management	Offices	PMI, MAD	Contamination of soils, groundwater and surface water.	N/S
Glass	Glass bottles	Offices and aircraft	All	Contamination of soils, groundwater and surface water.	N/S
Voluminous	Change of furniture, other bulky items	All offices including maintenance	All	Contamination of soils, groundwater and surface water.	N/S

## NOISE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Noise from Offices	During the working day	Offices	All	Annoyances that could affect the health or the welfare of the local community	N/S
Noise from vehicles and aircraft ground equipment	During Operations	Maintenance, Handling and Aircraft	All		
Noise from vehicles and aircraft ground equipment	During the Maintenance Period	Maintenance, Handling and Aircraft	All		

## SPILLS

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Water containing de-icing material.	Conduction of de-icing and anti-icing	Handling	Occasional	Contamination of soils, groundwater and surface water.	N/S
Water for washing aircraft	Aircraft exterior washing	Aircraft	PMI, TFS	Contamination of soils, groundwater and surface water.	N/S
Water for washing equipment	Outside washing of equipment and ground vehicles	Handling	All	Contamination of soils, groundwater and surface water.	N/S
Waste water from aircraft	Use of the bathrooms on aircraft	Handling	All	Contamination of soils, groundwater and surface water.	N/S
Grey water	Water from changing rooms, bathrooms, cleaning of facilities	All	All (except LLUC)	Contamination of soils, groundwater and surface water.	N/S
Grey water	Water from changing rooms, bathrooms, cleaning of facilities	Offices	LLUC	Contamination of soils, groundwater and surface water.	N/S

### 2.2.1.2. INDIRECT ENVIRONMENTAL ISSUES

Environmental issues resulting from the interaction between the organisation and third parties in which the organisation can exercise a reasonable degree of influence.

None of the indirect issues that were identified were significant, because some did not exist, and those that did were not classified as significant in the evaluation. The indirect issues that were identified were as follows:

## CONSUMPTION

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Diesel	Heating	Offices	LLUC	Depletion of natural resources	N/S

## ATMOSPHERIC EMISSIONS

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Boilers and Generator Emissions	Heating	Offices	LLUC	Global warming. Climate Change Atmospheric pollution	N/S
Leaks of refrigerant gases	Air-conditioning equipment	All (except aircraft)	All	Global warming. Climate Change Atmospheric pollution	N/S

## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Construction and demolition Waste	From carrying out construction work	All	All	Contamination of soils, groundwater and surface water.	N/S

### 2.2.1.3. POTENTIAL ENVIRONMENTAL ISSUES

Environmental issues that could be caused by an accident or incident with environmental repercussions.

The potential issues deriving from the identification and evaluation were as follows:

## ATMOSPHERIC EMISSIONS

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Fires	Equipment, aircraft and installations.	All	All	Decreased air quality	N/S

## WASTE

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Fires	Waste from the burning of installations, vehicles or aircraft (remains, burned parts of objects)	All	All	Contamination of soils, groundwater and surface water.	N/S

## SPILLS

ISSUE	DETAIL	AREA	BASE	Environmental Impact	Significance
Fires	Spills of products used for extinguishing fires involving installations, vehicles or aircraft	All	All	Contamination of soils, groundwater and surface water.	N/S
Spills of inflammable toxic and hazardous substances	Storage room for non-flammable liquid toxic substances, warehouse and line	Maintenance, Handling	All	Contamination of soils, groundwater and surface water.	N/S
Spills of flammable substances	Kerosene, oils and flammable substances in the waste and refuelling warehouse	Maintenance, Handling	All	Contamination of soils, groundwater and surface water.	N/S
Spills of Flammable / Inflammable Liquids	Kerosene, oils and flammable substances in soil, Airport Platform (refuelling) and offices	All	All	Contamination of soils, groundwater and surface water.	N/S



Indicators have been established for every significant issue, classified by activity in each location.

The "Identification and Evaluation of Environmental Issues" General Procedure specifies how to identify the issues of the Suppliers and Contractors, and the "Control of Issues of Contractors and Suppliers" Procedure establishes the information and monitoring system for the environmental specifications that the contractors who work on behalf of or within the installations of AEA must follow.

### 2.2.1.4. SIGNIFICANT ISSUES

The significant issues identified during the evaluation in 2015 and the reasons for their significance are described below:

## CONSUMPTION

**Paper consumption at Maintenance Bases** has increased by 9.10% compared to the historical average (the last three years) and by 17.65% compared to the previous year due to the arrival of new aircraft and their respective inspections, taking into account all of the bases. Of the 4 bases, the only one that decreased both its total consumption and the consumption per employee was BCN. LPA decreased its total consumption although its consumption per employee increased slightly, whilst the rest increased their consumption.

**Paper Consumption in the Madrid Operations Technical Department:** The significance of this issue was the same as the year before. Indicator and Target Overall Paper Consumption by the Organization. The increase was 125.02% compared to the historical average and consumption has increased by 25.01% over 2014. A lot more printouts are being made in PMI than before. Furthermore, Jepessen software was installed on the computer which is used for any "special" print outs for operations.

**Paper consumption at the Madrid Station Manager's office:** In January 2015 we started counting the paper consumption by LZ (baggage warehouse) and the paper consumption by the crisis management and security/immigration departments was added to that of the Station Manager's office. The increase compared to the historical average was 98.90% and 154.13% compared to the year before.

## EMISSIONS

**Emissions from the Vehicles at the Lluçmajor Day Manager's Office:** This issue has been significant because the emissions have increased by 24.42%. The number of Day Managers at the MAD base also increased by 6, which results in greater use of the vehicle

(157 times in 2014 compared to 263 times in 2015) and the vehicle is 16.75 years old.

**Emissions of Vehicles and Handling Equipment:** When evaluating the different issues, emissions from vehicles and handling equipment have been found to be significant considering the historical average (the last three years). The Criterion 5 (degree of influence of the company on minimizing the issue) was given a "1" because at the moment the company cannot do anything to reduce them. The average age of the equipment is over 10 years and the total tonnage increased by 6.76% compared to the historical average, but when compared with the previous year it decreased by 2.67%.

The number of tonnes per employees also decreased by 11.78% compared to 2014 and by 16.41% compared to the historic average.

**Aircraft Emissions (by Fleet):** In the case of the emissions of aircraft fleets, the criterion C5 (preventive measures) was given a 1, the lowest score, because continuous monitoring is carried out throughout the year and they cannot be reduced any further. The measures that were implemented in previous years are still being applied.

With regard to the total CO<sub>2</sub> emissions, taking into account both the fleets of Air Europa and those that were operated on a Wet-Lease basis (not by AEA), there was an increase of 16.37% compared to the historical average (the last three years), which is less than in 2014 (17.87%). The total CO<sub>2</sub> emissions in 2015 were 4.48% more than in 2014.

- **E-195:** With respect to the Embraer fleet, emissions increased by 18.35% compared to the historical average (the last three years) and 2.53% compared to 2014. 826 (3.58%) more flights were operated than in 2014.
- **B-738:** With regard to this fleet, the total number of tons of CO<sub>2</sub> increased slightly (by 0.61%) compared to the historical average (the last three years) and by 0.59% compared to 2014. The total number of flights operated also increased: 1,196 (3.95%) more flights were operated than in the year 2014.
- **A-332/A-333:** In 2015, five aircraft were added to the Airbus fleet (4 A-333 and 1 A-332) and, as with the other fleets, the total number of tons of CO<sub>2</sub> also increased by 18.77% compared the historical average (the last three years) and 2.02% compared to the previous year.

All of the aircraft in the Airbus fleet (A-332 and A-333) are taken into account and therefore the analysis is carried out jointly.

## WASTE

**Maintenance Absorbents:** The increase in the significance of this issue is due to the increased generation of

this waste (total kilos of absorbents) at all of the bases where aircraft maintenance is carried out. The increase was 30.04% with regard to the historical average and 5.91 compared to the year 2014.

The evaluation took into account the 4 maintenance bases (BCN, MAD, LPA, PMI) and the maintenance outposts (AGP, IBZ, LCG, VLC, TFN, TFS). This increase was due to an increase in the number of aircraft, mainly in the Airbus fleet (five aircraft) and their maintenance.

With regard to the average number of kilos of absorbents used per AMT across all of the bases there was a reduction of 2.29%, although the only base at which there was actually a decrease was MAD, where there was a decrease of 10.90%. Although this is the base where the highest number of kilos of this waste is generated, there was an increase in the number of AMT's and therefore the average number of kilos of this waste generated per employee was reduced at this base.

**Handling Absorbents:** With regard to Handling absorbents, the bases taken into account are those of SCQ, LCG and VLC, which is where the maintenance of handling equipment is carried out. The analysis therefore only covers these three bases.

Amounts have increased at the SCQ based, whilst the amounts at LCG and VLC have decreased. The increase was 4.56% with regard to the historical average and there was a decrease of 28.73% compared to 2014.

**Containers of Contaminants related to Handling:** Only the bases of SCQ, LCG and VLC are considered here, because these are the bases where the maintenance of handling equipment is carried out. The analysis is therefore only carried out on these bases.

The three bases have increased their production of this waste although the largest increase was recorded at LCG. The increase was 72.73% compared to the historical average and there was also an increase of 68.45% compared to 2014.

**Containers of Contaminants related to Maintenance:** This increased due to the greater number of aircraft at MAD, resulting in a greater number of inspections. Operations at the outposts at TFN and TFS have varied although at TFS there has been no increase. The total increase was 62.72% compared to the historical average, concentrated at BCN, MAD, PMI, IBZ and TFN and the increase was 29.36% compared to 2014.

**Oil filters related to Maintenance:** This increased due to the greater number of aircraft at MAD, resulting in a greater number of inspections. The total increase was 251.92%, concentrated in MAD and PMI.

## 2.2.2. Environmental Performance and the Organisation's Environmental Management Program

This chapter aims to describe the evolution of Air Europa's management and its effect on the environmental issues related to its activities, as well as within the organisation, and to evaluate the effectiveness of the measures established.

To do this, we describe the calculations and monitoring of the basic environmental indicators, following the guidelines established by EC Regulation No. 1221/2009. In some cases, the indicators are formulated in different magnitudes to those set out in the Regulation, because we believe that the results are more representative. However and in the interests of ensuring that the requirements of the Regulations are all fulfilled, the basic indicators set out in Annex 4 are also presented in the required magnitudes in this Annex.

Each of the basic indicators is composed of:

- One figure (A) that indicates the total impact/consumption per year in that area,
- One figure (B), that indicates the number of Air Europa employees in that area, and
- One figure (R), which indicates the A/B ratio.

The basic indicators of Air Europa's environmental performance in 2015 are provided below for each of the environmental areas:

- Energy Efficiency
- Efficiency in the consumption of materials
- Water
- Waste
- Biodiversity
- Emissions

### 2.2.2.1. ENERGY EFFICIENCY

Air Europa does not currently use any form of renewable energy. However, the company's headquarters are in a "smart" building with motion detector lighting systems, so that the lights turn off automatically when there is no one there.

Most of the company's vehicles are used at airports that are not yet equipped to recharge electric vehicles. Therefore, the company continues to use vehicles with conventional engines. And lastly, there are the aircraft, which have been analysed in greater depth under the "emissions" section due to the large amounts of fuel they consume.

### 2.2.2.1.1. Electricity Consumption

#### • Electricity Consumption in the Lluçmajor Building

**Issues this affects:** Depletion of natural resources (fossil fuels): energy efficiency:

**Object of the Indicator:** Air Europa monitors the electricity consumption at its headquarters. The electricity bill is received for all the buildings in Globalia's Business Centre together, therefore, the Company calculates the number of Air Europa employees as a percentage of the total employees to determine the electricity consumed per person per month. As most of the other bases are leased to Aena, and Aena does not separate the electricity consumption from the total bill, these rates are not monitored. The basic indicator is determined by monitoring the MWh consumed by all of the company's employees.

**Control and Monitoring:** Every quarter, the bills are requested from the Administrative Department of Globalia Corporate Services and every year the Human Resources reports the total number of employees at Grupo Globalia's Headquarters, as well as those that only work for Air Europa so that the number can be calculated.

We cannot establish an admissible threshold for this indicator because, even if we were to exceed it, we could not take any action given that the building is smart and there are therefore hardly any switches in any of the rooms. The lights turn on or off depending on whether any movement is detected in the room. With regard to the building where the Operations Control Centre is located, the lights are turned on and off with switches.

## ENVIRONMENTAL PERFORMANCE 2015

BASIC ELECTRICITY CONSUMPTION INDICATOR 2015 **LLUCMAJOR**

<b>A</b>	1,230.08	MWh Consumed
<b>B</b>	333.75	AEA Employees
<b>R</b>	3.69	MWh / Employee

In 2015 the electricity consumption per Air Europa employee decreased by 9.51% and, taking into account that there was an increase in the number of employees, by 6.71%.

Futhermore, the total MWh consumed by Air Europa's staff at Lluçmajor also decreased by 3.44% with regard to 2014.

**2.2.2.1.2. Fuel Consumption**

**Issues this affects:** Depletion of natural resources (fossil fuels): efficiency in the consumption of materials.

**Object of the Indicator:** Monitoring the consumption of petrol and diesel by the company's vehicles (Handling, Maintenance, the Airport office vehicles and the Day Manager's vehicle in Palma de Mallorca), as well as the Diesel Boiler and the generator at the headquarters in Lluçmajor. All of the consumption levels obtained from the invoices are converted from litres to kWh, using the following ratios:

1 litre of diesel: 10 kWh

1 litre of petrol: 10.90 kWh

The starting point, the control and monitoring process and the environmental performance are set out below for each of these areas. Air Europa has vehicles in different departments, such as Handling and Maintenance and the vehicles used in the different offices in the Airports, such as In-flight Services for Catering control in MAD, Station Management in MAD, the Operations Technical Department in PMI and MAD and the vehicle used by the Day Managers in Palma de Mallorca and those from other bases.

- **Fuel Consumption in Boilers and Generators at the Lluçmajor Headquarters**

**Control and Monitoring:** Air Europa leases the Headquarters in Lluçmajor to Globalia Real Estate Assets and therefore Air Europa is not directly responsible for managing the environmental issues, although it is responsible for monitoring the levels. In this case, the consumption in the boiler only affects one of the build-

## STARTING POINT

BASIC ELECTRICITY CONSUMPTION INDICATOR 2014 **LLUCMAJOR**

<b>A</b>	1,273.88	MWh Consumed
<b>B</b>	312.75	AEA Employees
<b>R</b>	4.07	MWh / Employee



ings of those in the Globalia Business Centre, where employees from both Air Europa and other companies work. The Generator, which is powered by the same tank starts up whenever the electricity supply is cut off.

Although the invoices for refills of diesel and the data shown in the GESMED Environmental Management tool are monitored throughout the year, no indicator is produced because it is impossible to identify the exact number of employees that do not work for Air Europa in the main building in order to calculate this indicator based on the number of employees that do work for the company.

In any case, it is clear that the total consumption of the boiler during the year 2015 was 41.91% higher than the year before. This is due to the fact that there have been more refills of fuel during the year.

- **Fuel Consumption by the In-Flight Services vehicles in Madrid**

**Control and Monitoring:** The In-flight Services Department staff in Madrid use two vehicles to monitor operations at the airport. The basic indicator, which includes the MWh for petrol and diesel, is relative to the total number of employees in Air Europa's In-flight Services Department in MAD.

ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
IN FLIGHT SERVICES - MAD

<b>A</b>	11.59	Total MWh
<b>B</b>	6.00	Employees
<b>R</b>	1.93	MWh / Employee

For In-flight Services in MAD, the consumption of fuel in MWh increased by 11.67% compared to 2014. The number of employees in 2014 fell by 10.00% and therefore the consumption of MWh per employee also increased by 24.08% MWh. It should be taken into account that if the number of flights increases the use of the vehicles belonging to In Flight Services at MAD also increases.

• **Fuel Consumption by the Madrid Station Manager's Office Vehicle**

ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR 2015 MADRID  
STATION MANAGEMENT

<b>A</b>	5.42	Total MWh
<b>B</b>	7.00	Employees
<b>R</b>	0.77	MWh / Employee

The consumption in MWh of the fuel consumed by the vehicles used by the MAD Station Manager's Office decreased 9.59% in terms of total consumption and 9.59% with regard to the previous year.

As can be seen in the graph, in the months of April and December there was no consumption and therefore there is no data.

Furthermore, the largest fuel consumption is for the vehicle used by the baggage warehouse staff to move

ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR 2015 MAD OPERATIONS  
TECHNICAL AREA

<b>A</b>	5.76	Total MWh
<b>B</b>	3.00	Employees
<b>R</b>	1.92	MWh / Employee

The fuel consumption of the vehicle used by the employees of the technical department office in the airport of Madrid increased slightly, both in terms of to-

STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
IN FLIGHT SERVICES - MAD

<b>A</b>	10.38	Total MWh
<b>B</b>	6.67	Employees
<b>R</b>	1.56	MWh / Employee

**Control and Monitoring:** The MAD Station Manager uses a vehicle to move around the ramp and oversee operations. The basic indicator, which includes the MWh for petrol and diesel, is divided by the total number of employees at Air Europa's Station Manager's Office in MAD.

The fuel consumption of the vehicle used by the LZ (baggage warehouse storage) staff is also controlled by Station Management.

STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR 2014 MADRID  
STATION MANAGEMENT

<b>A</b>	5.99	Total MWh
<b>B</b>	7.00	Employees
<b>R</b>	0.86	MWh / Employee

between their warehouse and the terminal as it is in a very remote location.

• **Fuel Consumption of the Madrid Operations Technical Department Vehicle**

**Control and Monitoring:** The main purpose of this department is to update the documentation inside the aircraft, so there is a vehicle for travelling within MAD airport. The basic indicator, which includes the total MWh of fuel and diesel, is relative to the total number of employees in the Technical Department office at Madrid airport.

STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR 2014 MAD OPERATIONS  
TECHNICAL AREA

<b>A</b>	5.52	Total MWh
<b>B</b>	3.00	Employees
<b>R</b>	1.84	MWh / Employee

tal MWh (4.33%), and in terms of MWh per employee (4.33%). In the month of March there were no fuel refills made.



The total number of employees at the base was the same both years.

• **Fuel Consumption of the Palma Operations Technical Department Vehicle**

**Control and Monitoring:** The main purpose of this de-

ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR 2015 PMI OPERATIONS  
TECHNICAL AREA

<b>A</b>	5.73	Total MWh
<b>B</b>	4.00	Employees
<b>R</b>	1.43	MWh / Employee

The fuel consumption of the vehicle used by the employees of the technical Department office at Palma airport increased slightly, both in terms of total MWh (25.72%), and in terms of MWh per employee (25.72%). In March and December no fuel refills were made.

• **Fuel Consumption of the Vehicle used by Operations Management at Lluçmajor**

**Control and Monitoring:** Operations Management has a vehicle that is used by the Day Managers that do not live

ENVIRONMENTAL PERFORMANCE 2015

FUEL CONSUMPTION  
INDICATOR 2015 OPERATIONS  
DEPARTMENT LLUCMAJOR

<b>A</b>	3.83	Total MWh
<b>B</b>	263	Employees
<b>R</b>	0.015	MWh / Employee

At Operations Management in Lluçmajor, the total fuel consumption of the vehicle used by the Day Managers decreased by 4.39% with regard to the previous year, whilst fuel consumption per employee decreased by 42.92%. It should be noted that this indicator only takes into account the Day Managers that are scheduled to work outside of Palma. Although there was a 67.52% increase in the scheduling of day managers (in this case, at the Madrid base), consumption was lower. In fact, in February no fuel refills were made.

ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR  
2015 MAINTENANCE

<b>A</b>	609.62	Total MWh
<b>B</b>	336.25	Employees
<b>R</b>	1.76	MWh / Employee

partment is to update the documentation inside the aircraft, so there is a vehicle for travelling within PMI airport. The basic indicator, which includes the total MWh of fuel and diesel, is relative to the total number of employees in the Technical Department office at Palma airport.

STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR 2014 PMI OPERATIONS  
TECHNICAL AREA

<b>A</b>	4.55	Total MWh
<b>B</b>	4.00	Employees
<b>R</b>	1.14	MWh / Employee

in Mallorca to make their journeys between Lluçmajor, Palma and the airport. The basic indicator, which includes the total MWh of gasoline and diesel, is calculated based on the number of employees that acted as Day Managers at the headquarters in Lluçmajor. Only employees that do not reside in Palma de Mallorca have been taken into account, as they are the people that use this vehicle and the number of times that they exercised this duty was also considered.

STARTING POINT

FUEL CONSUMPTION  
INDICATOR 2014 OPERATIONS  
DEPARTMENT LLUCMAJOR

<b>A</b>	4.01	Total MWh
<b>B</b>	157	Employees
<b>R</b>	0.026	MWh / Employee

• **Fuel consumption of the vehicles and equipment at Maintenance Bases**

**Control and Monitoring:** The bases where maintenance takes place have vehicles so that the mechanics can travel around the airport. The basic indicator, which includes the total MWh of petrol and diesel of the vehicles used for maintenance, is relative to the total employees at each of Air Europa's Maintenance Base.

STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR  
2014 MAINTENANCE

<b>A</b>	548.61	Total MWh
<b>B</b>	313	Employees
<b>R</b>	1.75	MWh / Employee

The total fuel consumption of all of the maintenance bases was 11.12% higher than in 2014, whilst the number of AMT's at all of the bases was 7.43% higher. This resulted in an increase of 3.44% in the consumption per employee (AMT).

**ENVIRONMENTAL PERFORMANCE 2015**

**BASIC FUEL CONSUMPTION INDICATOR 2015 MAINTENANCE BCN**

<b>A</b>	28.97	Total MWh
<b>B</b>	18.42	Employees
<b>R</b>	1.57	MWh / Employee

**ENVIRONMENTAL PERFORMANCE 2015**

**BASIC FUEL CONSUMPTION INDICATOR 2015 MAINTENANCE LPA**

<b>A</b>	57.26	Total MWh
<b>B</b>	27.33	Employees
<b>R</b>	2.09	MWh / Employee

**BASIC FUEL CONSUMPTION INDICATOR 2015 MAINTENANCE MAD**

<b>A</b>	364.11	Total MWh
<b>B</b>	155.25	Employees
<b>R</b>	2.35	MWh / Employee

**BASIC FUEL CONSUMPTION INDICATOR 2015 MAINTENANCE PMI**

<b>A</b>	159.27	Total MWh
<b>B</b>	135.25	Employees
<b>R</b>	1.18	MWh / Employee

Generally, the total fuel consumption increased slightly at all of the aircraft maintenance bases, except at the LPA base, and the fuel consumption per employee only decreased at MAD.

At **BCN**, the total MWh increased by 27.18% and the MWh per employee increased by 24.30%.

At **LPA**, the total MWh decreased by 1.61% and the MWh per employee increased by 0.79%.

At **MAD**, the total MWh increased by 11.38% and the MWh per employee decreased by 2.43%. The number of employees at the base also increased by 14.15%.

Below is the starting point and the environmental performance for each base:

**STARTING POINT**

**BASIC FUEL CONSUMPTION INDICATOR 2014 MAINTENANCE BCN**

<b>A</b>	22.78	Total MWh
<b>B</b>	18.00	Employees
<b>R</b>	1.27	MWh / Employee

**STARTING POINT**

**BASIC FUEL CONSUMPTION INDICATOR 2014 MAINTENANCE LPA**

<b>A</b>	58.20	Total MWh
<b>B</b>	28.00	Employees
<b>R</b>	2.08	MWh / Employee

**BASIC FUEL CONSUMPTION INDICATOR 2014 MAINTENANCE MAD**

<b>A</b>	326.92	Total MWh
<b>B</b>	136.00	Employees
<b>R</b>	2.40	MWh / Employee

**BASIC FUEL CONSUMPTION INDICATOR 2014 MAINTENANCE PMI**

<b>A</b>	140.71	Total MWh
<b>B</b>	131.00	Employees
<b>R</b>	1.07	MWh / Employee

At **PMI**, the total MWh increased by 13.19% and the MWh per employee increased by 9.63%.

**• Fuel consumption of the vehicles and equipment at Handling Bases**

**Control and Monitoring:** Handling has several different types of vehicles and devices that it uses to carry out its activities, such as buses to take the passengers between the terminal and the aircraft, generators to provide electrical power to the aircraft, dispatchers' vehicles, aircraft stairs and luggage loading belts, among others. The basic indicator, which includes the total MWh of petrol and diesel used by the devices and vehicles at the Self-Handling bases, is relative to the total employees at each of Air Europa's Self-Handling bases.

## ENVIRONMENTAL PERFORMANCE 2015

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING - HANDLING BASES

<b>A</b>	1,681.44	Total MWh
<b>B</b>	384.75	Employees
<b>R</b>	4.37	MWh / Employee

## STARTING POINT

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING - HANDLING BASES

<b>A</b>	1,724.47	Total MWh
<b>B</b>	348.75	Employees
<b>R</b>	4.94	MWh / Employee

## BY BASE:

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **AGP**

<b>A</b>	0.75	Total MWh
<b>B</b>	20.17	Employees
<b>R</b>	0.04	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **AGP**

<b>A</b>	0.41	Total MWh
<b>B</b>	19.58	Employees
<b>R</b>	0.02	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **IBZ**

<b>A</b>	328.22	Total MWh
<b>B</b>	34.17	Employees
<b>R</b>	9.61	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **IBZ**

<b>A</b>	99.37	Total MWh
<b>B</b>	24.08	Employees
<b>R</b>	4.13	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **LCG**

<b>A</b>	114.35	Total MWh
<b>B</b>	28.67	Employees
<b>R</b>	3.99	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **LCG**

<b>A</b>	102.71	Total MWh
<b>B</b>	28.67	Employees
<b>R</b>	3.58	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **MLN**

<b>A</b>	26.94	Total MWh
<b>B</b>	13.67	Employees
<b>R</b>	1.97	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **MLN**

<b>A</b>	10.32	Total MWh
<b>B</b>	6.50	Employees
<b>R</b>	1.59	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **OVD**

<b>A</b>	7.04	Total MWh
<b>B</b>	13.83	Employees
<b>R</b>	0.51	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **OVD**

<b>A</b>	55.54	Total MWh
<b>B</b>	29.00	Employees
<b>R</b>	1.92	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **PMI**

<b>A</b>	934.29	Total MWh
<b>B</b>	207.50	Employees
<b>R</b>	4.51	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **PMI**

<b>A</b>	1,058.34	Total MWh
<b>B</b>	164.08	Employees
<b>R</b>	6.45	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **SCQ**

<b>A</b>	13.69	Total MWh
<b>B</b>	16.50	Employees
<b>R</b>	0.83	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **SCQ**

<b>A</b>	14.01	Total MWh
<b>B</b>	16.08	Employees
<b>R</b>	0.87	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2015  
HANDLING **VLC**

<b>A</b>	256.15	Total MWh
<b>B</b>	50.25	Employees
<b>R</b>	5.10	MWh / Employee

BASIC FUEL CONSUMPTION  
INDICATOR 2014  
HANDLING **VLC**

<b>A</b>	383.77	Total MWh
<b>B</b>	60.75	Employees
<b>R</b>	6.32	MWh / Employee

Generally, with regard to 2014, fuel consumption at all of the self-handling bases decreased slightly by 2.46% whilst the fuel consumption per employee decreased by 11.56%, given that the number of employees increased by 10.32%.

The bases with the largest increases were Ibiza, due to the start of inter-island operations in May, and Melilla which only opened in July 2014 and where the number of employees and activities almost doubled in 2015. There was also an increase at the AGP base. The only vehicle there is that assigned to the Station Manager and it is rarely used, but in 2015 there were more fuel refills. At LCG the number of employees was the same in both years, but it increased its fuel consumption by 11.33%.

The total fuel consumption and the fuel consumption per employee decreased at the OVD, PMI, SCQ and VLC bases. This decrease is due to the fact that since November these bases were no longer Self-handling.

**OVD:** total fuel consumption decreased by 87.32%, fuel consumption per employee decreased by 73.43%

**PMI:** total fuel consumption decreased by 11.72%, fuel consumption per employee decreased by 30.15%

**SCQ:** total fuel consumption decreased by 2.25%, fuel consumption per employee decreased by 4.72%

**VLC:** total fuel consumption decreased by 33.25%, fuel consumption per employee decreased by 19.31%

#### 2.2.2.2. EFFICIENCY IN THE CONSUMPTION OF MATERIALS

As Air Europa is a services company, apart from energy and water the most used raw material is paper. The rest of the materials consumed, such as office supplies or aircraft consumables, are not considered in this section.

##### **Paper Consumption.**

**Issues this affects:** Depletion of natural resources (wood, water), the efficiency of the consumption of materials.

**Object of the Indicator:** to monitor the paper consumption of the whole organisation, taking into account all the areas: Headquarters in Lluçmajor, Airport Offices

(In-flight Services Madrid, ATOPS Palma and Madrid and the Madrid Station Management's Office), Handling, Maintenance and Sales Offices.

**Control and Monitoring:** In order to monitor the target of decreasing the amount of paper consumed, each department is controlled by the Environment Supervisors, who monitor monthly consumption and record it in the GESMED tool.

**ENVIRONMENTAL PERFORMANCE 2015**  
**BASIC INDICATOR PAPER**  
**CONSUMPTION BY THE**  
**ORGANISATION 2015 AIR EUROPA**

<b>A</b>	22.66	Total Tons
<b>B</b>	3,593.00	Employees
<b>R</b>	0.00631	Tn / Employee

The total paper consumption of the entire organization fell by 5.45% whilst the number of tons consumed per employee decreased by 16.99%, which means that paper consumption is continuing to decrease, except in the months of July and August, where it rose slightly.

With regard to maintenance bases, paper consumption at the Madrid base is recorded separately. The line increased its total paper consumption by 52.00% and the Madrid Warehouse increased its consumption by 17.00%. Comparing the consumption per employee, at the MAD line it increased by 33% and at the MAD Warehouse it increased by 4%. At the Palma base, total consumption increased by 10.91% taking into account the line, warehouse and offices because it is the liaison office that records all of the paper and the consumption of tons of paper per employee increased by 7.43%.

There has been a change at the Lluçmajor offices. The Management Systems Department, Operations Management, External Handling Procurement and In-Flight Services Department all moved to the new OCC (Operation Control Centre) in January 2015, so the consumption of paper has been unified and a single EMA is now recorded in the Environmental Management tool (GESMED). Therefore, we will be able to compare their consumption next year.

Another change worth highlighting is that the In-Flight Services Department no longer prints circulars or newsletters on DIN A5 paper, which were previously put in the personal lockers that each crew member has at the bases. Since 2015 all of this information is published in their digital mailbox so the reduction in this type of paper has been considerable, namely 94.86%.

The number of employees corresponds to the total number of people that work for the organization.

The starting point, the control and monitoring process and the environmental performance are set out below for each of these areas.

**STARTING POINT**  
**BASIC INDICATOR PAPER**  
**CONSUMPTION BY THE**  
**ORGANISATION 2014 AIR EUROPA**

<b>A</b>	23.96	Total Tons
<b>B</b>	3,154.33	Employees
<b>R</b>	0.00760	Tn / Employee

There was a 27.07% reduction at headquarters, except at the Customer Relations and Revenue Management departments, which had increases of 12.61% and respectively 19.86%.

The self-handling bases decreased their total paper consumption by 2.08% and the consumption of paper per employee also decreased by 11.25%. If we analyse the data by base, it can be seen that there was a significant increase at the IBZ base (146.35%) because in the month of May the inter-island flights operation (PMI-IBZ-PMI) begin and flight plans have to be printed for each leg.

With regard to the offices at airports, which are the Madrid Station Manager's Office, the Madrid In-Flight Services Office, the Madrid Operations Technical Department and the Palma Operations Technical Department, only the latter managed to reduce its paper consumption (by 7.80%). There was a significant increase in the amount of paper used by the MAD Station Manager's office (154.13%) because in January 2015 the paper consumption of the LZ (baggage warehouse) was incorporated into this figure and it is also worth mentioning the paper used by the crisis management and the security & immigration departments.

With regard to the sales offices, the amount of paper consumption was similar in all of the offices to the year before and it is only worth highlighting a significant increase at the Mahon office because it was operational practically throughout 2015. In general, paper consumption increased by 0.60%.

Below are the percentage decreases by department:  
 Lluçmajor Headquarters: -27.07%

Self-handling bases: -2.08%  
 LLUC In-Flight Services: -96.76%  
 Maintenance Instruction: -19.14%  
 ATOPS PMI: -7.80%



ENVIRONMENTAL PERFORMANCE 2015

BASIC WATER CONSUMPTION INDICATOR 2015 LLUCMAJOR

<b>A</b>	3,670.55 m <sup>3</sup> of water
<b>B</b>	333.75 Employees
<b>R</b>	11.00 m <sup>3</sup> / Employee

The water consumption at the Lluçmajor headquarters decreased both in terms of total m<sup>3</sup> consumed and in terms of m<sup>3</sup> consumed per Air Europa employee by 13.50% and 18.94% respectively.

At the same time, there was an increase in the number of employees (6.71%).

**Water Consumption for Washing Handling Equipment**

Issues this affects: Depletion of natural resources: Water

ENVIRONMENTAL PERFORMANCE 2015

BASIC WATER CONSUMPTION INDICATOR 2015 HANDLING

	<b>A</b>	<b>B</b>	<b>C</b>
Base	m <sup>3</sup> of water	Employees	m <sup>3</sup> / Employee
<b>IBZ</b>	0.78	34.17	0.023
<b>LCG</b>	0.76	28.67	0.027
<b>MLN</b>	0.33	13.67	0.024
<b>PMI</b>	13.82	207.50	0.067
<b>SCQ</b>	2.40	16.50	0.146
<b>VLC</b>	0.56	50.25	0.011
<b>Totals</b>	<b>18.65</b>	<b>350.75</b>	<b>0.0532</b>

2.2.2.3. WATER

· **Water consumption at the Headquarters in Lluçmajor**

Issues this affects: Depletion of natural resources Water.

**Objeto of the Indicator:** Monitoring Water consumption at Air Europa's Installations in Lluçmajor, which comes from a cistern. The water consumption is controlled with a meter.

**Control and Monitoring:** Globalia's Business Centre contains 4 buildings. Employees from all of these different group companies work in these buildings, which consume from the same tank. Therefore, the percentage of employees working for Air Europa is calculated in order to determine the consumption per person per month.

At most of the other bases, as they are leased to Aena and Aena does not separate the water consumption from the total bill it is not possible to monitor water consumption there.

STARTING POINT

BASIC WATER CONSUMPTION INDICATOR 2014 LLUCMAJOR

<b>A</b>	4,243.46 m <sup>3</sup> of water
<b>B</b>	312.75 Employees
<b>R</b>	13.57 m <sup>3</sup> / Employee

**Object of the Indicator:** Monitor the water consumption at the self-handling bases that use water for washing their equipment and vehicles. The water consumption is controlled with a meter.

**Control and Monitoring:** The basic indicator is the total m<sup>3</sup> of water used for washing the equipment and vehicles at self-handling bases divided by the number of employees at each base.

STARTING POINT

BASIC WATER CONSUMPTION INDICATOR 2014 HANDLING

	<b>A</b>	<b>B</b>	<b>C</b>
Base	m <sup>3</sup> of water	Employees	m <sup>3</sup> / Employee
<b>IBZ</b>	3.16	24.08	0.131
<b>LCG</b>	1.05	28.67	0.037
<b>MLN</b>	0.00	6.50	0.000
<b>PMI</b>	25.82	164.08	0.157
<b>SCQ</b>	3.04	16.08	0.189
<b>VLC</b>	2.40	60.75	0.040
<b>Totals</b>	<b>35.47</b>	<b>300.17</b>	<b>0.1182</b>

It can be affirmed that in 2015 the amount of water used for washing equipment and vehicles decreased significantly at all of the self-handling bases. Total m<sup>3</sup> water consumption decreased by 47.41% and by 55.00% in the m<sup>3</sup> water consumption per employee.

The analysis of the indicators only takes into account the bases that carry out this activity, so employees at the bases that do not wash their vehicles and equipment are not taken into account (in this case, AGP and OVD).

In 2014 the MLN base was not included in the analysis because its employees did not wash the vehicles and

equipment at the airport as they did not have an area assigned for this purpose. In 2015 they were assigned a place to do this at the airport.

At the IBZ base there was a big decrease in consumption, although in 2013 there was a large increase due to a fault in the meters. In 2015 a total of 5 washes were carried out on the 14 pieces of equipment at the base (whereas 20 washes were carried out in 2014). Dry washing has been carried out to minimize water consumption.

Analysed by bases, the percentage reduction of each of them is as follows:

Bases	Diff. in m <sup>3</sup> of water with 2014	% Change	Diff. in m <sup>3</sup> / Employee	% Change
IBZ	-2.38	-75.35%	-0.11	-82.62 %
LCG	-0.29	-27.52%	-0.01	-27.52 %
PMI	-12.00	-46.47%	-0.09	-57.67 %
SCQ	-0.64	-21.02%	-0.04	-23.01 %
VLC	-1.84	-76.67%	-0.03	-71.79 %

Additionally, the consumption m<sup>3</sup> of water by number of washes is analysed

#### ENVIRONMENTAL PERFORMANCE 2015

##### BASIC WATER CONSUMPTION INDICATOR 2015 HANDLING

Base	A	B	C
	m <sup>3</sup> of water	No. of Washes	m <sup>3</sup> / No. of Washes
IBZ	0.78	5.00	0.156
LCG	0.76	15.00	0.051
MLN	0.33	14.00	0.024
PMI	13.82	133.00	0.104
SCQ	2.40	47.00	0.051
VLC	0.56	23.00	0.024
<b>Totals</b>	<b>18.65</b>	<b>237.00</b>	<b>0.079</b>

#### STARTING POINT

##### BASIC WATER CONSUMPTION INDICATOR 2014 HANDLING

Base	A	B	C
	m <sup>3</sup> of water	No. of Washes	m <sup>3</sup> / No. of Washes
IBZ	3.16	20.00	0.158
LCG	1.05	21.00	0.050
MLN	0.00	0.00	0.000
PMI	25.82	181.00	0.143
SCQ	3.04	44.00	0.069
VLC	2.40	50.00	0.048
<b>Totals</b>	<b>35.47</b>	<b>316.00</b>	<b>0.112</b>

With regard to water consumption due to washing, it is clear that there was also a significant reduction in the

number of washes. The only base where there was a slight increase was LCG.

Bases	Diff. in m <sup>3</sup> of water with 2014	% Change	Diff. in m <sup>3</sup> / Employee	% Change
IBZ	-2.38	-75.35%	-0.002	-1.39%
LCG	-0.29	-27.52%	0.001	1.47%
PMI	-12.00	-46.47%	-0.039	-27.14%
SCQ	-0.64	-21.02%	-0.018	-26.06%
VLC	-1.84	-76.67%	-0.024	-49.28%

In these consumption calculations, it is not only necessary to take into account the total number of cubic metres but also factors such as the amount of rainfall in the area, which cause the equipment to be washed more sporadically, the size of the equipment to be washed and the washing facilities used.

**Water consumption for washing aircraft**

For this indicator we did not use the ratio per number of employees, but rather the amount of water used for each wash. The aircraft are only cleaned at 2 airports: MAD and PMI, as they are the only ones that have an area that is specially equipped for this activity, which includes draining away the water in a controlled manner.

**ENVIRONMENTAL PERFORMANCE 2015  
BASIC AIRCRAFT WASHING WATER  
CONSUMPTION INDICATOR 2015**

<b>A</b>	226 m <sup>3</sup> of water
<b>B</b>	83 Aircraft Washed
<b>R</b>	2.72 m <sup>3</sup> / Wash

As mentioned above, not all of the aircraft are washed twice a year and it should be taken into account that less water is used for washing an Embraer 195 (a small aircraft) than for washing an Airbus.

In 2015, 9.78% less planes were washed than in 2014. The water consumption per wash in m<sup>3</sup> increased by 7.41% whilst the total water used in m<sup>3</sup> decreased by 3%.

**2.2.2.4. WASTE**

**2.2.2.4.1. Non-hazardous waste**

This type of waste is generated by several of the company's activities: by administrative activities at all of the offices and all on the planes during in-flight service.

All of our administrative and sales offices at Lluçmajor, Palma and at all of our bases have different bins for separating different types of urban waste. The contract formalised with the cleaning company that collects this waste specifies that once the waste has been collected in separate bins, it must be placed at the different collection points. Therefore, each airport has a collection point where the different types of waste can be placed separately (packaging, paper, glass and organic waste). Because of the large amounts of paper waste generated at the Lluçmajor offices, a company was specially contracted to manage and dispose of paper. However, this container is not used only for collecting the paper waste generated by Air Europa but by all Globalia companies; therefore, the amount

Not all of the aircraft are cleaned twice a year and therefore the value that is taken into account is the number of aircraft washed.

In 2015 washing has only been carried out at MAD airport.

**Issues this affects:** Depletion of natural resources: Water  
**Object of the Indicator:** Keeping track of the water consumption that takes place during each washing of an aircraft.

**Control and Monitoring:** The indicator gives us information about the amount of water that is used for each washing of an aircraft.

**STARTING POINT**

**BASIC AIRCRAFT WASHING WATER  
CONSUMPTION INDICATOR 2014**

<b>A</b>	233 m <sup>3</sup> of water
<b>B</b>	92 Aircraft Washed
<b>R</b>	2.53 m <sup>3</sup> / Wash

of paper collected each year is not itemised in detail, although the Management Systems Department does record some of the data.

The management of non-hazardous waste in Aircraft presents a series of problems. The contract with the cleaning companies specifies the proper segregation of waste that has already been separated on the aircraft. The glass is placed in the catering containers so that this company can place them in the container for glass that it has in its installations. The paper, which usually consists of old newspapers, is placed in the luggage holders and, during the corresponding stopovers, the cleaning staff take the paper and put it in the corresponding container at the appropriate collection point inside the airport. The operational control of segregation on board is carried out as follows:

On the E-190, because of the limited physical space available for separating waste into different containers (although the amount of waste generated is less), packaging is put into a "Waste" cart, whilst organic waste is put into the normal bin in the front Galley.

On the B-737, there are fixed bins, two for organic waste and two for packages, in both the front and rear Gallies. There is no paper container as hardly any paper waste is generated (mainly newspapers) compared to the other types of waste and it is stored in a separate container-carrier cart. It also has a "Waste" cart located in the rear Galley.



On the A-330/A-333, there are various packaging compactors and the rest of the waste is separated in the corresponding waste carts.

#### 2.2.2.4.2. Special and Hazardous Waste

At Air Europa all of the hazardous waste is processed through authorised waste management companies. The Environmental Supervisor of each department ensures that all the special and hazardous waste is taken correctly to the corresponding collection point. The General Procedure called "Waste, Effluents and Emissions Management and Control" establishes that the GESMED tool must be used to record the hazardous waste and each Environmental Supervisor is responsible for entering this data.

The Management Systems Department controls all of the waste that is generated by Air Europa using the GESMED tool.

In the Maintenance Area, most of the waste comes from aircraft maintenance and from the warehouse in which the different materials used are stored. The offices also generate toner waste.

At the sales offices at the headquarters in Lluçmajor and at other departments located at Palma and Madrid airports, the waste generated comes from day to day of office work, i.e. toner (from printers), fluorescent bulbs (for office lighting) and batteries (for some battery-operated devices), although the amounts are very small.

#### ENVIRONMENTAL PERFORMANCE 2015 BASIC INDICATOR - ABSORBENT WASTE MAINTENANCE 2015

<b>A</b>	7.959.00	Total kg
<b>B</b>	218.67	Employees
<b>R</b>	36.40	kg/Employee

The total absorbent waste has increased by 5.91% compared to 2014, taking into account all of the maintenance bases and detachments (AGP, VLC, TFN and TFS). In 2015 IBZ was added.

There was a reduction of 2.29% when dividing it by the total number of employees (the total number of AMT's at the bases).

When compared to the historical average, i.e. the last three years (2012/2013/2014), there was an increase of 30.04%.

With regard to the bases, during 2015 all of the bases have

Below are some of the waste indicators that have been significant following the assessment made of the company's environmental performance in 2015:

- Waste made up of absorbents from aircraft maintenance and handling equipment maintenance
- Waste made up of contaminated containers from aircraft maintenance and handling equipment maintenance
- Waste made up of oil filters from Maintenance

As for waste made up of batteries from Maintenance, although it is not significant, this indicator will be shown as it was the target of previous years and its progressive reduction can be noted.

#### • Waste made up of Absorbents from Maintenance:

**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** To monitor the waste generated by absorbent rags used during aeronautical maintenance. During aircraft maintenance work, Maintenance Technicians use absorbent rags to clean parts or pieces of the aircraft. Once these rags are no longer usable, they become hazardous waste, which is processed through an authorised waste management company.

**Control and Monitoring:** The analysis is based on the kilograms of absorbents and sepiolite relative to the total number of Aeronautical Maintenance Technicians in each Maintenance Base.

#### STARTING POINT

#### BASIC INDICATOR - ABSORBENT WASTE MAINTENANCE 2014

<b>A</b>	7,515.10	Total kg
<b>B</b>	201.75	Employees
<b>R</b>	37.25	kg/Employee

increased the amount of absorbent waste per employee with regard to the year 2014 except for the MAD base, where there was a reduction of 10.90%. This is because there was a 14.00% increase in the number of AMT's working at this base. MAD is still the base where the largest amount of this waste is generated because most maintenance is carried out there. The rest of the bases have hardly changed in terms of the number of employees.

BCN: total waste increased by 111% and waste per employee increased by 105.80%. The number of AMT's was virtually the same.

LPA: total waste increased by 46% and waste per em-

employee increased by 50.50%. The number of AMT's at this base decreased slightly.

MAD: the total waste increased by 2.00% and the waste per employee decreased by 10.90%. The number of AMT's at this base increased by 14%.

PMI: the total waste increased by 17% and the waste per employee increased by 16.80%.

In the case of BCN, where the amount of waste in-

creased, with regard to 2014 it had decreased; this was because the inspection of one of the A-330's operating the PMI-BCN route was carried out there.

This is an aspect that the company, apart from using it as an indicator, also has as a general target year after year. It is constantly monitored but, due to the increased number of aircraft in our fleet, aircraft maintenance has also increased so this is an aspect that is affected continuously and the generation of this waste will probably increase as new aircraft are received.

ENVIRONMENTAL PERFORMANCE 2015  
BASIC INDICATOR  
ABSORBENT WASTE MAINTENANCE  
2015 BCN

<b>A</b>	175 Total kg
<b>B</b>	17.42 Employees
<b>R</b>	10.05 kg / Employee

BASIC INDICATOR  
ABSORBENT WASTE MAINTENANCE  
2015 LPA

<b>A</b>	323 Total kg
<b>B</b>	22.33 Employees
<b>R</b>	14.46 kg / Employee

BASIC INDICATOR  
ABSORBENT WASTE MAINTENANCE  
2015 MAD

<b>A</b>	6,018.00 Total kg
<b>B</b>	136.58 Employees
<b>R</b>	44.06 kg / Employee

BASIC INDICATOR  
ABSORBENT WASTE MAINTENANCE  
2015 PMI

<b>A</b>	1,332 Total kg
<b>B</b>	42.33 Employees
<b>R</b>	31.46 kg / Employee

STARTING POINT  
BASIC INDICATOR  
BSORBENT WASTE MAINTENANCE  
2014 BCN

<b>A</b>	83 Total kg
<b>B</b>	17.00 Employees
<b>R</b>	4.88 kg / Employee

BASIC INDICATOR  
BSORBENT WASTE MAINTENANCE  
2014 LPA

<b>A</b>	221 Total kg
<b>B</b>	23.00 Employees
<b>R</b>	9.61 kg / Employee

BASIC INDICATOR  
BSORBENT WASTE MAINTENANCE  
2014 MAD

<b>A</b>	5,900 Total kg
<b>B</b>	119.33 Employees
<b>R</b>	49.44 kg / Employee

BASIC INDICATOR  
BSORBENT WASTE MAINTENANCE  
2014 PMI

<b>A</b>	1,143 Total kg
<b>B</b>	42.42 Employees
<b>R</b>	26.95 kg / Employee

• **Waste made up of Absorbents from Handling:**

**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** To monitor the waste generated by absorbent rags used during aeronautical maintenance.

During the maintenance operations performed on the ground equipment, the mechanics use absorbent rags to clean parts or pieces of the different vehicles. Once the rags are no longer usable, they are discarded and become hazardous waste, which is processed through an authorised waste management company.

**Control and Monitoring:** The analysis is based on kilograms of absorbents and sepiolite relative to the total number of handling employees at each base.

ENVIRONMENTAL PERFORMANCE 2015		
BASIC INDICATOR ABSORBENT WASTE HANDLING 2015 LCG		
<b>A</b>	14.00	Total kg
<b>B</b>	28.67	Employees
<b>R</b>	0.49	kg / Employee

BASIC INDICATOR ABSORBENT WASTE HANDLING 2015 SCQ		
<b>A</b>	93.00	Total kg
<b>B</b>	16.50	Employees
<b>R</b>	5.64	kg / Employee

BASIC INDICATOR ABSORBENT WASTE HANDLING 2015 VLC		
<b>A</b>	84.00	Total kg
<b>B</b>	50.25	Employees
<b>R</b>	1.67	kg / Employee

The waste made up of absorbents from Handling activities only increased at the SCQ base compared to the year 2014 and it has been increasing since 2013. Apart from the increase in flights and other reasons for this increase, it is because in mid-December this base stopped being a self-handling base and therefore a major clean-up operation was carried out on the premises, which resulted in an increase in the amount of absorbent generated.

In VLC, on the other hand, the amount of this waste decreased by 41.26% in terms of total kilos and by 28.98% in terms of kilos per employee because in October it also stopped being a self-handling base.

At LCG the amount of absorbent waste was also considerably reduced, by 72%.

ENVIRONMENTAL PERFORMANCE 2015		
BASIC INDICATOR - CONTAINER WASTE MAINTENANCE 2015		
<b>A</b>	10,437.57	Total kg
<b>B</b>	218.67	Employees
<b>R</b>	47.73	kg / Employee

In this case, we have only considered three bases, SCQ, VLC and LCG, which are where the equipment is maintained and therefore only three indicators are provided here.

STARTING POINT		
BASIC INDICATOR ABSORBENT WASTE HANDLING 2014 LCG		
<b>A</b>	50.00	Total kg
<b>B</b>	28.67	Employees
<b>R</b>	1.74	kg / Employee

BASIC INDICATOR ABSORBENT WASTE HANDLING 2014 SCQ		
<b>A</b>	75.00	Total kg
<b>B</b>	16.08	Employees
<b>R</b>	4.66	kg / Employee

BASIC INDICATOR ABSORBENT WASTE HANDLING 2014 VLC		
<b>A</b>	143.00	Total kg
<b>B</b>	60.75	Employees
<b>R</b>	2.35	kg / Employee

• **Waste made up of Contaminated Packaging from Maintenance:**

**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** To monitor the waste made up of contaminated packaging generated due to aeronautical maintenance. During aircraft maintenance duties, Maintenance Technicians use oil cans for the aircraft's engines, paint and other packaged materials. Once the packages are empty, they become waste, which is processed through an authorised waste management company.

**Control and Monitoring:** The environmental supervisor at each maintenance base records all of the data on hazardous waste in the environmental tool called GESMED. The data is relative to the total number of maintenance technicians in each base, for the basic indicator.

STARTING POINT		
BASIC INDICATOR - CONTAINER WASTE MAINTENANCE 2014		
<b>A</b>	9,965.48	Total kg
<b>B</b>	201.75	Employees
<b>R</b>	49.40	kg / Employee

BY BASE:

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2015 **BCN**

<b>A</b>	337.00	Total kg
<b>B</b>	17.42	Employees
<b>R</b>	19.35	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2015 **LPA**

<b>A</b>	567.00	Total kg
<b>B</b>	22.33	Employees
<b>R</b>	25.39	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2015 **MAD**

<b>A</b>	7,820.00	Total kg
<b>B</b>	136.58	Employees
<b>R</b>	57.25	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2015 **PMI**

<b>A</b>	1,238.00	Total kg
<b>B</b>	42.33	Employees
<b>R</b>	29.24	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2014 **BCN**

<b>A</b>	131.10	Total kg
<b>B</b>	17.00	Employees
<b>R</b>	7.71	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2014 **LPA**

<b>A</b>	593.00	Total kg
<b>B</b>	23.00	Employees
<b>R</b>	25.78	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2014 **MAD**

<b>A</b>	7,321.00	Total kg
<b>B</b>	119.33	Employees
<b>R</b>	61.35	kg / Employee

BASIC INDICATOR  
CONTAINER WASTE MAINTENANCE  
2014 **PMI**

<b>A</b>	1,151.00	Total kg
<b>B</b>	42.42	Employees
<b>R</b>	27.14	kg / Employee

The indicators shown here are only for the bases where aircraft maintenance is carried out, but for the calculation of the total waste generated and for the evaluation of aspects, the data from the detachments at AGP, IZB, TFN, TFS and VLC are also taken into account.

The total packaging waste generated at all of the maintenance bases, taking into account the detachments, increased by 4.74% compared to 2014. By employee, on the other hand, there was a reduction of 3.37%. It should be taken into account that there was also an 8.38% increase in the number of maintenance technicians, mainly at the MAD base, and that Air Europa's Airbus fleet increased by five aircraft.

If the data is analysed by base, the bases with the largest increases were BCN with 157%, PMI with 7.56% and MAD with 6.82%. Meanwhile, LPA reduced the amount of this type of waste produced by -4.38%.

The waste packaging by employee also increased at all of the bases except for LPA.

• **Waste made up of Contaminated Packaging from Handling activities**

**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** Monitoring the contaminated waste packaging generated by the maintenance of ground

equipment. Oil cans, paint cans and other types of packaging are used during the maintenance of the equipment. Once the packages are empty, they become waste, which is processed through an authorised waste management company.

ENVIRONMENTAL PERFORMANCE 2015  
BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2015 LCG

<b>A</b>	152.00	Total kg
<b>B</b>	28.67	Employees
<b>R</b>	5.30	kg / Employee

ENVIRONMENTAL PERFORMANCE 2015  
BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2015 SCQ

<b>A</b>	69.00	Total kg
<b>B</b>	16.50	Employees
<b>R</b>	4.18	kg / Employee

BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2015 VLC

<b>A</b>	47.00	Total kg
<b>B</b>	50.25	Employees
<b>R</b>	0.94	kg / Employee

The packaging waste at the three bases has increased. The percentage increases of the waste in terms of their total and the amount of waste per employee are as follows:

LCG: there was a 204% increase in the total number of kilos and an increase of 204% in the number of kilos per employee.

SCQ: there was a 6.15% increase in the total number of kilos and an increase of 3.47% in the number of kilos per employee.

VLC: there was a 6.82% increase in the total number of kilos and an increase of 29.14% in the number of kilos per employee. It should be taken into account that the number of employees has been reduced by 17.28% and in October they stopped being self-handling bases.

**Control and Monitoring:** The waste is measured in kilograms of packaging divided by the total number of handling employees at each base.

In this case, we have only considered the bases of SCQ, VLC and LCG, which are where the equipment is maintained and therefore only three indicators are provided here.

STARTING POINT

BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2014 LCG

<b>A</b>	50.00	Total kg
<b>B</b>	28.67	Employees
<b>R</b>	1.74	kg / Employee

STARTING POINT

BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2014 SCQ

<b>A</b>	65.00	Total kg
<b>B</b>	16.08	Employees
<b>R</b>	4.04	kg / Employee

BASIC INDICATOR - CONTAINER  
WASTE HANDLING 2014 VLC

<b>A</b>	44.00	Total kg
<b>B</b>	60.75	Employees
<b>R</b>	0.72	kg / Employee

• **Waste made up of Oil Filters from Maintenance activities**  
**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** To monitor the oil filter waste generated by Aeronautical Maintenance, relative to the total number of employees in each base. The maintenance of the aircraft involves maintenance tasks that must be performed regularly and not just the repair of specific faults that may arise. One of these tasks consists of changing the oil filters, which generates waste that is processed by an authorised waste management company.

**Control and Monitoring:** The analysis is carried out based on the kilograms of oil filters relative to the total number of AMT's at the bases where the aeronautical maintenance takes place. The environmental supervisor at each maintenance base records all of the data on hazardous waste in the environmental tool called GESMED.

ENVIRONMENTAL PERFORMANCE 2015

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2015

<b>A</b>	451.00	Total kg
<b>B</b>	218.67	Employees
<b>R</b>	2.06	kg / Employee

STARTING POINT

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2014

<b>A</b>	225.00	Total kg
<b>B</b>	201.75	Employees
<b>R</b>	1.12	kg / Employee

BY BASE:

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2015 **BCN**

<b>A</b>	1.00	Total kg
<b>B</b>	17.42	Employees
<b>R</b>	0.06	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2014 **BCN**

<b>A</b>	0.00	Total kg
<b>B</b>	17.00	Employees
<b>R</b>	0.00	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2015 **LPA**

<b>A</b>	0.00	Total kg
<b>B</b>	22.33	Employees
<b>R</b>	0.00	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2014 **LPA**

<b>A</b>	0.00	Total kg
<b>B</b>	23.00	Employees
<b>R</b>	0.00	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2015 **MAD**

<b>A</b>	430.00	Total kg
<b>B</b>	136.58	Employees
<b>R</b>	3.15	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2014 **MAD**

<b>A</b>	219.00	Total kg
<b>B</b>	119.33	Employees
<b>R</b>	1.84	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2015 **PMI**

<b>A</b>	20.00	Total kg
<b>B</b>	42.33	Employees
<b>R</b>	0.47	kg / Employee

BASIC INDICATOR  
OIL FILTER WASTE  
MAINTENANCE 2014 **PMI**

<b>A</b>	6.00	Total kg
<b>B</b>	42.42	Employees
<b>R</b>	0.14	kg / Employee

The indicators shown here are only for the bases where aircraft maintenance is carried out, but for the calculation of the total waste generated and for the evaluation of aspects, the data from the detachments at AGP, IZB, TFN, TFS and VLC are also taken into account.

The total number of oil filters generated at all of the maintenance bases increased by 100.44% compared to 2014. The number per employee also increased by 84.94%.

If the data is analysed by base, the two bases where this waste increased the most were PMI where it increased by 233.33% and MAD where it increased by 96.35%. BCN only generated one kilo of this waste, whereas it did not generate any at all in 2014. LPA has not generated any of this type of waste since 2013.

The amount of filter waste per employee also increased at MAD (233.99%) and at PMI (97.08%).

• **Waste Battery Maintenance**

**Issues this affects:** Contamination of soils, groundwater and surface water.

**Object of the Indicator:** To track the waste from saline, alkaline and Ni-Cd batteries generated by aircraft maintenance, divided by the total number of employees. The longest tasks that are carried out by maintenance technicians are done at night, when the aircraft are not flying, so it is often necessary to use flashlights.

**Control and Monitoring:** The environmental supervisor at each maintenance base records all of the data on hazardous waste in the environmental tool called GESMED. The data is relative to the total number of maintenance technicians in each base, for the basic indicator.



**ENVIRONMENTAL PERFORMANCE 2015**  
**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2015**

<b>A</b>	136.80 Total kg
<b>B</b>	218.17 Employees
<b>R</b>	0.63 kg / Employee

**STARTING POINT**  
**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2014**

<b>A</b>	111.60 Total kg
<b>B</b>	201.75 Employees
<b>R</b>	0.55 kg / Employee

**BY BASE:**

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2015 BCN**

<b>A</b>	0.80 Total kg
<b>B</b>	17.42 Employees
<b>R</b>	0.0459 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2014 BCN**

<b>A</b>	4.60 Total kg
<b>B</b>	17.00 Employees
<b>R</b>	0.2706 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2015 LPA**

<b>A</b>	8.00 Total kg
<b>B</b>	22.33 Employees
<b>R</b>	0.3582 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2014 LPA**

<b>A</b>	22.00 Total kg
<b>B</b>	23.00 Employees
<b>R</b>	0.9565 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2015 MAD**

<b>A</b>	65.00 Total kg
<b>B</b>	136.58 Employees
<b>R</b>	0.4759 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2014 MAD**

<b>A</b>	39.00 Total kg
<b>B</b>	119.33 Employees
<b>R</b>	0.3268 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2015 PMI**

<b>A</b>	63.00 Total kg
<b>B</b>	42.33 Employees
<b>R</b>	1.4882 kg / Employee

**BASIC INDICATOR - BATTERY WASTE MAINTENANCE 2014 PMI**

<b>A</b>	46.00 Total kg
<b>B</b>	42.42 Employees
<b>R</b>	1.0845 kg / Employee

Saline, alkaline and Ni-Cd batteries are considered.

While this was not an indicator or considered a significant aspect in 2015, it was decided to note it as it was a General Objective in previous years and in order to demonstrate the improvement in environmental performance since the introduction of LED flashlights in 2013.

The total waste batteries in 2015 amounted to 136.80 kilos, which represented an increase of 22.58% compared to 2014 (in which 111.60 kilos were generated).

Stated in terms of the total waste per employee (AMT) at the bases, the increase was just 13.10%.

Analysing the bases individually, it can be seen that the number of kilos of waste batteries per AMT decreased in both BCN (83%) and in LPA (60%). In BCN the total amount of waste batteries also decreased. On the other hand, at the PMI and MAD bases the amount of this waste increased: at MAD by 45.62% and at PMI by 37%. Both of these bases have the same number of AMT's.

#### 2.2.2.5. BIODIVERSITY

**Issues this affects:** Contamination of soils, groundwater and surface water. Diversity of animal life in the affected area.

This indicator has not been considered because Air Europa is not the owner of any of the premises with regard to occupation of the land in terms of built surface areas. In any case, some of the issues that may contribute to the loss of biodiversity (climate change, emissions and pollution) are already covered in the EMAS regulations under the corresponding environmental issues and basic indicators, such as water consumption, emissions and waste already described in this report.

#### 2.2.2.6. EMISSIONS

##### 2.2.2.6.1. Emissions of polluting gases by aircraft

The combustion of Kerosene produces mainly carbon dioxide (71.7%) and water vapour (28.2%). The emission of both gases is proportional to the fuel consumed (1 kilogramme of fuel produces 3.15 kilograms of CO<sub>2</sub> according to COMMISSION REGULATION (EU) No. 601/2012, consequently, implementing fuel saving measures results in reduced emissions. The remaining 0.1% of the combustion of kerosene produces nitrogen oxides, sulphur dioxide, carbon monoxide, unburned hydrocarbons and particles; these emissions can only be reduced by optimising the combustion processes.

The emissions from aircraft engines have effects on the local air quality in the vicinity of airports, as well as global repercussions on the process of climate

change. For this reason, the emissions caused by flight operations are structured into two large groups.

##### • Emissions during LTO (Landing and Take Off)

The emissions during the LTO phase are those that are caused when aircraft are flying at a height of up to 3000 ft (900m). The importance of quantifying the emissions at the take-off and landing stages is due to the polluting agents released into the atmosphere in the surroundings of airports which have a direct effect on the local air quality. The main pollutants emitted at this stage are unburned hydrocarbons (HC), carbon monoxide (CO), nitrogen oxides (NO<sub>x</sub>) and sulphur dioxide (SO<sub>2</sub>).

##### • Emissions during cruise (cruise, ascent and descent)

CO<sub>2</sub> emissions are proportional to fuel consumption and therefore, from both an economic and environmental perspective, it is essential to make the process as efficient as possible. This is the main pollutant emitted during this phase. The fact that air traffic is expected to continue to grow makes it necessary for aircraft engines to continuously be developed to make them more energy efficient.

AEA's atmospheric emissions are those resulting from combustion inside the engines of the Company's aircraft:

Greenhouse Gases:

- Carbon dioxide: CO<sub>2</sub>
- Gases equivalent to CO<sub>2</sub>
- Other Polluting Gases
- Sulphur Dioxide SO<sub>2</sub>
- Nitrogen Oxides NO<sub>x</sub>
- Hydrocarbons HC
- Carbon Monoxide CO

##### Emissions Control

The emissions from the aircraft's engines are controlled by measuring flight times (the time between chocks off and chocks on or the time during which the engine is running) and the fuel consumption of each flight.

All of these times are recorded in the Aircraft's Technical Logbook and entered into the Aircraft maintenance computerised logbook (SMA), which is validated by the Verification of Greenhouse Gas Emissions in accordance with Decision 2007/589/EC and Decision 2009/339/EC. Using the information provided by this system, the Management Systems Department carries out a study of fuel consumption per aircraft/fleet, which is then converted to the emissions as defined by COMMISSION REGULATION (EU) No. 601/2012 and the DEFRA (Department for Environment, Food and Rural Affairs, Government department in the UK), annex 16 of the OACI and the manuals of the engine manufacturers.

**Issues this affects:** Air Pollution. Respiratory disorders. Global Warming, Climate Change.



**Object of the Indicator:** Controlling the stability of Greenhouse Gas Emissions.

**Control and Monitoring:** This indicator is monitored separately for each of the fleets, given that the fuel consumption is different for each type of aircraft and the

types of flight that different aircraft make. The emissions are calculated in tonnes and in two different ways: per pilot of each fleet and by passenger carried. Although these issues are monitored on a monthly basis, the indicator is calculated annually.

## E190 FLEET



### ENVIRONMENTAL PERFORMANCE FOR 2015 IN TONNES PER PASSENGER

#### E190 TN. CO<sub>2</sub> EMISSIONS PER PAX IN 2015

<b>A</b>	178,130.82	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.07871	Tonnes per passenger

#### E190 TN. CO<sub>2</sub> EQUIVALENT EMISSIONS PER PAX IN 2015

<b>A</b>	179,957.37	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.07952	Tonnes per passenger

#### E190 TN. SO<sub>2</sub> EMISSIONS PER PAX IN 2015

<b>A</b>	56.55	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.00002	Tonnes per passenger

#### E190 TN. NO<sub>x</sub> EMISSIONS PER PAX IN 2015

<b>A</b>	1,130.99	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.00050	Tonnes per passenger

#### E190 TN. HC EMISSIONS PER PAX IN 2015

<b>A</b>	113.10	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.00005	Tonnes per passenger

### STARTING POINT

#### E190 TN. CO<sub>2</sub> EMISSIONS PER PAX IN 2014

<b>A</b>	173,727.21	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.08048	Tonnes per passenger

#### E190 TN. CO<sub>2</sub> EQUIVALENT EMISSIONS PER PAX IN 2014

<b>A</b>	175,508.60	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.08130	Tonnes per passenger

#### E190 TN. SO<sub>2</sub> EMISSIONS PER PAX IN 2014

<b>A</b>	55.15	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.00003	Tonnes per passenger

#### E190 TN. NO<sub>x</sub> EMISSIONS PER PAX IN 2014

<b>A</b>	1,103.03	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.00051	Tonnes per passenger

#### E190 TN. HC EMISSIONS PER PAX IN 2014

<b>A</b>	110.30	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.00005	Tonnes per passenger

**E190 TN. CO EMISSIONS  
PER PAX IN 2015**

<b>A</b>	848.24	Total tons
<b>B</b>	2,263,011.00	Passengers
<b>R</b>	0.00037	Tonnes per passenger

**E190 TN. CO EMISSIONS  
PER PAX IN 2014**

<b>A</b>	827.27	Total tons
<b>B</b>	2,158,762.00	Passengers
<b>R</b>	0.00038	Tonnes per passenger

## B738 FLEET



**ENVIRONMENTAL PERFORMANCE FOR 2015  
IN TONNES PER PASSENGER**

**B738 TN. CO<sub>2</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	505,969.64	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.10834	Tonnes per passenger

**STARTING POINT**

**B738 TN. CO<sub>2</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	503,011.26	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.11036	Tonnes per passenger

**B738 TN. CO<sub>2</sub> EQUIVALENT  
EMISSIONS PER PAX IN 2015**

<b>A</b>	511,157.84	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.10945	Tonnes per passenger

**B738 TN. CO<sub>2</sub> EQUIVALENT  
EMISSIONS PER PAX IN 2014**

<b>A</b>	508,169.12	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.11149	Tonnes per passenger

**B738 TN. SO<sub>2</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	160.63	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.00003	Tonnes per passenger

**B738 TN. SO<sub>2</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	159.69	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.00004	Tonnes per passenger

**B738 TN. NO<sub>x</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	3,212.51	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.00069	Tonnes per passenger

**B738 TN. NO<sub>x</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	3,193.72	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.00070	Tonnes per passenger

**B738 TN. HC EMISSIONS  
PER PAX IN 2015**

<b>A</b>	321.25	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.00007	Tonnes per passenger

**B738 TN. HC EMISSIONS  
PER PAX IN 2014**

<b>A</b>	319.37	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.00007	Tonnes per passenger

**B738 TN. CO EMISSIONS  
PER PAX IN 2015**

<b>A</b>	2,409.38	Total tons
<b>B</b>	4,670,044.31	Passengers
<b>R</b>	0.00052	Tonnes per passenger

**B738 TN. CO EMISSIONS  
PER PAX IN 2014**

<b>A</b>	2,395.29	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.00053	Tonnes per passenger

**A330 FLEET****ENVIRONMENTAL PERFORMANCE FOR 2015  
IN TONNES PER PASSENGER****A330 TN. CO<sub>2</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	1,226,111.05	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.46097	Tonnes per passenger

**STARTING POINT  
A330 TN. CO<sub>2</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	1,201,789.39	Total tons
<b>B</b>	2,524,153.00	Passengers
<b>R</b>	0.47612	Tonnes per passenger

**A330 TN. CO<sub>2</sub> EQUIVALENT  
EMISSIONS PER PAX IN 2015**

<b>A</b>	1,238,683.55	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.46570	Tonnes per passenger

**A330 TN. CO<sub>2</sub> EQUIVALENT  
EMISSIONS PER PAX IN 2014**

<b>A</b>	1,214,112.50	Total tons
<b>B</b>	2,524,153.00	Passengers
<b>R</b>	0.48100	Tonnes per passenger

**A330 TN. SO<sub>2</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	389.24	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.00015	Tonnes per passenger

**A330 TN. SO<sub>2</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	381.52	Total tons
<b>B</b>	2,524,153.00	Passengers
<b>R</b>	0.00015	Tonnes per passenger

**A330 TN. NO<sub>x</sub> EMISSIONS  
PER PAX IN 2015**

<b>A</b>	7,784.83	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.00293	Tonnes per passenger

**A330 TN. NO<sub>x</sub> EMISSIONS  
PER PAX IN 2014**

<b>A</b>	7,630.41	Total tons
<b>B</b>	2,524,153.00	Passengers
<b>R</b>	0.00302	Tonnes per passenger

**A330 TN. HC EMISSIONS  
PER PAX IN 2015**

<b>A</b>	778.48	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.00029	Tonnes per passenger

**A330 TN. HC EMISSIONS  
PER PAX IN 2014**

<b>A</b>	763.04	Total tons
<b>B</b>	2,524,153.00	Passengers
<b>R</b>	0.00030	Tonnes per passenger

**A330 TN. CO EMISSIONS  
PER PAX IN 2015**

<b>A</b>	5,838.62	Total tons
<b>B</b>	2,659,843.00	Passengers
<b>R</b>	0.00220	Tonnes per passenger

**A330 TN. CO EMISSIONS  
PER PAX IN 2014**

<b>A</b>	5,722.81	Total tons
<b>B</b>	4,558,058.50	Passengers
<b>R</b>	0.00227	Tonnes per passenger

**Environmental Performance for All Fleets in 2015:**

According to the values published in the directive on emissions trading from the chemical reaction of the combustion of hydrocarbons produced by kerosene, in order to determine the amount of CO<sub>2</sub> emitted we have to multiply the Kg of fuel by a factor of 3.15. Other greenhouse gases are not contemplated. Therefore, in order to calculate the values of emissions of SO<sub>2</sub>, NO<sub>x</sub>, HC and CO we have used the ICAO Aircraft Engine Emissions Databank for our engines and, because emissions vary depending on the aircraft's phase of flight and it is not possible to measure the data scientifically, we have developed our own model.

Below are the values of each gas that we have calculated emitted per tonne of fuel consumed.

Type of Gas	Ratio
H <sub>2</sub> O	1.236
SO <sub>2</sub>	0.001
NO <sub>x</sub>	0.02
HC	0.002
CO	0.015

Currently, the two main aircraft manufacturers place a lot of importance on the environment and factor it into the design of their models:

- Airbus has demonstrated its concern for the environment by building the A380, which is a very quiet aircraft despite its size that achieves a fuel consumption of 3 litres per passenger per 100 km.
- Boeing does the same with its B787 Dreamliner, an aircraft that uses up to 20% less fuel. Air Europa will be receiving its first units in 2016.

**- E-190:** With respect to the Embraer fleet, emissions increased by 18.35% compared to the historical average (the last three years) and 2.53% compared to 2014. 826 (3.58%) more flights were operated than in 2014.

The number of tonnes of CO<sub>2</sub> per passenger decreased by 2.19%, as there was an increase in the number of passengers carried by this fleet, 104,249 representing an increase of 4.83%.

With regard to the tonnes per pilot in this fleet, there was an increase of 0.68%.



**- B-738:** With regard to this fleet, the total number of tons of CO<sub>2</sub> increased slightly (by 0.61%) compared to the historical average (the last three years) and by 0.59% compared to 2014. The total number of flights operated also increased: 1,196 (3.95%) more flights were operated than in the year 2014.

The number of tonnes of CO<sub>2</sub> per passenger decreased by 1.82%, as there was an increase in the number of passengers carried by this fleet, 111,985, representing an increase of 2.46%.

With regard to the tonnes per pilot, this increased by 2.59%.

**- A-332/A-333:** In 2015, five aircraft were added to the Airbus fleet (4 A-333 and 1 A-332) and, as with the other fleets, the total number of tons of CO<sub>2</sub> also increased by 18.77% compared the historical average (the last three years) and 2.02% compared to the previous year.

All of the aircraft in the Airbus fleet (A-332 and A-333) are taken into account and therefore the analysis is carried out jointly.

130 more flights have been operated with the A-330, which represents an increase of 1.48. The A-332's have operated 326 more flights, which represents an increase of 28.17%.

However, the number of tonnes of CO<sub>2</sub> per passenger decreased by 3.18%, as there was an increase in the

number of passengers carried by this fleet, 135,690, representing an increase of 5.38%.

With regard to the number of tonnes per pilot, there were the same number of pilots in this fleet in both 2014 and 2015, but as the number of flights increased the emissions per pilot also increased by 2.02%.

#### 2.2.2.6.2. CO<sub>2</sub> Emissions from Vehicles and Equipment

A conventional vehicle takes its energy from the energy stored in a fossil fuel which is released by means of combustion inside a conventional internal combustion engine. These fossil fuels are fundamentally derived from petroleum: petrol and diesel.

CO<sub>2</sub> emissions occur when the fuel is burnt and they are emitted through the exhaust pipe. The amount of CO<sub>2</sub> emitted, based only on the type of vehicle (and not the driving style), depends on the amount of energy required to drive and the engine's efficiency. The amount of energy required depends on the weight and the power of the vehicle. Consequently, the greater the power and the greater the weight, the greater the consumption of fuel and therefore the greater the amount of CO<sub>2</sub> emitted.

Although most combustion gases consist of carbon dioxide and water in the form of steam, there are also other toxic or harmful substances.

Only CO<sub>2</sub> emissions have been taken into account for this indicator, as they are the ones that are emitted in the greatest quantity.

We have based the analysis on 1L of Diesel being equal to 2.61 Kg of CO<sub>2</sub>, whilst 1L of petrol is equal to 2.38 Kg of CO<sub>2</sub>. This criteria is used to evaluate the CO<sub>2</sub> emis-

sions from vehicles because we cannot take into account the technical files and the age of each vehicle. These figures have been taken from the Practical Guide for calculating vehicle emissions produced by the Catalonia Climate Change Office.

The emissions from vehicles and equipment in the offices of the airports and local Handling facilities affect the quality of the air in the vicinities of airports, as well as contributing to climate change.

#### Emissions Control

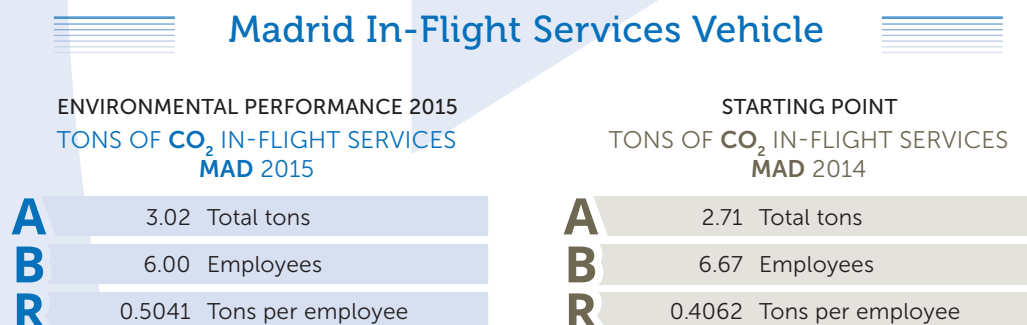
The emissions from the vehicles and equipment are controlled through the fuel consumption that the Supervisors record in the GESMED computer application. **Issues this affects:** Air Pollution. Respiratory disorders. Global Warming, Climate Change.

**Object of the Indicator:** Controlling the stability of Greenhouse Gas Emissions, in this case CO<sub>2</sub>.

**Control and Monitoring:** This indicator is monitored separately in each of the areas because the consumption rate in each department is different and varies according to operations. The emissions are calculated in tonnes per employee at each department and base. Although these issues are monitored on a monthly basis, the indicator is calculated annually.

#### • CO<sub>2</sub> Emissions of the Vehicles used by the Airport Offices:

**Control and monitoring of CO<sub>2</sub> Emissions from Office Vehicles:** This indicator is monitored separately in each of the areas because the consumption rate in each department is different and varies according to operations. The emissions are calculated in tonnes per employee at each department and base.



Compared to 2014, the total tonnes of CO<sub>2</sub> generated by the vehicles used by this office increased by 11.67% and the number of tonnes of CO<sub>2</sub> used per employee increased by 24.08%.

## Vehicle used by the Day Manager of the Operations Department

ENVIRONMENTAL PERFORMANCE 2015  
TONS OF CO<sub>2</sub> OPERATIONS  
MANAGEMENT LLUCMAJOR 2015

<b>A</b>	0.84	Total tons
<b>B</b>	263.00	Employees
<b>R</b>	0.0032	Tons per employee

STARTING POINT  
TONS OF CO<sub>2</sub> OPERATIONS  
MANAGEMENT LLUCMAJOR 2014

<b>A</b>	0.88	Total tons
<b>B</b>	157.00	Employees
<b>R</b>	0.0056	Tons per employee

The total tonnes of CO<sub>2</sub> generated by the vehicle used by the Day Managers of bases other than Palma decreased by 4.39% compared to 2014. The number of Day Managers outside of Palma increased by 67.52% and the number of tonnes per Day Manager decreased by 42.92%.

## Vehicle used by the Madrid Station Manager

ENVIRONMENTAL PERFORMANCE 2015  
TONS OF CO<sub>2</sub> MAD STATION  
MANAGEMENT 2015

<b>A</b>	1.41	Total tons
<b>B</b>	7.00	Employees
<b>R</b>	0.2020	Tons per employee

STARTING POINT  
TONS OF CO<sub>2</sub> MAD STATION  
MANAGEMENT 2014

<b>A</b>	1.56	Total tons
<b>B</b>	7.00	Employees
<b>R</b>	0.2235	Tons per employee

The total number of tonnes of CO<sub>2</sub> generated by the vehicles used at the Madrid base decreased by 9.59% compared to the year before, taking into account the car used by the LZ (baggage warehouse) office. The number of employees remained the same and therefore the number of tonnes per employee also decreased by the same percentage.

## Vehicle used by the Operations Technical Department at Palma Airport

ENVIRONMENTAL PERFORMANCE 2015  
TONS OF CO<sub>2</sub> TECHNICAL AREA PMI 2015

<b>A</b>	1.49	Total tons
<b>B</b>	4.00	Employees
<b>R</b>	0.3737	Tons per employee

STARTING POINT  
TONS OF CO<sub>2</sub> TECHNICAL AREA PMI 2014

<b>A</b>	1.19	Total tons
<b>B</b>	4.00	Employees
<b>R</b>	0.2972	Tons per employee

The total tonnes of CO<sub>2</sub> generated by the vehicle used by the operations technical department at Palma airport increased by 25.72% compared to the year before and as the number of employees remained the same the number of tonnes per employee also increased by the same percentage.

## Vehicle used by the Operations Technical Department at Madrid Airport

### ENVIRONMENTAL PERFORMANCE 2015 TONS OF CO<sub>2</sub> TECHNICAL AREA MAD 2015

<b>A</b>	1.50	Total tons
<b>B</b>	3.00	Employees
<b>R</b>	0.5008	Tons per employee

### STARTING POINT TONS OF CO<sub>2</sub> TECHNICAL AREA MAD 2014

<b>A</b>	1.44	Total tons
<b>B</b>	3.00	Employees
<b>R</b>	0.4800	Tons per employee

The total tonnes of CO<sub>2</sub> generated by the vehicle used by this office and the number of tonnes per employee increased by 4.33%. The number of employees was the same both years.

### • CO<sub>2</sub> Emissions from Handling Vehicles and Equipment:

**Control and Monitoring:** This indicator is monitored separately at each of the bases, although the significance arises when evaluating the issue of CO<sub>2</sub> emissions as a

whole from all the bases. The consumption at each base is different, not only due to differences in operations but also due to the distances that must be covered at each airport. The emissions are calculated in tonnes and per employee at each base.

### ENVIRONMENTAL PERFORMANCE 2015 TONS OF CO<sub>2</sub> HANDLING AGP 2015

<b>A</b>	0.1962	Total tons
<b>B</b>	20.17	Employees
<b>R</b>	0.0097	Tons per employee

### STARTING POINT TONS OF CO<sub>2</sub> HANDLING AGP 2014

<b>A</b>	0.1064	Total tons
<b>B</b>	19.58	Employees
<b>R</b>	0.0054	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING IBZ 2015

<b>A</b>	85.55	Total tons
<b>B</b>	34.17	Employees
<b>R</b>	2.5036	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING IBZ 2014

<b>A</b>	25.69	Total tons
<b>B</b>	24.08	Employees
<b>R</b>	1.0669	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING LOG 2015

<b>A</b>	29.84	Total tons
<b>B</b>	28.67	Employees
<b>R</b>	1.0408	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING LOG 2014

<b>A</b>	26.74	Total tons
<b>B</b>	28.67	Employees
<b>R</b>	0.9328	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING MLN 2015

<b>A</b>	5.88	Total tons
<b>B</b>	13.67	Employees
<b>R</b>	0.4304	Tons per employee

### TONS OF CO<sub>2</sub> HANDLING MLN 2014

<b>A</b>	2.69	Total tons
<b>B</b>	6.50	Employees
<b>R</b>	0.4144	Tons per employee

### ENVIRONMENTAL PERFORMANCE 2015 TONS OF CO<sub>2</sub> HANDLING OVD 2015

<b>A</b>	1.84	Total tons
<b>B</b>	13.83	Employees
<b>R</b>	0.1329	Tons per employee

### STARTING POINT TONS OF CO<sub>2</sub> HANDLING OVD 2014

<b>A</b>	14.50	Total tons
<b>B</b>	29.00	Employees
<b>R</b>	0.4999	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING PMI 2015

<b>A</b>	243.60	Total tons
<b>B</b>	207.50	Employees
<b>R</b>	1.1740	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING SCQ 2015

<b>A</b>	3.56	Total tons
<b>B</b>	16.50	Employees
<b>R</b>	0.2159	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING VLC 2015

<b>A</b>	66.65	Total tons
<b>B</b>	50.25	Employees
<b>R</b>	1.3264	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING PMI 2014

<b>A</b>	275.96	Total tons
<b>B</b>	164.08	Employees
<b>R</b>	1.6818	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING SCQ 2014

<b>A</b>	3.65	Total tons
<b>B</b>	16.08	Employees
<b>R</b>	0.2271	Tons per employee

#### TONS OF CO<sub>2</sub> HANDLING VLC 2014

<b>A</b>	99.90	Total tons
<b>B</b>	60.75	Employees
<b>R</b>	1.6445	Tons per employee

Of the 8 self-handling bases, 4 of them (AGP, IBZ, LCG and MLN) have increased both the total number of tonnes and the number of tonnes per employee whilst 4 have decreased (OVD, PMI, SCQ and VLC). However, the MLN (Melilla) base only opened in June 2014 and therefore the comparison is not real because the data for 2014 is not complete. The inter-island operation (PMI-IBZ-PMI) began in May 2015 at IBZ, which is why activity increased at that base.

It should also be taken into account that between October and December the bases at AGP, IBZ, OVD, PMI, SCQ and VLC stopped being self-handling bases. Only the bases at MLP and LCG remained self-handling bases, along with MAH, which became one in December.

Year	Tons of CO <sub>2</sub> / Employee at the Bases
2012	1.46
2013	1.33
2014	1.29
2015	1.14

Below are the percentage changes at each base.

Tons of CO <sub>2</sub> per Employee					
2014	Bases	2015	Diff. between 2015 and 2014	Percentage Change	
0.005	AGP	0.010	0.0043	78.97%	
1.067	IBZ	2.504	1.4367	134.66%	
0.930	LCG	1.041	0.1108	11.91%	
0.414	MLN	0.430	0.0160	3,86%	
0.500	OVD	0.133	-0.3670	-73.42%	
1.682	PMI	1.175	-0.5072	-30.16%	
0.227	SCQ	0.216	-0.0112	-4.93%	
1.644	VLC	1.326	-0.3181	-19.34%	

If we compare the total number of tonnes, they decreased by 2.67% compared to 2014 and the number of tonnes per employee at all of the bases decreased by 11.78%. The total number of employees increased by 10.32%.

Year	Tons of CO <sub>2</sub> from Handling
2014	449.24
2015	437.25





• **CO<sub>2</sub> Emissions from Maintenance Vehicles and Equipment:**

**Control and Monitoring:** The monitoring of this indicator is carried out separately at each of the bases. The

consumption at each base is different, not only due to differences in operations but also due to the distances that must be covered at each airport. The emissions are calculated in tonnes and per employee at each base.

**ENVIRONMENTAL PERFORMANCE 2015**  
**TONS OF CO<sub>2</sub> MAINTENANCE BCN 2015**

<b>A</b>	7.55	Total tons
<b>B</b>	18.42	Employees
<b>R</b>	0.4100	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE MAD 2015**

<b>A</b>	95.03	Total tons
<b>B</b>	155.25	Employees
<b>R</b>	0.6121	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE LPA 2015**

<b>A</b>	14.94	Total tons
<b>B</b>	27.33	Employees
<b>R</b>	0.5467	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE PMI 2015**

<b>A</b>	41.46	Total tons
<b>B</b>	135.25	Employees
<b>R</b>	0.3065	Tons per employee

**STARTING POINT**  
**TONS OF CO<sub>2</sub> MAINTENANCE BCN 2014**

<b>A</b>	5.92	Total tons
<b>B</b>	18.00	Employees
<b>R</b>	0.3289	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE MAD 2014**

<b>A</b>	85.29	Total tons
<b>B</b>	136.00	Employees
<b>R</b>	0.6271	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE LPA 2014**

<b>A</b>	15.17	Total tons
<b>B</b>	28.00	Employees
<b>R</b>	0.5418	Tons per employee

**TONS OF CO<sub>2</sub> MAINTENANCE PMI 2014**

<b>A</b>	36.55	Total tons
<b>B</b>	131.00	Employees
<b>R</b>	0.2790	Tons per employee

In comparison with 2014, in 2015 the total number of tonnes of CO<sub>2</sub> emitted by Maintenance vehicles increased by 11.24%; whilst the number of tonnes of CO<sub>2</sub> emitted per employee increased by 3.54%. The number of employees also increased by 7.43%.

Below are the percentage increases or decreases in tonnes per employee, by base:

Year	Tons of CO <sub>2</sub> from Maintenance
2014	158.99
2015	142.93



**Tons of CO<sub>2</sub> per Employee**

2014	Bases	2015	Diff. between 2015 and 2014	Percentage Change
0.329	BCN	0.410	0.0811	24.66 %
0.627	MAD	0.612	-0.0150	-2.39 %
0.542	LPA	0.547	0.0049	0.91 %
0.279	PMI	0.307	0.0275	9.86 %

Analysing the data by base, the only base where the number of tonnes of CO<sub>2</sub> per employee decreased was MAD (-2.39%), whilst the number of AMT's increased by 14.15%. In LPA the total number of tonnes emitted decreased by 1.51%. The number of AMT's remained the same, although the emissions per employee increased slightly (by 0.91%).

#### 2.2.2.7. EFFLUENTS

The Air Europa activities that affect this environmental issue are:

- Water containing de-icing material.
- Cleaning of the aircraft.
- Cleaning of vehicles used for ground support activities.
- Waste water from aircraft
- Grey water
- Cleaning of accidental spillages (fuel, hydraulics, oils).

The Operational Control of the cleaning activities and everything related to waste water effluents is described in the General Procedure called "Management and Control of Waste, Effluents and Emissions", which defines the methods applied by Air Europa to manage the waste, effluents and emissions generated during its activities so that they fulfil the conditions defined in the applicable environmental regulations, whilst ensuring the proper protection of people and the environment.

Although all these issues are well defined and evaluated, they are not managed using any kind of indicator as the effects are not significant.

Water containing de-icing material. When the atmospheric conditions lead to the formation of ice on the ground and frost, ice or snow may form on the surface of the aircraft, de-icing / anti-icing must be applied, so that Air Europa's can operate its aircraft safely in freezing conditions. Air Europa contracts these tasks to external service providers, which must follow the "de-icing / anti-icing" procedures established by Air Europa in addition to local regulations.

The de-icing / antifreeze fluid is a chemical product that has an environmental impact. When the technicians are handling the fluid (storage, handling and management), they must avoid any unnecessary spillages and comply with international and local environmental and safety regulations, as well as the criteria established by the aircraft manufacturers and by Air Europa. Depending on the airport, the de-icing / anti-icing operation will take place either at the aircraft's current location or at a specially designated part of the airport.

Cleaning the aircraft and cleaning the vehicles used for ground support activities: The vehicles and aircraft are cleaned in the designated areas prepared for this purpose, whether established by AENA or belonging to the airport, taking into account the following phases:

- a) Before cleaning: The cleaning area should be checked to ensure that it is clean itself and free of contaminants such as oils, grease, fuel, etc. If this is not the case, then the contaminants should be cleaned using sepiolite or absorbents and the waste should be managed properly.
- b) During Cleaning: A biodegradable and pH-neutral soap should be used to avoid eutrophication (the contamination of water due to the use of detergents). The water should be used responsibly to clean the vehicles, equipment and aircraft, avoiding unnecessary waste and minimising consumption as much as possible.
- c) After Cleaning: The taps are turned off (unless buckets were used) and it should be ensured that they are not left dripping.

For cases in which cleaning is subcontracted out, Air Europa has a specific procedure called "Control of Issues related to Contractors and Providers", which establishes the system for reporting and monitoring the environmental specifications that contractors working for AEA or in AEA's installations must follow.

Waste water from aircraft: The cleaning contractor is responsible for properly managing this waste, which basically consists of collecting the sanitary waste water from the aircraft in tanks and taking them to the corresponding WWTP (Waste Water Treatment Plant) of the airport where the operation takes place.

Grey water: In the installations, changing rooms and bathrooms assigned to Air Europa's activities, no contaminants are disposed of by pouring them into AENA's sewage network as staff are trained and made aware of the consequences.

Cleaning of accidental spillages: For cases in which an accidental spillage could pollute the sewage network, Air Europa applies a General Procedure called "Response to Incidents, Accidents and Emergency Situations", which describes the methods employed by Air Europa to prevent and control the potential environmental effects that could derive from incidents, accidents and emergency situations.

All staff must avoid polluting the channels receiving the effluents or pouring substances that could harm the waste water treatment systems. Therefore, all staff must refrain from spilling or discharging any toxic or hazardous substance or object or anything that could affect the treatment systems in the sewage network. The manholes, inspection chambers and aco-drains (channels with grills for collecting water) must be kept clean at all times and free of and waste or products that could contaminate them.

### 2.2.2.8. NOISE

Noise is one of the main concerns of the aeronautical sector due to its effects on people living near airports. Airlines are also aware of the fines that they could potentially receive.

Aircraft must fulfil a series of noise standards which depend on their date of design before being certified for operation. Air Europa's whole fleet is of the latest-generation and it therefore fulfils the standards established in Volume I, Annex 16 of the International Civil Aviation Organisation (ICAO).

Aircraft currently coming into operation are 20 decibels quieter than those from 30 years ago.

In October 2005, Air Europa obtained P-RNAV (Precision Area Navigation) operational approval for its entire fleet and became the first and only Spanish company to receive this approval, which helps us to achieve greater precision when navigating and avoiding certain areas, e.g. "acoustically sensitive" areas.

In December 2015 Air Europa obtained RNAV-1 operational approval for all of the aircraft in the fleet, which extends the capability of satellite-based precision navigation and replaces P-RNAV. Once again Air Europa has been the first Spanish company to obtain this type of operational approval. The next step that we want to achieve is RNP APCH approval, which is envisaged for 2016.

Noise is regulated through the AIP (Aeronautical Information Publication) of each airport. AIP's include anti-noise procedures, which cover the arrival, ground and departure operations at each airport, even going so far as to set operational restrictions at night due to noise quotas and noise abatement procedures, which can only be omitted for safety reasons.

The noise abatement procedures that must be applied by flight crews are specified in Air Europa's Flight Operations Manual.

At several of the airports at which Air Europa operates, the entry and exist paths of aircraft are tracked and the noise levels produced by each operation are measured. Generally, this system is in operation 24 hours a day and works automatically. The system uses radar and flight path data to identify each aircraft and the position of the aircraft at each moment in time.

Flight crews are familiarised with, and are very aware of, this subject.

The noise made by vehicles on the ramp and by the ground equipment can be considered insignificant compared to the noise generated by aircraft and this is not considered a significant issue by Air Europa.

### 2.2.3. Social issues

In 2015 the company has continued to analyse the same social issues as in previous years, as they are the most relevant to the company's situation. These aspects are grouped together as follows:

- Employment practices and work ethics
  - Employment
  - Company / employee relationships
  - Health and Safety at the Workplace
  - Training and Instruction
  - Employment practices
- Human rights
  - Non-discrimination
  - Freedom of association and collective bargaining
  - Child labour
- Society
  - Local Communities
  - Fighting corruption
  - Public Quality and Environmental Policies
- Product Liability
  - Customer Health and Safety
  - Marketing Communications
  - Customer Privacy
  - Fulfilment of applicable regulations

A questionnaire was prepared and sent to the company's stakeholders. The questionnaire contained a series of questions related to various social issues selected by the company, asking them to evaluate each issue in two ways:

1. The overall importance of the social issue according to each respondent
2. The level to which the respondent considers that Air Europa complies with each social issue

Therefore, for each question the respondent could grade their answers from 0 (Not important at all / Air Europa is not committed at all to this issue) to 3 (Very important / Air Europa is fully committed to this issue).

We took into account all of the Strategic Stakeholders and Institutions and Authorities to evaluate these issues. Specifically, the questionnaire was sent to the following stakeholders:

#### ESTRATEGIC

#### Institutions and Authorities

Customers

Public Authorities

Employees

AENA

Senior Management

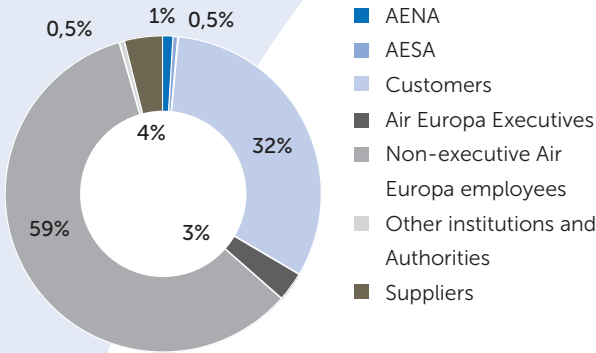
AESA

Suppliers / Subcontractor

Governments

The degree of participation of the stakeholders is summarised in the following chart:

**Stakeholders**



Photography: Marta Andreu

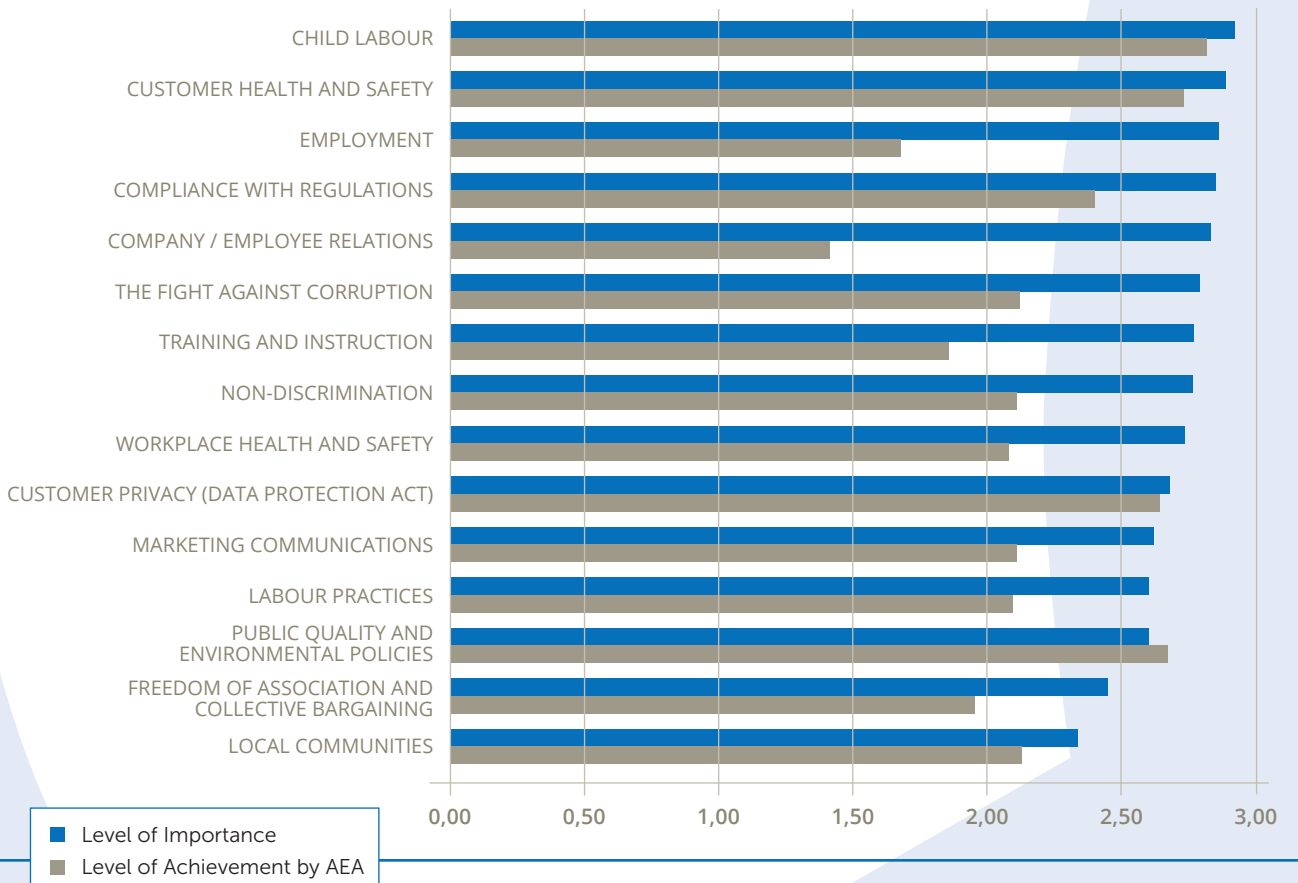
This chart includes all of the stakeholders, although the degree of involvement of some groups is not very significant in the illustration.

Each of the stakeholders was asked how important they considered each issue and then how they rated Air Europa's degree of commitment to the issue.

The results of the assessment are provided below.

This comparative analysis establishes shows which issues are considered important, which issues the company should pay more attention to and which issues already receive the appropriate level of commitment. This is a self-evaluation exercise that the company has started applying from 2015 to demonstrate its degree of involvement and therefore its commitment to the social issues of its business.

**General Level of Importance and Level of AEA's Commitment**



In this graph all of the stakeholders except for customers have been analysed, as customers replied that they did not know the level of Air Europa's commitment to these issues.

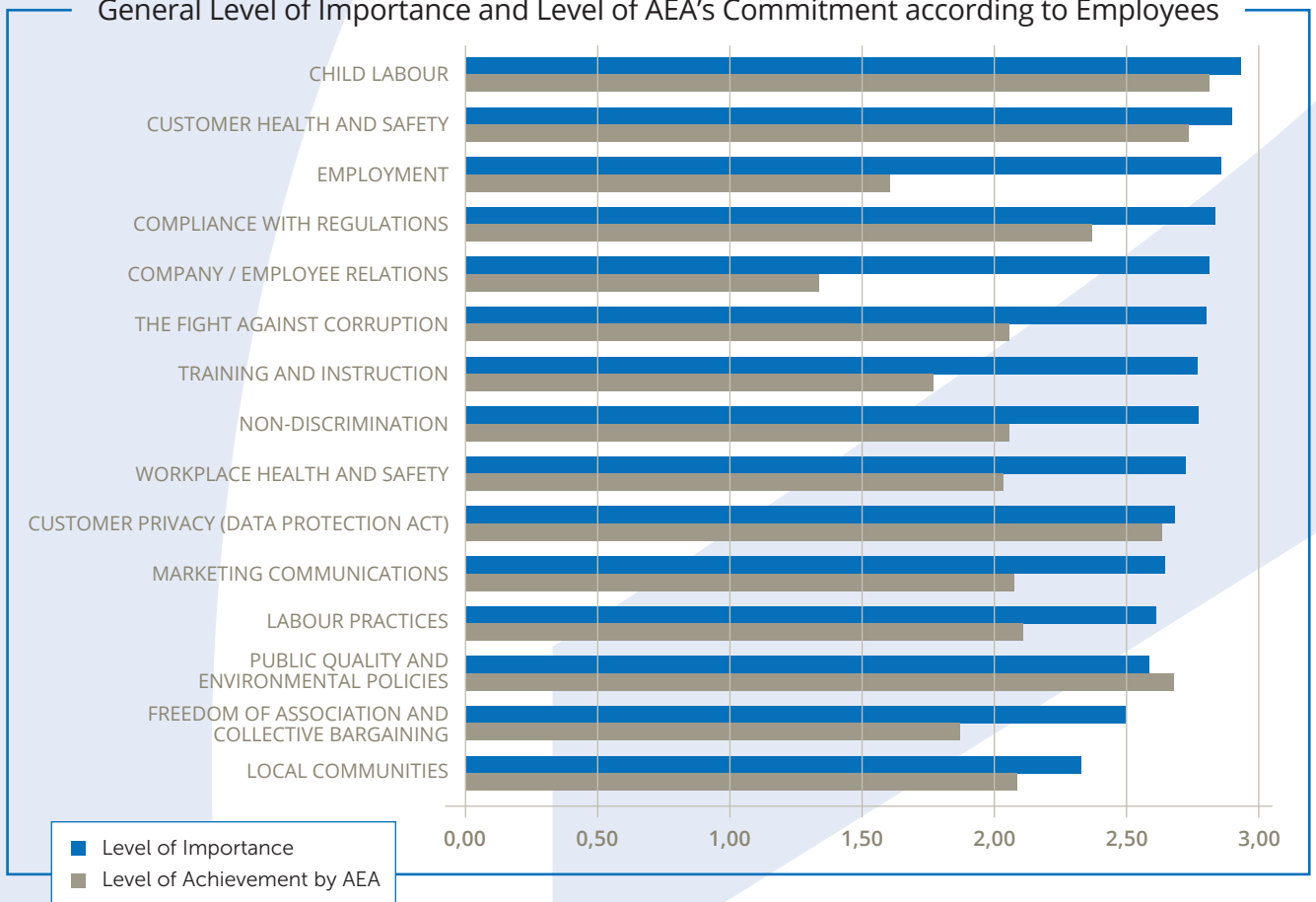
In this graph, as in the following one's the social issues are arranged in order of general importance and compared with Air Europa's degree of commitment to them. It is clear that Air Europa's degree of commitment to Quality and Environment Policies exceeds the degree

of importance given to this issue by the different stakeholders studied. Furthermore, with regard to issues such as child labour, customer health and safety and customer privacy, the general level of importance that has been given to these issues by all of the stakeholders is very close to Air Europa's level of commitment to these issues.

The most significant groups in the survey are analysed below: Employees, Suppliers and Executives.

## Employees

General Level of Importance and Level of AEA's Commitment according to Employees

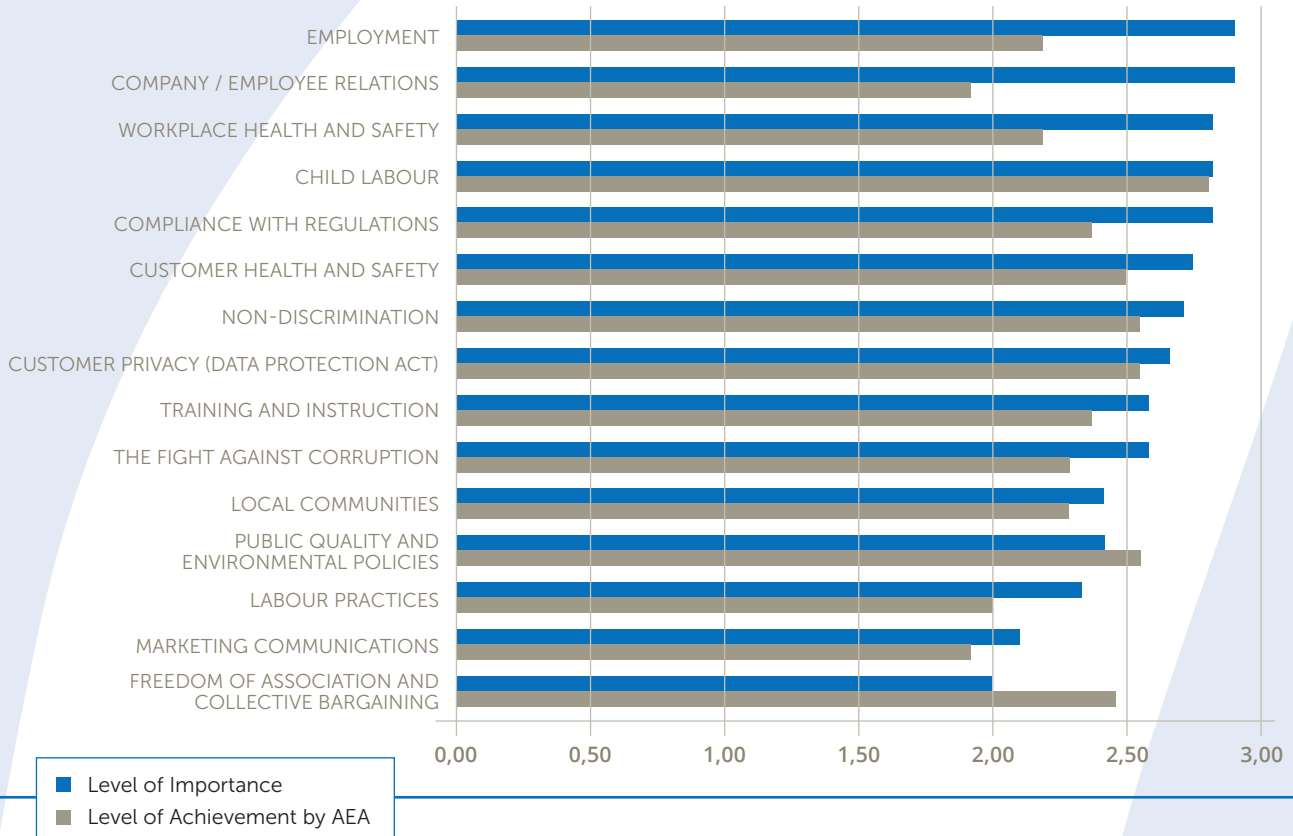


Employees believe that Air Europa's level of commitment to issues such as Child Labour, Customer Health and Safety, Customer Privacy, Quality and Public Envi-

ronmental Policies is high and in the case of Policies it exceeds the overall level of importance given to this issue.

## Suppliers

General Level of Importance and Level of AEA's Commitment according to Suppliers

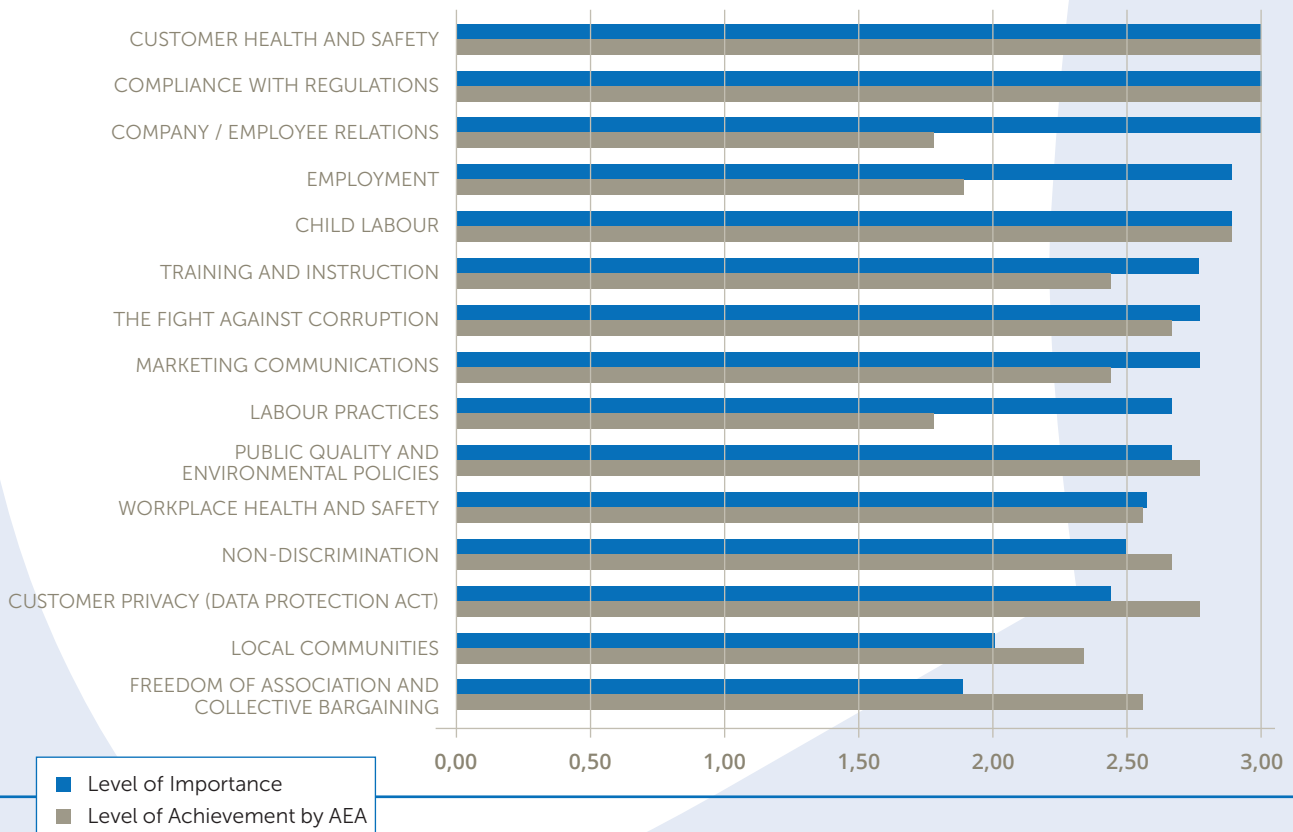


In the supplier's graph, it is clear that suppliers consider Air Europa's level of commitment higher than the general

level of importance of social issues such as Quality and Public Environmental Policies, Freedom of Association and Collective Bargaining.

## Executives

General Level of Importance and Level of AEA's Commitment according to Executives



In the graph it can be seen that for issues such as Freedom of Association and Collective Bargaining, Local Communities, Customer Privacy, Non Discrimination, Quality and Environmental Policies, Air Europa's level of commitment exceeds the general assessment of their importance according to the executives.

On the other hand, Executives rated the degree of general importance and the degree of Air Europa's commitment to the issue at the same level as Customer Health and Safety, Regulatory Compliance and Child Labour.

## Customers

### RANKING of Importance of social issues.

#### Customers

	Order of importance
CHILD LABOUR	1
COMPLIANCE WITH REGULATIONS	2
CUSTOMER HEALTH AND SAFETY	3
FIGHT AGAINST CORRUPTION	4
NON-DISCRIMINATION	5
OCCUPATIONAL HEALTH AND SAFETY	6
EMPLOYMENT	7
COMPANY / EMPLOYEE RELATIONS	8
TRAINING AND INSTRUCTION	9
CUSTOMER PRIVACY (DATA PROTECTION ACT)	10
PUBLIC QUALITY AND ENVIRONMENTAL POLICIES	11
LABOUR PRACTICES	12
FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING	13
MARKETING COMMUNICATIONS	14
LOCAL COMMUNITIES	15

These Stakeholders have only been asked about the general importance of social issues. It has been considered that "Customers" do not necessarily know about Air Europa's degree of commitment to most of the Social Issues under debate here. Therefore, for this group only the ranking of importance of social issues can be shown.

Below is an analysis of each of the social issues:

#### CHILD LABOUR

The rejection of child labour has been the most highly-rated social issue for several years. Air Europa supports and respects Human Rights and does not allow child labour of any type.

In 2015 the rejection of child labour was an issue of high

importance that Air Europa was considered to have a high level of commitment to and achievement in by all of the stakeholders.

As a social issue, it remains in first place in the opinion of employees and customers.

Air Europa's stakeholders are very sensitive to this issue, as well as to the other principles of the UN Global Compact. This is why contracts with suppliers contain, in addition to the environmental clauses, the 10 Principles of the UN Global Compact, which include the requirement that suppliers must support the eradication of child labour

#### COMPLIANCE WITH REGULATIONS

This issue was valued in 4th place overall, as well as in the opinion of employees. However, executives and customers put it in 2nd place and suppliers in 5th place.

For all stakeholders and for the rest of the company and its partners, fulfilling the regulations is a basic and essential key that enables the company to carry out its business. For this reason, the company has established a Procedure for the "Identification and Evaluation of Environmental Requirements". This method enables the company to identify, access and comply with all of the legal requirements to which it is subject related to the environmental issues that affect its activities, processes, products and installations with an environmental impact. This tool helps us to remain up to date more easily, as environmental regulations are highly dynamic and tend to be changed frequently.

With regard to other Regulations, Air Europa keeps itself up-to-date and identifies them by frequently checking the Ministry of Development's website, specifically the "Regulations" page under "Civil Aviation" in the "Areas of Activity" section. On the other hand, the company keeps in contact with Air Safety by email, which informs and keeps the company up-to-date of any specific changes to the regulations, resolutions and news related to safety and other issues. To identify the requirements applicable according to the IATA, the Company checks the IATA website, where the IATA Operational Safety Audit (IOSA) appears under the "Programmes" section.

As the Regulations in force change, the corresponding documents are adapted accordingly, with the corresponding revisions.

#### EMPLOYMENT

For this issue, the stakeholders were asked to grade the importance they attach to the employment terms and conditions offered by Air Europa being motivating and in accordance with the applicable legal requirements, and the degree to which Air Europa fulfils this objective.

The overall result of the evaluation was that Employment was placed in 3rd position again this year. However, for Suppliers it is even more important, as they placed it in 1st position.

At Air Europa, we firmly believe in the effectiveness of motivating employment conditions. Having employees that are satisfied with their working conditions, which are always in accordance with legal requirements, is something to which we are committed and an area in which we aim to continue improving.

We guarantee equal opportunities amongst all employees and we provide opportunities for internal promotion within the company. At the same time, we respect and comply with all employment regulations and demand that our suppliers and subcontractors comply with the same principles.

Although there is no permanent employee recruitment policy as such, we do replace temporary contracts with permanent ones whenever developments in the business permit these replacements and the employees concerned have the required professional qualities. Nonetheless, there is a seniority system for the Handling and Cabin Crew employees, which establishes the order in which temporary employees can become permanent when this is viable and their performance is rated positively.

The criteria applied when establishing the wages and salaries of the sales office personnel, handling personnel and flight personnel are set out in the bargaining agreements, in which each position or function in the agreement is assigned a category or a gross annual salary. Variable parts of the salary, such as holidays, night shifts, extra hours, etc. are added afterwards. When an employee carries out activities that are normally carried out by someone in a higher position, their salary is increased accordingly for the corresponding period (this is known as senior duties).

Each job position has an assigned salary bracket in the corporate offices. The bracket is set according to an evaluation based on objective criteria applied to the position and not the person occupying that position. If a Director requests a salary increase for an employee, their position is evaluated to determine whether it would fit within the wage bracket assigned to that position.

There is no discrimination in the recruitment of employees and the diversity that exists is a result of the range of candidates. Nevertheless, there are groups in which there are clear trends with regard to the number of male/female employees: the Crew Cabin are mostly female and the Flight Deck Crew are mostly male. Maintenance Technicians and Ramp Operators are also groups which are mostly male, whilst the employees at Sales Offices are mostly female.

## CUSTOMER HEALTH AND SAFETY

It is important for Air Europa that steps are taken to ensure the health and safety of customers. This issue was rated overall in 2nd position. This is an issue that concerns all stakeholders and is always considered one of the first three most important issues.

One of the basic pillars of the company is the implementation of a Management System. This system grows progressively as a result of the company's commitment to establishing standards that guarantee a reliable and high-quality service that respects the environment and offers safety and security to both its employees and customers.

All of the company's departments are certified with the ISO 9001:2008 and ISO 14001:2004 Standards and we also have the EMAS and Madrid Excelente Certifications. Furthermore, the Management Systems Department has the Certification ISO/IEC 27001:2005 for Information Security Management and Certification OHSAS 18001:2007 for the Prevention of Risks in the Workplace. For this reason, the different activities are regularly controlled with audits, both internal and external, and inspections.

So as to guarantee customer health and safety, Air Europa has a safety system that regulates flight operations and aeronautical maintenance, which is always carried out in accordance with national (EASA) and international regulations.

Furthermore, Air Europa is an IOSA operator (IATA's Operational Safety Audit), and we have had two evaluators on our team since 2014.

Every year Air Europa holds the Quality and Environment Committee meeting in which its members analyse all of the issues related to Quality and Customer Satisfaction as well as Safety issues. This Committee is part of a fundamental strategy that offers a holistic perspective, analysing everything as a whole formed by the different components without which the service guarantee would not work.

## COMPANY / EMPLOYEE RELATIONS

This question was included in the questionnaire given to the stakeholders in order to determine the importance they gave to the relationships between the company and its employees and whether they considered the company/employee relationships established by Air Europa to be adequate.

In the general assessment, this issue took 5th place in terms of importance. However, suppliers and executives put it in 2nd and 3rd place respectively and customers put it in 8th place.



A good relationship between a company and its employees is vital for the company to work properly. Air Europa is made up of a large workforce that is, beyond its professionalism, expertise and reliability, essentially human.

This is why birth, maternity, paternity and taking care of elderly relatives are issues that the organisation takes very seriously. Air Europa fulfils strictly all the provisions of current employment legislation, helping its employees to achieve a balance between their professional and personal lives. One example of the employees' ability to achieve a balance between their professional and personal lives is the establishment by means of a collective bargaining agreement of different winter and summer working hours. In winter, the employees have Friday afternoons off and in the summer, they have all afternoons off.

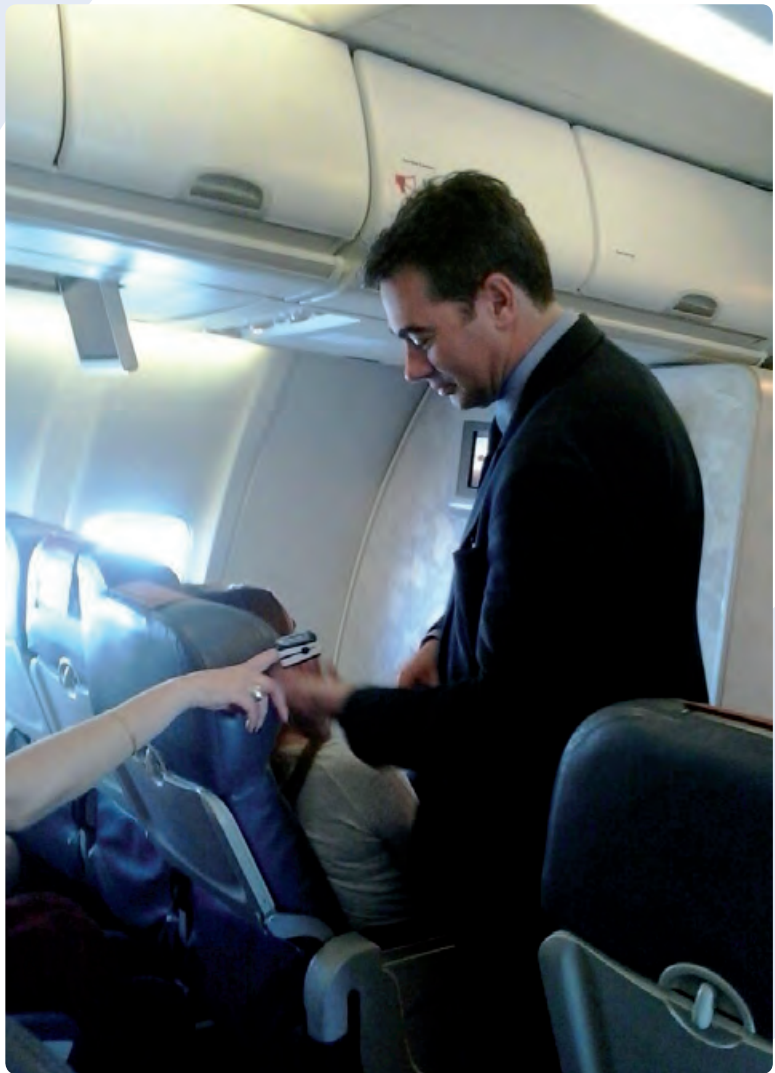
Likewise, when it comes to allocating holiday periods, employees with family commitments are given priority so that the employees with more personal commitments can choose holidays that match the school year and requests for reduced daily, weekly or monthly work shifts are allowed.

With regard to retirement, given that the Company understands that such matters are best decided by the employees, any employee interested in total or partial retirement, can submit the matter to the HR department, which will carry out a personalised assessment of the whole process.

The vacancies that arise in the company are managed by Human Resources, which evaluates whether the changes constitute a financial, contractual or professional improvement and if this is the case, and subject to the General Management's approval, the vacancy will be offered internally.

Air Europa offers financial progression plans for the Sales Office personnel, Engineers, Cabin Crew and Flight Deck Crew. These plans establish predetermined periods, criteria and increases. For the Sales Office, the increase is approved in the first contract year as long as the employee has been given a positive evaluation.

Aeronautical engineers working in this position join the company with a salary that can be increased in three stages, again as long as they receive positive evaluations. The Flight Deck Crew and Cabin Crew have a system



established in their agreement that is based on seniority and hours of flight.

The bargaining agreements establish the right of employees to take off enough time to attend their exams, providing flexible times for attending classes, on-the-job training, and priority when choosing holidays so that they can study for their exams.

Air Europa offers a series of social benefits, which are published on the Employee Portal, which is one of the continuous communication channels that the company uses to communicate with its employees. In some cases, the Company does not participate financially but obtains very positive conditions that have a direct effect on its employees' finances, whilst in other cases the company participates by providing direct financial contributions.

- Social benefits that may consist of special prices for different activities and sectors, such as: Training, tourism and leisure, health, medical insurance, etc.
- License loss insurance for pilots: this insurance is paid for by the company.

- Eurest Restaurant situated in the Globalia installations in Lluçmajor for the employees, which covers part of the cost of employees' meals.
- Transport bonus: This is an item that is part of the agreed salary and consists of a payment of €187 per month. This bonus is the same for middle management and administrative positions.

## OCCUPATIONAL HEALTH AND SAFETY

The Health and Safety best practices that are implemented in the companies have been put in ninth place in the overall ranking.

Globalia Group has developed a Prevention Plan that covers the Workplace Risk Prevention talks that are carried out. The Prevention Plan is an integrating tool that raises awareness about the importance of preventative measures amongst all of the members of the organisation, based on knowledge of and the assumption of responsibilities in this area. There is a specific section of the Plan dedicated to Air Europa, covering the data on inspections, audits, training, etc. and all other similar actions that are carried out by the company in this area.

The Workplace Risk Prevention Plan provides the Company with a basic tool for continuous action with three clear objectives:

- Reducing accidents.
- Continuously improving working conditions.
- Helping to improve productivity, raising efficiency levels and reducing costs.

The responsibilities for risk prevention are set out in a hierarchical system, going from the Senior Manager down to the last person in the organisation. This ensures that resources are allocated properly, and objectives are set correctly, the preventative activities are monitored and new issues incorporated into the health and safety plan,

etc. as well as all the tasks deriving from the regular audits and inspections to verify the fulfilment of the Plan and the applicable regulations.

Each Management Unit at Air Europa has a Prevention Officer who is assigned certain powers and duties, described in the Workplace Risk Prevention Plan.

The Company policy guarantees that the health of the employees is safeguarded at all times, taking into account the risks inherent to each job position. The monitoring and control measures established for the employees' health are implemented in a way that respects the employee's right to privacy and dignity, and the confidentiality of all information pertaining to an employee's state of health. The data concerning an employee's health are never used in their detriment or in any discriminatory manner whatsoever.

All employees are informed in writing of the specific risks inherent to their job positions and the applicable protection and prevention measures, as well as any emergency measures. This information is provided to the employee in a file called "Information about risks, health and safety at the workplace and protection and prevention measures and activities".

Air Europa ensures that all employees receive sufficient and adequate information concerning risk prevention by means of the Prevention Training Plan, which in some cases is provided online and is always related to the type of risk to which the employee may be exposed in carrying out their duties.

During the year 2015 the following activities have been carried out in the area of workplace risk prevention. The tables show the activities, the number of workers affected by these activities and in some cases the number of hours spent:

## Preventive activities

Preventive activities	Number of workers affected by the activities
Design and implementation of prevention plans, in accordance with Law 54/2003	3,095
Initial risk assessments	2,264
Review or updating of risk assessments	11,239
Planning of preventive activities	13,503
Monitoring of preventive activities	10,394
Informing workers	2,719
Training of workers (art. 19 of the LPRL)	526
Creation of emergency plans	351
Investigation and Analysis of Work Related Accidents	116
Investigation and analysis of Occupational Illnesses	1
Planning of Individual Health Monitoring	Not applicable
Planning of Collective Health Monitoring	Not applicable
Monitoring of planned health-related activities	2,143

## Risk Assessments

Risk assessments	Evaluation method used	Number of workers affected	Number of hours / year spent
Safety: workplaces (except environmental conditions)	R.D. 486/1997 - Guide INSHT	2,604	235.88
Safety: machinery, equipment and facilities	R.D. 1215/1997 - Guide INSHT	0	0.00
Safety: other	According to issues	2,254	427.00
Hygiene: chemical agents	R.D. 374/2001 - Guide INSHT	0	0.00
Hygiene: carcinogens	R.D. 665/1997 - Guide INSHT	0	0.00
Hygiene: biological agents	R.D. 664/1997 - Guide INSHT	2,707	42.00
Hygiene: noise	R.D. 286/2006 - Guide INSHT	230	437.46
Hygiene: vibrations	R.D. 1311/2005 - Guide INSHT	200	24.00
Hygiene: lighting	R.D. 486/1997 - Guide INSHT	2,613	64.72
Hygiene: thermal stress	R.D. 486/1997 - Guide INSHT	0	0.00
Hygiene: other	Depending on agent	4,951	242.00
Ergonomics: physical load	R.D. 487/1997 - Guide INSHT	2,021	72.00
Ergonomics: other	According to issues	2,137	41.00
Psychosocial	F-PSICO V3.0 INSHT	2,659	523.80

## Training of Workers

Training of Workers	Number of workers that have received theoretical and practical training	Number of hours / year spent on the training of workers (article 19 of the Workplace Risk Prevention Act)
Training of workers on the risks that are specific to their jobs (article 19 of the Workplace Risk Prevention Act)	526	728

Training of workers <sup>1</sup>	Number of workers that have received training	Number of training activities				
		Theoretical / practical	Classroom course	Distance learning course	Online course	Others
Entry-level training (Annex IV of Royal Decree 39/1997)	5	NP		0		NP
Emergency training	30	5	5	0	25	0

In 2015, 18 employees were trained at the headquarters in Lluçmajor on the use of basic life support and semi-automatic defibrillation equipment. The course lasted 8 hours.

In summary, in 2015 Air Europa spent the following number of hours on preventive activities (listed by speciality):  
 Safety at Work (ST): 930.34 hours  
 Hygiene (HI): 1058.12 hours  
 Ergonomics and Applied Psychology (EPA): 859.7 hours

Since 2014, when OHSAS 18001/2007 Occupational Health and Safety certification was obtained, the Management Systems Department operates in accordance with the principles of this certification.

### TRAINING AND INSTRUCTION

Training and instruction at a company such as Air Europa is critical to the effective provision of the services we offer. Each Department establishes the training requirements related to the job and the environmental issues for each position and provides the necessary training to its employees. This issue was rated as seventh in order of importance in the overall ranking by the stakeholders that answered the questionnaire. The stakeholders that gave the most importance to internal training were the Executives.

Any person occupying a position whose performance could affect flight safety or airport safety must have the appropriate knowledge, skill, training and experience for their job position and Air Europa ensures that these employees are constantly updating their skills and training,

through refresher courses and/or other methods.

Furthermore, each Department ensures that any person that carries out tasks that could potentially cause one or more significant environmental impacts as identified by the company, is competent and skilled and has the corresponding training and/or experience.

The different Departments supervise the training courses that each employee attends and evaluate the effectiveness of the training courses. On the other hand, each department establishes the training programmes for employees according to their position, both at the basic level and in the form of refresher courses, if necessary.

The Directors ensure that their staff are aware of the relevance and importance of their activities and how they contribute to achieving the quality objectives.

The following are some of the training courses given to the different groups at Air Europa:

- Technical Skill Refresher Courses
- Amadeus
- PMCR Service
- Ramp, Coordination and Ticketing Agents
- Quality and the Environment
- De-Icing / Anti-Icing of Aircraft on the Ground
- Human Factors (HF)
- Training in the Operational Safety Monitoring Plan
- Comprehensive Customs Management Training
- Efficient Time Management
- Basic, Intermediate and Advanced English for all groups that wish to improve their language skills.
- Data Protection Act
- Dangerous Goods
- AEA's ETOPS Procedures
- Workplace Risk Prevention
- Basic, intermediate and advanced level in Office
- Renewal of flight crew and maintenance licenses
- AEA EASA Organisation Part M/145/147
- Airport Security
- Basic Life Support and DESA

In 2015 approximately 755 courses were given, spread over a total of 18,261 hours of training.

The main training courses given are:

- Starter and refresher training courses on Ground Operations
- Starter and refresher courses on Flight Operations
- English Language Training
- Training in Flight Reservation Systems

#### FIGHT AGAINST CORRUPTION

The fight against corruption that Air Europa carries out through exhaustive controls to prevent fraud both internally and externally is rated in sixth place out of all of

the issues, although it was rated differently by different stakeholders. Suppliers put it in 10th place and customers in 4th place.

Like other social issues, this issue benefits from the synergies of Globalia Group, as the risks of fraud, whether internal or external, are controlled through the organisational structure of the Group's central offices. The two main characteristics of this structure are: clear and early identification and diversification of functions by department to ensure that certain functions are not undertaken by the same manager and the maintenance of effective internal controls that prevent irregularities. This structure constitutes an efficient model for quick fraud detection as well as the application of the corresponding solutions.

The company is continuously improving and implementing new information technologies to support analysis and anti-fraud controls in the company through its Management.

An example of these IT developments is the automated scoring process that reservations go through, in which their risk of fraud is evaluated based on certain characteristics. If the risk threshold is exceeded, the website does not allow the reservation to be completed using a credit card and instead it tells the customer that there has been an error and gives them the option of completing the reservation within a time limit of 72 hours. If the passenger confirms, they receive an email stating that they can pay by bank transfer, in person or by contacting the customer service centre. If the passenger calls, then they go through a second check and they are normally asked to send in documentation proving the ownership of the card before the reservation is confirmed.

This prevents potentially fraudulent cards from being used and instead the passenger is asked to pay in person.

#### NON-DISCRIMINATION

This issue was placed in 8th place in general, although it is most important for Customers and Suppliers who placed it in 5th and 7th place respectively.

The principle of non-discrimination is to ensure that different individuals are given equal treatment. Therefore, Air Europa has an Equality Committee formed by representatives of the managers (2 male and 2 female directors) as well as a Social committee formed by a representative sample of the union representatives for each bargaining agreement (Maintenance, Ground, Cabin Crew, Flight Deck Crew). The committees' ultimate mission is to ensure that there is no gender discrimination whatsoever within the company.

#### CUSTOMER PRIVACY (DATA PROTECTION ACT)

The stakeholders ranked this issue as 10th in importance.

The questionnaire asked each stakeholder about the importance they placed on the protection of personal data and the degree to which they believed Air Europa was respecting Customer's Privacy. All of the groups agreed that Air Europa is highly committed to this issue.

2015 has been a turbulent year in many respects, but especially with regard to the Privacy of personal data,

- Cancellation of the "Safe Harbour" agreement between the UE and the USA
- Access to PNR's by different States
- Drafting of the new European Data Protection Regulations

Air Europa is aware of the importance of data in today's society and we have therefore focused our efforts on ensuring strict compliance with regulations for the processing of information, whilst also monitoring legislative developments and constantly analysing how to respond to new requirements in order to ensure full compliance with all of them, both in the present and in the future.

Therefore, all of the personal data provided to Air Europa through different communication channels (offices, internet, phone) becomes part of the files owned by the company, and is treated in accordance with current legislation regarding the protection of personal data.

At one point Air Europa created a Manual of Basic Rules of the Data Protection Act so that employees could more easily understand and comply with the law and established a policy of controlled access to the tools and management systems by user profile and function, in order to help all members of Air Europa ensure compliance with all of the specific laws applicable. It is important for us to emphasize that all data is stored at our DPC (Data Processing Centre) located in Spanish territory, which complies with highest security standards, and we have a team of professionals that carry out all of the tests necessary to ensure the integrity and security of the data.

Another point to note is that in all of our centres have been provided with paper shredders, facilitating the safe disposal of sensitive documentation collected in accordance with the law. Furthermore, an appropriate confidentiality agreement has been signed with a company that specialises in the destruction of confidential documents issuing the corresponding certificate of destruction.

We continue to work to ensure that compliance in this area is always guaranteed and the proof of that is that during 2015 Air Europa conducted external audits which showed an excellent level of compliance. These are the Data Protection Act audit, regulated by the Regulations implementing the Data Protection Act (Royal Decree 1720/2007 dated 21st December approving the Regulation implementing Law 15/1999 dated 13th December) and the Audit for the renewal of ISO/TEC 27001:2005, ob-

tained in 2014 by the Management Systems Department. Last but not least, we would like to highlight another of our milestones, Air Europa SUMA, our loyalty program. Constant support has been given to the team that manages SUMA, providing the knowledge required in order to comply with the laws on data protection, including the LSSICE (Law 34/2002 dated 11th July regarding Information Society Services and Electronic Commerce) which establishes, amongst other things, how to carry out commercial communications by electronic means.

#### POLICIES ON PUBLIC INTEGRATED MANAGEMENT SYSTEMS (QUALITY, THE ENVIRONMENT, INFORMATION SECURITY AND THE WORKPLACE RISK PREVENTION)

The fact that the policies of Air Europa's Integrated Management System are made public was most highly valued by executives, who placed it in 10th position. Overall, it was placed in 13th position. All of the stakeholders agree that Air Europa is deeply committed to achieving this point.

The Integrated Management System policy aims at integrating the certifications held by Air Europa, which are firmly consolidated in our business performance: Quality, the Environment, Information and Data Security, Occupational Health and Safety, IOSA, among others, with the rules that apply to us. With this new policy, certifications receive the same priority and importance, in order to consolidate a seamless integration.

It is understood that without a competitive "Quality of Service/Cost" ratio, it would be very difficult to maintain our current leading position. The guidelines and objectives established with regard to Quality and the Environment that guide Air Europa are created by the Compliance Supervision Committee and then defined and approved by the General Manager. These then become part of the General Policy, Mission and Vision of the Company, and the strategy of the Globalia Group as a whole, which it applies consistently.

In this sense, we have established an Integrated Management System Policy which is considered as "an ongoing focus on improving all working processes and procedures, to achieve a service that incorporates the levels of Quality, Safety and Sustainability expected by our customers, in the required timeframes and in accordance with the established profitability and cost targets".

The Integrated Management System Policy is displayed at all of the points where the public is attended, and is also known by all employees, as it is also displayed in the different areas of the company's installations and distributed to the employees through the Integrated Management System Manual by means of the Documentation management tool called "Platonnet".

## Integrated Management System Policy

*Air Europa's Management, aware of the responsibility that it has towards its customers, is committed to implementing and maintaining an Integrated Management System based on safety and security, sustainability, continuous improvement, customer satisfaction and the prevention of occupational hazards with the participation of all of the company's employees. It thereby intends to obtain external recognition of **Air Europa** as a leading airline, not only for the quality of its service, but also for its continuous progress in its working methods, customer service, occupational health and safety, data protection and respect for the environment.*

*Air Europa undertakes to:*

- Use all of the resources necessary to ensure that the service we provide is safe, reliable and strictly complies with all of the specifications required related to Quality and Conformity Control Management Systems (European Regulations 965/2012, 1178/2011, 1321/2014, and other Aeronautical Regulations and UNE-EN-ISO 9001:2008), the Environment (EMAS Regulation (EC) 1221/2009, UNE-EN-ISO 14001:2004 and applicable legal requirements), Information and Data Security (ISO 27001:2007), Occupational Health and Safety (OHSAS 18001:2007) and any other applicable industry standards (EASA, IATA, ICAO, etc.).*
- Make Operational, Airport and Flight Safety; Data Protection; Quality and Compliance Control; the Environment; Occupational Health and Safety and Continuous Improvement high-priority elements in the company's culture.*
- Develop programs for improving the company's processes, services and customer service, whilst aiming to always provide customer satisfaction and value for money.*
- Establish actions aimed at prevention rather than just identifying problems. Assess risks and prevent any occupational hazards and pollution that could be caused by our activities and processes; identifying, checking and controlling any issues that may arise to ensure the health and safety of people and the protection of the environment.*
- Ensure the proper protection, confidentiality, integrity and availability of all of the documents and data required for the company's operations, with particular emphasis on those containing personal or financial information related to customers or processes.*
- Improve both our environmental performance and the effectiveness and efficiency of our processes through periodic planning of our objectives.*
- Establish continuous training programs that enable us to have highly-qualified staff that are capable of carrying out the activities envisaged in the Integrated Management System.*
- Keep in contact with our customers in order to work together on the continuous improvement of the service provided and to evaluate their level of satisfaction with us.*
- Continuously optimize Air Europa's overall process through a strategy that is focused on achieving and maintaining leadership in the sector.*

*The Management will establish, within Air Europa's Integrated Management System, the planning and resources needed to achieve the objectives set.*

*The Integrated Management System Manual is the document containing the Company's philosophy and directives. It is the responsibility of all of Air Europa's staff to comply with the provisions of the Manual.*



Llucmajor, Mayo 2016

Fdo. Dña. María José Hidalgo  
Directora General

## WORK EXPERIENCES

This issue was rated overall in 12th place.

Air Europa helps with the integration of students into the labour market by hiring interns and reaching agreements with universities and schools for work experience. Universities or vocational training centres whose studies are linked to the company's activities can sign a partnership agreement that ensures compliance with the rules on training activities within the business environment.

This means that when their students are interested in internships in the company they can access the vacancies we have for interns at this moment in time. The compa-

ny also carries out proactive work by contacting universities and study centres to offer students the chance to apply to do their work experience period with us.

Students that do their work experience at Air Europa have the opportunity to receive financial aid, depending on the type of agreement established between the study centre and Air Europa, the length of their daily activity, its duration and the place where it is carried out.

The main study centres with which Air Europa had agreements in 2015 were:

Base	Centre	Department	Total
BCN	IES ILLA DELS BANYOLS	PRODUCTION / MAINTENANCE	1
LLUC	CESDA	SUPPORT AND MONITORING	1
	COMUNIDAD CAMPUS	TICKETING	4
	FEI	CUSTOMER RELATIONS	1
	IES LLUCMAJOR	CUSTOMER RELATIONS	1
	IES PAU DE CASES NOVES	CUSTOMER RELATIONS	1
	UNIVERSIDAD AUTONOMA DE BARCELONA	PRODUCT	1
	UNIVERSIDAD DE ALCALA	NATIONAL SALES	1
	UNIVERSITAT ILLES BALEARS	QUALITY AND THE ENVIRONMENT	2
		RECRUITMENT, EXTERNAL HANDLING AND CARGO	1
		REVENUE / ROUTES MANAGEMENT	1
		REVENUE & PRICING	1
		INSTRUCTION	2
		PRODUCT	2
		SCHEDULING	1
	UNIVERSITAT ILLES BALEARS	REVENUE & PRICING	1
	UNIVERSITAT AUTONOMA DE BARCELONA	PRODUCT / SEC. FLIGHT	1
MAD	IES PROFESOR RAUL VAZQUEZ	PRODUCTION / MAINTENANCE	4
	IES PROFESOR RAUL VAZQUEZ ERASMUS	PRODUCTION / MAINTENANCE	2
	UNIVERSIDAD AUTONOMA DE MADRID	CRISIS MANAGEMENT	1
PMI	IES BARAJAS	PRODUCTION / MAINTENANCE	2
	IES MIRALBUENO	PRODUCTION / MAINTENANCE	2
	IES SON PACS	PRODUCTION / MAINTENANCE	6
VLC	CENTRO ESTUDIOS AERONAUTICOS	QUALITY / TICKETING	8
	IES ARTESANOS	QUALITY / TICKETING	1
	IES BENLLIURE	QUALITY / TICKETING	1
	IES MISLATA	QUALITY / TICKETING	5
	UNIVERSIDAD DE VALENCIA	QUALITY / TICKETING	2
<b>TOTAL</b>			<b>57</b>

## MARKETING COMMUNICATIONS

The Executives of the company gave this issue more importance than any of the other stakeholders, possibly because they are fully aware of the importance of ensuring proper internal and external communications. For this group, Marketing communications was ranked in eighth place. Overall, it was ranked in 11th place.

In 2015, Air Europa has focused its efforts on communicating more and more effectively with employees, sharing the latest news and significant decisions made by the company with them. The incorporation of a person dedicated to internal communication within the Department of Communication has been a breakthrough in this regard. Internal marketing communications are becoming more frequent and motivational and, as well as being sent to all employees via email, they are also published on the Employee Portal.

This communication is not only distributed in written form – the coverage for the launch of the new image should be highlighted. Employees were given a surprise breakfast, compliments of the company, when they arrived at the head offices to celebrate this event.

In terms of marketing communications for Air Europa, 2015 has been a turning point; in September a redefinition of the brand was launched in order to reposition the brand against its competitors by making it more modern, responsive and easily identifiable in any communications channel. It went from a two-colour image to a monochrome image; all of this was done with an implementation plan for the new brand at all levels, involving all of the company's departments,

The strategic objective of this repositioning is aligned with the project for the modernization of the entire company scheduled for 2016 with the incorporation of the new Boeing 787 Dreamliner into our long-haul fleet and the redefinition of in-flight services.

Air Europa's media strategy has consisted of investments in conventional media such as the press, radio, TV, foreign media, etc. and of course we increasingly invest in reaching our online audience in Spain and in the 21 countries in which we currently operate and where we have our own offices.

We are also very proud of our sports sponsorships: we have always been heavily involved in this area, sponsoring football, basketball, tennis, padel and many other sports teams represented by Air Europa.

## LOCAL COMMUNITIES

Overall, this issue was ranked in the last place by our stakeholders, although this does not mean that the or-

ganisation considers it any less important.

As it has been doing for years, Air Europa still strongly identifies with sporting values. Team spirit, determination, technique, perfection, precision and a desire to excel are the values that Air Europa wishes to personify. Aware that these are the values associated with sport, the company decided to combine them with local initiatives and has sponsored various local sports teams and sportspersons for almost 10 years in order to contribute to different activities and strengthen its links with local communities.

In 2015 Air Europa, aware of the problems that living on an island can cause an athlete or a sports team due to the high cost of travel, has worked hard to help athletes and sports clubs.

At the same time, Air Europa has sponsored athletes such as Sandra Hernandez, a professional Padel player, and Ursula Pueyo, a professional skier.

## FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

Freedom of association and collective bargaining was the issue that was considered least important by all of the stakeholders, except for customers, who have ranked it in 13th place. Overall, it was ranked in 14th place.

Air Europa has seven unions: SEPLA, UPPA, CCOO, ASETMA, USO, SITCPLA and UGT, distributed in the following committees by workplace:

- MAD: SEPLA, SITCPLA, USO, CCOO, ASETMA, UPPA
- PMI: SEPLA, UPPA, USO, CCOO, ASETMA.
- BCN: SEPLA, SITCPLA, USO, ASETMA.
- AGP: SEPLA, SITPLA, USO.
- LPA: SEPLA, SITCPLA, USO, CCOO, ASETMA.
- TNF: SEPLA, SITCPLA, USO, ASETMA.
- LCG: USO

The start dates of Collective Agreements at AEA

**Flight Deck Crew Agreement:** This agreement came into force with the Decision on 10th February 1995, by the General Work Directorate, which ruled on its registration in the official registry and the publication of the text of the bargaining agreement for "Air España, Sociedad Anónima" Pilots.

**Aeronautical Maintenance Agreement:** This agreement came into force with the Decision on 4th June 2003, by the General Work Directorate, which ruled on its registration and the Decision published on 29th April 2003, by the Labour Chamber of the National Court, pertaining to the 1st Collective Bargaining Agreement



between the company Air Europa Líneas Aéreas, S.A.U., and its Aircraft Maintenance Technicians.

**Cabin Crew Agreement:** It came into force with the Decision on 25th November 2004, of the General Work Directorate, which ruled on the registration and the publication of the 1st Collective Bargaining Agreement of the company "Air Europa Líneas Aéreas, S.A.U." and the Passenger Cabin Crew.

**Ground Employees Agreement:** It came into force with the Decision on 20th June 2005, of the General Work Directorate, ruling on its registration and the publication of the 1st Collective Bargaining Agreement of the company Air Europa Líneas Aéreas, S.A.U. for its ground services staff (except Aeronautical Maintenance Technicians).

### CURRENT STATUS OF THE COLLECTIVE BARGAINING AGREEMENTS

There are currently three collective bargaining agreements in place at Air Europa Líneas Aéreas S.A.U.:

**Aeronautical Maintenance Agreement:** The fifth collective agreement is being negotiated and the regulatory content of the fourth agreement continues to be in force, except with regard to matters concerning progressions and the financial conditions of technicians.

**Cabin Crew Agreement:** The third collective agreement remains in force and it covers the period from 1st January 2012 to 31st December 2016.

**Ground Employees Agreement:** The fourth collective agreement is being negotiated and the third agreement currently remains in force.

Regarding the collective agreement for Flight Deck Crew, it expired in July 2013 and the fourth agreement is currently being negotiated.

## 3. COMMITMENTS TO INTERESTED PARTIES

Air Europa has commitments to the following groups when carrying out its management:

- Customers
- Society
- Suppliers
- Public Authorities
- Shareholders
- Employees

Being a pioneering airline, in January 2006, Air Europa became the first Spanish airline certified according to ISO 14001:2004 Environmental Management. Initially, certification was approved for the activities carried out at the headquarters (Llucmajor), the transportation of passengers and cargo in general (Aircraft Operations, In-Flight Services and Self-handling Service). Two years later, and aware of the improvements that it would bring, Air Europa extended the scope of the ISO 14001:2004 Certification to the whole of the Company which became the only one in Spain with its own Line Maintenance and Self-Handling to receive this certificate.

The fundamental purpose of this system is to minimise the environmental effects caused by all activities with a focus on decreasing the consumption of natural resources (paper, water, electricity, fuel, etc.), the proper management of waste and the optimisation of procedures to reduce both noise and CO<sub>2</sub> emissions.

Air Europa, as an airline, dedicates a great deal of effort to trying to reduce atmospheric pollution as much as possible. This is why it purchases the latest aeroplanes. These, among other things, optimize the use of fuel, consuming less and emitting fewer pollutants into the atmosphere. Even so, the company is well aware that environmental management does not only cover atmospheric pollution, but extends to all areas. For this reason, the company's management procedures also include actions such as control of consumption, proper waste management, savings on natural resources, etc.



## Corporate Social Responsibility Policy

*Air Europa is a family-owned Spanish company that is committed to its customers and to the Environment, whose **Mission** is to ensure the transport of passengers and goods with the highest levels of Safety and Customer Service. Our **Vision** is to become the leading airline in Spain and the destinations to which we operate and, in the medium term, to achieve the highest levels of Quality.*

*The Values of Air Europa are its commitment to its Customers, continuous improvement in order to achieve excellence in Operational Safety and Innovation as a force for creating a more Sustainable world.*

*Air Europa aligns its strategies and operations with the ten universally accepted Principles in the areas of Human Rights, Employment Standards, the Environment and Anti-Corruption. This is why it signed up to the UN Overall Compact, which is the largest corporate citizenship initiative in the world.*

*Air Europa is committed to **Sustainable Economic Prosperity**:*

- We are responsible for our financial results and we guarantee the transparency of the information we provide.*
- We work together with local, national and international organisations to help to build and strengthen the communities we serve through employment and economic growth.*
- We act with integrity and we put every effort into earning our customers' trust.*

*Air Europa is committed to promoting **Social Responsibility**:*

- Air Europa offers job security and motivating working conditions that are in line with the applicable legal requirements.*
- We firmly believe in internal promotion and we are committed to ensuring equality of opportunity amongst all of our employees.*
- We undertake to respect and fulfil all employment laws in the places where we operate and we insist that our suppliers and subcontractors act in accordance with our principles.*

*Air Europa is committed to protecting the **Environment**:*

- We strive to apply best available technologies through fleet renewals and through the application of procedures and to operate as effectively and efficiently as possible in order to reduce noise and air pollution, including greenhouse gases.*
- We analyse our facilities and processes to identify opportunities to improve our environmental performance.*
- We ensure that all of the facilities that Air Europa uses and all of our activities comply with the legal requirements related to environmental protection.*



### 3.1. Customers

The Management, aware of the responsibility it has to its customers, is committed to implementing and maintaining an Integrated Management System based on security, sustainability, continuous improvement, customer satisfaction and the prevention of occupational hazards with the

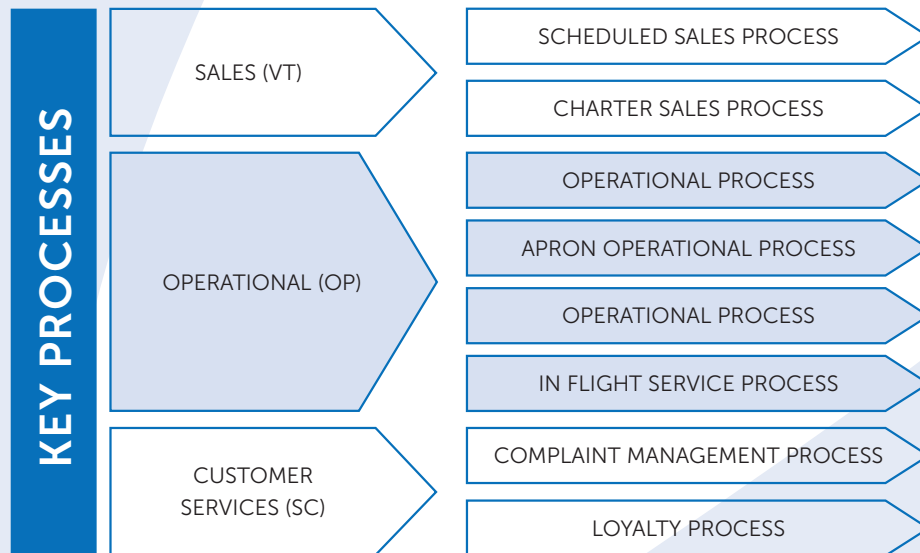
participation of all of the company's employees. It is committed to developing programs for improving processes, services and customer support, always seeking their satisfaction through its Integrated Management System Policy. The safety and satisfaction of our customers is our priority.

To illustrate the importance of customers and their satisfaction in our processes, we have established the following three general objectives that directly affect them:

- Improving Punctuality
- Reducing Complaints.
- Improving customer satisfaction with the level of service on the ground: Invoicing, Boarding, Transits and Arrivals

These objectives are permanent, meaning that they are constantly monitored to ensure that the punctuality of the service and customer satisfaction with the level of service provided on the ground increase over time and the number of complaints received progressively decreases.

The three goals and their indicators are related to company's key processes, which are those that directly affect customers.



### 3.2. Society

With a firm commitment to international cooperation and the needs identified in today's society, our lines of cooperative action with associations and NGOs ensure that our best intentions translate into tangible and positive results in the different areas in which each of the associations and organisations work.



AEA Solidaria is a non-profit organisation formed by a group of Air Europa Employees with headquarters in Lluçmajor – Mallorca.

The organisation's purpose is to help the people most in need by creating national and international projects designed to improve the quality of life of children who live in extreme poverty or suffer from some form of disability or social exclusion.

The main objective is to protect children's rights through the actions taken, such as:

- Cooperation within the Balearic Islands as well as at a national and international level.
- The promotion of social action in the Balearic Islands and other autonomous communities.
- Taking care of people that are at risk of social exclusion due to physical, financial or cultural reasons.

- Support for education.
- The development of nutritional and health programs.

Our social work is growing on a daily basis and is becoming increasingly effective. We are proud to be able to say that we participate in humanitarian aid programmes in which we are all involved, from the ground staff and air crew through to offices and hotels and, best of all, with the assistance of all of the departments of Globalia Group. We all help each other in order to help everyone.

In 2015, we continued with our approach of using all of the resources available and that the group provides. AEA Solidaria has embarked on a series of projects providing both national and international aid and cooperation.

AEA Solidaria works closely with two homes, one in Bolivia and another in Santo Domingo, as well as with one of the poorest neighbourhoods of Santo Domingo, providing them with various consignments of humanitarian supplies that could not be delivered without the generosity of Air Europa, which fills the holds of its aircraft with boxes of clothes, shoes, school supplies, medicines, etc.



Photography: Marta Andreu

AEA Solidaria collects and selects what is most needed for each home and delivers it personally. Air Europa's employees not only make deliveries of material but visit each of the homes often to find out what they need and spend part of their stay at each of the destinations with the children (in Santo Domingo and Bolivia).

The charitable activities of this Aviation Employees Association were shown in the documentary "Sueños que vuelan", which was released in 2015. On 17th September the auditorium of Agora Portals school hosted the presentation in Mallorca of this documentary by Iñaki Luis, Pelayo Alvarez and Juan Aballe, produced by Luz del Norte Films. The film shows the experiences of the volunteers that make up AEA Solidaria, which has the backing of Air Europa. Two days later it was also presented in Madrid.

The première was presented by Carmen Artero Vives, the founder and chairwoman of the "Indig Foundation". After the viewing of the documentary, the protagonists of the stories Marta Andreu, Marta Rios and Isabel Ximelis (the Chairwoman, the founder and the secretary of the association, respectively) took to the stage to thank the audience for coming. Christian, Erika and Javier Tomicha, the beneficiaries of the charitable activities in Santo Domingo and Bolivia, also spoke to the public about the work done by the association. Cristian Araneda, the head

of the Children's Home in Santa Cruz, Bolivia, told the audience about the difficult economic situation affecting the children at the centre.

The emotional evening was attended by more than 250 people including authorities from the municipality of Calvia, sports personalities from the Balearic Islands, local media, etc.

#### PUBLIC PERSONALITIES SUPPORTING AEA Solidaria

Many personalities are interested in the association's projects and help to disseminate it.

Prominent names such as Alejandro Sanz, who, during a concert in Palma de Mallorca, showed interest in finding out about our work or the great Vicente del Bosque, who spent a day with the boys at the CCI Monterrey centre in Boca Chica and since then has continued to take an interest in the cause, as well as other public figures such as Chenoa, Adrian Lastra, Irene Villa, Pablo Puyol and Ivan Campo.

#### VISITS TO THE PROJECTS BY CREWS

Many of the crewmembers regularly visit the projects in the Dominican Republic and Bolivia when their work takes them there, in order to spend time with the chil-





dren. The lack of affection is one of the greatest difficulties they have and so for them the greatest of gifts is for someone to devote their time to playing and splashing around with them and making them smile.

## Projects in Bolivia

### MY NAME IS JORGE AND I AM LIVING A DREAM

My name is Jorge. I have been living in a home for 3 years; until the age of 14 I was living in Vallegrande, a town 400 kilometres from Santa Cruz de la Sierra. At the age of 13, I was in charge of a farm, picking strawberries and looking after chickens, in an environment not suitable for children my age. Thanks to the manager of the home that believed in me, I was brought to Santa Cruz de la Sierra in order to get me away from that situ-

ation and to enable me to continue studying. With the help of the Santa Cruz Children's Home and especially Cristian, I managed to finish my studies. I made a great effort and achieved top grades for two years; now I am living a dream, in a very different and beautiful country, all thanks to AEA Solidaria and the Indig Foundation, fulfilling one of the goals and objectives of my life - I am training professionally, studying at the School of Tourism of the Balearic Islands so that when I return to my country, Bolivia, I will be able find a good job and start my own family. This is a summary of his short life, as Jorge is still only 21 years old. All of this has been possible thanks to those that support AEA Solidaria.

## SANTA CLAUS' VISIT TO THE PROJECTS

Just like last year, AEA Solidaria wanted the magic of Christmas to be enjoyed by all children wherever they were born and wherever they live.

Photographies: Marta Andreu



So Santa visited the Children's Home in Santa Cruz, Bolivia, delivering a gift to each of the children, which were donated by the Maria y José Academy of Hairdressing and Beauty together with the Indig Foundation.

## Projects in the Dominican Republic

### COLLABORATION BETWEEN AEA SOLIDARIA AND OBRA SOCIAL LA CAIXA

One of the greatest effects of the presentation of "Sueños que Vuelan" was the interest that the institution Obra Social La Caixa took in our projects. It was particularly interested in the case of one of our beneficiaries, Cristian Sánchez, a child with a very special attitude and communication skills and a great academic future ahead of him despite the precarious situation in which he and his family lived.

When they heard his story, they decided to invest in the reconstruction of what up until now was his house, an unhygienic and uninhabitable place, which had to be knocked down for reconstruction.



### A NEW HOME FOR CRISTOFER

Cristofer, a deaf-mute boy from the municipality of Bocachica, lived in a house destroyed last October in a terrible fire that devastated everything and left his entire family homeless. The house they used to have was not the best, but at least they had a roof over their heads.

Fortunately, an anonymous person heard about his story and provided the amount necessary for AEA Solidaria to build a new home for Cristofer and his family.

“Santa Claus exists and he is amazing,” said the AEA Solidaria team when they heard about the donation and so it was Santa Claus himself that gave Cristofer the house, giving him the biggest of smiles and making him feel and his family all feel special.

This just goes to show that fire may destroy many things but it did not destroy the generosity in some people’s hearts.

### SANTA CLAUS’ VISIT TO THE PROJECTS

Santa Claus also visited Santo Domingo. And just like last year, the Hotel Be Live Hamaca prepared a very nice party for the children from the Boca Chica School for the Deaf and the poor neighbourhood of Los Cocos. That day there were also presents for everyone.

### COLLABORATION WITH AGORA PORTALS SCHOOL

Besides being the venue for the presentation of “Sueños que Vuelan”, this school in Mallorca has proved its commitment to collaborating with AEA Solidaria by collecting school supplies and raising a significant amount of money that was used to clean up a dining room in the neighbourhood of “Los Cocos” where over 100 children received their only meal of the day in unhygienic containers, sitting on the floor.

On the opening day, there was a huge party, full of colour and happiness for all of the children.

## National Projects

### APPOINTMENT OF THE SINGER JAUME ANGLADA AS THE AMBASSADOR OF THE NGO

Last October, the famous Mallorcan singer Jaume Anglada was appointed as the ambassador of AEA Solidaria. Jaume represents to perfection the association’s values and he became involved in the cause from the moment he found out about the association, attending their events assiduously.

Jaume Anglada is also interested in the musical future that some of the partnership project’s children have and does his best to encourage them.



Photographies: Marta Andreu

### TAKE A STEP WITH RODRIGO

In March 2015, AEA Solidaria made a donation to “Da un paso con Rodrigo”. Rodrigo suffers from Sandhoff disease, or Gangliosidosis GM2, which is heredity and affects the central nervous system. Rodrigo needs funds in order to follow a specific rehabilitation program.

### MONTHLY CELEBRATION OF THE CHARITY BREAKFAST

For more than a year, charity breakfasts have been held at Globalia’s headquarters in Lluçmajor and occasionally at the company’s flight crew office at Madrid airport.

They are already very popular amongst Globalia employees and they are the main source of income for the association. It is also a good way of keeping employees informed about the projects carried out and encouraging them to participate. On the first Wednesday of every month, all of Globalia Group's employees not only have the opportunity to have breakfast for 1€ but also to collaborate. Both the drinks and the food served at breakfast are donated by employees.

This year there were visits by important personalities such as Irene Villa, Carolina Cerezuela, players from RCD Mallorca, the Palma Air Europa basketball team, amongst others.

### Other International Projects

Jasmant's Earthquake Relief Fund Nepal: AEA Solidaria gave all of the revenue from the breakfast in May 2015 to Jasmant's Earthquake Relief Fund Foundation Nepal and the victims of earthquake that hit Nepal on 25th April 2015.

### Other Collaborations with other NGO's:

During 2015, Air Europa has signed and renewed collaboration agreements with the following organizations:

- Fundación Amazonia
- Bomberos Unidos Sin Fronteras
- Cirujanos Plásticos Mundi
- Fundación Integra
- Proyecto Recupera Sonrisas
- Fundación Rafa Nadal
- Fundación Irene Villa
- Fundación Juanito Maravilla
- Fundación Lo Que De Verdad Importa
- Infancia Sin Fronteras
- Fundación Scholas
- Fundación Sonrisa Médica
- AEA Solidaria
- Alzheimer Salamanca
- Fundación Respiralia
- Es Refugi
- Asociación Rana
- Mensajeros De La Paz
- Niños Contra El Cáncer
- Proyecto Hombre
- Rastrillo Nuevo Futuro
- Fundación Pequeño Deseo
- Fundación Real Mallorca
- Delta Day Of Hope
- Fundación Clínica Menorca
- Asociación Balear D'Esclerosi Múltiple
- Asociación Síndrome De Down De Baleares
- Acoger y Compartir
- Asociación Española Contra el Cáncer

- CODESPA
- Cruz Roja
- Fundación Deporte Joven
- Make a Wish Spain
- Fundación La Caixa proyecto Gavi-Alliance
- UNICEF

Due to the importance and the size of its projects, in 2015 we would like to highlight a very special new collaboration agreement. An agreement has been signed with SCHOLAS OCURRENTES, an agreement that we are particularly proud of and to which we are truly committed.

Scholas Ocurrentes is an international public interest, non-profit organization that works with public and private schools and educational communities of all faiths, particularly with those that are in a vulnerable situation, with the goal of building a world without exclusion. It was inspired by His Holiness the Pope Francisco with the aim of promoting the involvement of all of the schools in the world. In fact, last November the Pope received Enrique Palmeyro, the Director of Scholas, and Juan Jose Hidalgo, the Chairman of Globalia Group, which owns Air Europa, at Santa Marta (in the Vatican City). Both gave the Holy Father the agreement signed between these institutions.

### Collaboration with Society

PERDIENDO  
EL MIEDO  
A VOLAR.COM

#### • Perdiendo el Miedo a Volar

Due to the high percentage, around 25%, of people in society that are afraid of flying (and 12% that have a phobia), since 2009 Air Europa has been collaborating with the "Perdiendo el Miedo a Volar" program (Losing the Fear of Flying" [www.perdiendoelmiedoavolar.com](http://www.perdiendoelmiedoavolar.com)).

As part of this program, in 2015 we have given 9 courses to help people overcome their fear of flying which were attended by 89 persons, representing an occupation of almost 100%. In these courses, people suffering from aerophobia learn, by means of a cognitive-behavioural process, to control the anxiety that travelling by plane causes them, to regain their self-esteem and even to enjoy the flying experience.

The theoretical part is taught by pilots, psychologists, aircraft maintenance technicians, flight attendants and air traffic controllers. All of them are led by an Air Europa captain who is also a psychologist that has been specialized in phobias since 2003. Together with another psychologist, this captain also helps the participants carry out the exercises that they have to do during the practice flight.



This year we have added a motivational conference given by people that have already attended our course and, after overcoming their fear of flying, were willing to come back and talk about their cases and report their experience.

These courses are carried out in groups of 10 people, they last two days and a real practice session is carried out on a return flight with a long stopover where group exercises are carried out to strengthen and reinforce the knowledge obtained in order to maximise the effectiveness of the flight back.

At the end of the course, groups are created on different social networks so that the members of the group can help each other and monitor their subsequent flights.

The type of people that attend these courses are generally people that have not flown for many years or that avoid flying by doing the absolute minimum of air travel. There are also many people that have to travel by air for work often and usually use some kind of tranquillizer, sometimes mixed with a little alcohol.

The success rate of the course as reported by the participants themselves and based on the monitoring we carry out of their flights is 98%. This percentage includes people that have stopped avoiding flying but that still use the tools learned on the flights they take to those that have become private pilots since taking the course (there have been 5 so far - here are some photos)

Some of the comments that have been written on different social networks after the course are:

*"I, like many people, had my doubts because I had gone 16 years without flying and I had even gotten off planes before take-off several times but the feeling I have after doing the course is that I'm now ready to look for somewhere else to go with my family to spend a weekend"*

*"After I had an anxiety attack on a plane, flying became a constant source of anxiety in my life. Travel had always been a great pleasure for me and I thought that what once filled me with joy could now only bring me anxiety and suffering."*

*"Thanks to this course all of this anxiety has gone away and now I can continue to enjoy the wonderful world around us. Thanks to this course I have not had to say goodbye to the greatest passion of my life. There are no words to describe what you have given me. I would recommend it 100%".*

*"Incredible!! I was terrified of flying, but now I only think about what my next destination will be! Very effective and 100% recommended".*

*"Amazing experience. Recommended 100%. The course teaches you to take on the fear of flying based on self-control and having a basic understanding of how the world of aviation works. You gain tools in order to deal with it. It is the starting point for overcoming the fear of flying. The best part thing was the people that taught the course; apart from being excellent professionals, they are great human beings. They open the door to freedom. Now I am ready to take it day by day and flight by flight. A brave person is not someone that is not afraid but someone that knows how to conquer their fears".*

*"I thought that it was an excellent course, not just because it worked for me (which it did perfectly), but because I saw the effect it had on my classmates; each of them had a different problem and although all of their problems were related to flying, they were all different. Despite this, we were all able to successfully complete the task."*

*"Besides, although I immersed myself completely in the experience, I could not help awakening my critical spirit (at the end of the day I am also a practising psychologist) and I admired the way the course was conducted from a professional point of view: I think that it is not"*





*just a simple CBT coping strategy for the phobia, but rather it incorporates elements from other disciplines in an enriching way. I think that the course achieves a good balance between theory and practice and all of the students were treated with respect - we were never forced to do anything we didn't want to do and I found it amazing that a professional could lead you to where you did not want to go without forcing you at any point!! I am glad that I participated because I overcame my fear and at the same time I learnt some things as a professional that I will incorporate into my work. Thank you, Alfonso, thanks to the rest of the team and thanks to my classmates for enabling us to overcome our fears by ourselves".*

### The Company through Social Networks

In 2015, Air Europa's social networks have experienced significant growth with regard to previous years thanks to the continuous adaptation and implementation of the latest developments and trends in the online world. Air Europa is currently present on seven different social networks (Facebook, Twitter, Instagram, Google+, Pinterest, LinkedIn and YouTube), plus its own blog, Billete 996. Each one is managed differently, taking into account that each network has its own character and works in a different way.

The communications strategy of our social networks has been focused on positioning the brand image and directing our customers towards our sales channels, all of which is supported by the three areas that make up the department: Customer services, social media coordination and community management.

We have focused on creating our own high-quality content, which is aimed at increasing interaction with users through widely accepted formats such as video. We have also worked together with influential users that provide us with lots of publicity and we have focused our actions on generating engagement.

Another action that has enabled us to grow enormously has been our investment in advertising and publication in order to make sure that our promotions and discounts are seen by the largest possible audience.

On the subject of customer service, thanks to the use of new CRM tools, management by specialized staff and adopting more familiar, direct and transparent language, we have managed to increase our customers' level of satisfaction and we have made our image more human and transparent.

Furthermore, this year we have achieved some very important milestones for the company, which we have been able to publicise on all of our social networks, such as launching our own loyalty program and the opening

of several routes (such as Asuncion), which have had a fantastic impact on our results.

Finally, thanks to the analysis of all of the information that social networks provide us and the almost daily observation of our competition, we have been able to improve our understanding of our audience and how social networks work, which enables us to improve the focus of new actions.

### 3.3. Suppliers

Air Europa wishes to ensure that all the principles that it advocates (whether through its memberships, certifications, policies, etc.) are fulfilled at every level and in all external relations. Therefore, all suppliers and contractors must comply with AEA's environmental specifications.

The contractors that may have an impact on the environment receive information on the Environmental Management System established at Air Europa to ensure that they are aware of it and are able to comply with it to the extent that it affects their actions and activities.

Each contractor is provided with the following informative documents based on the list of Suppliers and the Environmental Issues involved:

- **Environmental Communication:** This document contains information about the Company's Environmental Management System and what is expected from the contractor.
- **Letter to Contractors:** The supplier or contractor has to sign this document in proof of their commitment to complying with the legal requirements related to the environment.
- **Operational Control:** This document identifies the environmental issues related to this supplier and the activities carried out related to the control of each of these issues.
- **Air Europa's Best Environmental Practices Manual.**
- **Environmental Checklist:** Once this checklist has been filled in, we can determine the supplier's degree of commitment to the environment and evaluate it based on the environmental criteria established in the company's procedures.

On the other hand, the company has established in its General Purchases Procedure that when selecting suppliers, priority will be given to those that have the corresponding quality and environment certifications, as long as the suppliers offer the same conditions. The departments that are subject to this procedure, which are the ones that make the purchases, evaluate whether the purchase meets the established requirements. The product or service is subjected to resistance tests or any

tests necessary to certify that the product or service is fit for its purpose and use depending on the type of product concerned.

Once a contract has been signed with a supplier, if their product or service directly affects the final service, operational safety (flight and airport) or the environment, the offer is evaluated in accordance with the specifications of Air Europa's General Audit Procedure and/or the Specific Procedure for Controlling Issues Related to Contractors and Suppliers.

If there are any incidents with the companies contracted, these incidents are monitored. The incident reports deriving from this monitoring are always available to the Quality and Environment auditors. The company has developed a tool called "NEWINTCP" that the Head Stewards on each flight use to report any kind of environmental incident, whether caused internally or by a supplier. Environmental incidents are dealt with by the Management Systems Department, which contacts the suppliers and passes on the responses to the flight head stewards.

Air Europa continues to pursue its objective of implementing electronic invoicing to the highest degree possible as a result of our commitment to the environment in order to save administrative materials, reduce paper consumption and optimise our processes.

### 3.4. Public Authorities

Air Europa's relationship with the Public Authorities is twofold: it is both a Customer and at the same time a Company that guarantees compliance with legislation. This guarantee is checked by means of inspections and audits.

Throughout the year, external inspections are carried out by various organisations such as AENA Environment, AESA, the civil aviation authorities of other countries, Safety Inspectors, PSAVSEC, PVC, etc.

All of these inspections are documented by the Management Systems Department. Some of them require follow-ups due to discrepancies with the results and sometimes they are just recorded in the system, either because the issue is not monitored by the Management Systems Department (such as the Noise inspections, ACAM, SAFA and SANA) or because no non-compliances were detected.

If there are no findings, observations or discrepancies, they are simply entered into the system and filed. If there are any, research is done by this department to see if any claims can be made, for which the appropriate documents are drawn up and sent.

Once the response is obtained, if there continue to be discrepancies, corrective actions are opened in the Platon system so that those responsible can answer and once the actions have been completed in Platon, the information needs to be put into the format required by each agency. If the allegations presented could result in a fine or a penalty, the documentation must be sent to the Legal Department, although the Management Systems Department should continue to monitor it.

In 2015, Air Europa received 179 inspections distributed as follows:

Summary of Inspections 2015	
AENA	15
AESA	28
Foreign Civil Aviation Authorities	2
Ministry of Defence	76
Others (Consumer Protection, Tax Agency, Noise, etc)	2
SAFA	1
SANA	21
SACA	34
<b>Overall Total</b>	<b>179</b>

Since 2015, there have been 3 types of inspections on the Ramp:

SANA: Safety Assessment of National Aircraft

SACA: Safety Assessment of Community Aircraft

SAFA: Safety Assessment of Foreign Aircraft

SAFA inspections are inspections carried out at airports in third countries, SANA are inspections carried out at national airports and SACA are inspections carried out at airports in the European Community.

### 3.5. Shareholders

All of Air Europa's shares are held by Globalia Corporación Empresarial, S.A. Juan José Hidalgo Acera is the owner of 51.58% of the share capital of the parent company. There are no legal persons that own a stake of 10% or more of the parent company's share capital.

The Globalia Corporación Empresarial Annual Report covers all the most important financial developments of the year. This report sets out the management and the main figures of Globalia Corporación Empresarial S.A. and Subsidiaries.

#### Management

One of Air Europa's goals is to become the leading airline for flights between Europe and Latin America. We are getting closer and closer to achieving this objective thanks to the opening of our HUB in Adolfo Suárez Madrid-Barajas Airport in 2014, thereby facilitating access

between the international destinations terminal (T1) and the other terminals (T2 and T3).

On the other hand, since its beginnings, Air Europa has always had the most modern aircraft available on the market. The average age of the fleet has never been over six years and it is currently around four.

Another factor that brings us closer to this objective is our commitment to quality and efficiency, two values that have always been associated with Air Europa: Quality in the services provided both on the ground and in-flight and efficiency in arriving punctually at our destinations so that all connections are as quick and as convenient as possible.

#### • Increased frequencies

Routes	2014	2015	Difference	% Change	Comments
MAD-PMI-MAD	2.379	2.498	119	5%	
PMI-BCN-PMI	2.120	2.155	35	2%	
MAD-LPA-MAD	1.246	1.341	95	7%	
MAD-BIO-MAD	1.220	1.352	132	10%	
MAD-LIS-MAD	1.249	1.302	53	4%	
MAD-BRU-MAD	715	729	14	2%	
MAD-IBZ-MAD	629	687	58	8%	
MAD-FRA-MAD	552	730	178	24%	New route Mar 2014
MAD-MUC-MAD	482	730	248	34%	New route May 2014
MAD-OPO-MAD	295	917	622	68%	New route Oct 2014
MAD-ALC-MAD	414	738	324	44%	New route Jun 2014
PMI-ALC-PMI	381	675	295	44%	New route Jun 2014
AGP-MLN-AGP	275	568	293	52%	New route Jul 2014
MAD-HAV-MAD	364	368	4	1%	
MAD-LIM-MAD	358	365	7	2%	
MAD-GRU-MAD	256	319	63	20%	
MAD-JFK-MAD	184	223	39	17%	
ACE-BIO-ACE	195	209	14	7%	
MAD-MIA-MAD	95	296	201	68%	New route Jun 2014
MAD-CUN-MAD	187	194	8	4%	
MAD-VVI-MAD	156	191	35	18%	
PMI-BIO-PMI	133	140	7	5%	
BCN-MAH-BCN	64	206	142	69%	
MAD-SJU-MAD	65	107	42	39%	New route May 2014
MAD-DKR-MAD	67	73	6	8%	
OVD-ACE-OVD	43	51	8	16%	
PMI-SCQ-PMI	31	61	31	50%	
MAD-TFS-MAD	22	58	36	62%	

#### • New Routes 2015

In 2015, the following new medium and long haul routes were launched:

- At the end of March the scheduled MAD-TLV route started.
- In April the PMI-IBZ & MAH flights started using an ATR.
- In April, the MAD-MIA route started using a B787 belonging to the company LOT
- The route MAD (Madrid)-OZZ (Ouarzazate) stopped
- On 16th December we started the route to ASU

#### • Resolutions

Air Europa establishes agreements with different companies so that it can offer a more comprehensive service to its customers. This allows us to offer our customers other destinations or more frequent flights if the route is also operated by Air Europa. Some of these agreements were first started in previous years and have been successively renewed and remain in place currently whereas others were established in 2015 after we identified the new needs of our customers.

Below are two tables that refer to the agreements established in 2015 and the agreements signed prior to 2015. These tables refer to UX operated routes and UX marketed routes. The UX operated routes are those in which Air Europa is the flight operator (UX Code); in other words, Air Europa provides the aircraft, pilots and cabin crew, etc. although the partner company also advertises this flight as though it was theirs. On the other hand, if the route is des-

cribed as a UX marketed route, the opposite is the case: the partner company is the one that provides the aircraft and staff, whilst Air Europa advertises the flight as its own.

These types of operator/marketing agreement can be reached for an unlimited number of seats until they are full (Free-flow) or for a limited number of seats (Block-space) with a special prorate agreement (SPA).

AGREEMENTS IN 2015	TYPE OF AGREEMENT		UX OPERATOR ROUTES		UX MARKETING ROUTES	
	UX Operator	UX Marketing	Block-space	Free-flow	Block-space	Free-flow
		Free-flow				MADICNMAD
		Block Space			SJUSDQSJU	
	Free-flow	Free-flow		MADFCOMAD MADMXP MADFRAMAD MADBRUMAD MADAMSMAD VLCCDGVLC AGPCDGAGP		Routes beyond BEG
	Free-flow	Free-flow		MADGRUMAD MADSSAMAD Domestic		GRUFORGRU GRUPOAGRU GRUBSBGRU GRUSSAGRU GRUGIGGRU
	Free-flow	Free-flow		MADAMSMAD MADFRAMAD		TPEAMSTPE
	Free-flow	Free-flow		MADAMSMAD		CGKAMSCGK
	Free-flow	Free-flow		AGPCDGAGP VLCCDGVLC MADAMSMAD MADFRAMAD		CANFRACAN
	Free-flow			MADAMSMAD		
	Free-flow	Free-flow		MADFCOMAD MADMXP MADFRAMAD VLCCDGVLC AGPCDGAGP		Routes beyond BEY
	Free-flow	Free-flow		MADGRUMAD MADSSAMAD		Routes beyond GRU
		SPA				

AGREEMENTS PRIOR TO 2015	TYPE OF AGREEMENT		UX OPERATOR ROUTES		UX MARKETING ROUTES	
	UX Operator	UX Marketing	Block- space	Free-flow	Block- space	Free-flow
	Free-flow	Free-flow		Domestic MAD-LIS-MAD MAD-OPO-MAD		MAD-SVO-MAD BCN-SVO-BCN AGP-SVO-AGP
	Free-flow* (stop sales)	Free-flow* (stop sales)		MAD-EZE-MAD		MAD-EZE-MAD
	Free-flow	Free-flow		Domestic MADCUNMAD CDGAGPCDG CDGVLCCDG MADEUROPAMAD		MADMEXMAD Routes beyond MEX
	Block space  Free-flow	Free-flow	AGPCDGAGP MADORYMAD VLCCDGVLC	Domestic PMIORYPMI		BCNCDGBCN BIOCDGBIO MADCDGMAD VGOC DG VGO Routes beyond CDG/ORY
	Free-flow	Free-flow		MADFCOMAD Domestic		MADFCOMAD BCNLINBCN Spain FCO Spain Routes beyond FCO
	Free-flow	Free-flow				BCNPRGBCN MADPRGMAD
	Free-flow	Free-flow		Domésticas AGPCDGAGP VLCCDGVLC MADLISMAD MADJFKMAD		MADJFKMAD BCNJFKBCN AGPJFKAGP Rutas beyond JFK
	Free-flow	Free-flow		MADAMSMAD Domestic		MADAMSMAD Routes beyond AMS
	Free-flow	Free-flow		Domestic AGPCDGAGP VLCCDGVLC MADLISMAD MADOPOMAD		MADJED/RUHMAD
	Free-flow	Free-flow		Domestic		MADOTPMAD BCNOTPBCN VLCOTPVLC
	Free-flow			MAD-FRA-MAD		FRA-HAN / SGN-FRA
	Free-flow	Free-flow		MAD-LPA-MAD MAD-TFN-MAD		Domestic Canary Islands-Africa
	Free-flow	Free-flow		Domestic Europe MAD-DKR-MAD MAD-SDQ-MAD		MADAUHMAD Routes beyond AUH
		Free-flow				SCLGRUSCL SCLEZESCL SCLLIMSCL
	Codeshare agreement. As this is a codeshare agreement with a railway company, only the destinations that have been agreed are shown			Seville, Pamplona, Zaragoza, Murcia, Córdoba, Albacete, Valladolid, Almería, Burgos, Ciudad Real, Granada, Guadalajara, León, Oviedo, Palencia, Segovia, Toledo and Vitoria		

• **Other Agreements:**

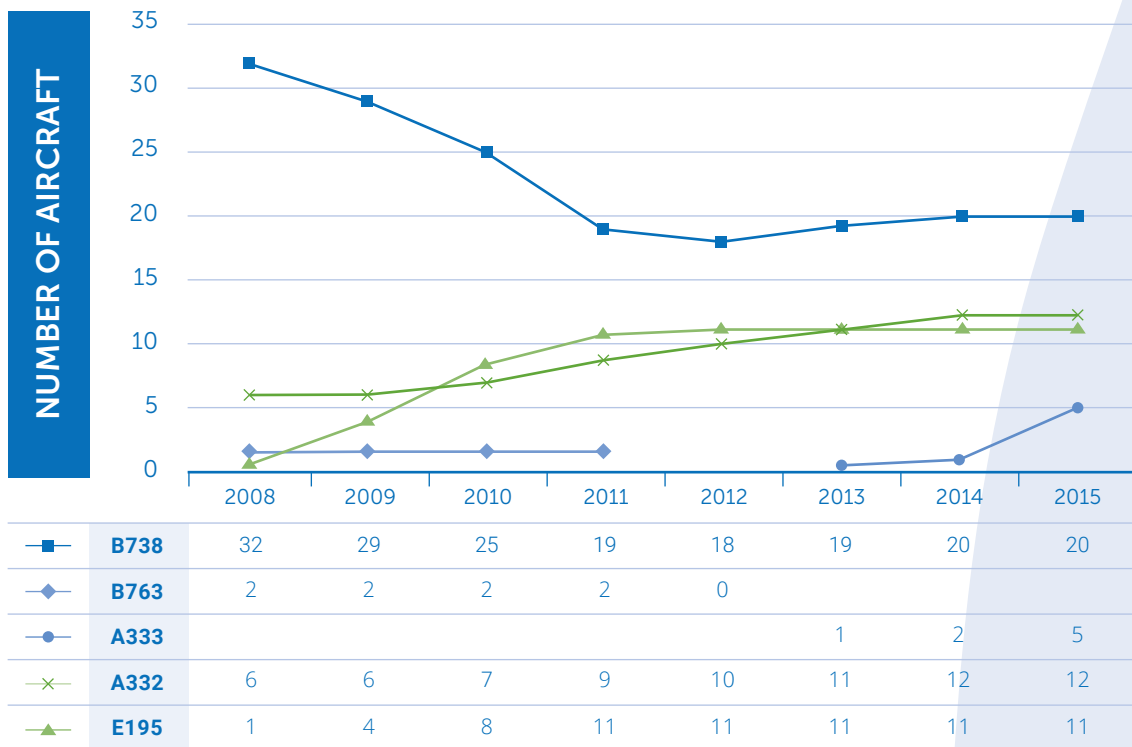
- **Agreement with Renfe (the Spanish national railways operator)** Air Europa and Renfe have improved their agreement for the issuance of combined plane/train tickets. In March 2015, the company released a tool that allows its customers to buy joint plane+train tickets to a large number of Spanish cities. The new system, which is available to all travel agencies, is called Access Rail.

- **Agreement with LOT:** Due to planning requirements, a wet lease agreement was signed in 2015. Specifically, the company needed to lease a wide body aircraft to operate long-haul routes. After receiving various proposals, the proposal that best fitted our needs was

the one made by LOT, offering a B787 with capacity for 252 passengers. Among other things, this decision took into account the future incorporation of this model into AEA's fleet. The route operated was MIA-MAD-MIA which initially had 5 weekly frequencies, becoming daily from July.

- **Agreement with Europcar:** Air Europa reached a collaboration agreement that will last for 3 years. With this agreement, which was signed within the framework of the FITUR International Tourism Trade Fair, the users of both companies will enjoy benefits that will enhance their travel experience by means of discounts and promotions on their whole range of high-quality vehicles. This is an international agreement.

**EVOLUTION OF AIR EUROPA'S FLEET**



• **Coming soon**

Air Europa will soon receive the first four units of the revolutionary Boeing 787 Dreamliner, which will arrive in 2016. We are especially excited about this because their acquisition will result in improved performance and reduced emissions (which is a major priority for us), whilst also enabling us to provide a better service.

In January 2015, Air Europa placed an order for fourteen 787-9 Dreamliner aircraft. This is the largest order for wide body aircraft made by a Spanish airline in the history of Boeing. Air Europa currently has a total of 22 Dreamliner aircraft on order - 8 of the model 787-8 and 14 of the model 787-9. All of them will have Rolls Royce Trent 1000 engines.

- **Improved Environmental Performance**

The new 787 Dreamliner incorporates a number of technological advances that reduce fuel consumption. One of the developments that make it a pioneer is the fact that 50% of the materials used to make it are composites, which are more resistant and lighter than aluminium. These materials, which improve fuel efficiency, have been used for the main sections: The fuselage, the wings and the tail.

The shape of the new 787 Dreamliner is more aerodynamic, with new advanced engines and systems which means that it consumes up to 20% less fuel, thereby also emitting less carbon.

#### - Improved Passenger Experience

The improvements of this new fleet will not be limited to the aircraft's dynamics and fuel consumption: passengers will also notice improvements that will result in a better passenger experience. The windows are 30% larger than in the Boeing 767 and they allow passengers to control the level of brightness at the touch of a button.

The composite materials that give the aircraft better fuel efficiency also make it possible to have a lower cabin altitude, making the trip more comfortable for passengers. The 787's cabin is pressurized at a level of 1,828.8 meters (609.6 meters lower than most aircraft). Tests show that, because the body absorbs 8% more oxygen in the blood at this altitude, passengers suffer less headaches, dizziness and fatigue.

The 787 Dreamliner also guarantees a smoother flight in the event of moderate turbulence. The aircraft's technology will reduce the number of passengers that experience motion sickness by a factor of eight by detecting turbulence and sending signals to the control surfaces in the wings to counteract it, smoothing out the journey.

Inside the plane, a more advanced air filtration system will filter out not just bacteria and viruses but also smells and other pollutants that can cause irritation to the throat, eyes and nose. One more of the characteristics of the new 787 Dreamliner that will most benefit passengers will be increased room for hand luggage. All passengers will have enough storage space to place at least one large bag in the overhead bins near their seats. In fact, the overhead bins are larger than those of any other aircraft.

#### - Improved Quality for People living near airports

One of the biggest problems with the greatest social impact caused by the opening of an airport close to populated areas is the noise caused by aircraft. The new 787 Dreamliner produces 60% less noise than other aircraft of the same size. This results in a significant reduction of the noise impact for people living close to airports.



#### • Milestones in 2015

##### SUMA

On 30th November 2015 Air Europa started another one of its major

projects envisaged in its modernization plan: Air Europa SUMA, an innovative loyalty program created to improve the passenger experience and thank customers for choosing us.

From the first flight, passengers can exchange their SUMA Miles for flights or services and products provided by Air Europa's partners. The Air Europa SUMA pro-

gram awards passengers two Miles for every Euro paid by the passenger on all flights operated by Air Europa or, depending on the distance travelled, on flights with other SkyTeam alliance companies.

Unlike what happens with other companies, SUMA Miles can be exchanged for Air Europa flights whenever there is a seat on sale in either economy or Business class.

Air Europa is not alone in this program. In order to offer more advantages and benefits to its users, Air Europa has some large non-airline partners with which passengers can also earn and redeem Miles: Cepsa, Europcar, and NH Hoteles, whilst with Halcon Viajes, Be Live and Amazon passengers can only redeem miles.

The company's commitment to technology is also reflected in Air Europa's SUMA program as passengers can choose to have their SUMA card in digital format as well as in physical form, if desired.

The SUMA digital card is available in the Air Europa app as soon as a passenger downloads the program.



#### EMAS Certification

In 2012 Air Europa became a Member of the exclusive "club" of Companies with the Environmental Certificate issued by EMAS (Eco Management Audit System) and received the membership certificate corresponding to this standard from the Ministry of Agriculture, Food and the Environment.

Air Europa's Environmental Statement was revalidated by the certifying entity AENOR through the audit carried out in March 2015.



#### Madrid Excelente Certification

In 2011, Air Europa was granted the Quality Stamp of Madrid Excelente, a prestigious distinction that the Autonomous Community of Madrid gives to companies that are committed to innovation and to constant improvement, social responsibility, customer satisfaction and active contributions to economic and social development. In 2015 the company successfully passed the renewal audit.



#### ISO 9001 Certification

In 2001 Air Europa took the Lead and became the first Spanish Airline

to obtain ISO 9001 certification for all of its operational areas. It currently has Quality Certificate ISO 9001:2008 for all of its areas, whether operative or administrative, which was renewed in 2015.

### ISO 14001 Certification

In 2006 Air Europa, aware of the importance of the Environment for sustainable development, became the first Spanish Airline to be certified under Standard ISO 14.001 regarding Environmental Management Systems. Currently, the Company has ISO 14001:2004 Certification for all its departments, having had it renewed satisfactorily in 2015.



### ISO 18001 Certification

In 2014 the Management Systems Department received the OHSAS 18001 Certification for Health and Safety in the Workplace. This certificate also certifies the company

as a Logistical Operator for the Armed Forces, despite the fact that the department certified is the Management Systems Dept. This certification was successfully renewed in 2015.

### ISO 27001 Certification

In 2014 the Management Systems Department received the ISO 27001 Certification for Information Security. This certificate, like the OHSAS 18001, certifies the Management Systems Department as the Logistical Operator for the Armed Forces. It was also successfully renewed in 2015.



### IOSA Operator

However, Air Europa is not just a pioneer in quality and environ-

ment certifications: Always ahead of industry trends in terms of safety standards, in January 2006 Air Europa was certified as an IOSA Company (IATA Operational Safety Audit), a full two years before this was required for all members of IATA. This certification certifies that the airline is governed by the most rigorous safety and security standards demanded worldwide. Every two years an audit is performed by the certifying entities approved by the IATA, to ensure that the highest security standards continue to be effectively met.

IOSA establishes an Enhanced Programme for which Air Europa was already audited before it became obligatory for all IATA member companies. This programme is based on establishing ongoing compliance with the

internal audits of each airline, so that the airlines can prove the reliability of their quality programmes. The Enhanced IOSA programme is based on four pillars: Continuity, Implementation, Reliability and Standardisation. In accordance with the aforementioned programme, all internal audits made to the areas subject to the IOSA in 2015 were performed according to the Enhanced IOSA model and in October 2015 Air Europa renewed the IOSA Operator Certificate in accordance with the Enhanced model.

### AEO operator

AEO Authorized Economic Operator certificate for Customs Simplifications, which gives the airline a trusted status before the customs agencies of Spain, the EU and non-EU countries. The scope of this responsibility is the whole airline, which must comply with the customs regulations and ensure that the staff and third parties contracted on its behalf also comply with it. The status as an AEO involves authorizations and simplifications the refusal/revocation of which could affect the entire operations of the company (Prior withdrawals of material in the case of AOG, transit simplifications at all EU bases, simplifications in the import of aircraft, tax exemptions, etc...) and therefore it is essential to maintain the involvement of all our staff in order to maintain AEO status.

### • Awards and distinctions

- Tourism Award from the city of Madrid  
Air Europa was honoured with the tourism award by the city of Madrid. The mayor of the Spanish capital, Ana Botella, presented the award to Juan Jose Hidalgo, the Chairman of the tourist group, within the framework of the International Tourism Fair (FITUR). The aim of this award is to honour those that contribute to the promotion of the Spanish capital and facilitate the sustained growth of tourism.

### • Economists' Medal

The Chairman of Globalia, the group that owns Air Europa, Juan Jose Hidalgo Acera, was honoured by the Association of Economists of the Balearic Islands with the Gold Medal for his business career.

### • FORINVEST Award

Juan Jose Hidalgo was given this awarded by Forinvest, the international financial products and services forum that is held each year in Valencia. The purpose of this award is to acknowledge the professional work of the most important figures in the business, economic and financial fields.

### • Innovation Award

The Association of Foreign Press Correspondents (ACPE) gave Juan Jose Hidalgo this award for Business Innovation. This award, given within the framework of the 92nd anniversary of the annual ACPE awards, ac-



knowledges the company's work on technological innovation.

#### • Tourism Awards

The jury for the Canary Islands Tourism Awards gave this award to the Chairman Juan Jose Hidalgo for his support of the international advertisement of the islands.

#### • Business Leader of the Year Award

The Spain/USA Chamber of Commerce gave the Chairman Juan Jose Hidalgo the "Business Leader of the Year Award" during its traditional Annual Gala Diner, held in New York. This award recognizes business leaders that have made a significant contribution to economic growth in Spain or the US and improving business relations between the two countries.

## 3.6. Employees

Air Europa knows that its success would never have been possible without the support of the team made up of all of its employees. Air Europa is fully aware that its greatest asset is its employees, which is why the company concerns itself not only with their welfare at work, but also their health and proportional social benefits, as described in the section regarding company/employee relations.

The organisation maintains permanently open communication channels with its employees through the Forum Magazine and the Employee Portal, where the achievements of Air Europa involving employees are published, along with other news.

#### **Environmental Participation Programme for employees:**

Air Europa's environmental performance is constantly improving year after year and this is only possible thanks to the constant involvement of its employees. The company achieves this by encouraging active participation by means of ongoing awareness campaigns using the different tools established in the Environmental Management System.

The Management Systems Department works to ensure that all company employees are aware of the importance and need of having a properly implemented Environmental System. For this reason, all employees receive information designed to raise their awareness about environmental issues.

Furthermore, the environmental training received by employees is different depending on the group to which they belong and the type of activities they carry out at work:

- Administrative employees receive online training and are evaluated through an exam that they must sit and pass with a grade of at least 80% in order to validate this training.

- AMTs (Aeronautical Maintenance Technicians) receive Environmental training during their refresher courses.
- Handling staff receive Environmental training when they join the company.
- Pilots receive Environmental training every three years, at the same time as their refresher courses.
- Cabin Crew receive Environmental training every three years, at the same time as their refresher courses.

Furthermore, the Management Systems Department also gives a course on the use of the Management System tool called Platonnet at least once a year, in which they introduce the company's Management System and take an in-depth look at the Management Documentation and Records, Audits and Non-compliances, and Corrective and Preventive Actions. These courses are publicised by email, at least 20 days before they take place so that employees can enrol.

Apart from the obligatory training given to each employee category, Air Europa's Systems Management Department has prepared a Best Environmental Practices Manual to complement the environmental training and to clarify any doubts that may arise during the company's day-to-day activities. The Manual applies to all employees and is published through the Platonnet management tool, as well as on the Employee Portal. The Best Practices set out in the Manual are very useful and easy to apply, thanks to their simplicity and the results they achieve, thereby contributing to the attainment of a fundamental objective: Sustainable Development.

Every department at Air Europa is assigned one or more Environmental Supervisors, who work in the respective department and that act as the contact person between the Systems Management Department and all of the employees. These Environmental Supervisors are in charge of keeping all the employees in the department informed as to any environmental developments, news, best environmental practices, etc. they are the people that the employees should speak to in order to resolve any queries regarding environmental matters and they must ensure that all of the procedures related to Best Practices are complied with by all of the employees.

Every month, the Management Systems Department sends news about the Management System (quality, the environment and information security) to the Environmental Supervisors, along with advice that could help to improve the environment and that can also be applied outside of work. From the time of attainment of the Information Security and Workplace Risk Prevention certification, news about these issues is also included.

The Environmental Supervisor of each area must ensure that all employees under their responsibility are aware of where the Best Practices Manual can be found and can

therefore refer to it during internal audits, as reflected in the annual audits plan, approved by Air Europa's Executive Management. These audits are performed to ensure that the Environmental Supervisors keep all the employees in their respective areas duly informed.

### Improvements

The organisation drew up a Plan for New Projects in 2014-2015 and for the consolidation of existing projects directly related to the Management Systems department and other departments, with the following content:

- **In Flight Services Media Library:** From September 2015, the In Flight Services Department started to communicate with cabin crew and other employees who so wished using digital tools - a completely different, much more visual and direct form of communication. The aim of this is to make learning and the distribution of information more dynamic, agile and enjoyable. These communications are made up of weekly Newsletters and monthly Bulletins.

The communications are received in video format via e-mail. They can be downloaded and saved or just watched as many times as desired, on any device.

Viewing and access are simple - it is just necessary to enter the employee number.

- **The Air Europa app for smart watches:** The Air Europa flight management tool has been designed exclusively for this device and it provides convenient access to a host of functions that can be used before boarding a flight to any of the company's destinations.

- **LenguajeAir.com:** All of the A-330s in Air Europa's long-haul fleet with an on-demand entertainment system now have a thematic channel with English lessons so that passengers can learn English during the flight. The service was first made available to passengers in August 2015 with three levels of learning and allows passengers to continue learning at home using any Internet-connected device.

- **Communication:** Newsletters sent yearly and half-yearly. Air Europa is continuing with the consolidated project for the publication of environmental newsletters, including information about all of the waste and consumption indicators that are managed by the Management Systems Department. These newsletters are personalised for each of the sectors involving the company's activities: newsletters for ground assistance services, newsletters for aeronautical maintenance, etc. This ensures that the information that reaches the employees in each sector is appropriate, in such a way that the newsletters have useful information specific to their professional roles.

- **GESMED:** The Project for the Creation of the GESMED online application is being consolidated. This tool is used to transfer data on consumption and waste online along with related communications; it is also an additional method for sending/receiving suggestions between the different bases and departments of the company. Up to this time, communication was only carried out through the email address [medioambiente@air-europa.com](mailto:medioambiente@air-europa.com), but GESMED has been identified as providing a better form of communication. Thanks to the success of this ongoing project, the historic data on consumption and waste can be called up instantly.

- **e-learning.** Because of the number of certifications that the company has and due to its wish and obligation to keep its employees trained regarding certifications, it is continuing with the project to establish an online employee training platform. Therefore, the training courses are online. In these online courses, the employees learn what they need to know through presentations with audio, text and images. To check that the employees have understood the concepts, the courses end with a test. Thanks to this project, the employee can choose the time that most suits him/her to study the courses, which affords the greatest flexibility for the employees' obligatory training.

- **NEWINTCPS.** This new application allows all TCPs to enter flight reports and records into the system digitally, thereby reducing the amount of paper consumed and making the management of any incidents that arise during daily operations faster and easier. This new technology makes the process much more agile and intuitive, whilst also decentralising data entry away from TCP Management. This improvement brings technological benefits, as well as qualitative and quantitative benefits, given that it means that it is no longer necessary to prepare the flights reports and data manually or to physically take these reports to TCP Management. The Management Systems Department receives information about any environmental incidents that are detected during a flight immediately and can therefore inform the crewmember of the measures to be taken.

These projects are implemented at the same time as other measures such as the environmental inspections in order to ensure that the company's environmental management continues to improve, day by day.

### Projects and participation

#### - Air Planet Project

Once again this year, Air Europa has collaborated with the NGO International Cooperation and Boeing in the Air Planet Project.

Over 1,900 students signed up to take the Air Planet project course to learn how to look after the Environ-



ment. The course ended with many Spanish schoolchildren being graded in the important subject of looking after our planet. The grand total of 1,908 students from 36 schools participated in this project on environmental awareness.

The number of students participating (from public, private and state subsidised private schools) in this edition of Planet Air was 80% more than last year. An attractive mobile exhibition on climate change was prepared for this course. The project (which was simple to implement and completely free) also involved environmental education sessions taught by leading professionals in the sector. The students were also able to participate in environmental awareness workshops, with topics such as the manufacturing of handmade and recycled paper, the identification of aromatic plants or the greenhouse effect experiment.

The project aims to motivate parents, teachers and students to help us protect one of the most precious treasures we have: our planet. And, by encouraging responsibility and the interest of schoolchildren in the environment, it also aims to improve their academic level in subjects related to this area of knowledge.

#### - Meeting of the Emergency Response Planning Functional Expert Group

On 13th and 14th May 2015, the AEA headquarters hosted the annual meeting of SkyTeam. The meeting is organized every year at the headquarters of one of the airlines belonging to the Alliance. This meeting was attended by the representatives of the Crisis Committees of some of the member companies of the Alliance.

During the meeting, the participants discussed and unified guidelines for action and cooperation in the event of an emergency and there was a presentation of the laws in each country in terms of the assistance that should be given to families in crisis situation. This edition was attended by two representatives of the Spanish authorities, who gave a talk about the content of Royal Decree 632/2013 regarding the assistance given to victims of civil aviation accidents and their families.

#### - SkyTeam's 15th Anniversary

The SkyTeam Alliance celebrated its fifteenth anniversary in June. Air Europa joined celebrations with a series of activities focused on publicising the advantages that the alliance offers the passengers of each of the 20 partner companies. Air Europa has been a member of the SkyTeam alliance since 2007.

#### - New Image



On 20th October 2015, Air Europa took another step as part of its firm commitment to the modernization and development of the company by presenting its new image, showcasing the commencement of the transformation.

The company's new logo uses blue as the identifying colour and incorporates a simple, modern typography which aims to update the brand, giving it greater clarity and visibility.

The makeover is a reflection of Air Europa's determination to become one of the best and most modern airlines in the world.

This transformation process also involves the use of the slogan "every detail counts" as a central theme in its advertising campaigns to convey an honest, clear and direct message that reflects Air Europa's commitment to offer its passengers a unique and exceptional flying experience.

This new look is a statement of intent that the company intends to confirm with facts.

#### - New OCC

The new Operations Control Centre opened in January 2015. The following areas/departments are moving to the new room: Support and monitoring, scheduling, Technical Department, Management Systems, Handling, In-Flight Services, Cabin Crew Headquarters, Instruction. This room will also contain the Operations managers and the heads and instructors of the different fleets.

Air Europa's new Operations Control Centre (OCC), located at the headquarters in Lluçmajor, is composed of 115 professionals from different departments, who manage over 200 daily flights; 24 hours a day, 365 days a year.

#### - Innovation: "DATA LINK" Tracking System

Air Europa has a new ground-air data link system (or "data link") that allows the exchange of information between aircraft and the Company, as well as the Control Centre.

The data link communications system is one of the main software applications used by Air Europa's OCC. Below is a brief description of this system and its main characteristics, especially its Flight Monitoring and Tracking module.

Data link communications with the Company constitute an incredibly useful system, providing a tool that clearly

and decisively contributes to increased efficiency and safety in the execution of flight operations. Through this system, the company's different departments that are involved in daily operations (Operations, Maintenance, Handling, Flight Safety, In-Flight Services, etc., as well as the OCC) can be in permanent contact with the aircraft and exchange information at any time. A large number of messages are now exchanged during each flight made. Examples of these are the flight plan, information about the weather en-route and at airports, the load-sheet, information about the engine parameters and other aircraft systems, the exact times of departure and arrival, passenger information, connections with other flights, etc. as well as "free text" messages.

With regard to data link communications with Control Centres, particularly those known as CPDLC (Controller Pilot Data Link Communications), it should be noted that they are becoming widespread now. This type of communications is considered a key to increasing air-space capacity as well as efficiency and safety. It is one of the fundamental technological pillars on which the

Single European Sky will be based. Air Europa has been one of the pioneers in the use of CPDLC in Europe and worldwide.

Furthermore, Air Europa has pioneered the use of advanced data link communications systems, which has led to its participation in several high level international projects in recent years. This has contributed to Air Europa achieving a high level of prestige internationally.

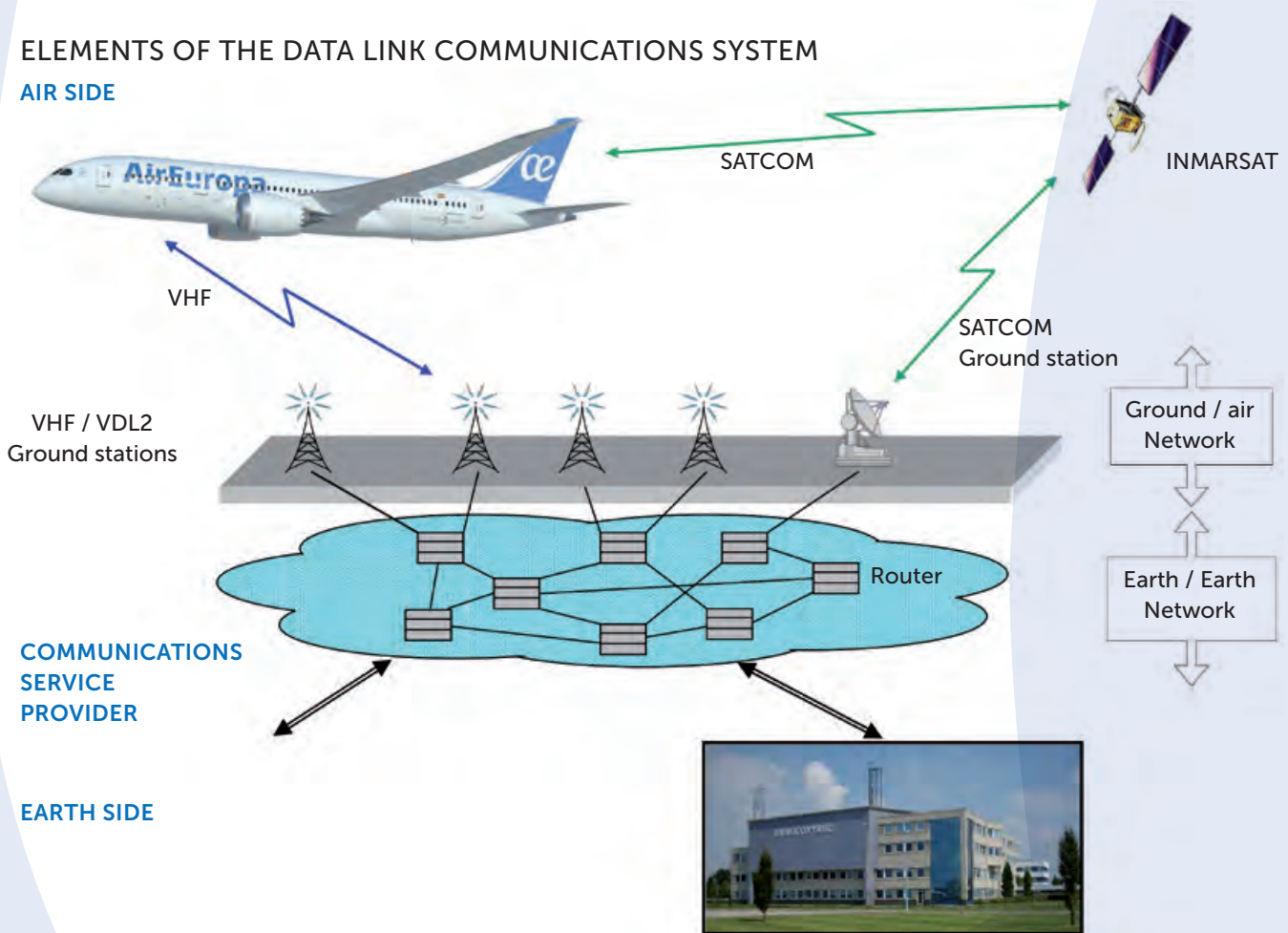
Air Europa's modern fleet, today made up of the Boeing 737, Airbus 330 and Embraer 195, soon to be joined by the Boeing 787, all equipped with advanced avionics, has been one of the decisive factors that has facilitated the successful introduction of this system.

The coverage of the communications system used by Air Europa is global and allows the aircraft to be permanently connected regardless of their location at all times.

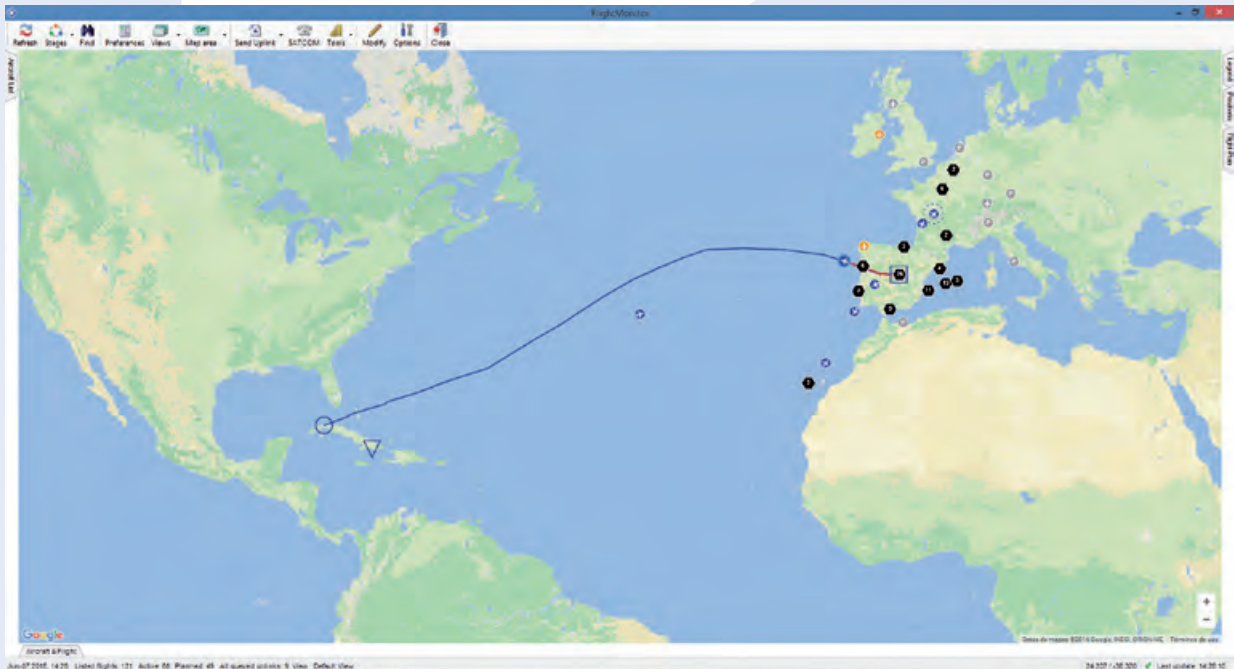
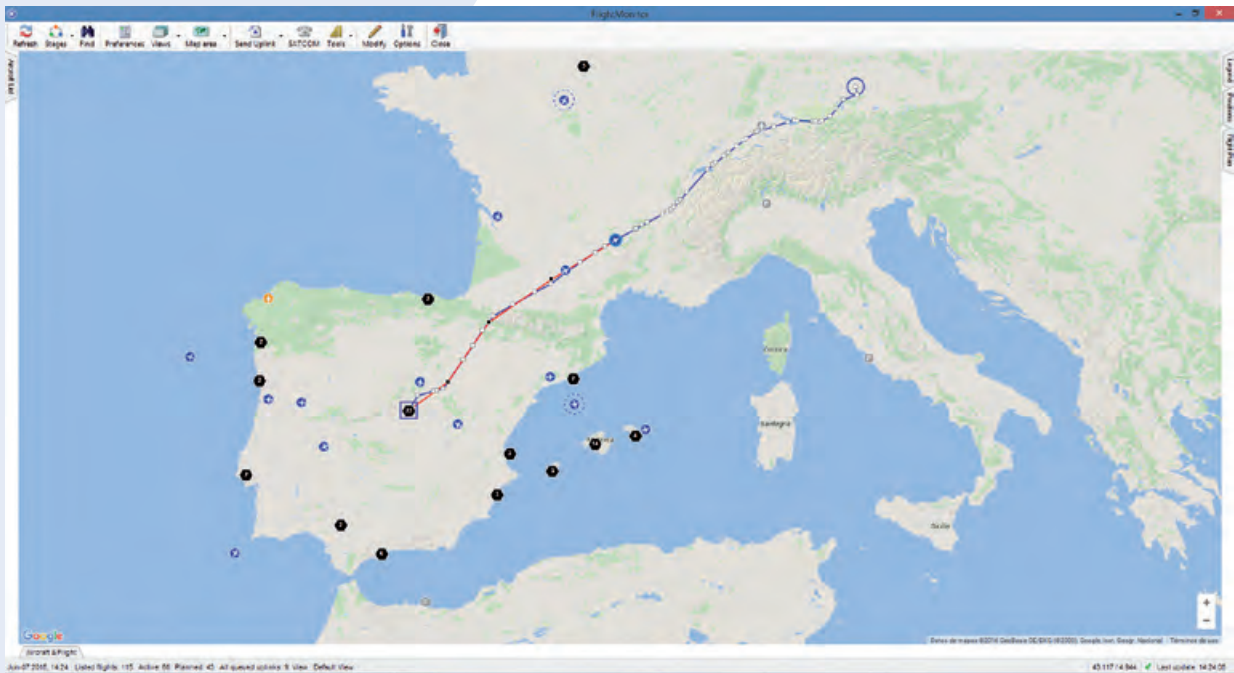
The following figure shows a diagram of the data link system used by Air Europa.

## ELEMENTS OF THE DATA LINK COMMUNICATIONS SYSTEM

### AIR SIDE

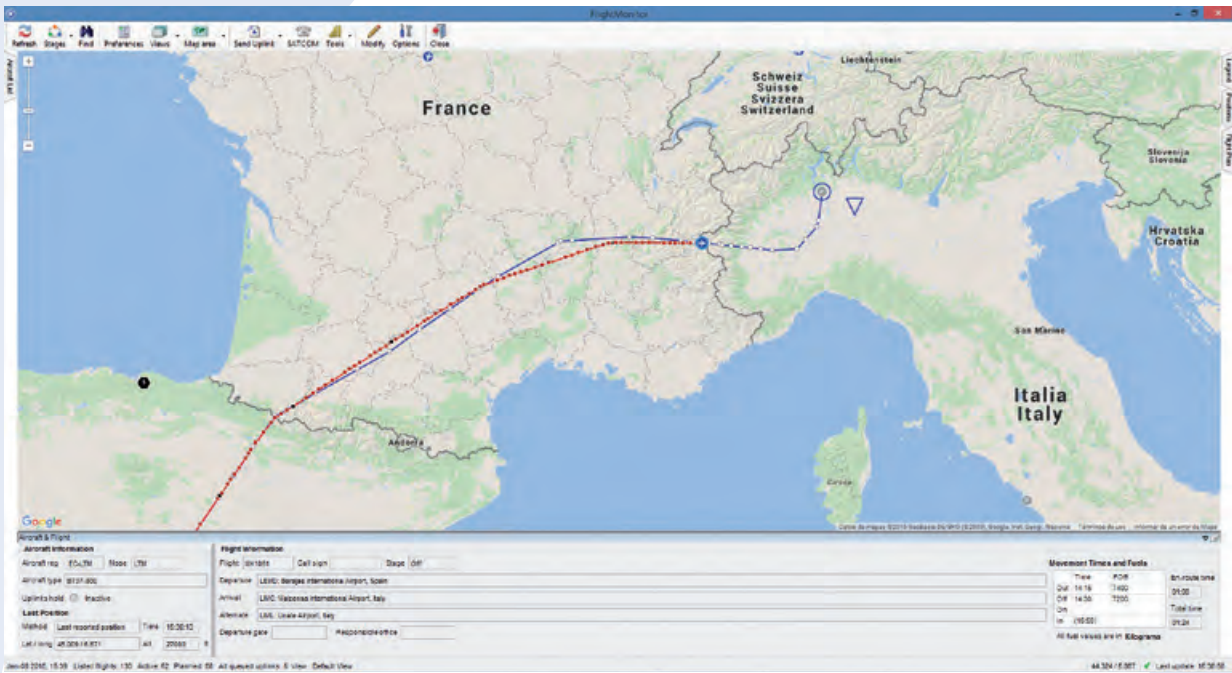


One of the modules offered by the data link system used by Air Europa is for the continuous Monitoring and Tracking of all aircraft in real time. This system capability is illustrated through a graphical representation of the aircraft on a world map as shown in the following pictures:



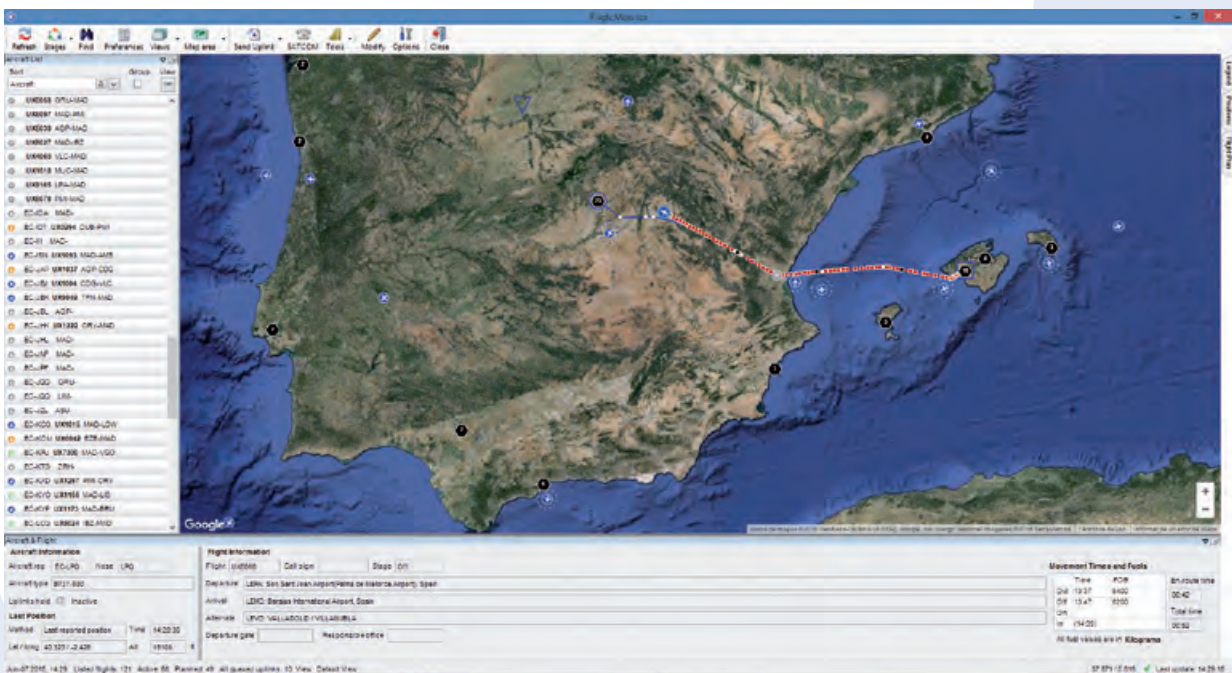
In the example shown below a flight to Milan has been selected. The planned route is displayed (in blue) along with the actual path flown by the aircraft (in red). The latter is determined from position reports automatically sent by aircraft itself: each red dot represents a position report received (note the large number and the high frequency of the reports received).

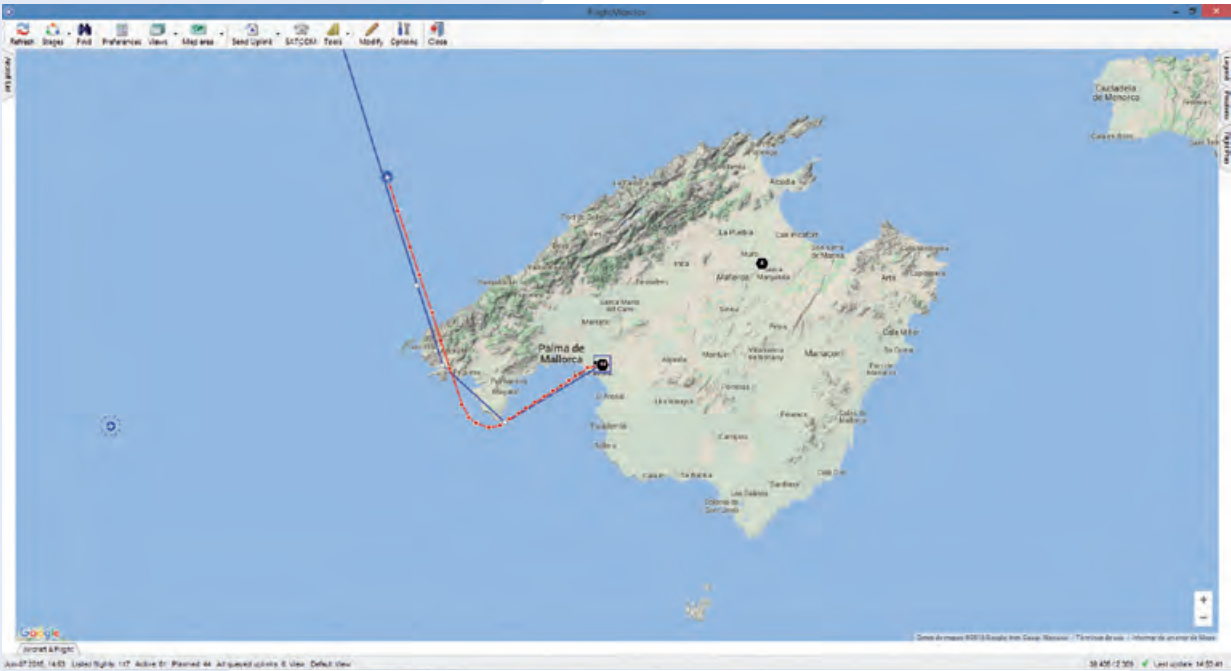
This makes it possible to compare the planned route with the actual path flown and to see any deviation of the plane from its route clearly and in real time.



This feature has taken on greater relevance after what happened in March 2014 to the Malaysia Airlines flight MH370, when a Boeing 777 disappeared without a trace. Following this event, ICAO proposed the use of aircraft tracking systems by aircraft operators. As a result of this, on 16th December the European Commission approved a regulation applicable from 2018 ordering European operators to implement systems for monitoring their aircraft. With this system, Air Europa is one of the few companies in the world that already meet this requirement in advance, which is illustrative of how advanced the systems used by our Company are.

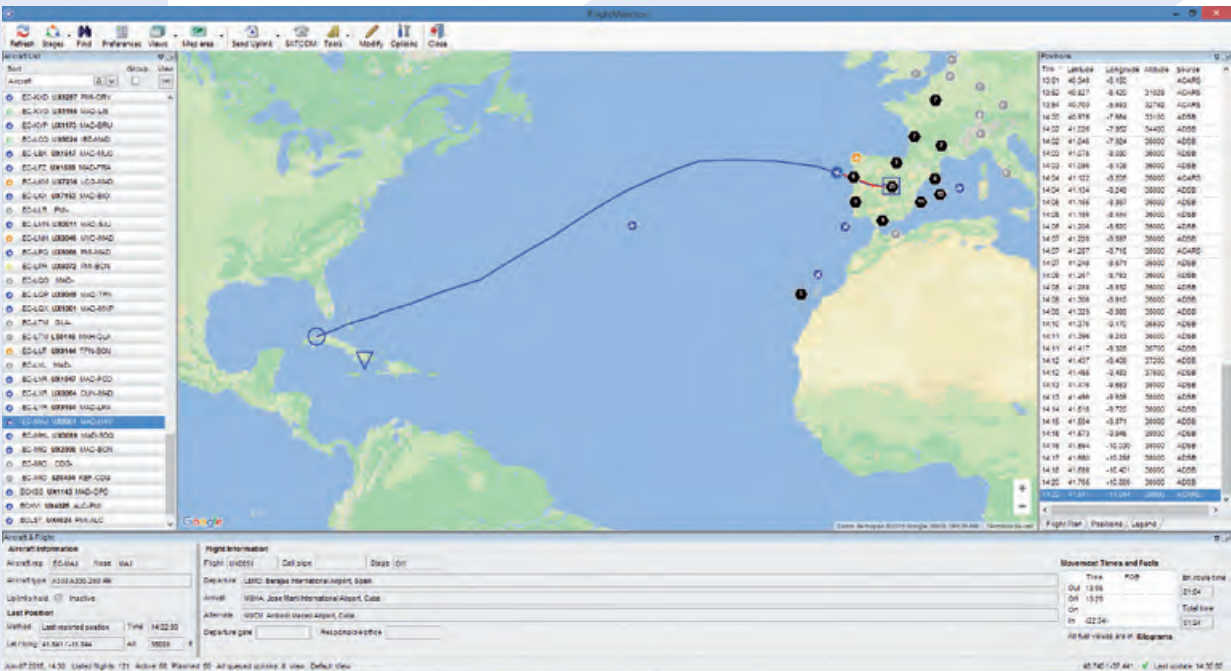
The position reports come from multiple sources (ACARS, ADS-B, radar data, transoceanic air traffic control systems, etc.): all of them are received and integrated into the system and are represented graphically. This feature provides redundancy in the system, which makes it very robust.





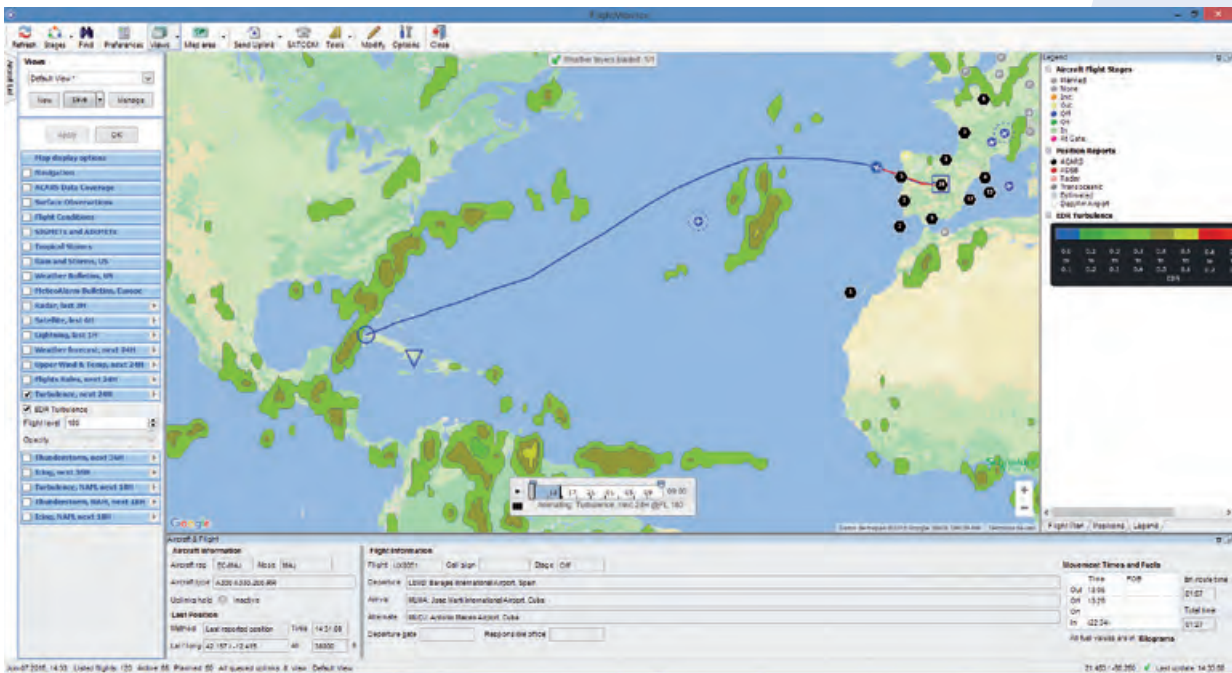
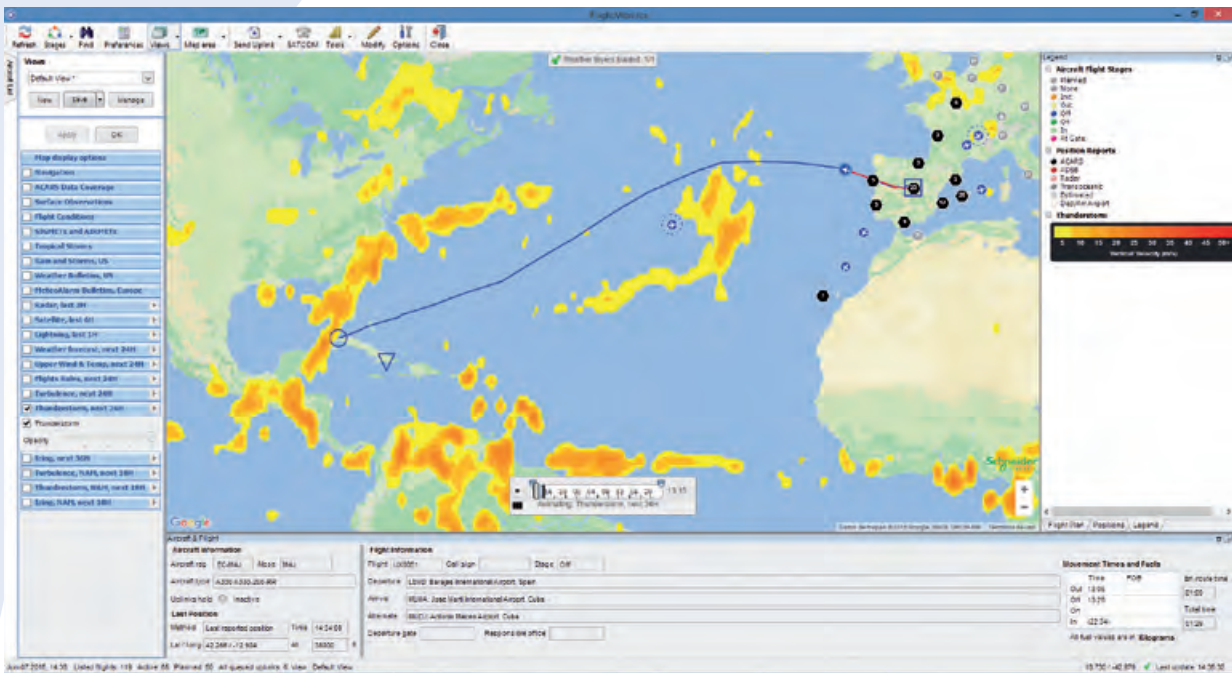
In addition to position information, the system provides a large amount of additional information about the flight selected, as can be seen in the lower window of the figure below, including information about the airport of origin, destination and alternate (destination), actual departure time from the parking position ("Out") and take-off time ("Off"), estimated time of arrival ("In") and the amount of fuel on board ("FOB").

It should also be noted that the monitoring is carried out continuously, in this example including the Atlantic area, for which satellite communications have been used.



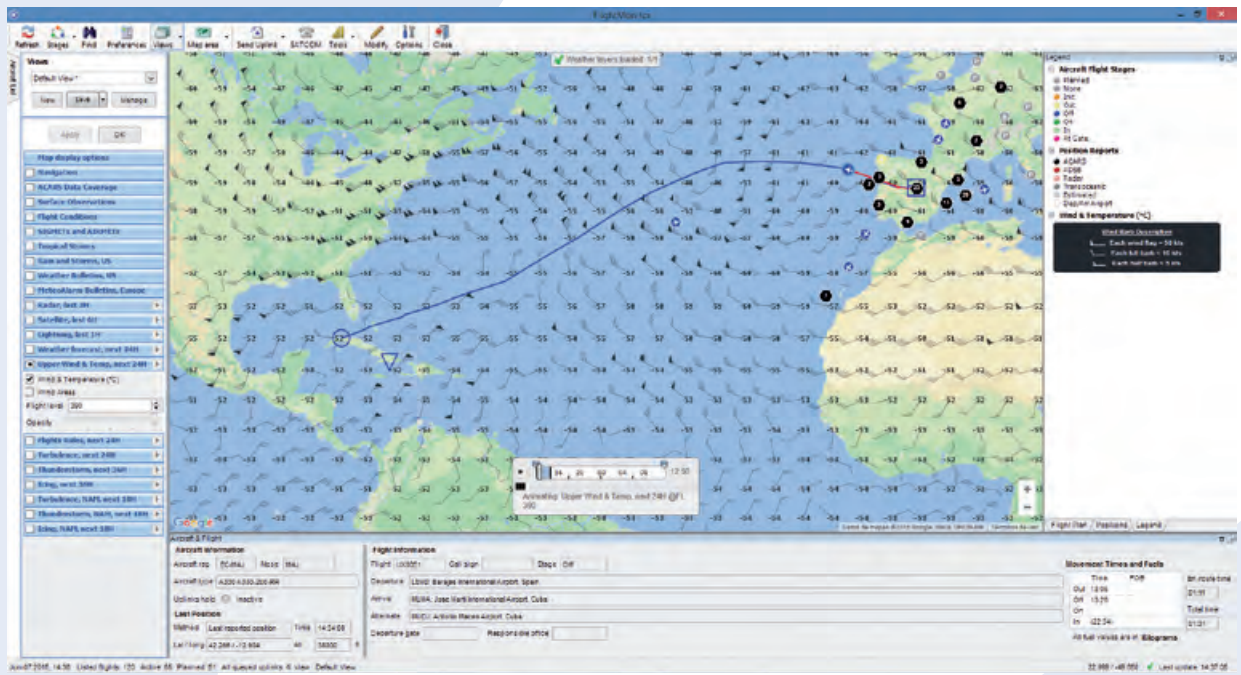
In addition to the above information, the system incorporates another module with a lot of information about (current and forecast) weather and other conditions that could affect operations, which can be displayed on the same screen. This way it is easy to see if a flight could be affected by these circumstances and to alert the flight crews so that, if necessary, they can make the appropriate changes to their route.

In the following example stormy areas are displayed:

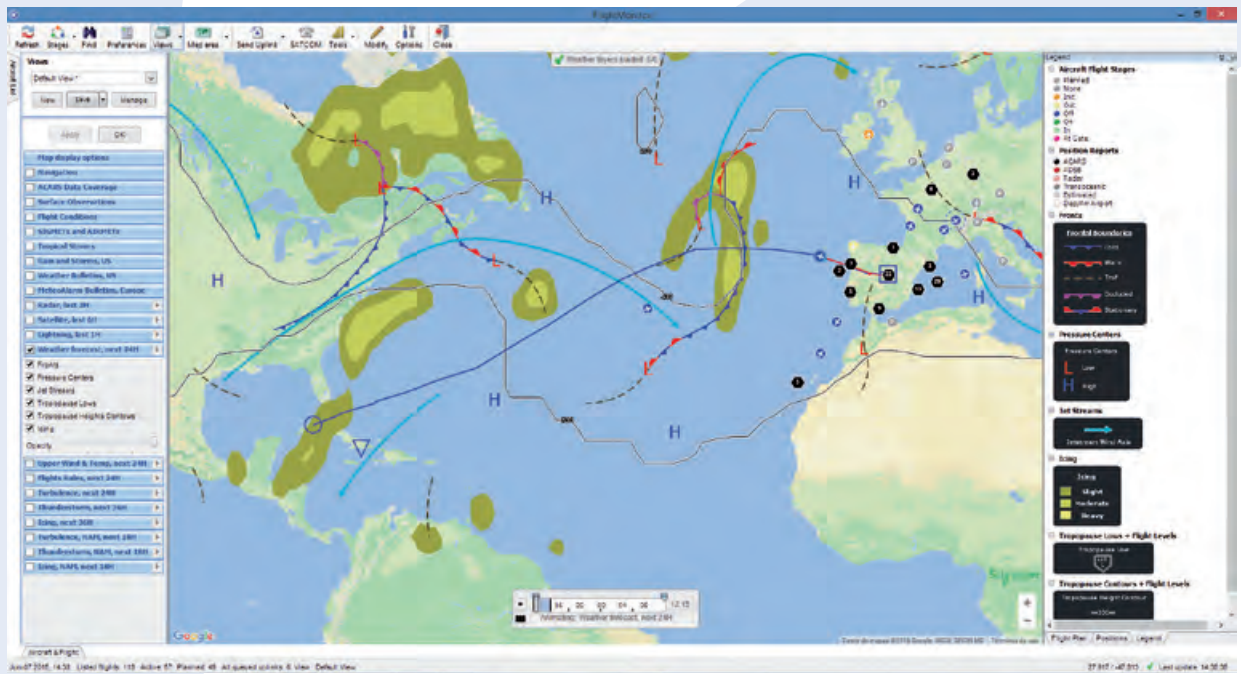




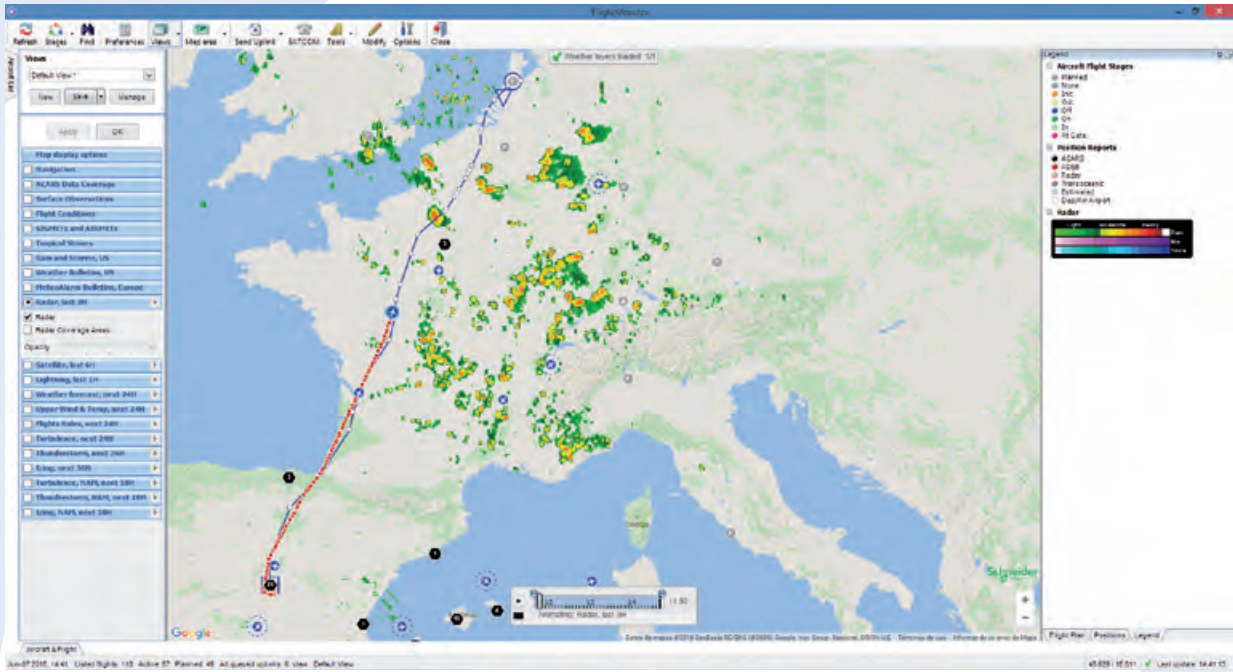
In this other example areas of turbulence are displayed:



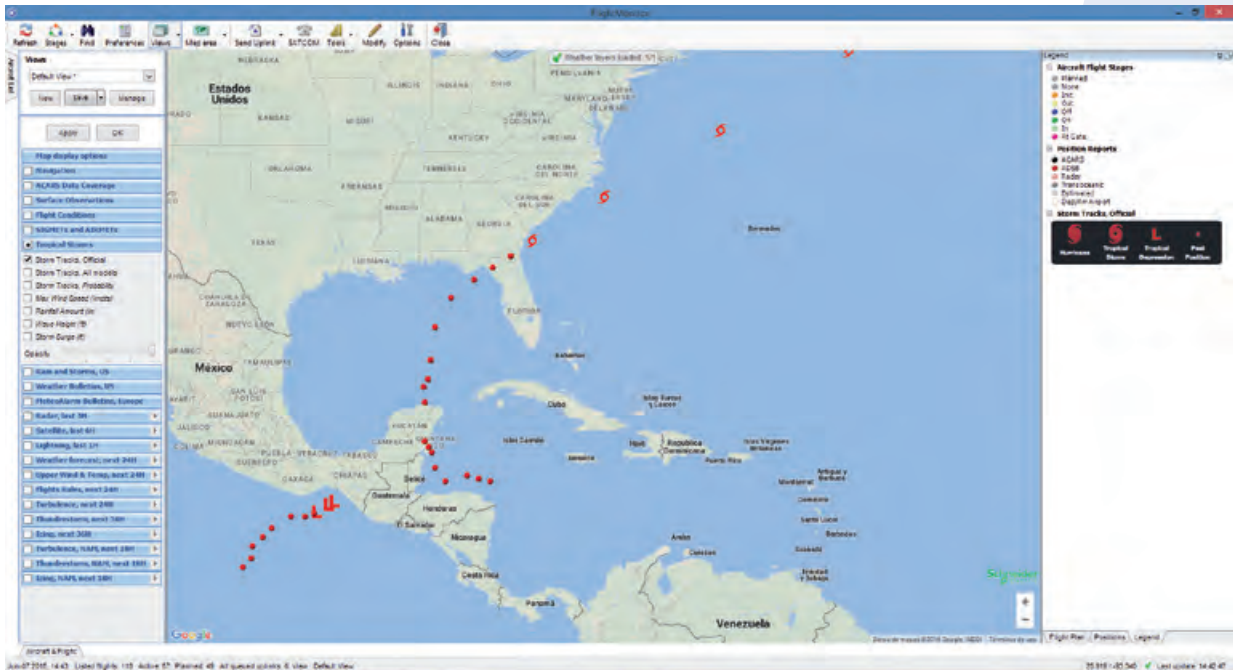
In this example there is information about weather fronts, pressure centres, jet streams, the tropopause and icing areas:



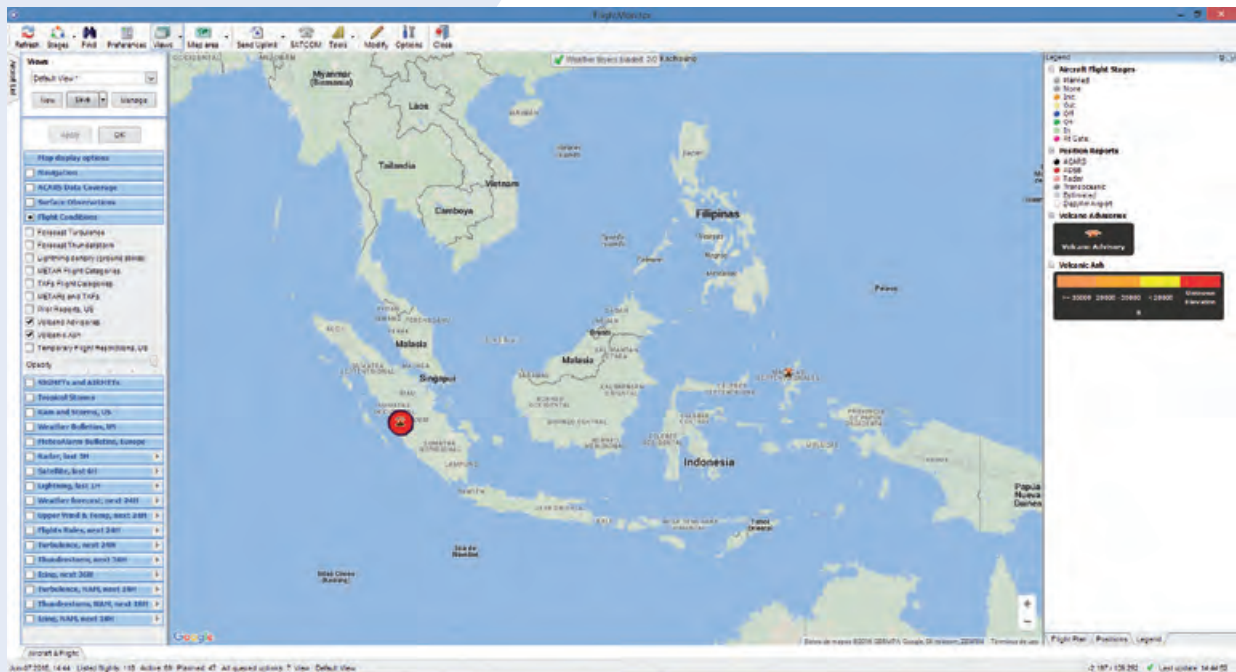
In this other case, information from weather radars is displayed:



Here there is information about hurricanes and tropical storms:



Other information that is of great interest is information about volcanic activity and the presence of volcanic ash clouds that can significantly affect flight operations:



The use of these new technologies has opened up new and exciting opportunities for the Company, enabling the use of new techniques and procedures that significantly improve the efficiency, safety and comfort of operations and, ultimately, the quality of the product offered to passengers.

In recent years, Air Europa has actively participated in several innovative international projects promoted by leading European organizations such as SESAR and EUROCONTROL or American ones such as the FAA, most of which are aimed at reducing emissions, lowering fuel consumption and increasing safety.

Here is the list of the projects that Air Europa has participated in:

- LINK 2000+
- CASCADE
- AIRE
- OPTIMI
- DORIS
- SATISFIED
- RETACDA-2
- OPTA
- OPTA-IN
- SMART
- ICATS
- TTA Tests in Palma
- Airport CDM (Palma and Madrid)
- ELSA
- Etc.



A common element in these projects was the data link system, an essential tool that has played a key role in all of them.

Within the above list, it is worth mentioning that ICATS was one of the projects that was nominated for the IHS Jane's ATC Awards 2015, one of the most prestigious international awards acknowledging excellence within the aviation industry.

Additionally and in connection with these initiatives, Air Europa has repeatedly obtained R&D certificates issued by official bodies acknowledging its outstanding activities related to air navigation and communications.

Finally, it is worth mentioning that at the 9th Annual Flight Operations Conference, an international event held in Rome in December 2015 that was attended by a large number of representatives of the worldwide aeronautical industry, Air Europa's Flight Monitoring and Tracking system was presented in one of the speeches.



This is evidence of the important role of Air Europa in the use of these systems, placing our company in a leading position and making it an example for other airlines.

**- SKYTRANSFER:**

In 2013 Air Europa implemented a SkyTeam program to simplify connections for our passengers and their luggage between all of the companies in the Alliance. The new infrastructure at Air Europa's hub in MAD has enabled the successful implementation of the Skytransfer program. The result has been an increase in customer satisfaction and simpler and more efficient connections for our passengers and the company.

The main objective of Skytransfer Product is to ensure a "seamless" connection for passengers connecting between SkyTeam companies, by means of the following projects:

- **Hub Airports Project:** This is implemented at hub airports. The aims of these projects and initiatives are:
  - o "Single Ground Service Agent." To minimize relays and inconsistencies at a hub airport for the passengers of all of the companies in the Alliance by ensuring that all services are provided by the company that is based at the hub airport. This creates the fundamental conditions that are necessary to provide a "seamless" experience to passengers and staff.
  - o "Connections Control Unit (CCU)". To offer a consistent experience to passengers at the different hub airports, particularly in the event of delays to feeder or onward flights, creating a joint organization that plays a coordinating role between at least two SkyTeam companies.
  - o "Transit Service Centre (TSC)". To provide SkyTeam pas-

sengers improved assistance in common service centres in areas where the passenger connections occur.

o "Selective Stowage". To improve the transfer of SkyTeam luggage at hub airports.

• **Cross-cutting initiatives:** They should be applied at all of the airports served by Air Europa's network of scheduled flights. The aims of these projects and initiatives are:

o "Hub Excellence Board (HED)". To develop a management tool for all SkyTeam hubs that offers key performance indicators (KPI) for the passenger and baggage flows through SkyTeam hubs, for the quality performance of connections, and IATCI faults.

o "Passenger Service Recovery and Care and Assistance Policy." To create a harmonized policy that establishes a minimum level of passenger care and assistance that is common to all SkyTeam companies.

o "PNR Servicing". To make it possible for every SkyTeam company to disembark, board, reissue a ticket and check a passenger in on a different flight to the one that the passenger had in their reservation.

o "IATCI". To provide and/or improve a single check-in system at both manned desks and self-service kiosks and eliminate the need to re-check passengers and their luggage for connecting flights.

o "Training and Communication". To facilitate the training of the company's staff regarding the changes introduced by the STA Project, which makes it possible to provide more "seamless" connections.

During 2015 we continued with the implementation of the Skytransfer program and its projects, thereby improving the experience of our passengers connecting between SkyTeam companies at our hub at MAD.

Because of the renovation work currently being carried out at the Adolfo Suarez Madrid Barajas airport, we have not yet been able to implement the Transit Service Centres (TSCs) as planned, but we hope to implement this in 2016.

With regard to the work that is currently in progress at the airport, the three VIP lounges that we use are currently being renovated in order to improve them and add new services.

The purpose of this program carried out by SkyTeam is to keep improving and facilitating the connections of passengers and baggage, to avoid missed connections and to ensure that we have the tools necessary to assist passengers in the event of a missed connection.

The projects that we have been working on this year are listed below:

The development of two databases (HED and IATCI dashboard) enables companies to know the number of SkyTeam Alliance passengers connecting at each hub, the risk of missed connections between the different airlines, the number of suitcases that have missed their connection at each hub and the errors that have occurred that have prevented the delivery of all of the boarding passes to a passenger, from the start of their journey to their final destination. Thanks to the data extracted from all of these databases, each company can detect and improve the points it considers appropriate in order to improve the passenger experience.

In cases where a connection has been missed, the most important thing is to deal with the passenger as quickly and as appropriately as possible, in a pro-active manner. For this purpose, SkyTeam has developed a training course for first-line agents called Hospitality Policy that will be given to all of our agents in order to provide them with the necessary tools to look after and take care of our passengers as well as possible. Furthermore, the alliance is also developing the SkyTeam rebooking project, which allows SkyTeam passengers to be served at any of the Alliance's service points, regardless of the company that they are travelling with. This will make the passenger experience quicker and easier, minimizing the unwanted results of an irregular situation. For this purpose, apart from TSC's, Automatic Check-In kiosks will be placed in areas with the greatest flow of passengers connecting between terminals.

A new project has begun within Skytransfer, called Flight Status, which aims to improve the information available to passengers about their connecting flights (Terminal, gate, schedules, etc.) both on board and on our website, app and at our service points. Once the database is fully validated, each company can use the data that it contains and provide this information to passengers in the manner it deems appropriate, developing the necessary tools internally.

#### - SKYPORT PLUS:

During 2015 work began on the SkyPort Plus project, which is closely related to the IATA Fast Travel program. On the one hand, this project aims to unify processes between SkyTeam companies using common areas at airports, thereby reducing costs for companies. On the other hand, it aims to improve the passenger experience at airports by reducing the time spent waiting in queues, increasing the number of self check-in kiosks, improving the options for checking-in online and using the app and improving the self baggage check process (Bags Ready to Go) etc.

#### - SKYPRIORITY Quality APP

An Application that allows SkyPriority passengers (Elite Plus, First and Business Class passengers) to evaluate all of the flights taken by means of a quality survey.

#### - Visit to TIRME (Mallorca Environmental Technology Centre)

We have been managing and segregating the waste produced by the company for over 8 years, ever since we obtained our ISO 14001 for Environmental Management and 3 years have passed since we obtained the EMAS Registration, so we wanted to see in situ what happens to our waste once it arrives segregated at the plant, in this case in Palma de Mallorca. A visit to the Technology Park was scheduled for all of the Environmental Supervisors of each department, as they are a very important link in environmental management and their support, involvement and collaboration has been essential year after year in order to raise the awareness of all of our employees.

At the park, we were shown what processes were used to treat each of the types of waste produced. During the initial talk, there were some details that made a big impact on us:

- The recycling of one container of paper and cardboard avoids the need to cut down 15 trees
- 100% of glass is recycled. If it was not recycled, it would take 4,000 years to biodegrade

We went in to see the waste treatment process and we became aware of the amount of waste we generate...



We were able to see how the volume of containers were reduced so that they could be taken to the factories where they were recycled



And how organic and tree-cutting waste were converted into compost



Inside the technology park's main building there was a room showing examples of things that could be made with recyclable material and there we realized that those with the most initiative and imagination when it comes to recycling are children!



Following the visit, the conclusions that the visitors arrived at were very similar: Reduce, Reuse and Recycle. We all know the theory but not everyone puts it into practice and there is no better way of raising awareness than to see the process for yourself.

#### - Sierra de Tramontana Reforestation Project

The Tot(s) per Sa Serra! project, led by the Ministry of Agriculture, Environment and Territory and the Council of Andratx, with the support of officials from the Balearic Nature Institute (IBANAT), consisted in restoring and reforesting the area affected by the most devastating fire in the history of the Balearic Islands, which occurred in 2013 and razed more than 2,000 hectares of high ecological value. Air Europa collaborated with the project together with the companies RIU and TUI, providing volunteers to reforest the affected areas between November 2014 and February 2015. More than 350 volunteers were involved and they managed to replant a total of 2,100 pine trees and 1,050 wild olive trees.

#### - One Million Climate Commitments

In June 2015, the One Million Climate Commitments project was presented, promoted by the Ministry of Agriculture, Food and the

Environment with the special involvement of the Spanish Office for Climate Change, the Biodiversity Foundation and Ecodes.

The objective of this project was to meet the challenge of signing 1 million commitments in Spain that could be presented in December 2015 at the COP21 conference to be held in Paris, because COP21 will be crucial for reaching a binding international agreement, post-2020, that will ensure a reduction of emissions that is ambi-



tious enough to avoid the worst ecological, economic and social impacts of climate change.

Air Europa actively participated in this project, promoting it both on social networks and as monthly news. All of the company's employees are committed to the process of optimizing environmental management in all areas and a total of 643 commitments were made.



The Paris Climate Change Conference reached a historic agreement: to prevent the temperature from rising more than 2 degrees and to try to prevent it from rising more than 1.5 degrees.

**- Participation in 261 WOMEN'S MARATHON & 10K:**

Air Europa, the official sponsor of the 261st Women's Marathon that pays tribute to the epic achievement of Kathrine Switzer in the late 60s when she changed the history of women's sport and contributed to making women key players in the emergence of running.

**- Palma de Mallorca Auditorium:**

Among other events, Air Europa sponsored the 2015 Ballet season at the Auditorium, which is one of the most important cultural venues in the Islands.

**- World Padel Tour 2015:**

Air Europa was the official airline of the most important padel event during 2015, which brought together the world's best padel players.

**- Vicente Del Bosque:**

Air Europa is sponsoring this sports organization which has the clear objective of promoting sport and physical activity amongst children. Its activities focus on the discovery and enjoyment of sport as an element of educational learning.

**- Aritz Aramburu:**

Air Europa sponsors the professional surfer Aritz Aramburu, who was the European champion in 2007. He participated in the second worldwide surfing division, the WQS tour, where he was amongst the top 15. This meant that he went on to participate in the ASP World Tour, where he competed against the 45 best surfers in the world, winning more than 12,000 points and qualifying for the WCT, making him the first Spaniard and fifth European ever to achieve it.

**- Sandra Hernandez:**

Air Europa sponsors the professional padel player Sandra Hernandez. Her achievements include being the Spanish Sub-23 Champion in the year 2009 and participating in the European Championship of senior level teams with the Spanish team in Cascais, Portugal. European Championship semi-finalist by couples, etc.

**- Ursula Pueyo:**

Air Europa sponsors the professional skier Ursula Pueyo. She is a Spanish alpine standing skier classified as LW2. In the Paralympic World Cup I event held in Solleftea (Sweden) in February 2009, she won three silver medals and a bronze medal. She represented Spain in the Vancouver 2010 Paralympic Games, where she was the only athlete in the team with physical disabilities that did not compete in the class for the visually impaired.

**- Maria Bimbolles:**

Air Europa sponsors Maria Bimbolles. She has an attitude towards life that is aimed at two different audiences: children (musical and educational shows for children) and adults (the merchant or product with the philosophy: It awakens the child in you and this also applies to adulthood).

**- Polo in the Park 2015**

Air Europa was present at Polo in the Park 2015, an event in London attended by more than 25,000 people based on this Persian origin sport. It also sponsored the South American team during one of the most hotly contested matches of the competition, in which it played against England in Hurlingham Park.

## 4. THE REPORT'S PROFILE

This report covers the period from January to December 2015. This is the fourth Corporate Social Responsibility Report, which Air Europa now publishes every year. If you would like more information about any of the facts or details contained in it, please contact Rosa Nordfeldt, Air Europa's Management Systems Manager, at [rnordfeldt@air-europa.com](mailto:rnordfeldt@air-europa.com).

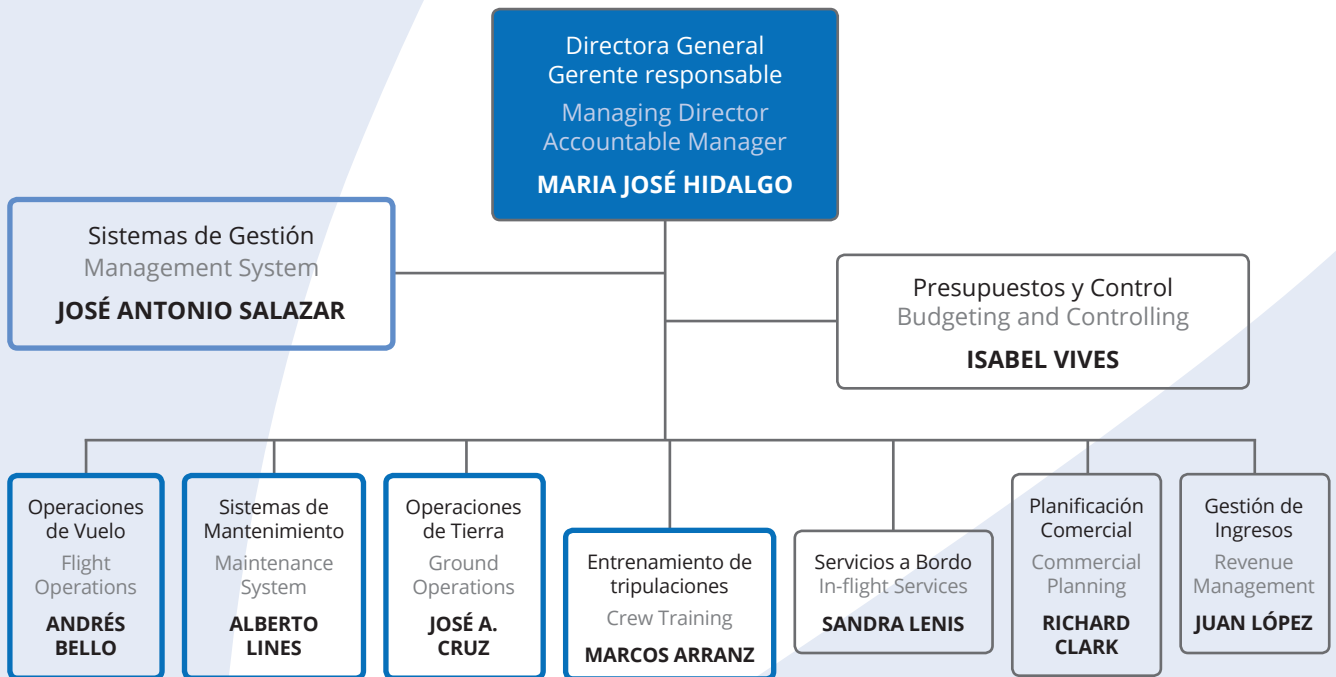
This Corporate Social Responsibility Report has been prepared in accordance with the Implementation Manual "G4 Sustainability Reporting Guidelines for the Overall Reporting Initiative (GRI)", although not entirely, given that it does not contain the table showing the correspondences between every point, or every indicator.



On the other hand, Air Europa also has ISO 9001:2008, ISO 14001:2004, EMAS and Madrid Excelente certification, whose scope extends to all areas of the Company, for which the Certifying Entity is AENOR. The Manage-

ment System department also has ISO 27001:2005 and OHSAS 18001 certification, for which the certifying entity is DNV.

## 5. GOVERNANCE



The Company's Directors participate and undertake to establish a Management System in the company through the Integrated Management System Policy. Through the Executive Committee that meets weekly, the Directors emphasise the importance of satisfying customer requirements and fulfilling the legal and regulatory issues. In the Compliance Control Committee, which meets annually, they approve the Company's annual objectives and ensure that sufficient resources are available.

Ms. Maria José Hidalgo Gutiérrez, the CEO of Air Europa Líneas Aéreas, was appointed and approved by the competent National Authority as the Accountable Manager, with corporate authority to ensure that all of the Company's maintenance operations and activities are financed and executed to the standard required by the General Directorate of Civil Aviation.

The Air Europa Directors provide the human resources and the specialised knowledge, as well as the technological and financial resources necessary to implement and maintain the Management System.

The Directors allocate the resources needed in each case to ensure that the annual objectives and targets

are fulfilled and that the environmental management programmes are properly executed.

Air Europa revises the organisation's quality and environment management system every year (at least), to ensure that it is suitable, appropriate and effective at all times, through the Compliance Control Committee. This review includes an evaluation of the areas where there is room for improvement and the need to make changes to the quality management system, including the quality policy and its associated objectives.

Apart from the ordinary (annual) meetings, there may be extraordinary meetings held at the request of any member of the Compliance Control Committee by submitting the request in writing to the Committee Secretary who will pass on the request to the Committee Chairman. The CEO, as the Chairman of the Committee, is in charge of deciding whether to hold these extraordinary meetings. The meetings follow the same format as the ordinary ones.

The Committee will meet as often as necessary to be able to monitor and control the quality system more closely. Some of the committees that are already in place are described below:

**Management Committee:** The Management Committee meets every week to discuss and oversee operations and establish the company's medium/short term strategies. Those present at the meeting will be the directors from the different Department of Air Europa, or their substitutes if they are unable to attend.

**Compliance Control Committee:** This Committee meets once a year unless it needs to meet sooner, to discuss affairs related to the implementation of the Management System, in order to ensure its optimal function and, if necessary, implement improvements.

The Compliance Control Committee is formed by the Directors and the senior managers from Air Europa's different Departments and any other person that the Chairman or Secretary deems suitable to appoint. Meetings are considered validly established once 60% of the members are present.

**Punctuality Committee:** This committee meets once a month with the attendance of the representatives of the company's operative areas. The meetings are called by the Management Systems Supervisors. Its main function is to monitor the General Punctuality Objective thoroughly, using the different indicators and to propose improvements. Minutes are kept of each meeting, which are then sent to the members of the Management Committee to keep them updated and so they may take action if necessary.

**Complaints Committee:** This committee meets once a month, with the attendance of the representatives of the departments that, although they may not have caused the passenger complaint, they do have decision-making powers to avoid the causes of that complaint or propose solutions for various reasons. This committee's main function is to monitor and study the complaints and proposals presented to ensure that passengers do not have reason to complain. Minutes are kept of the meeting and are sent to the members of the Management Committee, to keep them informed and up-to-date and so they can take action if necessary.

**Flight Safety Committee:** This Committee meets once a year to discuss matters related to the implementation of the Management System in order to ensure its proper operation and, if necessary, implement improvements.

This committee is made up of:

- The Director of Management Systems, the Head of Compliance (HC) and the Head of Security (HS) as chair.
- The General Manager of Security for Globalia.
- The Director of Globalia Systems

**Occupational Health and Safety Committee** This Committee meets once a year to discuss matters related to

the implementation of the Management System in order to ensure its proper operation and, if necessary, implement improvements.

This committee is made up of:

- The Director of Management Systems, the Head of Compliance (HC) and the Safety Manager (SM as chair.
- Head of Globalia's Joint Prevention Department

**Safety Review Board (SRB):** The Safety Review Board (hereafter the SRB) is a high-level committee that meets once a year, and must be attended by all of the heads of each department, chaired by the Accountable Manager. Extraordinary meetings may be convened whenever the Operational Safety Manager considers it appropriate.

The composition of the SRB will be

- Accountable Manager (AM)
- Head of Flight Operations (HFO)
- Head of Trip Training. (HTT)
- Head of Airworthiness Maintenance (HAM)
- Head of Ground Operations (HGO)
- Safety Manager
- SMS coordinator
- SAG OPS Leader
- SAG MNT Leader
- SAG GRD Leader

The following points will be reviewed at the SRB:

- The performance in terms of Operational Safety with regard to Policy and Objectives. The Policy will also be reviewed and it will be evaluated whether it needs to be revised.
- That actions related to Safety are taken properly and in time.
- The effectiveness of the safety management processes.
- The effectiveness of supervision of the Operational Safety of outsourced operations.
- Results of audits related to Operational Safety.
- Room for improvements.

The SRB must ensure that sufficient resources are allocated in order to achieve the desired Operational Safety performance.

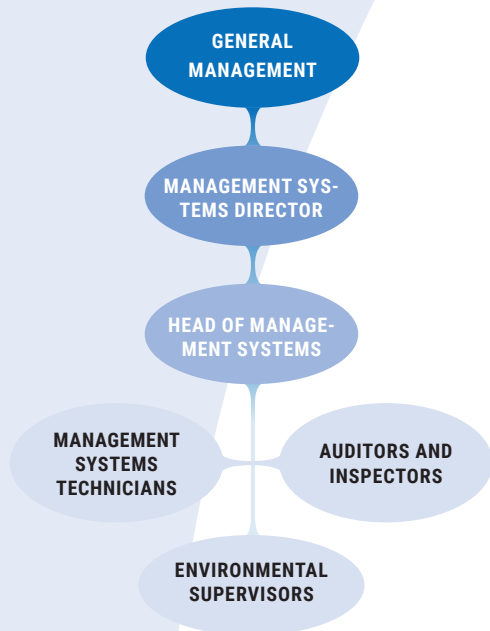
The Head of Operational Safety must always attend the SRB and inform the Accountable Manager of all of the information necessary to enable them to make decisions based on Operation Safety data. This data will be set out in a report comparing the data with that of previous years.

The SRB will provide strategic guidance to the Safety Action Group (SAG) and establish the Safety-related targets and indicators to be monitored.

**Other Committees:** Their operation is described in the specific documents from the different departments.

One of their main functions is to monitor the indicators established in the Processes for which they are responsible, as well as the actions arising from this monitoring. All of the actions envisaged during the holding of these committee meetings must be mentioned in the minutes of the meetings.

#### ENVIRONMENTAL ORGANISATION



#### DUTIES AND RESPONSIBILITIES

**Accountable Manager (AM):** According to ORO.GEN.210 (a), the Company must appoint an Accountable Manager who is authorized to ensure that all of the activities can be financed and carried out in accordance with the applicable requirements. The AM is responsible for establishing and maintaining an effective management system, including establishing the frequency, format and structure of internal evaluation management activities through the management review in the meetings of the Compliance Control Committees.

The Operations Manual contains the document issued by the Chairman of the Board of Directors expressly stating that the AM has been delegated the financial powers to deal with all of the requirements of AIR-OPS.

**Management Systems Manager (In charge of Compliance Control and Security Management):** Reports directly to the Accountable Manager.

Air Europa's General Management delegates the implementation and verification of the various management systems in accordance with the regulations AIR OPS, IOSA, ISO 9001, ISO 14001, EMAS, ISO 27001 and OHSAS 18001 to the Management Systems Manager, the Head of Compliance (HC) and the Safety Manager

(SM), for which they will have the necessary authority and independence and it is committed to providing the technical, human and financial resources so that they can carry out the work delegated to them.

**Management Systems Supervisor:** Develops and maintains the Integrated Management System and all of the environmental regulations and laws in force wherever Air Europa has bases with its own staff. They will also coordinate and manage all of the training activities necessary for raising awareness. Defines the environmental structure of the company.

**Management Systems Technicians:** They carry out the tasks of providing information and raising awareness about Best Environmental Practices at the company as well as monitoring environmental and quality indicators. They also provide support to the Environmental Coordinators, amongst other duties.

**Auditors:** They prepare the audits that are assigned to them by studying the regulations applicable to the department audited. They carry out the audits and prepare a summary of the activities carried out, the findings and the final report and they carry out the creation and monitoring of corrective actions if any non-compliance has been detected,

**Inspectors:** They carry out the Environmental Inspections assigned to them in order to monitor Operational Control. The inspections can take place at offices, maintenance facilities or on aircraft.

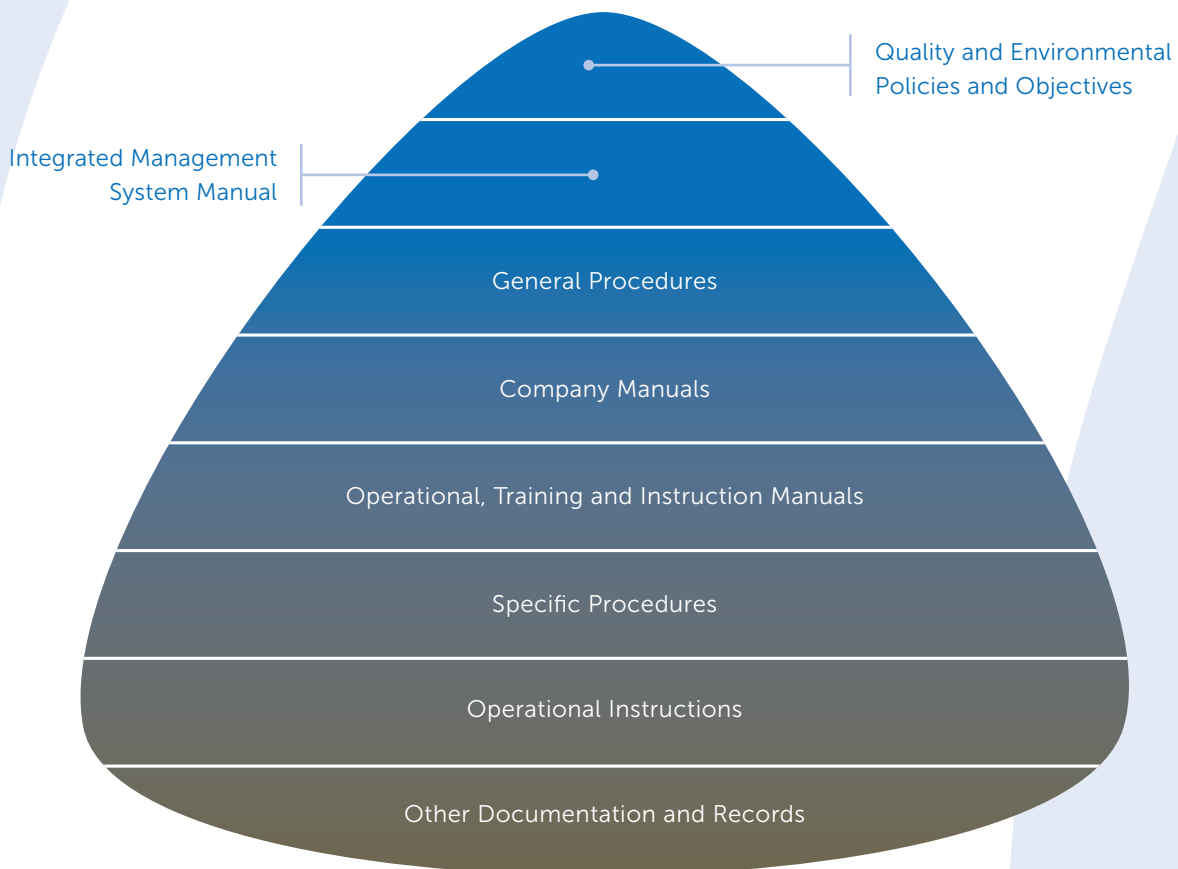
**Environmental Coordinators:** They are responsible for controlling the consumption of paper, fuel and other materials by each department/area/base. They are responsible for ensuring that the proper segregation of special, hazardous and municipal waste is carried out. They monitor and record hazardous waste, as well as other activities related to the Environment within their area. The control and monitoring of both consumption and waste is managed through the GESMED environmental management tool.

**Review by the Management.** Every year Air Europa will review the Organisation's Management System through the Compliance Control Committee formed by all of the company's Directors and the Management. Apart from discussing the matters related to Management Systems, the Committee will review the results from internal audits and evaluations of compliance with the laws and other requirements and principles to which the Organisation adheres, communications with external stakeholders, including complaints, environmental performance, the degree of fulfilment of the objectives and targets, the status of any corrective and preventative actions and the follow-up of actions resulting from previous reviews car-

ried out by the directors, changes in circumstances and recommendations for improvements. They will also review the systems from the perspective of Workplace Risk Prevention and Information Security. In short, the Committee will discuss the matters related to the implementation of the company's Integrated Management System in order to ensure that it works properly and, if necessary, take actions to improve it.

**System Documentation:** Air Europa's Integrated Management System is mainly based on the Integrated Management System Policy and on documents designed to

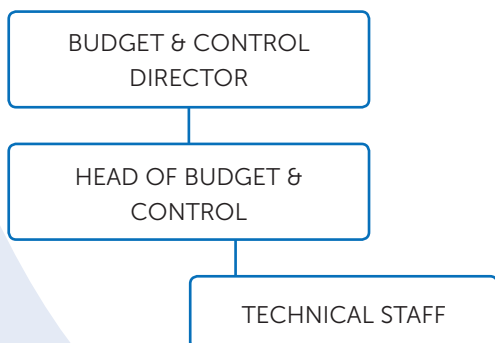
normalise the activities set out in the Management System and avoid inconsistencies that could subsequently lead to problems or deficiencies in the performance of these activities. The System documentation is accessible to all of the staff that need it in order to carry out their duties at Air Europa. For this purpose, the company has a document management programme called "Platonnet" which all Air Europa employees use, either in a web environment or through the Employee Portal. The Management System documentation is based on the following hierarchical pyramid:



### ORGANISATION OF AIR EUROPA'S SOCIAL RESPONSIBILITY.

All of Air Europa's Social Actions are managed and supervised by the Company's Directors, including all of the activities carried out by Air Europa Solidaria.

### ECONOMIC/FINANCIAL ORGANISATION



Air Europa Líneas Aéreas, S.A.U. is a company that belongs to the Globalia Corporate Group. The Group implements a common risk management policy, which we must also therefore implement. The Policy includes the following risks:

- Risks resulting from currency exchange rate fluctuations: the risks deriving from exchange rate fluctuations are covered by hedging contracts held both by the Parent Company and its subsidiaries.
- Risks resulting from fuel price fluctuations: The Air Division has a policy in place for hedging the risk of fuel price fluctuations that ensures that part of the fuel needed for the operation of its flights will be available at

a specific price and is managed by the Group's Directors.

- Liquidity Risks: Globalia is an integrated corporate group whose business is transportation, travel and tourism, with different branches of activity (air transport, wholesale and retail travel agencies, ground passenger assistance, hotels, etc). The Parent Company, as the Group's leader, manages all the finances generated by the different companies to cover possible liquidity risks resulting from the different business cycles of the companies that comprise the Group.

- Fraud Risk: The risk of fraud, whether originating internally or externally, is controlled through the organisational structure of the Group's central services, as established by Globalia's Management. The system is very effective at detecting and resolving cases of fraud quickly. The two main characteristics of this structure are: clear identification and diversification of duties by department to avoid several duties being allocated to the same manager, and effective internal controls to prevent irregularities.

## 6. ETHICS AND INTEGRITY

### MISSION

To guarantee the safe transportation of passengers and cargo with the highest levels of safety and customer service.

### VISION

To become the leading airline in Spain and in the destinations where we operate and in the medium term to achieve excellence.

### VALUES

We are committed to our Customers and to ongoing improvements that will achieve excellence in Operational Security and Safety and we believe in Innovation as a force for creating a more Sustainable world.

### PRINCIPLES

Air Europa is committed to aligning its strategies and operations with the ten universally accepted principles in the areas of human rights, employment standards, the environment and anti-corruption. Consequently, in 2012, the Company signed up to the UN Overall Compact, which is the largest corporate citizenship initiative in the world.

1. Air Europa supports and respects the protection of the internationally recognised Fundamental Human Rights within its sphere of influence.
2. Air Europa ensures that it is never an accomplice to the violation of Human Rights.
3. Air Europa supports freedom of association and recognises workers' rights to collective bargaining.
4. Air Europa supports the elimination of any kind of forced work or work performed under coercion.
5. Air Europa supports the eradication of child labour.
6. Air Europa supports the abolition of discriminatory practices in employment and business.
7. Air Europa maintains a preventive approach in the interests of the environment.
8. Air Europa promotes initiatives that foster greater environmental responsibility.

9. Air Europa promotes the development and use of environmentally friendly technologies.

10. Air Europa fights against corruption in all its forms, including extortion and bribery.

For any type of query, Air Europa has established two forms of communication to ensure that all communications are made taking into account the effectiveness of the management system: internal and external:

- Internal communications are those between Air Europa staff.
- External communications are those between Air Europa and other companies, official institutions, etc.

The persons involved in the operations are those who are in the best position to observe and identify the risks and conditions that could give rise to accidents or incidents. Non-premeditated or inadvertent acts do not result in punitive or disciplinary measures against the person who reports them or other persons involved in the situation, except in cases of negligence or bad faith. Employees that report any kind of non-premeditated or inadvertent error shall remain anonymous unless the employee in question agrees in writing to the information being made public if it is required by law. Every department establishes a procedure for reporting these events.

Air Europa communicates the information externally regarding its significant environmental issues to the public through its Environmental Statement. This statement may be read on the Air Europa website.

Suggestions, complaints, lawsuits, government fines and demands for any information referring to or related to AEA's Environmental Management System are studied by the Management Systems Department, once the Management Systems Director (Compliance Control Manager and Safety Manager) has been notified,

with the help of the heads of department and/or external legal department (if this is considered necessary).

So as to guarantee that the reports and notifications of errors and/or hazards will not be used against the persons that made them, sources of information are protected in two ways:

1. For reports that come in the form of CSR's ("Confidential Safety Reports"), the informant will be contacted to agree on each step that will be taken to resolve the cause that has given rise to the report. If no solution that is acceptable to the informant is reached, the process can be terminated or even completely eliminated.

2. For reports that arrive through other means: all identifying details will be eliminated (so that all personal references are removed to preserve the informant's anonymity) once the pertinent warnings have been made and it is certain that the informant no longer needs to be consulted.

#### **Working environment**

Each department establishes the guidelines to develop a suitable working environment in order to fulfil the department's requirements by means of Safety and Prevention Officers. The Integrated Management Manual specifies that all employees should arrive at work in proper physical and mental condition to carry out their assigned duties.

## 7. ANNEXES (CERTIFICATIONS)

# Certificado del Sistema de Gestión Ambiental



**GA-2006/0010**

AENOR, Asociación Española de Normalización y Certificación, certifica que la organización

**AIR EUROPA LINEAS AEREAS, S.A.U.**

dispone de un sistema de gestión ambiental conforme con la norma UNE-EN ISO 14001:2004

para las actividades: El transporte aéreo de pasajeros y mercancías en general.

que se realiza/n en: OFICINAS AIR EUROPA LÍNEAS AÉREAS, S.A.U. PI SON NOGUERA, CR  
ARENAL-LLUCMAJOR, KM 21,5. 07620 - LLUCMAJOR (ILLES BALEARS)

Direcciones indicadas en el Anexo

Fecha de primera emisión: 2006-01-23

Fecha de última emisión: 2015-01-23

Fecha de expiración: 2018-01-23

  
AENOR Asociación Española de  
Normalización y Certificación

Avelino BRITO MARQUINA  
Director General de AENOR

**AENOR** Asociación Española de  
Normalización y Certificación

Génova, 6. 28004 Madrid. España  
Tel. 902.102.201 - [www.aenor.es](http://www.aenor.es)





# Certificado del Sistema de Gestión Ambiental

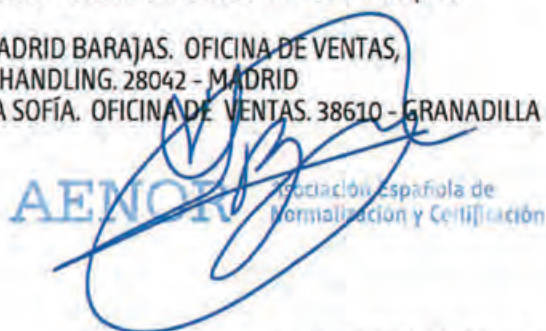


GA-2006/0010

## Anexo al Certificado

Establecimientos: AEROPUERTO DE SON SANT JOAN. HANDLING, OFICINA DE VENTAS Y MANTENIMIENTO. 07000 - PALMA DE MALLORCA (ILLES BALEARS)  
AEROPUERTO DE MÁLAGA - PABLO RUIZ PICASSO. HANDLING Y OFICINA DE VENTAS. 29004 - MÁLAGA (MALAGA)  
AEROPUERTO DE IBIZA. HANDLING Y OFICINA DE VENTAS. 07800 - SAN JOSÉ - IBIZA (ILLES BALEARS)  
AEROPUERTO DE SANTIAGO - LAVACOLLA. HANDLING Y OFICINA DE VENTAS. 15706 - SANTIAGO DE COMPOSTELA (A CORUÑA)  
AEROPUERTO DE VALENCIA - MANISES. HANDLING Y OFICINA DE VENTAS. 46940 - MANISES (VALENCIA)  
AEROPUERTO DEL PRAT. OFICINA DE VENTAS Y MANTENIMIENTO. 08820 - BARCELONA  
AEROPUERTO DE GRAN CANARIA - TELDE. OFICINA DE VENTAS Y MANTENIMIENTO. 35200 - LAS PALMAS DE GRAN CANARIA (LAS PALMAS)  
AEROPUERTO DE MADRID BARAJAS. OFICINA DE VENTAS, MANTENIMIENTO Y HANDLING. 28042 - MADRID  
AEROPUERTO REINA SOFÍA. OFICINA DE VENTAS. 38610 - GRANADILLA (TENERIFE SUR)

Fecha de primera emisión: 2006-01-23  
Fecha de última emisión: 2015-01-23  
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Asociación Española de Normalización y Certificación

Avelino BRITO MARQUINA  
Director General de AENOR

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Génova, 6. 28004 Madrid. España  
Tel. 902 102 201 - www.aenor.es



# Certificado del Sistema de Gestión Ambiental



GA-2006/0010

## Anexo al Certificado

Establecimientos: AEROPUERTO ARRECIFE DE LANZAROTE. OFICINA DE VENTAS. 35500 - LANZAROTE (LAS PALMAS)  
AEROPUERTO SONDIKA. OFICINA DE VENTAS. 48150 - BILBAO (VIZCAYA)  
AEROPUERTO DE FUERTEVENTURA. OFICINA DE VENTAS. 35600 - PUERTO DEL ROSARIO (LAS PALMAS)  
AEROPUERTO DE GRANADA. OFICINA DE VENTAS. 18329 - CHAUCHINA (GRANADA)  
AEROPUERTO DE ASTURIAS. HANDLING Y OFICINA DE VENTAS. 33400 - AVILÉS (ASTURIAS)  
AEROPUERTO DE SAN PABLO. OFICINA DE VENTAS. 41007 - SEVILLA  
AEROPUERTO DE LOS RODEOS. OFICINA DE VENTAS. 38712 - LA LAGUNA - TENERIFE NORTE (S.C. DE TENERIFE)  
AEROPUERTO DE PEINADOR. OFICINA DE VENTAS. 36318 - VIGO (PONTEVEDRA)  
AEROPUERTO DE BADAJOZ. OFICINA DE VENTAS. 06195 - BADAJOZ  
AEROPUERTO DE ALVEDRO. OFICINA DE VENTAS Y HANDLING. 15180 - A CORUÑA

Fecha de primera emisión: 2006-01-23  
Fecha de última emisión: 2015-01-23  
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AENOR Asociación Española de Normalización y Certificación

Avelino BRITO MARQUINA  
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Tel. 902 102 201 - www.aenor.es





THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

**IQNet and  
AENOR**

hereby certify that the organization

**AIR EUROPA LINEAS AEREAS, S.A.U.**

OFICINAS AIR EUROPA LINEAS AEREAS, S.A.U.  
PI SON NOGUERA, CR ARENAL-LLUCMAJOR, KM 21,5  
07620 - LLUCMAJOR  
(ILLES BALEARS)

SEE ADDRESSES SPECIFIED IN ANNEX

for the following field of activities

The passengers air transport and goods in general.

has implemented and maintains a

**Quality Management System**

which fulfills the requirements of the following standard

**ISO 9001:2008**

First issued on: 2001-05-17

Last issued: 2015-01-23

Validity date: 2018-01-23

*Registration Number:* **ES-0685/2001**



*Michael Drechsel  
President of IQNet*

*Avelino BRITO  
Chief Executive Officer*

**AENOR**

Asociación Española de  
Normalización y Certificación

**AENOR**

**IQNet Partners\*:**

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus  
CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany  
FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina  
JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland  
Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia  
SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia  
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

\* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)



THE INTERNATIONAL CERTIFICATION NETWORK

*Annex to IQNet Certificate Number ES-0685/2001*  
**AIR EUROPA LINEAS AEREAS, S.A.U.**

AEROPUERTO DE SON SANT JOAN.  
HANDLING, OFICINA DE VENTAS Y MANTENIMIENTO  
07000 - PALMA DE MALLORCA (ILLES BALEARS)

AEROPUERTO DE MÁLAGA - PABLO RUIZ PICASSO.  
HANDLING Y OFICINA DE VENTAS  
29004 - MÁLAGA (MALAGA)

AEROPUERTO DE IBIZA.  
HANDLING Y OFICINA DE VENTAS  
07800 - SAN JOSÉ - IBIZA (ILLES BALEARS)

AEROPUERTO DE SANTIAGO - LAVACOLLA.  
HANDLING Y OFICINA DE VENTAS  
15706 - SANTIAGO DE COMPOSTELA (A CORUÑA)

AEROPUERTO DE VALENCIA - MANISES.  
HANDLING Y OFICINA DE VENTAS  
46940 - MANISES (VALENCIA)

AEROPUERTO DEL PRAT.  
OFICINA DE VENTAS Y MANTENIMIENTO  
08820 - BARCELONA

AEROPUERTO DE GRAN CANARIA - TELDE.  
OFICINA DE VENTAS Y MANTENIMIENTO  
35200 - LAS PALMAS DE GRAN CANARIA (LAS PALMAS)

AEROPUERTO DE MADRID BARAJAS.  
OFICINA DE VENTAS, MANTENIMIENTO Y HANDLING  
28042 - MADRID

AEROPUERTO REINA SOFÍA.  
OFICINA DE VENTAS  
38610 - GRANADILLA (TENERIFE SUR)

AEROPUERTO ARRECIFE DE LANZAROTE.  
OFICINA DE VENTAS  
35500 - LANZAROTE (LAS PALMAS)

AEROPUERTO SONDIKA.  
OFICINA DE VENTAS  
48150 - BILBAO (VIZCAYA)

AEROPUERTO DE FUERTEVENTURA.  
OFICINA DE VENTAS  
35600 - PUERTO DEL ROSARIO (LAS PALMAS)

AEROPUERTO DE GRANADA.  
OFICINA DE VENTAS  
18329 - CHAUCHINA (GRANADA)

AEROPUERTO DE ASTURIAS.  
HANDLING Y OFICINA DE VENTAS  
33400 - AVILÉS (ASTURIAS)

AEROPUERTO DE SAN PABLO.  
OFICINA DE VENTAS  
41007 - SEVILLA

AEROPUERTO DE LOS RODEOS.  
OFICINA DE VENTAS  
38712 - LA LAGUNA - TENERIFE NORTE (S.C. DE TENERIFE)

AEROPUERTO DE PEINADOR.  
OFICINA DE VENTAS  
36318 - VIGO (PONTEVEDRA)

AEROPUERTO DE BADAJOZ.  
OFICINA DE VENTAS  
06195 - BADAJOZ

AEROPUERTO DE ALVEDRO.  
OFICINA DE VENTAS Y HANDLING  
15180 - A CORUÑA

First issued on: 2001-05-17 Last issued: 2015-01-23 Validity date: 2018-01-23

*This annex is only valid in connection with the above-mentioned certificate.*



Michael Drechsler  
President of IQNet



Avelino BRITO  
Chief Executive Officer

**IQNet Partners\*:**

- AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus
- CISQ Italy CQC China CQM China CQS Czech Republic Cro Cert Croatia DQS Holding GmbH Germany
- FCAV Brazil FONDONORMA Venezuela ICONTEC Colombia IMNC Mexico Inspecta Certification Finland IRAM Argentina
- JQA Japan KFQ Korea MIRTEC Greece MSZT Hungary Nemko AS Norway NSAI Ireland PCBC Poland
- Quality Austria Austria RR Russia SII Israel SIQ Slovenia SIRIM QAS International Malaysia
- SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia

\* The list of IQNet partners is valid at the time of issue of this certificate. Updated information is available under [www.iqnet-certification.com](http://www.iqnet-certification.com)



THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

**IQNet and  
AENOR**

hereby certify that the organization

**AIR EUROPA LINEAS AEREAS, S.A.U.**

OFICINAS AIR EUROPA LINEAS AEREAS, S.A.U.  
PI SON NOGUERA, CR ARENAL-LLUCMAJOR, KM 21,5  
07620 - LLUCMAJOR  
(ILLES BALEARS)

SEE ADDRESSES SPECIFIED IN ANNEX

for the following field of activities

The passengers air transport and goods in general.

has implemented and maintains a

**Environmental Management System**

which fulfills the requirements of the following standard

**ISO 14001:2004**

First issued on: 2006-01-23

Last issued: 2015-01-23

Validity date: 2018-01-23

**Registration Number: ES-2006/0010**



*Michael Drechsel*  
*President of IQNet*

  
**AENOR** Asociación Española de Normalización y Certificación

*Avelino BRITO*  
*Chief Executive Officer*

**AENOR**

**IQNet Partners\*:**

AENOR Spain AFNOR Certification France AIB-Vinçotte International Belgium ANCE Mexico APCER Portugal CCC Cyprus  
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SQS Switzerland SRAC Romania TEST St Petersburg Russia TSE Turkey YUQS Serbia  
IQNet is represented in the USA by: AFNOR Certification, CISQ, DQS Holding GmbH and NSAI Inc.

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THE INTERNATIONAL CERTIFICATION NETWORK

*Annex to IQNet Certificate Number ES-2006/0010*  
**AIR EUROPA LINEAS AEREAS, S.A.U.**

AEROPUERTO DE SON SANT JOAN.  
 HANDLING, OFICINA DE VENTAS Y MANTENIMIENTO  
 07000 - PALMA DE MALLORCA  
 (ILLES BALEARS)

AEROPUERTO DE IBIZA.  
 HANDLING Y OFICINA DE VENTAS  
 07800 - SAN JOSÉ - IBIZA  
 (ILLES BALEARS)

AEROPUERTO DE VALENCIA - MANISES.  
 HANDLING Y OFICINA DE VENTAS  
 46940 - MANISES  
 (VALENCIA)

AEROPUERTO DE GRAN CANARIA - TELDE.  
 OFICINA DE VENTAS Y MANTENIMIENTO  
 35200 - LAS PALMAS DE GRAN CANARIA  
 (LAS PALMAS)

AEROPUERTO REINA SOFÍA.  
 OFICINA DE VENTAS  
 38610 - GRANADILLA  
 (TENERIFE SUR)

AEROPUERTO SONDIKA.  
 OFICINA DE VENTAS  
 48150 - BILBAO  
 (VIZCAYA)

AEROPUERTO DE GRANADA.  
 OFICINA DE VENTAS  
 18329 - CHAUCHINA  
 (GRANADA)

AEROPUERTO DE MÁLAGA - PABLO RUIZ PICASSO.  
 HANDLING Y OFICINA DE VENTAS  
 29004 - MÁLAGA  
 (MÁLAGA)

AEROPUERTO DE SANTIAGO - LAVACOLLA.  
 HANDLING Y OFICINA DE VENTAS  
 15706 - SANTIAGO DE COMPOSTELA  
 (A CORUÑA)

AEROPUERTO DEL PRAT.  
 OFICINA DE VENTAS Y MANTENIMIENTO  
 08820 - BARCELONA

AEROPUERTO DE MADRID BARAJAS.  
 OFICINA DE VENTAS, MANTENIMIENTO Y HANDLING  
 28042 - MADRID

AEROPUERTO ARRECIFE DE LANZAROTE.  
 OFICINA DE VENTAS  
 35500 - LANZAROTE  
 (LAS PALMAS)

AEROPUERTO DE FUERTEVENTURA.  
 OFICINA DE VENTAS  
 35600 - PUERTO DEL ROSARIO  
 (LAS PALMAS)

AEROPUERTO DE ASTURIAS.  
 HANDLING Y OFICINA DE VENTAS  
 33400 - AVILÉS  
 (ASTURIAS)

First issued on: 2006-01-23 Last issued: 2015-01-23 Validity date: 2018-01-23

*This annex is only valid in connection with the above-mentioned certificate.*



Michael Drechsler  
 President of IQNet

Avelino BRITO  
 Chief Executive Officer

Asociación Española de  
 Normalización y Certificación

**AENOR**

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THE INTERNATIONAL CERTIFICATION NETWORK

*Annex to IQNet Certificate Number ES-2006/0010*  
**AIR EUROPA LINEAS AEREAS, S.A.U.**

AEROPUERTO DE SAN PABLO.  
 OFICINA DE VENTAS  
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AEROPUERTO DE BADAJOZ.  
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AEROPUERTO DE ALVEDRO.  
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*Michael Drechsler*  
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*Avelino BRITO*  
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# Certificado del Sistema de Gestión de la Calidad



**ER-0685/2001**

AENOR, Asociación Española de Normalización y Certificación, certifica que la organización

**AIR EUROPA LINEAS AEREAS, S.A.U.**

dispone de un sistema de gestión de la calidad conforme con la Norma UNE-EN ISO 9001:2008

para las actividades: El transporte aéreo de pasajeros y mercancías en general.

que se realizan en: OFICINAS AIR EUROPA LÍNEAS AÉREAS, S.A.U. PI SON NOGUERA, CR  
ARENAL-LLUCMAJOR, KM 21,5. 07620 - LLUCMAJOR (ILLES BALEARS)

Direcciones indicadas en el Anexo

Fecha de primera emisión: 2001-05-17

Fecha de última emisión: 2015-01-23

Fecha de expiración: 2018-01-23

The AENOR logo is partially visible, showing the word 'AENOR' in blue. To its right is the text 'Asociación Española de Normalización y Certificación'. Overlaid on the logo is a large, stylized blue ink signature.

Avelino BRITO MARQUINA  
Director General de AENOR

**AENOR** Asociación Española de  
Normalización y Certificación

Génova, 6. 28004 Madrid, España  
Tel. 902 102 201 – [www.aenor.es](http://www.aenor.es)





# Certificado del Sistema de Gestión de la Calidad



ER-0685/2001

## Anexo al Certificado

Establecimientos: AEROPUERTO DE SON SANT JOAN. HANDLING, OFICINA DE VENTAS Y MANTENIMIENTO. 07000 - PALMA DE MALLORCA (ILLES BALEARS)  
AEROPUERTO DE MÁLAGA - PABLO RUIZ PICASSO. HANDLING Y OFICINA DE VENTAS. 29004 - MÁLAGA (MALAGA)  
AEROPUERTO DE IBIZA. HANDLING Y OFICINA DE VENTAS. 07800 - SAN JOSÉ - IBIZA (ILLES BALEARS)  
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AEROPUERTO REINA SOFÍA. OFICINA DE VENTAS. 38610 - GRANADILLA (TENERIFE SUR)

Fecha de primera emisión: 2001-05-17  
Fecha de última emisión: 2015-01-23  
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 Asociación Española de Normalización y Certificación

Avelino BRITO MARQUINA  
Director General de AENOR

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# Certificado del Sistema de Gestión de la Calidad

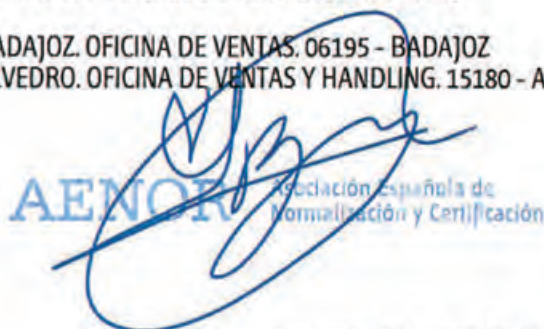


ER-0685/2001

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AEROPUERTO DE BADAJOZ. OFICINA DE VENTAS. 06195 - BADAJOZ  
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AENOR Asociación Española de Normalización y Certificación

Avelino BRITO MARQUINA  
Director General de AENOR

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## Licencia de Uso de la Marca de Garantía Madrid Excelente

La Fundación Madrid por la Excelencia, en virtud de las facultades otorgadas por la Comunidad de Madrid, concede la Licencia de Uso de la Marca de Garantía Madrid Excelente a:

**AIR EUROPA LÍNEAS AÉREAS, S.A.U.**

por su Gestión Empresarial  
una vez que ha acreditado el cumplimiento de los criterios de calidad y excelencia exigidos para el uso de la Marca de Garantía.

**Nº de licencia: 620.S/39/463/11/1**

La presente licencia es una renovación por tres años de la otorgada con fecha 25 de Noviembre de 2011

Madrid, a 20 de Noviembre de 2014

El Presidente



**Comunidad de Madrid**



# DNV BUSINESS ASSURANCE

## CERTIFICADO DEL SISTEMA DE GESTIÓN

Certificado No. 148624-2014-AIS-IBE-UKAS

*Por el presente se certifica que:*

**AIR EUROPA LINEAS AEREAS, S.A.U**

Enrique Granados 6, Edificio A, 28011 Madrid, España

*así como la sede indicada en el anexo.*

*Es conforme a la norma del Sistema de Gestión:*

**ISO/IEC 27001:2005**

*Este certificado es válido para el siguiente rango de productos o servicios:*

**Operador Logístico para las Fuerzas Armadas,  
todo ello conforme a la versión 3 de la declaración de aplicabilidad.**

*Fecha original de Certificación:*

13 enero 2014

*Este Certificado es válido hasta:*

13 enero 2017

*La Auditoría ha sido realizada bajo la supervisión de:*

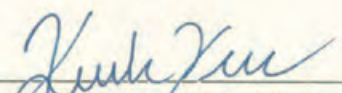
**Gonzalo Ribeiro Pinto**  
*Auditor Jefe*



*Lugar y Fecha:*

Barendrecht, 14 enero 2014

*por la Unidad Acreditada:*  
DNV CERTIFICATION LIMITED,  
UNITED KINGDOM

  
**A.E. van der Kruk-Visser**  
*Representante de la Dirección*

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.



# DNV BUSINESS ASSURANCE

## ANEXO

Anexo al Certificado N° 148624-2014-AIS-IBE-UKAS

### AIR EUROPA LINEAS AEREAS, S.A.U

Sedes incluidas en este certificado:

Nombre del Centro	Localización	Alcance del centro
AIR EUROPA LINEAS AEREAS, S.A.U	Carretera Arenal - Lluçmajor, 21,5, Pol. Son Noguera, 07620 Lluçmajor, Illes Balears, Spain	Operador Logístico para las Fuerzas Armadas, todo ello conforme a la versión 3 de la declaración de aplicabilidad.

Fecha original de Certificación:

13 enero 2014

Este Certificado es válido hasta:

13 enero 2017

La Auditoría ha sido realizada bajo la supervisión de:

Gonzalo Ribeiro Pinto  
Auditor Jefe



Lugar y Fecha:

Barendrecht, 14 enero 2014

por la Unidad Acreditada:  
DNV CERTIFICATION LIMITED,  
UNITED KINGDOM

  
A.E. van der Kruk-Visser  
Representante de la Dirección

Lack of fulfilment of conditions as set out in the Certification Agreement may render this Certificate invalid.



# DNV BUSINESS ASSURANCE

## CERTIFICADO DEL SISTEMA DE GESTIÓN

(MANAGEMENT SYSTEM CERTIFICATE)

Certificado nº 148616-2014-AHSO-IBE-ENAC

*Se certifica que el sistema de gestión de la compañía  
(This is to certify that the management system of the company)*

### AIR EUROPA LINEAS AEREAS, S.A.U

Enrique Granados 6, Edificio A, 28011, Madrid, Spain  
Carretera Arenal - Lluçmajor, 21,5Pol. Son Noguera, 07620, Lluçmajor Illes Balears, Spain

*es conforme a la norma  
(complies with the standard)*

**OHSAS 18001:2007**

*Este certificado es válido para el siguiente campo de aplicación  
(This certificate is valid for the following scope)*

***Operador Logístico para las fuerzas armadas  
Logistics service for Defence***

*Fecha certificación inicial:  
(Initial Certification date)*  
13.01.2014

*Este certificado es válido hasta:  
(This certificate is valid until)*  
13.01.2017

*La auditoría ha sido realizada bajo la  
supervisión de  
(The audit has been performed under the  
supervision of)*

Javier Monteagudo  
*Auditor Jefe*

*Lugar y fecha:  
(Place and date)*  
Barcelona, 13.01.2014

*Unidad acreditada  
(Accredited Unit)*  
DNV BUSINESS ASSURANCE ESPAÑA, S.L.

Albert Canadell  
*Country Manager*



El incumplimiento de las condiciones establecidas en el Contrato puede dar lugar a la cancelación del certificado.  
(Lack of fulfilment of conditions as set out in the Certification Agreement may render this certificate invalid.)





Presented to

M-1147

# Air Europa Lineas Aereas

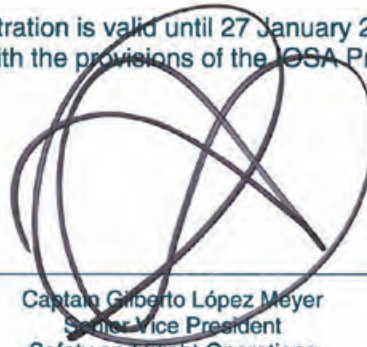
On the occasion of their Registration as an

**IOSA Operator**

under the

**IATA Operational Safety Audit Program (IOSA)**

Registration is valid until 27 January 2018  
in accordance with the provisions of the IOSA Program Manual



Captain Gilberto López Méyer  
Senior Vice President  
Safety and Flight Operations



Note: This is a ceremonial certificate only and is not valid for IOSA Registration. The official IOSA Registration is only shown on the IOSA Registry - [www.iata.org/iosa](http://www.iata.org/iosa)

 **AirEuropa**