Airport and Ground Handling Safety

12th of October 2017

Gino Matteoni
Director HSE – Signature Flight Support
Customer’s Safety and Service Journey

The Pilot Hears Assurance

Flight

He Feels Everything is Handled Smoothly

Pre-Flight

He Designs His Own Experience

Departure

Payment

He Feels Valued

In Lounge

He Can Relax His Way

He Can Focus on Flying and His Passengers Because of Us

Passenger Transfer

He is Treated Like a Pro in Front of His Passengers

Arrival

He Sees a Friendly Face That Makes His Passengers and Him Feel Safe
Safety is a Core Value for Signature

“We are dedicated to Safety and Security, the elimination of Hazards and Protecting People, Property and our Environment

- Robust Safety Policy, Procedures and Programs
- Employee Lead Safety Programs and Activities
- Safety Management System
- Clear Safety Goals and Objectives
- Behavioral Based Observational Tooling
- Global Auditing Process
- Blended Training Programs
Safety Management System

**Policy**
- Standard Safety Procedures Updated
- IS-BAH Aligned
- HSE Roles and Responsibilities

**Risk Management**
- Hazard Tracking Module
- Global Risk Assessment Tool
- Digital Inspection Module

**Safety Assurance**
- Predictive Dashboarding
- Management of Change
- Observation Program

**Safety Promotion**
- Phased Training Guide
- OJT Summits
- Employee Level SMS Training
- U-Safe / Near Miss Committees
2017 Safety Initiatives

<table>
<thead>
<tr>
<th>Our Focus:</th>
<th>Our Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety of our People</td>
<td>Management Safety Observation Tool</td>
</tr>
<tr>
<td>Operational Excellence</td>
<td>Ramp Planning Technology</td>
</tr>
<tr>
<td>Safety Communication</td>
<td>ZIPP</td>
</tr>
<tr>
<td>Safety Training</td>
<td>Global Weekly HS&amp;E Summary DAILY BRIEF</td>
</tr>
<tr>
<td></td>
<td>SAFETY WITH A LEADING EDGE Tow It Like You Own It</td>
</tr>
</tbody>
</table>