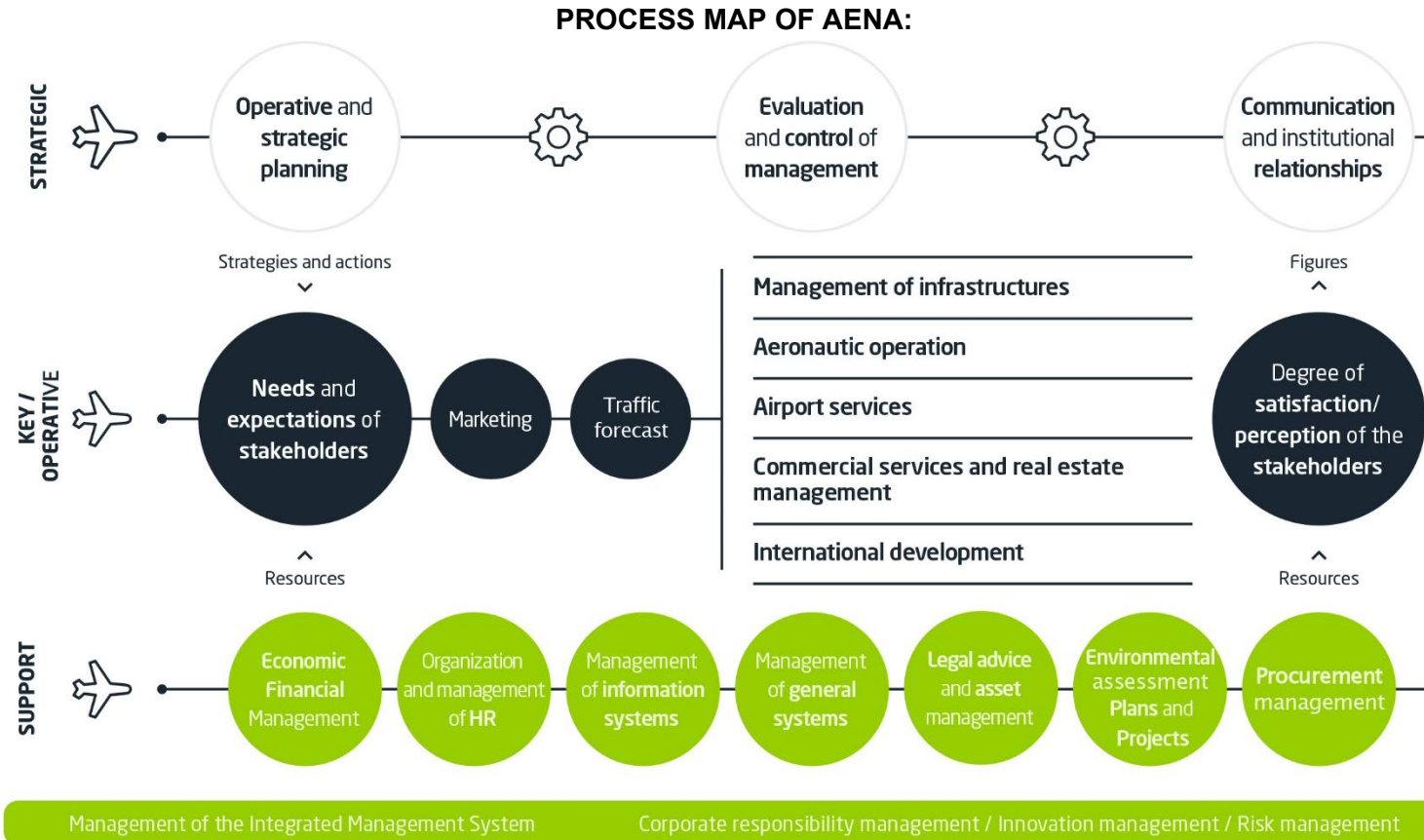


## SCOPE OF AENA'S INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM

AENA's Integrated Quality and Environmental Management System (SGI) comprises the main processes developed by the company. The interaction between them is showed for in the Process Map of Aena.



## SCOPE OF AENA'S INTEGRATED QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM

The processes included in the scope of Aena's Integrated Quality and Environmental Management System are listed below:

- OPERATIVE AND STRATEGIC PLANNING.
- EVALUATION AND CONTROL MANAGEMENT.
- COMMUNICATION AND INSTITUTIONAL RELATIONS.
- MARKETING.
- PROVISIONING OF TRAFFIC.
- MANAGEMENT OF INFRASTRUCTURE.
- AERONAUTIC OPERATION.
- AIRPORT SERVICES.
- COMMERCIAL SERVICES AND REAL ESTATE MANAGEMENT.
- INVESTMENT AND ECONOMIC-FINANCIAL MANAGEMENT.
- ORGANIZATION AND HUMAN RESOURCES MANAGEMENT.
- MANAGEMENT OF INFORMATION SYSTEMS.
- MANAGEMENT OF GENERAL SERVICES.
- LEGAL ADVICE AND ASSET MANAGEMENT.
- MANAGEMENT OF ENVIRONMENTAL PLANS AND PROJECTS.
- MANAGEMENT OF RECRUITMENT.
- MANAGEMENT OF THE INTEGRATED MANAGEMENT SYSTEM.
- MANAGEMENT OF AERONAUTICAL DATA AND INFORMATION QUALITY.
- CORPORATE RESPONSIBILITY MANAGEMENT.
- INNOVATION MANAGEMENT.