

SAFETY, QUALITY AND ENVIRONMENTAL POLICY

LATAM Group is the largest passenger and cargo airline group in South America. Operating out of our domestic markets in Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay and Peru we service the region with flights between these countries as well as long haul flights to North and Central America, Europe, Africa and Oceania. LATAM Group is committed to achieving the highest Safety, Quality and Environment standards in all its operational, and administrative, activities, facilities and locations where it operates; assigning the necessary resources for that purpose according to the strategic directions delineated by the top management.

For this, we are committed to:

- Declare safety as a non-negotiable value for the LATAM Group, including the promotion of a positive safety culture, providing safe and healthy working conditions, encouraging in our employees a self-care culture, developing processes focusing on prevention, identifying hazards, evaluating and mitigating risks associated with the operational and administrative activities of the LATAM Group, and ensuring that our operational staff be in suitable psycho-physical and medical conditions to perform their duties.
- Comply with the current legislation, while ensuring adherence to internal procedures and voluntary commitments subscribed;
- Promoting a Safety Management System for all our workers involved in operational activities;
- Assess the reports of unsafe actions and conditions, ensuring that no retaliation will be taken against those who report them; acknowledging that error is inherent to the human nature, but LATAM Group will not tolerate deliberate action of deviation of the standards or operational procedures, ensuring the correct compliance with the LATAM's Code of Conduct.
- Develop a Safety, Quality and Environmental Management System that allows: Prevention of occupational injuries and illnesses of our employees and contractors; efficient management of our carbon footprint, implementing the best environmental practices, to ensure the protection of the environment, preventing pollution, and any other commitments subscribed by LATAM Group, through the periodic review of performance, objectives and assigned resources.

*In LATAM Group, we apply the principles of ethics, excellence and Continuous Improvement of our processes, operations and maintenance, to achieve our aspiration to **be one of the most admired airline groups in the world.***

In this way, we strengthen our commitment to generate value to our customers, shareholders, suppliers, authorities, collaborators in the localities where we develop our operational activities.



ROBERTO ALVO
CEO LATAM Airlines Group



AIRBUS A350-900