

# SECURITY, QUALITY AND ENVIRONMENTAL POLICIES

The 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. The LATAM Group is committed to reaching the very highest standards of Safety, Quality and Environmental Care in all the operational, administrative operations, facilities and locations the company operates out of, designating all the necessary resources to further those goals in accordance with strategies laid out by our leading management.

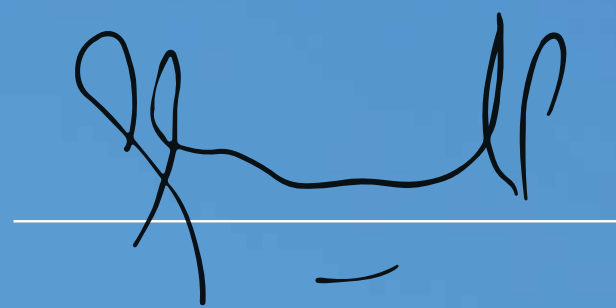
## To reach our goals we have taken on the commitment of:

- Declaring safety as a top priority for the LATAM Group, a priority which extends to promoting a culture of safety, providing safe and healthy working condition, encouraging our employees to practice safety in their every day activities; the latter by developing processes focusing on prevention, hazard detection and assessment and mitigation of the inherent risks to operational and administrative areas in the LATAM Group. All of the previous in efforts to guarantee our operations personnel are in the optimum psychological and physical state and good health to perform at their very best;
- Comply with all the current legislation pertinent to the company, while simultaneously adhering to all the voluntary internal procedures and commitments established by the company;
- Promote a Safety Management System for all our workers involved in operational activities;

- Valuing action and unsafe conditions reports without jeopardizing the integrity of those that send in said reports, in the understanding that to err is human, but offering no leeway to those that willfully deviate from the Group's operational processes and standards; in our mission we must ensure compliance with the LATAM Group's Code of Conduct;

Develop a Safety, Quality and Environmental Care Management System that facilitates: injury prevention and/or the prevention of work-related illnesses covering all our workers and contractors; efficient management of our carbon footprint, implement improved environmental practices and ensure that we protect the natural environment from pollution or any other potentially harmful effect product of our operations. All the commitments we make at the LATAM Group are checked and revised looking at performance, objectives, achievements and the designated resources.

*At the LATAM Group we apply principles of ethics, excellence and Continual Improvement of our Operator Safety System and/or Maintenance Center; our goal, our aspiration, is to **become one of the most admired airline groups in the world.** As stated earlier, all we do contributes to our commitment of generating value for our clients, stockholders, suppliers, the pertinent authorities, collaborators and the locations we operate out of.*



**ENRIQUE CUETO**  
CEO LATAM



AIRBUS A350-900