

Quality Policy

Airmaster Airlines is committed to delivering services that meet the customer's requirements and expectations, this commitment to quality is provided and continually improved by strictly complying with applicable standards and regulations for all our activities.

Our goals are to develop, implement, maintain, and constantly improve strategies and processes to ensure that all our aviation activities take place under balanced allocation resources, aimed at achieving the highest level of safety, security, quality, and environment to comply with national and international standards. Our organization is responsible for safety concepts and continual improvement of the Management System.

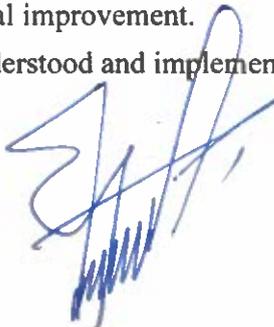
All levels of management are accountable for the delivery of this highest level of performance starting with the Accountable Executive (AE) and under their authority. The AE is responsible for the regular reviewing and improvement of this policy.

Reaching our customer's satisfaction is achieved by:

- Complying with the procedures set in the related manuals, the Safety Standards, Security Standards, Quality Standards, ECAA regulations and IOSA Standard Manual.
- Cooperating with the Quality Auditors.
- Reporting any concern related to errors or incidents/accidents to the Safety, Security, and Quality.
- Participating in the continuous development and improvement program for Safety, Security, and Quality standards and procedures.
- Adopting excellence in everything we do.
- Recognition of total involvement and participation of the entire workforce.
- Ensuring that all personnel have requisite education, training, experience, and competence to perform their duties and responsibilities.
- Encouraging continuous feedback from customers and employees to improve our services and assure customers satisfaction.
- Continuous follow-up for corrective actions and mitigation, to comply with Quality standards.
- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management.
- Providing necessary resources and support to ensure the effective operation of the Company's Quality Management System (QMS).
- The involvement of all staff in the continuous improvement of the Company's processes.
- Regular monitoring and review of all company systems and processes to ensure ongoing compliance and continual improvement.

This Quality Policy shall be understood and implemented by all levels of staff in Airmaster Airlines.

Accountable Executive



22.1.2024