

Ref. No. : AAAL/CEO/2021/ 765

Date : 14th March, 2022

QUALITY POLICY

Alliance Air Aviation Limited is committed to providing our customers with the highest level of product and service quality derived from a Quality and Safety Management system whose foundation lies in a culture of safety, quality, customer satisfaction and continuous improvement.

Alliance Air Aviation Limited will ensure compliance with relevant statutory quality, safety and environmental requirements which will be reviewed regularly. We will actively pursue improving quality, through programmes that enable each employee to do their job "Right the First Time" and "Every Time" thus fulfilling our customer's expectations without compromising the safety and quality of our operations.

Quality Performance is a commitment to excellence by each employee. It is achieved by teamwork and a process of continuous improvement.

The objectives of the Quality Management System are:

- a) To maintain an effective Quality Management System complying with international standards and regulatory requirements.
- b) To ensure compliance with relevant statutory, quality and safety requirements.
- c) Providing a safe and secure operation as the first and most fundamental obligation to our customers and employees, as well as to the communities we serve.
- d) To achieve and maintain a level of quality and safety which enhances the Company's reputation with customers. Constantly meeting customer expectations is both our collective duty and foundation of our success.
- e) To endeavour, at all times, to maximize customer satisfaction.
- f) To implement innovative methods of management taking advantage of best practices in Air Transport.
- g) To ensure the existence of necessary facilities, workplaces, equipment and supporting services as well as work environment to satisfy operational safety, quality, security and continual improvement.
- h) To commit to environmental protection and sustainable development by use of modern technology and optimisation of our operation by striving to reduce the negative impacts of air transport on the environment and the society.

Every employee has an inherent responsibility for an ongoing commitment to quality and to the promotion of a quality culture.



(Vineet Sood)
Chief Executive Officer

एलायंस एअर एविएशन लिमिटेड

(एआई एसेट्स होल्डिंग लिमिटेड के पूर्ण स्वामित्व की एक सहायक कम्पनी)

Alliance Air Aviation Limited

(A wholly owned subsidiary of AI Assets Holding Ltd.)

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