

Quality policy is integrated in all aspects of RAF-AVIA operations (Refer to CMM Manual 1.1).

RAF-AVIA quality policy aims to provide its customers the most effective, safe and compliant service solutions in accordance with the relevant interested parties' needs and regulatory requirements.

**Company Strategic Objectives:**

- Management of long-term profitable operations;
- New customers attraction, customers permanent retention;
- Provision of high-quality and safe transport services in compliance with the customers' requirements;
- Provision of full compliance with ISO 9001:2015 standard, EU Regulation 2018/1139 as Basic Regulation, EU Regulation 965/2012 Air Ops and all relevant requirements, EU Regulation 1321/2014 and all relevant requirements;
- Interested Parties' data protection in accordance with GDPR Regulation (EU)2016/679;
- Provision of continuous assessment and compliance of supplied products, materials and equipment, services;
- Continuous training of employees to ensure the required qualification and raise the level thereof;
- Continuous improvement of Quality Management System.
- RAF-AVIA Management evaluates the effectiveness of Quality Management System, employees understanding of it and actions thereof.

Company ensures that its employees are aware of the following:

- All employees are being periodically trained to raise the qualification, so to be motivated to provide the services at highest quality standard;
- All employees are motivated to initiate changes to improve the system;
- Aware of all advantages of quality standards fulfillment at work, and aware of possible consequences if poor quality performance takes place;
- Aware of connection between satisfaction of the customer and its own material assurance;
- Aware of dependence of Company economical condition on successful business development.

Each employee as well as all interested parties have been introduced with quality policy in the Company, also with methods and procedures in regards to quality policy implementation.

RAF-AVIA quality policy is being overseen annually, and is being implemented through:

- Human Resources Management, competence assessment;
- Material resources and purchase management;
- Documentation management;
- Internal and external audit, process analysis and improvement;
- Non-compliant service and corrective actions management.

Accountable Manager is fully responsible to implement quality policy and inform all the employees on its fulfillment, follow its principles and that each employee is aware of those.

**Accountable Manager**