REGIONAL AIR QUALITY POLICY STATEMENT

Regional Air is dedicated to providing the finest quality of airline services to our customers. It is our aim to achieve customer satisfaction by ensuring documented standards are established that meet the safety, security, operational and economic objectives of the company. This is achieved through total commitment to Quality Management activities at every level within the organization.

Fundamental to this is the operation of effective Quality Management Systems ensuring the standards we require are met whilst demonstrating continued compliance with the legislative requirements.

This is achieved through:

- Regular audits of our internal process.
- Regular gathering and monitoring of customer feedback.
- Selection and performance monitoring of suppliers against set criteria.
- Training and development of our employees.
- Management reviews of audit results, customer feedback and complaints.

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Although the Accountable Manager has ultimante responsibilities for Quality, all employees have a responsibility within thier own areas of work to help ensure that Quality is emebedded within the whole of the company.

Signed: ..... Date: 19th-June-2023

ACCOUNTABLE MANAGER
REGIONAL AIR SERVICES

SAFETY POLICY STATEMENT

Safety is one of our core business functions so we are committed to integrating safety values and beliefs into our organizational activities and business decisions by providing appropriate human and financial resources to achieve the highest level of safety performance.

All levels of management and all employees are accountable for delivery of this highest level of safety performance starting with the Accountable Manager.
Our objectives are:

1. To achieve the highest possible level of safety for our employees and customers through implementation of our SMS.
2. Enforce the management of safety as a primary responsibility of all managers and employees.
3. To supply appropriate resources for the management of safety that will result in a culture that fosters safe practices, encourages effective safety reporting and communication and actively manages safety with the same attention to results as other management systems of the company.
4. Ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes.
5. Clearly define for all managers and employees their accountabilities and responsibilities for the delivery of the company's safety performance and performance of the SMS.
6. To continually compy with all ICAO standards and Recommended Practices and all national regulatory requirements.
7. To encourage employees to report safety issues without reprisal.
8. To provide feedback to employees regarding results of safety analyses.
9. To communicate the policy and objectives of our SMS to all employees and responsible parties.
10. To periodically review this manual to ensure it remains relevant and appropriate to the organization.
11. To establish and operate hazard identification and risk management process, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operational activities to a point which is as low as reasonably practicable(ALARP)
12. To ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only tasks commensurate with their skills.

Signed: ..... Date: 19th-June-2023

ACCOUNTABLE MANAGER
REGIONAL AIR SERVICES