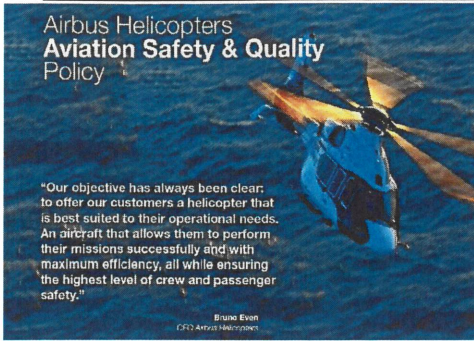


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### Customers

When customers climb aboard our aircraft, they put their lives in our hands. We listen to them in order to meet or exceed their expectations. We provide quality and on time products and services with no compromise on safety – in the air and on the ground.

### Process

We respect and continually improve our processes, rules and standards going beyond regulatory requirements. We alert or act on any event, which may affect aviation safety or quality. Quality and aviation safety is at the core of our culture.

### People

We perform every task with responsibility and integrity – at all levels and in all functions. We aim to do things right the first time. We care about the safety and security of people, installations and data. We promote the “Speak-Up” and “Just and Fair Culture” policy. We ensure that employees are aware of acceptable and unacceptable behaviour w.r.t aviation activities. Integrity is assured by training and deploying competent people and allocating responsibilities and tasks to commensurate within individual skills.

### Suppliers

We engage our external and internal suppliers to ensure aviation safety and quality along the value chain. We leverage their strength through a collaborative approach and shared view on customer expectations.

### Purpose and Context

- Airbus Southern Africa’s objective is to offer to Customers, Helicopters and Services that are best suited to operational needs, exceeding customer expectations in terms of Quality and assuring highest level of crew and passenger Safety.
- Aviation Safety and Quality is part of our DNA & the foundation for customer’s trust in us.
- We set, achieve and report against objectives and targets to demonstrate continuous performance improvement.

### Our mission

- To support all rotorcraft industry stakeholders in the common goal\target to improve the industry-wide Aviation Safety to protect passengers, aircrews & third parties
- To ensure all AH products, support & services reach excellence and are global benchmark in Aviation Safety and Quality
- To support and strive for Aviation Safety and Quality excellence within the region
- Identify, assess and manage hazards, impacts and risks from aviation activities through comprehensive incident reporting investigations.


### Our Vision / Ambition 2028


- -50% accident rate reduction of fleet-in-service HELICOPTERS
- 0 accident / serious incident in flight operations and minimal impact to the environment under Airbus Southern Africa’s responsibility
- 0 technical contribution to accidents (technical contribution / root causes)
- 0 fatality / serious injury in survivable accidents

### Our strategy

- To ensure in all functions –at minimum – the full compliance to all relevant aviation regulations
- As an approved Airbus Helicopters Customer Centre to strive beyond aviation regulations with a special focus on :
- Aviation Safety Enhancement for products, support & services
- Further increase of data management and analysis for the benefit of Aviation Safety
- Human Factors resilience (Operations, Maintenance, Design, Production, Training,...)
- Improving Lessons Learnt from accidents, incidents and events
- To run an efficient & sustainable Safety and Quality Management System, fostering a strong AS&Q culture and risk and opportunity based thinking with focus on prevention & anticipation by giving guidance & providing standards
- To contribute to industry initiatives by acting as an active member in relevant Aviation Safety and Quality organizations / entities
- To lead the internal Aviation Safety Promotion / Training activities and to support in this domain the different industry stakeholders, especially operators
- To recognize and to develop “Aviation Safety and Quality” as an asset for customer satisfaction and innovation
- Ensure the protection of safety data and safety information

Ultimate responsibility for Safety and Quality at Airbus Southern Africa rests with me as the Managing Director. I will ensure financial and human capital is available for the functioning of the Management Systems. Responsibility for making operations safer for everyone lies with each one of us – from Managers to front line Employees. Each Manager is responsible for implementing the Safety Management Systems in his/her area of responsibility to ensure the promotion of a positive culture, and will be held accountable to ensure that all reasonable steps are taken to prevent incidents and accidents.

  
 Samuel Mlangeni  
 Operations Executive and Accountable Manager

  
 Nam Binh Hoang  
 Managing Director