

JET SUPPORT SERVICES QUALITY POLICY STATEMENT

Jet Support Services is committed to operating aircraft to the highest standards of safety and airworthiness and providing a regular and reliable high standard of service to our customers.

To this extent, Jet Support Services has in place Quality, Safety and Non-Reprisal Policies which ensure the achievement of continued compliance with all legislative requirements together with additional standards specified by Jet Support Services. It is always the prime consideration to recognise the safety aspect as the highest value to be taken care of.

The requirements, including a Quality Assurance System, have been integrated into the operational and maintenance parts of the organisation, including (sub)-contractors. Jet Support Services will dedicate the required financial, material, and human resources to safeguard the system.

All personnel involved are made aware of the necessity to meet legal requirements. They are motivated to do their work professionally per national and international laws, rules, and regulations as well as their set standards.

The AOC's Manual System (including this QMSM) defines the organisation and its NCAA-approved policies, standards, and procedures per the requirements of the extant **Nig.CARs** and other required standards.

All personnel are involved in the complete Quality Assurance process in which everybody is encouraged to report any error or incident, which might result in a reduction in safety or quality.

All Management with executive responsibilities must remain aware of their responsibility to meet the requirements applicable to their activities, and their responsibility to take preventative and/or corrective action in case of non-compliance in due time set by the Quality Policy. They are also responsible for training and managing their personnel accordingly to meet the required standards.

Jet Support Services Management Quality and Safety Policy defines senior management's commitment to ensuring that aircraft (and their components where applicable) are returned to service after maintenance, repair, and overhaul in an airworthy condition.

The policy commits all staff to:

- a. Always recognise safety as a prime consideration.
- b. Apply Human Factor principles.
- c. Report maintenance-related errors/incidents without fear of unfair treatment.
- d. Recognise that compliance with procedures, quality standards, safety standards, and regulations is the duty of all personnel.
- e. Recognise the need for all personnel to cooperate with the Quality Auditors.

In setting up the Quality and Safety System, the Accountable Manager shall ensure that Human Factor principles and safe maintenance practices are considered an integral part of the company's maintenance activities.

The Accountable Manager for Jet Support Services AOC, also the Managing Director of the Company, has overall responsibility (including financial) for managing the organisation.

The Accountable Manager shall have overall responsibility for Jet Support Services' Quality System, including the frequency, format, and structure of the internal management evaluation activities as prescribed in **Sec. 3.8** of this Manual.

Signed:



Agoro Kofoworola

Accountable Manager

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