

# JET SUPPORT SERVICES CORPORATE CULTURE POLICY

## a. Purpose

At Jet Support Services (JSS), we are unwavering in our commitment and dedication to the highest standards of **Safety, Security, Health, Environmental Stewardship** and **Operational Excellence**. Our corporate culture is anchored in collaboration, accountability and teamwork. These principles shape our actions and decisions, build trust with our stakeholders and ensure the safe and seamless transportation of our valued clients.

We prioritise safety, quality and security above economic considerations, with a resolute focus on protecting employee well-being and preserving the environment. Our operations strictly comply with all applicable laws, regulations and procedures in the jurisdictions where we operate. Each JSS employee is entrusted with upholding this policy and ensuring its full implementation.

## b. Our Responsibility

At JSS, responsibility is shared across all levels of management and staff.

Together, we are committed to:

- i. **Ensuring Compliance:** This is by strictly adhering to all relevant laws, company policies, procedures, industry standards and regulatory requirements.
- ii. **Promoting Safety Culture:** JSS ensures its personnel cultivate a culture of safety, accountability and responsibility throughout the organisation.
- iii. **Organisational Policies and Standards:** JSS embeds organizational policies, standards and regulatory frameworks into all operational procedures and training programs
- iv. **Demonstrating Excellence:** JSS values upholding safety, compliance and operational excellence as cornerstones of our corporate identity, thereby fostering professionalism and inspiring confidence among our clients.

JSS management is committed to providing the necessary resources to sustain a safe, sustainable and efficient operational environment that facilitates compliance and drives organisational growth.

The Accountable Manager holds overarching responsibility for aligning all activities with state, international, national and company-specific standards with certain responsibilities delegated to senior operational management to ensure effective oversight and implementation.

## c. Integrated Management System (IMS)

The Integrated Management System (IMS) at JSS is meticulously aligned with international standards, including **ISO 9001, Nigeria Civil Aviation Regulations (Nig.CARs)** and other pertinent regulatory frameworks.

This alignment:

- i. Promotes continuous improvement in our operations
- ii. Enhances the quality and reliability of services delivered to our clients and stakeholders.

By integrating operational documentation into a unified framework, the IMS ensures consistent application of policies, procedures and training programs across all departments, creating a cohesive and efficient operational ecosystem.

## d. Emergency Response

JSS's **Emergency Response Plan (ERP)** ensures that the organisation is prepared to respond promptly and effectively to any emergency. Through regular drills, comprehensive training and employee awareness initiatives, we equip our personnel with the knowledge and confidence to manage crisis situations.

This proactive approach underscores our unwavering dedication to operational excellence, ensuring preparedness and resilience in both routine and emergency scenarios.

## e. Review and Continuous Improvement

To remain relevant and effective, our **Corporate Culture Policy** is reviewed during management evaluations and post-audit assessments. Revisions are implemented to reflect changes in standards, regulatory updates, audit findings and feedback from employees and stakeholders.

We actively encourage employee input on matters of health, safety, quality, security and environmental protection. Open communication is a cornerstone of our culture, with policy updates disseminated through structured training sessions, meetings, procedural updates and organisational communications.

This consultative approach reinforces our commitment to continuous improvement and adaptability, ensuring we remain at the forefront of industry standards while consistently exceeding client expectations.

JSS is committed to evolving its policies, procedures and operations to address emerging challenges, all while maintaining the highest standards of safety, security and operational efficiency.

For and on behalf of Jet Support Services,

Signed:



Agoro Kofoworola  
**Accountable Manager**  
Date: 01/10/2025

