

JET SUPPORT SERVICES QUALITY POLICY SYSTEM STATEMENT

Jet Support Services Ltd is committed to providing high-quality aviation services that consistently meet customer and regulatory requirements. Our Quality Management System (QMS) is based on the ISO 9001:2015 standard and is integral to how we manage and improve our business processes to ensure customer satisfaction and operational excellence.

At Jet Support Services Ltd our key Commitments include:

a. Customer Focus

We are committed to understanding and fulfilling our customers' requirements. By actively engaging with our customers, we ensure that our services consistently deliver value, reliability, and quality, thereby enhancing customer satisfaction and loyalty.

b. Compliance and Safety

We are dedicated to maintaining strict compliance with all applicable aviation regulations, industry standards, and legal requirements. Safety is our top priority, and we continually assess and enhance our safety management practices to protect our passengers, crew, and assets.

c. Leadership and Accountability

Our leadership is committed to the effective implementation of the QMS. We promote a culture of quality across all levels of the organization, ensuring that responsibilities and authorities are clearly defined and understood. Management provides the necessary resources and support to achieve our quality objectives.

d. Engagement of People

We recognize that our employees are key to our success. We are committed to ensuring that all employees are competent, motivated, and empowered to contribute to the effectiveness of our QMS. We provide ongoing training and development to enhance their skills and knowledge.

e. Process Approach

We manage our activities and related resources as interconnected processes that function as a cohesive system. This process approach ensures consistent and predictable results, allowing us to meet our quality objectives efficiently.

f. Improvement

Continuous improvement is a core principle of our QMS. We are committed to the ongoing evaluation and enhancement of our processes, products, and services. We actively seek opportunities for improvement and implement changes that lead to increased performance, effectiveness, and customer satisfaction.

g. Evidence-Based Decision Making

Our decisions are based on the analysis of data and information to ensure objectivity and effectiveness. By leveraging data-driven insights, we can make informed decisions that enhance our operational performance and service quality.

h. Relationship Management

We believe in building and maintaining strong relationships with all interested parties, including customers, suppliers, regulatory bodies, and employees. Effective relationship management ensures that we create sustained value and mutual benefits.

i. Quality Objectives

To support our Quality Policy, Jet Support Services Ltd will establish, implement, and maintain quality objectives that are:
Aligned with our strategic direction: Ensuring that objectives support our mission to be the leading private and business jet airline in Africa.

- i. Customer-centric: Focused on enhancing customer satisfaction through the consistent delivery of high-quality services.
- ii. Measurable: Establishing clear, quantifiable targets that drive continuous performance improvement.
- iii. Realistic and Achievable: Setting objectives that are challenging yet attainable, ensuring continuous progress.
- iv. Regularly Reviewed: Monitoring and evaluating objectives at planned intervals to ensure they remain relevant and effective.

j. Implementation and Communication

This Quality Policy is communicated to all employees and made available to interested parties. It is implemented through our Quality Management System, which encompasses all our operations, from Aircraft Acquisition and Maintenance to Ground Handling and Management.

Every employee is responsible for understanding and applying this policy in their daily activities to ensure the highest standards of service quality.

k. Responsibility and Review

The Accountable Manager (CEO) of Jet Support Services Ltd is responsible for ensuring that this Quality Policy is effectively communicated, understood, and implemented across the organization. The policy is subject to regular review, at least annually, or as needed, to ensure its continued suitability, adequacy, and alignment with the company's strategic objectives ISO 9001:2015 and other requirements.

Signed:



Agoro Kofoworola

Accountable Manager

Date: 01/10/2025

