

## ***Safety & Quality Policy***

Our mission is to be the airline of first choice and we are committed to the conduct of reliable and efficient aviation activities to the highest possible safety standard. We have established a management system, which provides for the compliance with regulatory requirements, meets all applicable standards and considers industry best practices. The management system is constantly evaluated in order to achieve continuous improvement. The safety of our employees and customers relies on the commitment of management to a systematic and pro-active attitude towards identifying hazards, managing risk, preventing damage and injuries while constantly monitoring the latest developments and best practices in aviation.

Safety is our prime consideration and we recognize the importance of applying human factor principles in all our operations related systems in order to achieve it. Application of safe working practices is the responsibility of all employees. Those who perform operationally critical functions must be physically and medically fit for duty and have adequate level of alertness. The responsibility for fatigue related risks is shared between management and non-management personnel. All employees are expected to comply with the laws, regulations and procedures in all locations where operations are conducted. Each employee is responsible for cooperating with Quality Unit in order to identify non-conformances and with Safety Department so as to communicate any information that may affect the integrity of safety.

To promote a timely, uninhibited flow of information, a "Just Culture" policy is established and supported to ensure no blame will be apportioned to individuals following their reporting of mishaps, operational incidents or other risk exposures. Behaviour and performance which is outside the scope of "Just Culture" policy will be addressed with disciplinary and/or legal action.

Our commitment is to:

- Enhance the safety culture and enforce safety as one of the primary responsibilities of all employees;
- Encourage employees to report hazards, errors, incidents while applying the non-punitive concept;
- Implement hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks associated with our operations;
- Implement a management of change process which takes into consideration the overall safety of operations and associated risks;
- Ensure that compliance and adherence with applicable regulations and standards, company documented processes and procedures, is the responsibility of all personnel;
- Promote safety awareness and communicate issues associated with the safety management by providing feedback on lessons learnt;
- Ensure continuous safety improvement by implementing, developing and adjusting processes and operations related systems so as to enhance safety objectives and performance standards;
- Ensure that employees are properly qualified and maintain the required competencies on the basis of continuous training, education and evaluation;
- Ensure that the necessary human and financial resources are available in order to allow our activities to be carried out in accordance with our standards and this Safety & Quality Policy;
- Ensure that contracted third party service providers, contractors and suppliers implement our policies and procedures;
- Continuously improve the Fatigue Risk Management to ensure the safety and efficiency of our operation and to maximize the well-being of our staff;
- Implement a scheduling policy, which takes into account fatigue related factors and ensures crewmembers affected by fatigue do not perform any duties.

Ultimate responsibility for Safety and Quality in Aegean Airlines and Olympic Air rests with me as the Accountable Manager. Responsibility for keeping our operations safe and secure lies with each one of us, from managers to front line employees.



Zisis Pehlevanoudis,  
Accountable Manager

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