

Our mission is to be the group of airlines of first choice, and to that end 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 to improve safety standards. The management system is constantly evaluated 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 thus we recognize the importance of applying human factor principles in all our operations related systems to achieve it. Application of safe working practices is the responsibility of all employees. Those who perform operationally critical functions must be physically, psychologically, 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 to identify non-conformances, and with Safety Department to communicate information that may affect the integrity of safety and cooperate in internal investigations.

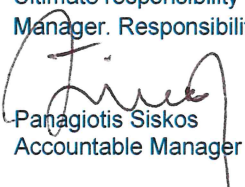
To promote a timely, uninhibited flow of information, a "Just Culture" policy is established and supported to ensure no blame or liability will be apportioned to individuals following the investigation of occurrences, their reporting of mishaps, operational incidents, actions, omissions, or decisions taken by them that are commensurate with their experience and training, 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.

The safety objectives established for the next two years are the improvement of the safety reporting culture and the Hazard Identification and Risk Assessment projects per discipline.

Our commitment is to:

- Clearly define for all staff their accountabilities, authorities and responsibilities for the performance of aviation functions, duties and tasks;
- Enhance the positive 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; Such reports will not be used for any purpose other than the maintenance or improvement of aviation safety;
- 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 continually the safety policy to all personnel and raise safety awareness by communicating issues associated with the safety management and providing feedback on lessons learnt;
- Ensure continuous improvement by implementing, developing and adjusting processes and operations related systems so as to enhance safety objectives while measuring our safety performance against realistic objectives and/or targets;
- Ensure that employees are properly qualified, are only allocated tasks commensurate with their skills 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;
- Ensure that flight and cabin crew, as well as other safety-sensitive personnel, are dealt with in a consistent, just and fair manner as regards the prevention and detection of misuse of psychoactive substances;
- Implement a scheduling policy, which takes into account fatigue related factors and ensures crewmembers affected by fatigue do not perform any duties;
- Enhance the safety performance through learning from positive outcomes.

Ultimate responsibility for Safety and Quality in Aegean Airlines, Olympic Air and Aegean Executive 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.



Panagiotis Siskos
Accountable Manager

02 September 2024