

SAFETY AND QUALITY POLICY

SAFETY POLICY

We believe that Safety Management System can only be obtained with the participation of all employees. It is our aim at Setair to integrate safety and compliance into everything we do. Thus all levels of management and all employees are accountable for the delivering of this highest level of safety performance, starting with the Accountable Manager.

Our commitment is to:

- Support the management of safety with the provision of all appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication.
- Encourage the management of safety as a primary responsibility of all managers and employees.
- Clearly define for all staff including managers and employees, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of the safety management system.
- Establish and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards.
- Implement "Just Culture" and ensure that no action will be taken against any employee who discloses safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or procedures aggressive or abusive behaviour such as shouting or personal insults, non co-operation at work, discrimination or harassment, unwanted physical contact, offensive comments, persistent and unreasonable criticism which are considered as unacceptable behaviours. Apart from these unacceptable acts, disciplinary action would not apply.
- Commit to the establishment and development of a companywide Safety and Compliance Monitoring System that achieves continued compliance with all current applicable legislation and industry best practice and provides the highest standards of flight safety and airworthiness thus ensuring the health, safety and security of our staff, customers and everyone affected by our operation.
- Ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes.
- Ensure the effective implementation of Human Factor Principles
- Establish and measure our safety performance against realistic safety performance indicators and safety performance targets.
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.
- Publish procedures, assign responsibilities and provide necessary authorization and equipment to ensure a coordinated execution of the corporate Emergency Response Plan.
- Continuously improve our safety performance.



QUALITY POLICY

Setair, is totally committed to the operation of aircraft to the highest standards of safety, airworthiness and regulatory compliance in accordance to ICAO, Turkish DGCA and EASA regulations and in providing a reliable and high standard of service to meet our customers' requirements.

- Comply with all legislative and regulatory aviation and current ISO 9001 standards requirements,
- Take all measures to ensure secure, safe and efficient flights.
- Continuously monitor and improve operational performance efficiency of flights while ensuring safety, security and human factors requirements are met in line with quality objectives,
- Ensure the satisfaction of all our guests by providing best quality service,
- Improve the process outputs by measuring process performance against realistic objectives,
- Improve our collaboration with suppliers, contractors, sub-contractors for company embraced implementations enhancement,
- Establish a dedicated team of employees and maintain clear lines of communication with employees, guests, related authorities and other stakeholders.

İlker İ. Tunalı
Accountable Manager

02.02.2021



Setair Hava Taşımacılığı ve Hizmetleri A.Ş.
Yeşilköy Mahallesi, İnönü Caddesi No: 3-1/3/1
34149 Bakırköy-İstanbul, Türkiye
Anadolu Kurumlar Vergi Dairesi: 574 003 9667
Ticaret Sicil No: 18608

P: +90 212 952 94 10
F: +90 212 465 48 53
info@setair.com.tr
www.setair.com.tr