

QUALITY POLICY STATEMENT

Pel-Air Aviation Pty Limited aims to be a trusted partner to its clients by providing consistent, reliable and high quality services.

We are committed to providing our staff with the resources and opportunities to develop their initiatives, talents and creativity to maximise their contribution to the success of our Company and the continued satisfaction of our clients.

Quality performance is one of the cornerstones of Pel-Air's culture and is considered a personal responsibility of all employees. To maintain quality performance of all business units at the highest level, the following aims are pursued:

- Complying with statutory obligations, standards, specifications and codes of practice relevant to quality management;
- To cultivate and maintain the commitment to continual improvement and communicate our goals and objectives to every Pel-Air employee;
- The provision of all necessary resources and support to ensure the effective operation of the Company's Quality Management System (QMS);
- The involvement of all staff in the continuous improvement of the Company's processes; and
- Regular monitoring and review of all company systems and processes to ensure ongoing compliance and continual improvement.

We are committed to achieving these objectives by incorporating a QMS that is integrated into every part of Pel-Air's operation. This QMS is based on the International Standard ISO 9001:2015 and all relevant regulatory requirements relating to the Pel-Air Aviation Pty Limited's Air Operators Certificate (AOC) and Certificate of Approval (CoA).

Our Quality Management System is approved by the Chief Operating Officer and must be adhered to by all employees involved in the delivery of services to clients, ensuring safe flying operations and other support activities.

Eugene Lee



Chief Operating Officer
Pel-Air Aviation Pty Limited



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