

QUALITY POLICY

The Director General have introduced systematic measures to ensure that Sahel Aviation Service is well planned, organised, operated, overseen and supported in order for its personnel to **provide safe and reliable non-scheduled chartered flights for passengers and limited cargo for military customers and mining companies with the main focus on customer satisfaction, and in compliance with all relevant civil aviation regulations, best industry practices and customer requirements.**

- (a) The Quality Management System ensure the effective creation, monitoring and **achieving of the quality objectives.**
- (b) The Quality Management System ensure a commitment to **satisfy the applicable requirements.**
- (c) The Quality Management System will, not only, identify and correct any non-conformance of processes, procedures and requirements to ensure the **continued improvement** of the Quality Management System, but also identify opportunities of improvement.



Concepte Agossou, Director General

2nd of September 2021

The DG of *Sahel Aviation Service* has formulated the quality policy. The policy is explained and discussed at the company induction training given to all new employees and has been reviewed with all current employees. All employees are expected to know what the quality policy means to them as it affects their job or position within the company. The policy is posted in prominent locations throughout the facility.