

Handling with **PRIDE**... *Passion Reliability Initiative Dedication Experience*

Cargo ground handling and storage for local, regional and international airlines at OR Tambo International Airport in Johannesburg, and Cape Town International Airport. Africa Flight Services is fully committed in providing services that meet customer and other applicable statutory and regulatory requirements. We aim to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to the customer and applicable statutory and regulatory requirements.

Africa Flight Services will communicate this policy on a regular basis to all employees, with the intent that employees are made aware of their individual quality duties. This policy is available for all interested and relevant parties, as appropriate, and is maintained.

The achievement of the above criteria depends on management's commitment and involvement in the Quality Policy, as well as employee contribution. This Quality Policy Statement is supported by our documented objectives and goals found in the annually revised Objectives and Goals Form.

SATISFYING

• **CUSTOMERS**

- To meet and exceed our customers expectations by providing services of the highest quality in terms of safety, reliability, accuracy and timeliness. Africa Flight Services will adhere to all customer requirements.

ACHIEVING

• **COMPLIANCE**

- Africa Flight Services will comply, as a minimum, with all applicable Statutory, Regulatory, Contractual (as applicable) and Legal requirements applicable customers' service requirements, and with SANS (ISO) 9001.

RESPECTING

• **COLLEAGUES**

- Treating our employees, external providers, and customers with respect and valuing their contributions, as well as showing our appreciation.

APPLYING

• **CONTINUOUS IMPROVEMENT**

- Continually strive to improve the Quality Management System to ensure effectiveness. Ensure workforce competency and responsibility at all levels through selection, education, and training.
- Improve the Quality Management System by conducting management reviews to evaluate continuing suitability, and thereby improving quality performance. This will result in excellent and consistent functional performance.

I, the undersigned, as General Manager of Africa Flight Services, state that compliance to the relevant standards is ensured and maintained through implementation of this Quality Policy Statement. Furthermore, I take accountability for the effectiveness of the Quality Management System.



M. TONKIN
GENERAL MANAGER – CARGO (SOUTH AFRICA)

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Page 1 of 1			