



QUALITY POLICY

Aerokraft Consult SRL is fully dedicated to the quality policy that ensures all services provided meet the requirements of its customer airlines at all times. The goal of our company is to achieve a high level of satisfaction for passengers and customer airlines. Commitment to the implementation of supporting managerial and business operational systems is essential to realize the goal.

The quality policy is based on 3 fundamental principles:

1. Ensuring that Aerokraft Consult SRL fully identify and commit to the standards imposed by the customer airlines;
2. Analyzing service provision processes, identifying the potential for errors and taking the necessary action to eliminate them in order to achieve a safe and secure work environment;
3. Working as a team at all fields to achieve customer satisfaction and make sure that we deliver the highest quality services, tailor made to our customer airlines.

To ensure that the policy is successfully implemented all staff members are responsible for identifying customer requirements, and ensure that the correct procedures are followed to meet those requirements.

Objectives needed to ensure that the requirements of this policy are met and the continual improvement is maintained in line with the spirit of the policy, will be set, determined and monitored at the annual management review meeting.

Our company is constantly reviewing and improving its services standard to ensure tasks are completed in the most cost effective and timely manner for the benefits of all our customer airlines.

Catalin Ilie
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Catalin Ilie", written over the printed name and title.

October 01, 2017