

INTEGRATED MANAGEMENT POLICY

To reach our targets, we firmly commit that;

- We establish and maintain a positive safety culture in our organization that acknowledges safety is our first priority.
- We ensure that the necessary resources are available, the human factor principles are applied, and all necessary measures are taken to deliver a safe product or service.
- We clearly define for all management staff that achieving to the desired safety and compliance level are their primary responsibility.
- We employ personnel with the necessary skills and train them to ensure that they maintain the required competencies, have appropriate aviation safety and compliance knowledge and have a common understanding of safety and” the nature of hazards.
- We comply with and, wherever possible, exceed legislative and regulatory requirements and Tailwind Airlines standards in all locations where our operations are conducted.
- We ensure that our third-party service providers conform to our safety and compliance standards.
- We define and measure our operational (safety and compliance) performance in relation with realistic objectives, indicators and targets in order to maintain continuous improvement.
- We regularly analyse and review our operational performance and undesirable operational results, and take effective necessary actions as needed.
- We establish and operate hazard identification and risk management processes, in order to clear away or minimize as much as possible the risks relative to our main activities and human factor.
- We encourage and facilitate our personnel to submit compliance and safety reports that identify safety hazards, expose safety deficiencies and raise safety concerns.
- We promote communication among all employees that the individuals who report safety issues are protected and treated in a fair and consistent manner.
- We take no action against any employee if a safety concern is disclosed about him/her, unless disclosure indicates an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures, beyond any reasonable doubt.
- We confirm that working under the influence of alcohol or any other psychoactive substance, including any medication that could affect the safe performance of duties and possessing, and selling or distributing of this substances on the job may result in disciplinary action.
- We ensure that all personnel who are identified as engaging in any kind of problematic use of psychoactive substances are removed from operational functions.
- We provide services that meet our customers’ needs and expectations in order to maintain their satisfaction and loyalty for today and the future.
- We ensure that this policy is understood, implemented and maintained at all levels.