

Quality Policy

1. Purpose and Scope

Definition of company policy for quality.

2. Policy

Isavia adheres to the policy that quality and reliability of the company's services are based on safety, to better meet the customer's expectations.

3. Objectives

Isavia actively and strategically works towards the following:

- Making sure the operation fulfils all standards and current demands.
- Systematically working in clear and certified ways towards increasing the service's quality and efficiency.
- Using formal quality systems, e.g. ISO 9001 when applicable, to constantly improve the quality control system's efficiency.
- Provide services in an open and transparent manner, i.e. through scheduled, formal consultation procedures with customers.
- Employees' responsibilities and work duties are defined and fulfilled.
- Making sure the employees are qualified to do their job.
- For the company's units to establish appropriate quality criteria.

4. Other

The policy shall be presented to employees and be accessible on the company's websites.

The policy has entered into force and the directors are responsible for its enforcement.

Approved by the Managing Director 10.09.2019