

# Safety & Quality Policy

## Provide reliability to the customer



## Our value

The ultimate goal of GHS - Global Helicopter Service is the long term satisfaction of its customers; to meet and maintain these high expectations and requirements GHS has implemented a state of the art safety and quality management system. This has been mandatory presented throughout the entire organization.

The established standards meet the requirements of the competent authority. GHS management named itself responsible to ensure that this Safety & Quality Policy is implemented, understood and respected at all levels.

It is the duty and personal responsibility of all employees to comply with procedures, safety standards, quality standards and regulations. This safety and quality guideline describes clearly and unequivocally the goal of GHS.

The GHS promise to its customers is the ultimate safe operation. We want to provide high quality services in accordance with the framework defined by the contract. Continuous improvement through innovative safety and quality system developments is part of our strategy and completely supported by both management and employees. GHS's aim is to be permanent above standard in terms of provided safety and

## Our opinion

Safety & Quality are the key targets for leading an organization straightforward to ultimate perfection in the field of aviation.

## Our commitment

We are committed to

- support the management of safety through the provision of all appropriate resources, which will result in an organizational culture that fosters safe practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- ensure the management of safety is a primary responsibility of all managers and employees;
- clearly define for all managers and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety and quality management system;
- establish and operate hazard identification and risk management processes, including a hazard reporting system, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to achieve continuous improvement in our safety performance;
- ensure that no action will be taken against any employee who discloses a safety concern through the hazard reporting system, unless such disclosure indicates, beyond any reasonable doubt, gross negligence or a deliberate or wilful disregard of regulations or procedures;
- comply with and, wherever possible, exceed, legislative and regulatory requirements and standards;
- ensure that sufficient skilled and trained human resources are available to implement safety strategies and processes;
- ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters, and are allocated only with tasks commensurate to their skills;
- establish and measure our safety performance against realistic safety performance indicators and safety performance targets;
- continually improve our safety performance through continuous monitoring and measurement, and regular review and adjustment of safety objectives and targets, and diligent achievement of these;
- ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

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Safety and quality are our core business functions. We are committed to developing, implementing, maintaining and constantly improving strategies and processes to ensure that all our aviation activities take place under an appropriate allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting regulatory requirements, while delivering our services.

All levels of management and all employees are accountable for the delivery of this highest level of safety and quality performance, starting with the CEO.

We promote a system where working in accordance with a good safety practice will be honored and appropriate corrective actions are taken whenever required and we do our utmost to provide a working environment that attracts, develops skills and is committing staff to perform work to the highest standards in accordance with good safety practice.

Most important tool is to promote continuous and supplementary training of both management and employees in order to perform work to the high level of services expected by our customers.

We at GHS

- recognize safety as a prime consideration at all times;
- apply human factors principles;
- encourage personnel to report operations and maintenance related errors/incidents;
- recognize that compliance with procedures, safety standards, quality standards and regulations is the duty of all personnel;
- recognize the need for all personnel to cooperate with the quality auditors;
- monitor compliance with EASA OPS, Part-M and Part-145 standards.

Conclusively we always spend the necessary time, efforts and resources to achieve our principals of safety and quality performance.

GHS is committed to operate according to the highest safety standards. To achieve this goal, it is imperative to have uninhibited reporting of all accidents, incidents, events, hazards, risks and other information that may compromise the safe conduct of our operations. To this end, every staff member is warmly encouraged to, and responsible for, reporting any safety-related information.

Reporting is free of any form of reprisal. The main purpose of reporting is risk control and accident and incident prevention, not the attribution of blame. No action will be taken against any staff member who discloses a safety concern through the reporting system, unless such disclosure reveals, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or procedures.

Our method for collecting, recording and disseminating safety information guarantees the protection to the extent permissible by law, of the identity of those who report safety information.



Dominik Goldfuss  
Accountable Manager