

## Relaero Limited

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# RELAERO LIMITED

## QUALITY POLICY

Relaero Limited goals are to provide our international clients with reliable and high quality aircraft component services - purchasing, sales, international logistics and repair management.

### Relaero Limited main goals:

- provide only the highest level customer support to our clients, forecast customer expectations and proactively interact with our clients in order to better serve their needs;
- acquire aircraft parts only from approved legitimate sources and only purchase parts with appropriate trace and airworthiness documents;
- seek to maintain the status of a reliable client and supplier with our worldwide network of vendors and customers;
- maintain a strong, qualified and motivated team of skilled aviation experts.

### Relaero Limited strategic duties:

- accurately follow the instructions of and continuously improve our quality assurance system according to ISO 9001:2015 standard requirements;
- invest in a regular and systematic qualification improvement of our skilled team of aviation experts;
- motivate and adequately compensate our team for providing good customer support and high level services;
- create a working environment where our employees would be self-motivated to improve, seek personal professional self fulfillment, strive to achieve their organisational and financial goals.

### Relaero Limited management commitment:

- always address our client feedback and recommendations;
- raise measurable annual quality goals and provide the team with necessary resources in order to achieve these goals;
- provide our team with all required working tools and resources required to properly fulfill their duties;
- ensure that proper health and safety measures are taken, especially taking into account the safety requirements and recommendations related to the worldwide pandemic;
- make this quality policy visible and accessible publicly to our clients, vendors and employees;
- review this quality policy not less than once per year and make sure it corresponds to the requirements and recommendations of the ISO 9001:2015 standard.

Approved by the Director of Relaero Limited.