

## ***Corporate Policy***

***The Corporate Policy of PIA is based on Quality Management Principles. We believe in managing the airline such that it contributes not only to ensure highest levels of Safety, Quality & Environment Friendly initiatives but can also be taken as an example for enhancing Commercial Aviation Standards & Best Practices.***

***We benchmark the quality of our services beyond expectations of our valued customers, spread all around the globe. We treat our customers with hospitality & respect and their feedback is thoroughly analysed for identifying improvement opportunities.***

- ***At PIA, Safety carries prime importance for our customer, employees, infrastructure and environment. We follow a data driven predictive approach & non punitive culture for ensuring Safe, Secure & fully complied operations.***
- ***We ensure compliance to corporate policies, procedures, applicable national and international legislation, CAA Pakistan Regulations and requirements of subscribed industry standards.***
- ***We encourage voluntary and confidential reporting of hazards, system weaknesses, occurrences, violations and unsafe acts through established channels & procedures. The information provided by the reporter will not be used against him/her however; deliberate acts of violation and wilful negligence shall not be tolerated.***
- ***Objective based regular performance reviews, at all Management levels, is the basic framework for ensuring continual improvement.***

***As the Accountable Manager for the Airline, I assure provisioning of necessary resources and timely decisions. Risk based decision making is the key for optimum allocation of resources. Employees of all tiers are required to fulfil their duties & responsibilities to deliver against the trust & confidence placed in them. Together, we can surely make PIA the best Airline of the world and a symbol of pride for Pakistan. InshAllah.***



***Capt. Nadeem Khan Yousufzai***  
**MANAGING DIRECTOR**

**PAKISTAN INTERNATIONAL AIRLINES**

**30<sup>th</sup> March 2011**