

CORPORATE SAFETY & QUALITY POLICY

Compliance to Safety and Quality standards are the cornerstones of Pakistan International Airlines. These are imperative, at all times and at all levels.

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 & Quality performance and meeting regulatory requirements, while delivering our services.

All employees share the responsibility for maintaining Safety, and Quality Standards established by the Airline, Industry Groups and Regulatory Agencies, and for adhering to all laws established by the countries where the Airline conducts its operations.

Pakistan International Airlines is committed to providing safe environment for customers, employees and vendors by meeting or exceeding applicable flight & ground operations, engineering & maintenance, occupational, environmental and food safety standards. Management, at all levels, is accountable for ensuring that its employees understand and comply with these standards, and are sufficiently skilled, trained & equipped to perform assigned tasks and recognize and control safety hazards in their daily work environment.

Pakistan International Airlines employs a systematic approach to manage safety risks and to continually improve the level of safety and quality. All employees play a key role in this process by identifying hazards and mitigating safety risks as part of everyday activity. In a shared responsibility, each employee must act safely and report incidents and occurrences that reduce, or have a potential to reduce, the level of operational safety to an acceptable level. The Airline commits to ensure that no action will be taken against an employee for disclosing a safety concern through the hazard reporting system, unless an illegal act, gross negligence, or a deliberate or willful disregard of regulation, standard or procedure is indicated beyond any reasonable doubt.

All employees shall explicitly demonstrate their safety and quality consciousness by being aware of their individual roles, responsibilities in the safety and quality chain to make PIA a progressively safer and world class airline. As the Accountable Executive the ultimate responsibility for safety and quality within the Airline rests with me. I commit that I shall ensure timely availability of required and adequate resources in terms of finance and supply chain both for maintenance and operations in regard to effective implementation of safety management and quality assurance standard requirements. Management of PIA including accountable executive shall also provoke behavioral changes in the organization towards a "Just Safety and Quality Culture" as the ultimate goal.



Nasser N S Jaffer
Chairman