

## Integrated management system policy

Czech Airlines Technics, a. s., hereinafter referred to as CSAT, undertakes in all activities, processes, and services related to repairs and maintenance of aircraft and components, support of operators, and the provision of selected services during the aircraft handling process at Václav Havel Airport Prague, to support an active approach towards operational safety and quality and to minimise the negative effects of its business activities on the environment and on the health of the company's employees and other users of Václav Havel Airport Prague.

This is the responsibility of CSAT management and employees in all positions.

CSAT management will regularly evaluate the fulfilment of the integrated management system policy objectives.

### Operational safety and quality

The CSAT management, together with its employees, declares its efforts to fulfil the following objectives in the area of operational safety and quality:

- Always pay close attention to safety and enforce it as a primary responsibility of all managers.
- Build a positive safety culture.
- Provide and allocate the necessary financial and human resources for the effective safety management.
- Always apply human factors principles during all continuing airworthiness management and maintenance activities.
- Comply with the procedures described in the Maintenance Organisation Exposition (MOE) and the Continuing Airworthiness Management Exposition (CAME) and with operational safety and quality standards set out therein.
- Comply with all applicable legislation and requirements and adopt practices to improve safety standard.
- Ensure that all personnel are sufficiently qualified to fulfil their tasks in accordance with the applicable standards in their area of competence.
- Promote and encourage all personnel to cooperate with quality auditors during compliance monitoring and internal investigations.
- Establish and maintain an internal system for reporting continuing airworthiness and maintenance-related errors, incidents, and hazards.
- Encourage employees to voluntarily report errors, incidents or deficiencies that could cause harm or endanger flight safety.
- Apply just culture principles against employees reporting continuing airworthiness or maintenance errors or during occurrence investigations.
- Systematically analyse root causes of any non-conformities and address them effectively with the aim to achieve "zero-error" in processes and services provided.
- Strive for lean processes and avoiding waste through lean management principles.
- Constantly identify risks in the operation and apply appropriate measures to control them.

### Environment

The CSAT Management and all CSAT employees are aware of responsibility for environment protection and therefore strive to keep following principles:

- Comply with all legal regulations in the field of the environment and strive for compliance with the requirements of the partners involved.
- Use appropriate technologies and procedures to prevent or permanently reduce environmental pollution.
- Reduce the amount of hazardous chemicals used and, if possible, replace them with more environmentally friendly substances.
- Collaborate with suppliers, public authorities and other partners on reduction of the environmental impact of CSAT business activities.
- Continually educate all employees to increase their awareness and necessary knowledge in the relevant environmental aspects.
- Maintain, develop and continuously improve the environmental management system implemented in CSAT.

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