Safety and quality management policy

MHB-850-403.01

Our commitment is to:

- Have safety as first priority in all activities. We are committed to implementing, developing and improving strategies, management systems and processes;
- Our aviation activities uphold the highest level of safety performance and meet national and international standards;
- Promote a safe, efficient and expeditious flow of air traffic, and maintain and develop the capacity needed to sustain a safe and high quality service;
- Provide air navigation services in an open and transparent manner;
- Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills;
- Ensure that its executives are committed to safety and high quality service and make their decisions to attain the objectives of the company
- Ensure that our management board is responsible for the efficient and independent operation of the safety and quality management system;
- Not discriminate on the grounds of the nationality or identity of the users or the class of users and provide appropriate and reliable service to all airspace users;
- Establish, assess and measure our safety and quality performance against realistic objectives and/or targets, Achieve the highest levels of safety standards and performance in all our aviation activities. If required it will introduce preventive or remedial actions in order to mitigate risks and prevent reoccurrences of deviations.
- Ensure that sufficient skilled and trained resources are available to complete their work taking into account the effect of their activities on safety, the society, the environment and sustainable development;
- Develop and embed a safety culture in all our aviation activities that recognizes the importance and value of effective aviation safety management and acknowledges at all times that safety is paramount;
- Establish a healthy reporting system that allows people to report safety issues without fear of unfair reprisals and gives us the information to address safety issues as they arise;

Skopje, 22. February 2019

Nikolce Taseski
President of Managerial Board