

COMPANY POLICY

Heli-Service is a service provider located in Emden, Germany and offers commercial air transports of persons and goods by helicopter.

Yardstick for the activities of our aviation business are the wishes of our customers. In this sense we feel committed to the quality of services we provide. Ultimate quality ambition is the safety of flight operations. Other targets are reliability, adherence to schedules and efficiency of operations, which are continuously controlled and further advanced to the benefit of customers. Adherence to occupational safety regulations and environmental compatibility of the business are essential.

Many years of experience, dedicated, duly trained and skilled employees, safe and health friendly working environment, promoting open and efficient communication, examined and proven suppliers, conscious handling of the natural resources and internal and external parties defined within the context are the basis for business achievements and the related optimal provision of services to our customers.

Furthermore, the following principles have been established to be successful on the market and withstand the competition:

➤ **Consultation and Participation**

The processes and measures defined for the development, planning, identification and achievement of objectives, identification and assessment of a threat, for the implementation and evaluation of the performance, as well as the required improvement measures (especially relative to the occupational health and safety protection at the workplace) impose the obligation on us to consult with and involve the employees (their representatives, where appropriate) at all levels of our Company.

➤ **Compliance with Legal Regulations and Other Requirements**

We obligate ourselves to comply with all applicable legal obligations (laws and regulations) and other requirements to the best of our knowledge and belief.

➤ **Creation of Safe and Healthy Work Environment and conformance with OH&S standards**

We commit ourselves to comply with health and safety standards to prevent and minimize work-related injuries, accidents and/or illnesses. Our target is to minimize the defined risks and to increase the opportunities in respect of occupational health and safety in connection with the context and objectives of our organization.

In addition, we supply our employees with appropriate personal protective equipment (PPE) free of charge.

➤ **Environmental Protection**

We undertake to comply with the compliance obligations on the basis of our services provided, as well as our defined context. Objectives are the protection of the environment, reduce the environmental load and affect it, to strengthen or form the awareness of our staff (including employees/workers), to use wisely the resources, to facilitate the sustainability and continuously review and improve the environment protection measures, as well as our environmental aspects.

➤ **Development, maintain and preservation of Knowledge (employment and advancement)**

Selective training and continuing education of our employees in line with their abilities and inclinations by internal and external means shall ensure stabilizing existing commitment, gain new knowledge and to preserve the knowledge within the company.

➤ **Provision of necessary Resources**

The management is responsible for assessing and providing necessary resources for fulfilling our services and compliance with occupational health and safety aspects as well as our environmental aspects.

➤ **Avoidance of Mistakes / The Use of Lessons Learned from Mistakes**

To avoid mistakes is fundamentally more important than to eliminate mistakes. Mistakes admitted in the past working operation are the essential experience and help us to optimize our working operations in the future as well as the occupational health and safety and the environmental awareness.

➤ **Risk and Opportunity Management**

The Company' management (with the employees involved) continuously defines, identifies, makes analysis and values the risks and opportunities, as well as the resulting minimization or elimination of risks and the measures to enhance our opportunities.

➤ **Continuous improvement**

Our sequence of operations, processes, methods as also the integrated management system is under permanent assessment and is optimized continuously in order to minimize the risks of business disruption, dangerous and hazardous occurrences and accidents within the service process.

The above mentioned principals (guidelines) provide the frame of our company's operational and strategic objectives defined, realized and assessed by management in order to provide a customer-oriented and high quality service provision under consideration of our defined occupational health and safety as well as environmental aspects.

The Company' management is responsible for the introduction, implementation, maintenance, further development (ongoing improvement) and the efficiency of the integrated management system (IMS) and is furthermore taking accountability for the system.

Every employee is bound to comply with these objectives. Quality-, environmental- and occupational health and safety management shall be seen as challenge for all employees of our company. Customer oriented services of highest quality is to be delivered permanently by unresent commitment of each and every one under consideration of our occupational health and safety requirements and environmental aspects. In cooperation with all departments the management is constantly evaluating the effectiveness and implementation of our company's policy.

This company policy is made known and available to all employees without limit, and where necessary. The policy can be provided to relevant interested parties accordingly.

The determined company policy is taking effect from the day of management's signature and is valid for the complete organization.

Signed by the Accountable Manager



Oliver Freiland
Emden, 1 June 2020