

AP-PM 9035 - QUALITY POLICY

1. Aeropower is an airborne electrical company providing a range of specialised services, with the aim of adding value to its customers' operations. These services include:
 - Airborne electrical powerline maintenance
 - Helicopter aerial firefighting and other airwork
 - An accredited RTO and CRICOS training facility
 - Helicopter flight training school
 - Commercial and contractual aviation charter services including high volume tourism and leisure flights
 - Inhouse aircraft maintenance services
2. Aeropower is dedicated to providing a purpose-built Quality Management System that is compliant with AS/NZS ISO 9001:2015 and enables the Company to meet or exceed its customers' expectations.
3. Through its strategic planning, Aeropower is committed to achieving its objectives of:
 - regularly reviewing the Quality Management System to ensure continuous improvement and effectiveness.
 - provision of services that deliver to the customer the best value by meeting or exceeding customer requirements at cost and on time, including monthly reports addressing customer related KPIs on a contract by contract basis
 - providing and maintaining a rewarding and enjoyable workplace for its employees, and
 - adequate return on capital invested.
4. Aeropower will achieve its business objectives by providing customer service that is based upon:
 - being easy to deal with
 - listening to customers and responding with services that are innovative, represent value to the customer and are delivered in a safe and effective manner

This will be achieved in an environment where employees can reach their full potential, whilst maintaining stable management performance.
5. Aeropower recognises that its people are the most important element in the delivery of quality service and therefore encourages all its employees to participate in the process of continuous improvement throughout their ongoing service, training and development.
6. The quality of the services that Aeropower provides is the responsibility of each and every member of the organisation. The implementation of this policy, therefore, requires the unreserved support of each and every individual. For its part, Aeropower will provide the necessary resources, support and authority.

DARRYN CARLILE
CHIEF EXECUTIVE OFFICER

5th May 2020

(Original Signed)

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