

## AP-PM 9035 - QUALITY POLICY

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
- Aerial Photography
- 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

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.

Through its strategic planning, Aeropower is committed to achieving its objectives of:

- regularly reviewing the Quality Management System to ensure continuous improvement and effectiveness.
- building a mutually profitable relationship with our customers, ensuring their long-term success, through the understanding of their needs and the needs of their customers as well.
- 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.
- provide, training, education and equipment and other support to enable the fulfilment of this policy.

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.

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.

The quality of the services that Aeropower provides is the responsibility of each and every member of the organisation. To support this Policy, all personnel shall adhere to the objectives and procedures contained within the Management Systems For its part, Aeropower will Invest in quality by providing human, physical and financial resources.



DARRYN CARLILE  
CHIEF EXECUTIVE OFFICER

13-Nov-23

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