

# QUALITY POLICY

JAA Training Organisation (JAA TO) is committed to delivering the highest quality solutions for capacitating aviation professionals and organisations globally.

We achieve this with teamwork, by guaranteeing our customers with excellent service and by hiring highly qualified, experienced and enthusiastic subject-matter experts, instructors and faculty managers who develop and deliver training courses according to the Competency-Based Training methodology.

All JAA TO employees are encouraged to nurture a sense of collaboration, being respectful, professional, honourable (integrity), committed and service-and-result-oriented at all times and are reminded of these core values during recurrent staff meetings to keep everyone aligned and aware of them.

JAA TO has established a Management Team (MT) who leads by example and has defined responsibilities for the overall quality of services delivered. Additionally, the MT provides the staff and instructors with the necessary resources to keep them qualified and enable them to comply with (inter)national standards and strive towards continuous improvement in their quality performance.

All JAA TO employees are encouraged to report hazards identified and/or malpractices to their respective managers without fear that action will be taken against them; unless such disclosure indicates beyond any reasonable doubt: an illegal act, gross negligence or a deliberate disregard of regulations or procedures.

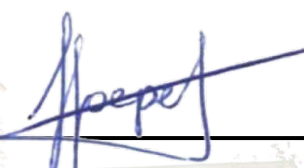
Furthermore, employees are assured that their data and information disclosed are protected according to the European General Data Protection Regulation (GDPR).

Finally, the Chief Executive Officer is fully committed to uphold all the quality objectives stated in this quality policy and, together with the Quality and Compliance Manager (QCM), will review its applicability annually.

Together, we will be the world's best aviation learning and knowledge centre for a safer, more secure and sustainable aviation industry.



**Paula V. de Almeida**  
Chief Executive Officer



**Jonathan Hoepel**  
Quality & Compliance Manager

Date: 22 June 2023

This Policy Statement has been prepared with the input of all employees following a Quality Training session by the QCM.