



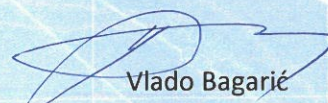
## QUALITY POLICY

Croatia Control Ltd. (CCL) has a strong reputation, gained through its long experience, of a quality and professional organization in the field of **Air Traffic Services, Communication, Navigation and Surveillance Services, Aeronautical Information Services, Aeronautical Meteorological Services, Flight Procedure Design (FPD) Services, the Air Traffic Flow Management (ATFM) Function and the Airspace Management (ASM) Function.** Its aim is to stay at the very top in terms of safety and quality of services it provides, while taking care of users' satisfaction, considering risks and opportunities in the processes, acknowledging the interests of its employees, the owner, and the local community, as well as of the environment, taking into account these principles:

- ✈ Quality is generated in all segments of business, all stages of business processes, and at every position.
- ✈ The minimum level of quality is meeting the requirements of the ISO 9001 standard.
- ✈ A high level of quality is achieved by continuously controlling all business operations and conducting corrective and preventive actions, which include the continuous training of employees and using state-of-the-art technologies.
- ✈ Special emphasis is placed on human resources management, and our vocational training system is compliant with international and national standards.
- ✈ The quality of our services is guaranteed by an integrated system, which is periodically assessed by the Management and described in the Management System Manual and accompanying documents.
- ✈ We are fully committed to meeting the requirements of our users and continuously improving the efficiency of our Quality Management System.
- ✈ The goals set shall be achieved by our organization's motivated and qualified experts, following the experience of European and global Air Navigation Service Providers and providing the services to our users' and business partners' satisfaction.

Every position creates and implements quality and each employee should take part in achieving and continuously improving quality.

DIRECTOR GENERAL



Vlado Bagarić