



QUALITY POLICY STATEMENT

Serbia and Montenegro Air Traffic Services Agency Ltd. (SMATSA) concentrates efforts to fulfil users` requirements by providing high quality services and products and by continuous enhancement of quality in all phases of working process, thus achieving the highest level of aviation safety and giving ground to users` satisfaction and encouraging their full confidence.

Underlying principles of SMATSA Quality Policy are as follows:

- provision of high quality services, with the highest level of safety, in a transparent manner and without discrimination of users,
- certification according to relevant regulations and ISO 9001 requirements,
- fulfilment of users` requirements and expectations,
- adherence to legal requirements,
- documenting of working processes,
- continuous improvement of the Quality Management System,
- employees` permanent education and augmentation of their knowledge and skills,
- implementation of the most sophisticated technical and technological solutions,
- maintaining and improving all SMATSA assets,
- cooperation with relevant authorities, educational and research institutions, and other organisations,
- proper relationship with users, partners, and employees,
- maintaining safe and sound working environment.

Maintaining quality is an issue of common interest, and therefore none of the employees can be exempted from it. To that effect, SMATSA Management is fully committed to the Quality Policy, and is responsible for its reviewing and updating, as well as for ensuring its proper comprehension and application by all organizational units. It is the duty of all employees to contribute to attaining the Quality Policy based objectives, and bring forward proposals for further improvement of the Quality Management System.

Belgrade,
23.05.2011.

President and CEO
Nikola Stankov

A handwritten signature in black ink, appearing to read 'Nikola Stankov', is written over the printed name and title. The signature is stylized and includes a long vertical line extending downwards from the end of the name.