


## QUALITY MANAGEMENT SYSTEM POLICY

Quality is one of Air Tanzania's core business functions. Air Tanzania is committed to developing, implementing, maintaining, and constantly improving quality strategies and processes to ensure that all our aviation activities take place under a balanced allocation of Company resources. We shall continuously aim to achieve the highest level of quality and meet national and international standards while delivering our services.

Air Tanzania is committed to:

- 1) Support the management of quality through the provision of all appropriate resources that will result in a Company culture that fosters the best practices, encourages safety through quality, encourages communication between all Departments, and actively manages the quality management system.
- 2) Enforce the management of quality as a primary responsibility of all Senior Managers, Department Managers, and employees.
- 3) Define responsibilities for Senior Managers, Quality Manager, managers, and personnel regarding quality management.
- 4) Ensure an open-door policy that ensures that no disciplinary action shall be taken against any employee who discloses a quality, safety, or compliance concern through the voluntary reporting system, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or Company policies and procedures.
- 5) Comply with, and wherever possible, exceed, legislative and regulatory requirements, operations, and maintenance standards.
- 6) Ensure that sufficiently skilled and trained human resources are available to implement quality strategies and processes.
- 7) Ensure that all personnel are provided with adequate and appropriate aviation quality management system information, and training shall be provided to all employees.
- 8) Establish and measure our quality performance against realistic safety and quality management system performance targets.
- 9) Continually improve the quality management system performance through management processes and performance indicators that ensure that relevant actions are taken and are effective.
- 10) Ensure that our contracted service providers' systems and services that support our operations meet our quality standards.

**Eng. Peter Ulanga**  
**Accountable Manager**

**Signature:**   
**Date:** 12/11/2025