

GAZPROMAVIA Aviation Company Limited

QUALITY ASSURANCE POLICY

We exclude any compromises regarding safety and quality of services provided

Gazpromavia LTD is a reliable provider of aviation services, which highly values the trust of its customers and partners and considers that its core goal is to provide high level of quality and safety of services provided by absolute fulfilment of legal requirements applicable to the Company's activity.

Company's main priorities for development are to improve the types and the quality of services provided in:

organization and performance of passenger, baggage, cargo, mail air carriages and different types of aerial work on modern aircrafts with sufficient resource and airworthiness equipped with the latest aviation systems;

ground handling of aircrafts, handling of passengers, baggage, cargo, mail for international and domestic air carriages at the Company's airports;

education and training of aviation specialists of civil aviation at the Company's aviation training center.

In order to maintain its high reputation in the aviation services market, being guided by a process approach in management, controlling and improving processes and managing risks and opportunities, the Company is constantly improving the quality management system to ensure the sustainable development of all types of activities.

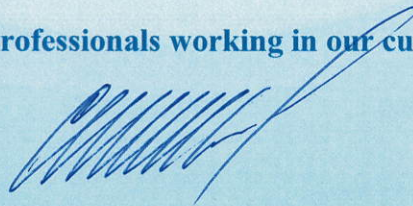
To achieve approved objectives the Company:

- provides compliance with international, national and corporate requirements of PJSC Gazprom as well as with customers' requirements and expectations concerning all types of services provided;
- maintains constant and meaningful interaction with its customers and responds to their suggestions for quality improvement of services in a timely and prudent manner;
- engages reliable and approved suppliers and partners in cooperation subject to transparent criteria for assessing their business reputation and quality of services provided;
- provides the necessary competence of the personnel and carries out continuous proficiency enhancement, contributing to its professional development;
- implements and develops modern information technologies that ensure the use of reliable and up-to-date information in managerial decision-making;
- conducts a regular assessment of the quality management system effectiveness and the actions taken to address risks and opportunities;
- conducts timely identification and assessment of risks affecting the achievement of goals, provides financial, material, human and other resources necessary to ensure an acceptable level of risks;

Company management and all its employees are committed to achieve a high level of safety and quality of services provided.

We are the team of professionals working in our customers' interests

Director-General



A.S. Ovcharenko