

*It's safe and comfortable with us in the air, because everything is fine on the ground!*

## **Gazpromavia Aviation Company Limited**

### **QUALITY ASSURANCE POLICY**

The Company being a reliable service provider of PJSC Gazprom, its subsidiaries and organizations, is constantly striving to improve its economic performance, expansion of the services provided types, new markets development and increase in workloads, providing high quality services on time at competitive prices, satisfying customers' requirements and expectations.

The main aim of the Company is ensuring customers' satisfactions via providing high quality safety and services. The Company's administration is using modern system of indicators, determining the customers' satisfaction with the services, managing and constantly improving the services quality at all levels.

Operation of modern aircrafts with sufficient resources and airworthiness, equipped with the latest aviation systems in order to ensure high quality flight safety allows the Company to solve a wide range of tasks: from performing difficult air works up to charter programs and scheduled flights in support of activities of PJSC Gazprom, its subsidiaries and organizations.

The Company's airports are providing passenger, luggage, mail and cargo services, ground handling and airlift airfield of international and domestic flights, ensuring flight safety and regularity and high quality of the services.

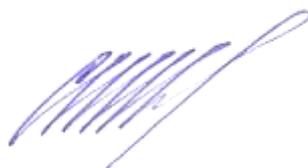
Experienced and qualified staff is the Company's main advantage. The staff training and education is carried out in the Company's aviation training center, being multidisciplinary educational institution of further education and professional training of aviation specialists in civil aviation. The Company's administration attaches particular importance to the professional training, the promotion of the qualification, motivation and responsibility of the staff for the results of their activity.

The Company involves only reliable partners and suppliers to the long-term mutually beneficial cooperation.

The Company, guided by process approach to management, the requirements of international, interstates, national and corporate standards, is constantly improving performance and efficiency of the Quality Managing System, guarantees high quality safety and services.

**We organize our work basing on the customers' interests.**

**Director-General**



**A.S. Ovcharenko**