

At NHV, Quality is an integral part of our business principles. All of us are accountable for the delivery of this highest level of Quality performance, starting with the management.

Our Quality Policy is defined in our Quality Management System that complies with the requirements of ISO 9001:2015 and is strongly driven by the following management principles and behaviours:

- Build long-term, mutually profitable relationships with our customers by understanding their specific needs and be flexible in offering solutions that meet their expectations;
- Achieve our commitments for quality, safety and efficiency;
- Comply with, and whenever possible, exceed legislative and regulatory requirements, and company procedures;
- Manage Quality risks – to a level as low as reasonably practicable – as part of our daily activity by means of an effective risk management process;
- Promote an open culture in which we encourage critical thinking, sharing of experiences and ambitious and creative ideas;
- Take ownership of our work at every level and be committed to deliver the best service to our customers;
- Develop our people's competences, creativity, empowerment and accountability through appropriate development programs and show strong management involvement and commitment;
- Provide the required resources to execute our business in line with this Quality policy;
- Establish and monitor our Quality performance against challenging but realistic objectives and targets;
- Invest in new technology and be known in the industry as an innovator
- Drive continual improvement and innovation based upon efficient business processes, well-defined measurements, best practices, and customer feedback
- Ensure this Quality policy is understood, implemented and maintained at all levels.

NHV strives to become the European helicopter operator of choice. Through the use of these guiding principles, everyone in NHV is accountable for fully satisfying our customers by meeting or exceeding their needs and expectations with innovative solutions and services and for understanding the needs and expectations of relevant stakeholders.



Signed by Steffen Bay, CEO NHV Group and endorsed by the Executive Committee, April 2020.