



## RAC QUALITY POLICY

Rwanda Airports Company Ltd recognizes the importance of establishing an effective Quality Management System (QMS), to meet the need of different users encompassing the activities, units and departments that contribute to the operation of the airport.

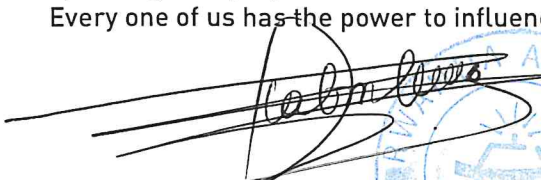
We will provide an internal environment in which our staff become fully involved in achieving RAC's quality objectives.

### To Achieve This, We Commit To:

- a) Quality Assurance delivery through a proactive program, that ensures defined standards and objectives, training, process control, monitoring, review and continuous improvement of operational performance;
- b) Complying and conforming with relevant national and international standards and regulations as well as internal requirements;
- c) Empowering staff to identify and report problems, recommend solutions and follow-up with corrective action;
- d) Establishing annual quality objectives and monitor their implementation and compliance with policies;
- e) Continual improvement of the QMS by ensuring the risks and opportunities that affect conformity of services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.
- f) Seeking measurable improvement in our services and processes.
- g) Ensuring policies and procedures that enable, the maintenance of safety and quality, are documented in the SMS, QMS, HR, Aerodrome Operations, Air Traffic Services, Engineering, standard operating procedures and other departmental manuals.
- h) Continuously challenging ourselves to improve the quality management system to guarantee quality in our services
- i) The delivery of quality objectives required, through firm, fair and responsive management with a shared commitment from all airport staff.
- j) Ensuring all QMS output is collected, gathered, accumulated and assembled.
- k) Verification of procedures by means of regulatory oversight, internal and external audits, surveys, inspections and competence checks and trainings.

At RAC Ltd, teamwork, engagement, ownership and support by everyone are vital for achieving our quality objectives. In this context, we are committed to providing the required leadership, management and resources and we will ensure that the quality policy is reviewed bi-annually and communicated to employees by having it displayed all around RAC offices.

Every one of us has the power to influence Quality and trust through our leadership, dedication and passion.

  
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Charles HABONIMANA  
Managing Director



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