



RAC QUALITY POLICY

Quality is an integral part of Rwanda Airports Company's Corporate Business Principles.

The assurance of quality is essential for the achievement of our goal to be recognized and trusted to offer services that enhance quality, safety and efficiency of air navigation services and airports management in Rwanda.

Starting from the accepted view that a successful business, development, customer satisfaction and satisfaction of employees depend on the degree of quality and safety of Rwanda Airports Company (RAC) Ltd., the Management of RAC Ltd. has adopted the following:

- Fostering a quality mind-set with the objective of delivering services that are trusted and preferred by our customers and deliver on our promise for their satisfaction;
- Complying and conforming with relevant national and international standards and regulations as well as internal requirements;
- Continuously challenging ourselves to improve the quality management system to guarantee quality in our services,;
- Establishing annual quality objectives and monitor their implementation and compliance with policies;
- Empowering staff to identify and report problems, recommend solutions and follow-up with corrective action;
- 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 and other departmental manuals.

At RAC, 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 periodically and communicated to employees and third parties.

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

Firmin KARAMBIZI
Managing Director
Rwanda Airports Company



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