

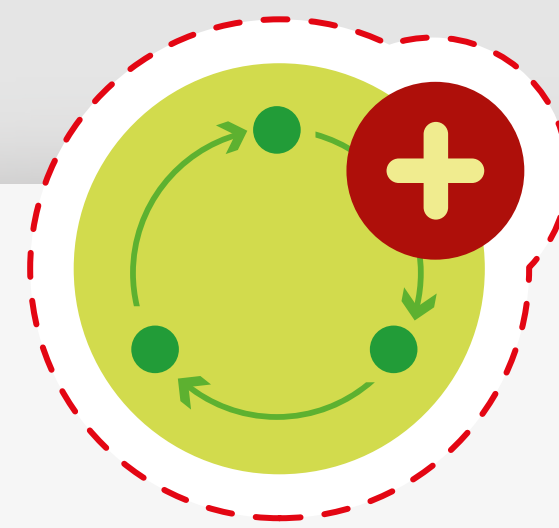
Quality Policy

TAP Maintenance and Engineering provides aeronautical maintenance, continuing airworthiness management, engineering, training and technical services with criteria of excellence, competence and social commitment, respecting the applicable statutory and regulatory framework, in order to satisfy the expectations of its Customers, internal and external, positioning itself as a strategic partner in achieving the objectives of the Interested Parties.

The Quality Policy is based on the commitment of the Direction and the involvement of the entire Organization, who are engaged to guarantee and continuously improve the Quality Management System implemented and the application of the following principles:



1. Create the most appropriate solutions to satisfy the needs and expectations of Customers and Interested Parties, ensuring a high level of Safety and Quality



4. Constitute a pole of creation of value for the society and work in harmony with the community



2. Seek sustained growth of the activity and contribute in an efficient and effective way to obtain positive results by the TAP group



5. Develop a high level of environmental awareness and ensure the use of eco-efficient and safe practices and technologies.



3. Guarantee the opportunity for professional, personal and social development of Employees, respect for differences and individual values, fairness and equity in global treatment, and a safe and healthy work environment

Mário Lobato de Faria
Chief Technical Officer

Lisboa, 19 April 2018

