

# QUALITY POLICY

## ENVIRONMENTAL PROTECTION AND OCCUPATIONAL HEALTH AND SAFETY

*"Meet the requirements of the future by means of quality" is the fundamental motto of "ORAO" a.d.*

"ORAO" a.d. Policy of Quality, Environmental Protection and Occupational Health and Safety is as follows:

- To establish and maintain aviation market-oriented business system with the objective of providing high quality level of products and services conforming to the customers' needs and modern trends in aviation, the application of modern technologies, technical standards and norms, including environmental protection requirements and protection of natural resources.
- To ensure reliable and timely delivery of produced and overhauled turbojet engines and components, assemblies, power units, tools and equipment thereof, as well as special process services, which satisfy specified requirements and expectations of customers, with no claims registered over the defect warranty period.
- To direct production and overhaul toward civil aviation programs and establishing a strategic partnership with the world-reknowned manufacturers in aviation industry, to execute production and overhaul processes based on our own know-how and development of technologies.
- To provide laboratory services developed to support overhaul, production and development of turbojet engines, as well as to supply our customers with needed authorizations, equipment and professional expertise, thus ensuring the adequacy of measuring equipment for its intended purpose and high quality material testing.
- To establish, maintain, effectively apply and continuously improve Integrated Management System according to EN(AS) 9100, ISO 9001, SORS 9000, ISO 14001, ISO 45001, PART-145 standards, which incorporate Quality Management Systems under BAS EN ISO/IEC 17025 in Metrology Laboratory Division and Material Testing Laboratory Division, as well as other necessary certificates by which "ORAO" a.d. ensures its market superiority.
- To ensure effective risks management and prevention related to monitoring, management and continuous improvement of business, reduction and prevention of environmental pollution, protection of occupational health and safety.
- The managers' responsibility at all levels is to plan, provide and continuously improve product quality, eliminate and reduce environmental impact, prevent injuries at work, and to raise awareness and social responsibility in accordance with legal requirements and other requirements of interested parties.
- To establish teamwork, programmed professional training and education of "ORAO" a.d. staff aimed at raising their professional competence and motivation.

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**DIRECTOR**  
**Mladen Stojanović, B.Sc**

