



## QUALITY POLICY

We at Jetex, always strive to deliver exceptional experiences, every time. The paramount focus of our efforts is to raise the bar in trip management solutions, perfectly paired with our global network of strategically located private terminals.

We deliver our promise of excellence through our dedication to consistently exceeding our customers' and stakeholders' expectations. We achieve this by ensuring that everyone within the organization lives and breathes our core values:

**We are agile.** We are passionate about learning and seek to constantly improve and innovate. We change and adapt in response to changes in our business environment. We learn from others and from our challenges & successes.

**We are reliable.** We ensure that uncompromising quality and safety standards are at the heart of everything we do. Each of us is responsible for our words, our actions, and our results. We are trusted as the company that "makes it happen".

**We are diverse.** We embrace all the ways we are unique, and we treat everyone with respect and empathy. Diversity drives results through varied experiences and new ideas. We believe that diverse teams better meet the needs of our customers from different backgrounds.

**We promote sustainability.** We strive to minimize our impact on the environment, to build a more sustainable future. We work smartly and take care of our team to ensure the sustainability and success of our organization.

We are intensely focused on our compliance to the laws and regulations that we operate under; and strive to meet, and where possible, exceed the international standards and established industry best practices. We value the importance of organizational learning and development, quality and safety; and are committed to ensuring that we are well equipped to support our quality and safety management initiatives.

We will establish and measure our performance in context to our strategic objectives and business goals. We adopt a risk-based approach, and believe in proactively addressing challenges to ensure continuous improvement of our processes. We work collaboratively with our stakeholders in establishing our quality and safety performance requirements, thus contributing to our efforts towards total quality management.

We will continue to support a dynamic, exemplary quality management system, and shall implement this policy across our global network.

We work together. We are Jetex!

A handwritten signature in black ink that reads "Adel Mardini". The signature is fluid and cursive, with a large initial 'A'.

**Adel Mardini**  
Founder & CEO