

## MANAGEMENT COMMITMENT

We, the management, flight crews, flight instructors, administration, maintenance and ground crews, pledge to consider safety, security, quality and training over all other factors in all risk management processes.

A culture that has safety, security and quality as fundamental operational priorities, to promote this, MGA personnel shall act in full compliance with the current national and international rules and laws regulating the company's field of activity. Working towards continuous improvement of Company performance in all aspects while implementing Company Procedures, forms/checklists, and the provisions of ICAO Doc.9859, ICAO Annex 19, ICAO Annex 17, ICAO Doc.8973, ICAO Doc.9966, ECAC Doc.30, EU Regulations, EASA Air OPS, EASA PART-CAO, IOSA Standard and Recommended Practices, TR DGCA's regulations as SHT-SMS, SHY-SMS, SHT-OLAY, SHT-ORA, SHT/Part-FCL, SHY-CA/SHT-CAM, SHY-CA/SHT-145, SHT-17.1, SHT-17.2, SHT-17.3, SHT-17.6, SHT-UYUMLULUK İZLEME, SHT-APAM, OTAR-145, OTAC SMS-1, OTAC SMS-2 and OTAR PART-13, Manufacturer's publications and national / international Aviation Rules, Regulations and Laws.

These procedures are approved by the undersigned and must be complied with as applicable when work is being performed under the terms of the SHT-OPS, SHY-6A, SHY-CA, EASA-Part-145, OTAR-145 and SAAU-145 approvals.

We believe in providing both a safe and healthy environment for customers and employees. Commitment to safety, security, quality and accountability/responsibility will be shared by all employees and management. Continually striving for, and achieving enhanced safety, quality, security outcomes and customer satisfaction. To do so, it is imperative that we learn from mistakes; strive to reduce instances of human error and to develop better systems.

The goal of our safety/security program and compliance monitoring is to be proactive in identifying risks and hazards, eliminating injury to persons and damage to equipment. To attain this goal;

- We will actively analyse our operation for potential hazards and search for ways to minimize them.
- We will report all hazards, occurrences, incidents, and accidents.
- We will document our findings and responses.
- We will train employees in safety/security management and safe/secure work practices.
- We will ensure that all managers keep their coworkers familiar with the Safety/Security Management System of MGA.
- We will hold regular safety and security meetings and maintain a working Safety and Security Management System.
- We will ensure that all continuing airworthiness activities including maintenance for Aircraft managed by MGA is carried out on time to an approved standard.
- We will ensure that all maintenance of MGA fleet of Aircraft is carried out on time to an approved standard.

Employees at all levels of the company are required to adopt the standards and procedures set forth in the company's Security, Safety Management and Compliance Management System. This includes adopting safe work practices and reporting all hazards, occurrences, incidents, and accidents.

Ensuring externally supplied systems and services are selected based upon continuous compliance with Aviation Safety, Quality, Security and Safety performance standards to support business activities.

To increase our safety culture within MGA, employees are required to report all safety issues and must be aware that we offer a Non-Punitive Reporting Policy. No disciplinary action shall be taken against any employee who acts to prevent an injury or occurrence or who reports any accident, incident, safety issue or hazard. Safety issues resulting from willful negligence, criminal intent or use of illicit substances may result in disciplinary action.

Measuring the performances of the Company Management Systems by analyzing all data coming from audits, inspections, the company employee surveys, customer relations feedback system, employee e-reporting system.

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The airline industry benefits society for example by providing connections and creating jobs. We do not want to stop there: together with our partners we always strive to create added value to the society on a larger scale and work towards a better future for all of us.

We want to ensure the quality, wellbeing, security and safety of our personnel. An airline's service is delivered by its people. The role of Human Resources is to enable the implementation of the company's strategy by ensuring employees can successfully do their work. It all starts with understanding the goals: every MGA personnel needs to understand what role they play in the strategy implementation.

To bring our initiative to life, it is a corporate responsibility initiative aiming to make human rights, fair labor standards, environmental responsibility and anti-corruption core parts of the participating companies' operations.

Ensuring sufficient skilled and trained resources are available to implement Company strategies and processes, maintaining physical infrastructure, including buildings, plant and equipment, in a condition that ensures it is safe/secure to use and consistent with environmental management and minimizes waste and pollution, as far as practical.

It is accepted that these procedures do not override the necessity of complying with any new or amended regulation published by the Civil Aviation Authority from time to time where these new or amended regulations are in conflict with these procedures. It is further understood that suspension or revocation of the approval of the maintenance system would invalidate SHY-CA Approval of the Organization and if necessary the Air Operator Certificate.

A handwritten signature in blue ink, consisting of a stylized 'A' followed by a long horizontal line that ends in a loop and a small flourish.

**M. Abdullah ÇİTÇİ**  
**Accountable Manager**