

# RWANDAIR SAFETY POLICY

Safety is a corporate value of this company, and we believe in providing our employees and customers with a safe environment. At RwandAir, we are committed to maintaining a safe, healthy and sustainable working environment wherever we operate. Ultimate responsibility for Safety in the company rests with me as the Accountable Manager. Responsibility for making our operations safer lies with each one of us – from managers to front-line employees. Each manager is responsible for implementing the SMS in his area of responsibility and will be held accountable to ensure that all reasonable steps are taken.

## Our safety commitments are:

- To Support the management of safety through the provision of resources.
- To promote a safety and security culture that recognizes that safety and security is paramount at all times.
- To Enforce the management of safety as a primary responsibility of all employees.
- To achieve the highest levels of aviation safety performance.
- To promote a non-Punitive reporting system.
- To audit and review the safety implications of all our aviation activities rigorously.
- To consult with staff and encourage active participation at all levels of our business.
- To learn and benefit from our experiences and the experiences of others.

## To achieve these commitments, we constantly review our safety management systems and processes. By doing so, we are better able to:

- Clearly define duties and responsibilities of all staff for the delivery of the organization's safety performance and the performance of our SMS;
- Establish and operate hazard identification and risk management processes;
- Ensure a non-punitive reporting system, unless it's an illegal act, gross negligence, or a deliberate or wilful disregard of regulations or procedures;
- Meet, and where possible, exceed legal and regulatory requirements.
- Train and deploy competent people and allocate responsibilities and tasks commensurate with individuals' abilities.
- Set, achieve and report against objectives and targets to demonstrate continual performance improvement.
- To promote continuous improvement of the management system as well as the levels of operational safety and security; and
- Maintain an open and honest internal business culture that encourages a blame-free process of reporting safety issues.

At RwandAir, our objective is to cultivate and foster a generative culture. Through the non-punitive reporting policy, all staff are encouraged to bring, incidents and hazard safety concerns to the attention of management through the safety reporting program. RwandAir will not initiate disciplinary action against anyone who discloses an incident or occurrence involving RwandAir operations. We ask that each employee accept the responsibility to communicate any information that may affect the safety of our operations.

## Non-punitive reporting policy will however not apply to:

- Intentional acts by employees to undermine the safety or regulations compliance, which they later report.
- Employees who knowingly fail to report an issue regarding safety or regulations compliance.
- An illegal or Intentional act, gross negligence, or a deliberate or wilful disregard of regulations or procedures.



**Yvonne Manzi Makolo**  
Accountable Manager

