



QUALITY POLICY

Emirates Flight Catering aims to be a global leader in aviation catering and is committed to meet and exceed customer expectations by placing its interest in, first and foremost, the supply of catering and ancillary services.

Emirates Flight Catering provides its services efficiently and effectively at the highest levels of quality, security, food and occupational safety. It ensures that local and international industry standards and regulations are adhered to at all times. Emirates Flight Catering strives to improve its systems to match the vision of Dubai Government and to ensure a mechanism of continual improvement through its Quality Management System.

Emirates Flight Catering is committed to the implementation of its Quality Management System that fosters a culture of quality and economic growth.

This is fulfilled by encouraging excellence and process agility, developing and adopting innovative industry best practices, seeking proactive feedback from customers, risk based approach, encouraging employee participation, through internal and external auditing, performance monitoring, corrective and preventive measures, management reviews and adherence to a formal Quality Management System.

This Policy statement covers catering and ancillary services (airline catering services, food production services, F&B services, laundry services and events) and has the support and commitment of the Board of Directors, the Chief Executive Officer and the Senior Management team.

A handwritten signature in blue ink, appearing to read "Mahmood Ameen", written over a horizontal line.

Mahmood Ameen
Chief Executive Officer
Emirates Flight Catering Company LLC

September 2021

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