

## **QUALITY POLICY OF LLC “Sam Air” FOR 2025**

### **THE QUALITY OF OUR SERVICES IS DETERMINED BY THE SATISFACTION OF OUR CUSTOMERS AND PARTNERS**

The passenger is the main focus of our attention and care. LLC “Sam Air,” operating under the trade name “Air Samarkand” (hereinafter referred to as the Airline), provides passenger transportation on international and regional routes using modern aircraft of foreign production. We offer affordable fares while ensuring a high level of safety and quality.

The Airline, through the efforts of every employee, is committed to developing and implementing new types of services, focusing on customer satisfaction.

The Airline strives to create a competitive product and maximize transportation accessibility by leveraging innovative development and improving passenger service standards.

Every employee of the Airline “Air Samarkand” is responsible for the quality of their work and is committed to complying with and ensuring adherence to the legislation of the Republic of Uzbekistan, international laws, and the internal regulations of LLC “Sam Air.”

High levels of professionalism, competence, and personal responsibility among employees are the key criteria for safety and quality.

The Quality Policy of LLC “Sam Air” is implemented through the effective work of personnel aimed at achieving leading positions in the quality of services provided.

#### **Improvement of the quality management system is directed towards:**

- Enhancing operational processes related to flight organization and production;
- Providing additional guarantees for flight safety, aviation security, and high-quality service that meets modern standards;
- Encouraging the application of innovative technologies and solutions by every employee of the Airline;
- Increasing the Airline’s competitiveness and customer satisfaction.

The senior and middle management of LLC “Sam Air” pledge to take all necessary measures to implement the Quality Policy of LLC “Sam Air,” ensure its sustainable development, continuously improve the effectiveness of the quality management system, and enhance production management methods.