



## **Corporate policy and declaration of commitment concerning the integrated management system**

### **Who we are:**

WIKING Helicopter Service GmbH is a leading provider of helicopter flight operations and maintenance services in Germany. Our main business is the sea pilot transfer service, Crew changes on ships and offshore platforms, transfer of technical personnel to wind turbines by means of helicopter winch and flights under the Offshore Emergency Response System (HEMS). The maintenance organization (Part 145) as well as the organization for continuous airworthiness maintenance (CAMO, EASA Part M) ensures the high availability of the helicopters. In our flight school we qualify our own and external pilots.

The long-term existence and success of our company depends to a decisive extent on how we can continue to meet the markets with our services, the expectations and the satisfaction of our customers in the face of ever more changing requirements. This can only be achieved through our common values and objectives.

### **What we want:**

The expansion of offshore wind energy is a challenge for our company, which we have taken up successfully in recent years. In the coming years we want to become the market leader in Europe for all offshore helicopter services, both nationally and internationally. In doing so, we address not only wind offshore customers but also oil & gas customers.

We operate helicopters that are state of the art and meet the requirements of authorities and customers. We are modernising and expanding our fleet. Our Continuing Airworthiness Organization (CAMO) and Technical Operations guarantee the highest level of safety and operational readiness.

We want to further strengthen our position in comparison with our competitors. We are internationally active and intend to win further contracts in the oil & gas, search and rescue (SAR), pilot transfer and wind energy sectors.

### **We implement the requirements of the integrated management system:**

An integrated management system (IMS) has been introduced for the planning, execution, monitoring and improvement of the relevant activities and processes, which fulfils and certifies the requirements of the international regulations for management systems according to DIN EN ISO 9001:2015(quality), DIN EN ISO 14001:2015(environment) and BS OHSAS 18001:2007 (occupational health and safety).

Corporate policy has high priority at WIKING and therefore the Managing Director directly takes over Responsibility for this. Each employee plays a decisive role in the implementation of the requirements by the IMS Systems. WIKING relies on clear responsibilities and clear management at all levels. A holistic Awareness of the management systems must therefore be maintained at all levels, trained and monitored daily by employees.

The managing director has to ensure the implementation of the standard requirements for department heads and heads of department in writing delegated by delegation of tasks. The employees of the HSQE department are available to the heads of department and support and advice to department heads. The staff of the HSQE department monitor, evaluate effectiveness through regular internal audits and informed the managing director about the results in regular distance.

On a weekly basis, defined measures are also monitored by the managing director in a meeting with all managers.

**We concentrate on our core business:**

The safety and efficiency of our services for our customers are always in the foreground. We want to make profits, because profits are the prerequisite for innovations, investments, the further development of the company and the safeguarding of our jobs.

Our economic success is secured in the long term through optimal customer orientation, qualified, efficient and motivated employees. Personnel and entrepreneurial action. Together we ensure that these factors are secured and permanently improve.

**We trust in competent and committed employees:**

The creativity and motivation of our employees are decisive factors for success. We want to achieve them through promote and challenge competent and exemplary managers.

We are constantly working to shape our corporate culture and structures in such a way that our employees can develop their full potential. Our employees also contribute to our continuous improvement process.

Training and qualification are promoted by the company and also demanded from each individual employee. The individual personnel development ensures a constant advancement of the employee and contributes to the success of the company.

**We work in a safety-conscious manner:**

We are committed to ensuring that all persons working in the company can perform their tasks safely and remain healthy. We strive for zero occupational accidents in all work processes. To achieve this, safety has priority over all other corporate goals. Cleanliness and order are important for safe working and high service quality.

**We act actively and entrepreneurially:**

Clear communication channels enable decisions to be implemented quickly. This applies to the entire company and its operating departments.

Optimal, cost-conscious internal customer-supplier relationships, characterized by a mutual service concept, secure the core business.

We work in a continuous improvement process for all our activities and see this as part of a modern management system. To this end, we monitor our performance with suitable key figures.

**We take responsibility for our employees:**

The high level of commitment of our employees at their workplace is matched by the company's social obligation to safeguard the future of the company.

A transparent information policy and open internal dialogue ensure mutual trust and credibility. We maintain and promote the health of our employees. If necessary, we offer career prospects to employees who have changed their performance or are getting older.

By maintaining the expansion of personal and professional qualifications through further training and training measures, regular motivation is ensured so that the company's goals are achieved.

### **We sustainably protect our environment:**

By acting sustainably we secure our environment for future generations.

We use all our experience, our technical know-how and our creativity to conserve resources in order to avoid the impact on humans, animals and the environment.

### **We belong to the region:**

Our company with its long tradition at the Mariensiel site is firmly rooted in the region.

We are proud of this tradition, we are committed to our region, but at the same time to our other national and international locations. We respect the cultures of these other locations.

### **We deal with mistakes:**

People who provide services and are innovative make mistakes. Avoiding mistakes brings us to success. If mistakes are nevertheless occur, we see a positive component in the error formation, because the error formation is the basis for Process optimization and innovation. We therefore want to know when and in which situations mistakes were made.

Through our error management, we constantly check and evaluate our actions and activities, improve continuously and create innovations.

We live an open error culture in which there is no punishment. Event reports are used for this purpose. Errors are analyzed by a group of employees and appropriate countermeasures are taken.

### **Control of the documents:**

The main objectives of documentation are to convey knowledge, to provide proof of conformity, and to promote the exchange of knowledge. The documents required by us are controlled by us.

### **Continuous improvement:**

The continuous improvement of all processes and activities in cooperation with interested parties and employees is an important prerequisite for increasing customer satisfaction. All employees as well as interested parties are obliged to comply with HSQE regulations and ensure their implementation. This is to be carried out in teamwork, open dialogue and trusting cooperation. Through this active exchange of experience we want to improve continuously.

### **Surveillance:**

Essential goals in the implementation of business processes are the determination of customer requirements and the increase of customer satisfaction as well as the effective protection of people, air, water and soil. In doing so, all managers and employees undertake to comply with the applicable legal and official requirements and regulations as well as company guidelines, to minimize the use of resources and to protect the environment, as well as to implement working conditions that support the prevention of work-related injuries and illnesses. The elimination of hazards and the minimization of risks are an integral part of the company's processes. We achieve this through, among other things, consultation in partnership (occupational safety specialist) and participation of our employees in these processes. The effects of our company, like all other entrepreneurial activities, are assessed and monitored.

### **Data protection:**

When processing data and information, we comply with the relevant legal, contractual and internal regulations. This applies in particular to personal data and information that is particularly worthy of protection.

**Evaluation:**

The described corporate policy is reviewed at regular intervals, adjusted where necessary and is Basis for our corporate goals. These are developed, managed, lived out and communicated to all employees (Fleetplan) and interested parties (Internet) together with the management and the employees of the HSQE department. They serve as binding guidelines for quality-conscious, customer-oriented and responsible action.

Sande, 03.02.2020



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Geschäftsführer  
Ernst Nassl