

**HELLENIC CIVIL AVIATION AUTHORITY**  
**GENERAL DIRECTORATE OF AIR NAVIGATION SERVICES PROVIDER**

Hellinikon, 30/05/2019

**SAFETY, QUALITY, SECURITY (SQS) MANAGEMENT SYSTEMS POLICY**

As Director General of HCAA/ANSP, representing the Organization's Senior Management and within my authority, I commit to the provision of Air Navigation Services which:

- comply with the highest national and international standards and specifications,
- conform to the applicable statutory and regulatory requirements and
- strive to meet the requirements of users.

**Our strategic direction is the continuous improvement of the quality of the Services we provide**, ensuring the safety of air traffic, the safety and security of our employees and other assets, as well as environmental sustainability. Aviation Safety is our top priority and above any commercial, operational, environmental or social pressure.

Being aware of our Social Responsibility, in order to satisfy the above, Senior Management supports the adoption and implementation of an Integrated Safety, Quality and Security Management System, which is:

- tailored to the operational activities of the Organization,
- documented,
- process and risk-based oriented,
- human-centric,
- focused on addressing the needs and expectations of stakeholders, and
- dynamically evolving towards its continuous improvement.

We pursue distinguished performance for all Safety, Quality and Security targets, relevant to the:

- minimization of safety and/or security incidents,
- promotion of safety and security incident reporting,
- promotion of non-punitive environment and just culture,
- certified personnel competence and training,
- optimization of cost-benefit, in the interest of the users and society in general,
- minimization of the adverse impact of air traffic to the environment.

We strongly believe that our people are our most valuable asset. Active participation of our employees is a fundamental prerequisite for achieving the objectives of our management system, in order to satisfy user expectations within the scope of the national, European and international regulatory framework.

Director General  
HCAA/ANSP

  
Constantina Andrikopoulou