



QUALITY

質量

Fundamental to safe and secure outcomes

Quality is the cornerstone of our leadership in **Safety and Operational Excellence**; we deliver safe, reliable and exceptional service building enduring trust and advancing our ambition to be our customers' most loved service brand.



Compliance
Without compromise



Competency
Trained professionals



Consistency
Reliable delivery



Continuous Improvement
Safety & Operational Excellence



Trust | Share | Learn

QUALITY POLICY

質 量

Cathay is fully committed to achieving **Safety and Operational Excellence** through Compliance, Competency, Consistency and Continuous Improvement as defined within the Operational Quality System. This commitment is fundamental to supporting safe, secure and resilient outcomes.



In line with this, all operational employees are responsible for the following Quality Policy requirements:

- **Compliance** – acting in a lawful, ethical and responsible manner at all times. Taking active steps to ensure that all operations are conducted in compliance with the legal requirements of Hong Kong, other applicable regulatory authorities and Cathay’s Standards, Policies & Procedures. Clearly defining the operational organisation, its components and inter-relationships, and ensuring that personnel are in place and accountable for their area(s) of authority and responsibility.
- **Competency** – ensuring that all positions affecting operational safety and security are filled by personnel with appropriate knowledge, skills, training and experience. Ensuring all personnel who perform operationally critical functions maintain competence and continuous learning to satisfy and exceed any mandatory technical competency requirements. Ensuring the existence of the necessary human resources, facilities, equipment, planning processes and supporting services, as well as an appropriate working environment, to satisfy operational needs.
- **Consistency** – ensuring effective measurement, supervision and control over products and services produced both internally and by external suppliers to ensure that company and legal requirements are met. Ensuring communication and the exchange of operationally relevant information throughout the Operational Quality System. Having Policies, Procedures, Instructions, Data, Documentation, and Records in place to fully support the operation, ensuring that each is fit for purpose, is up-to-date and maintained in a controlled manner.
- **Continuous Improvement** – continuously reviewing the Operational Quality System and its component parts to ensure its continuing suitability, adequacy and effectiveness as well as assessing and implementing opportunities for improvement. Achieve excellence by prioritising the fundamentals, learning from success and failures, proactively managing subpar performance, and making every effort to eliminate the cost of poor quality.

Ronald Lam
Chief Executive Officer | January 2026

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The Hub

