



# QUALITY

Fundamental to safe and secure outcomes

質量

Quality is the foundation of **Safety and Operational Excellence**, which is in turn an area we aspire to achieve a world-class leadership position under our Cathay strategy



## Compliance

Without compromise



## Competency

Trained professionals



## Consistency

Reliable delivery



## Continuous Improvement

Safety & Operational Excellence



Trust | Share | Learn

# QUALITY POLICY

質量

Cathay Pacific is fully committed to achieving **Safety & 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 staff 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 Pacific 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 failures, proactively managing subpar performance, and making every effort to eliminate the cost of poor quality.

**Ronald Lam**  
Chief Executive Officer | January 2024

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