



# SAFETY

Everyone's responsibility

安全

Safety and Operational Excellence is an area we aspire to achieve a world-class leadership position under our Cathay strategy. We embrace an **Organisational Culture** where safety and wellbeing are considered in every choice made and every action taken



## Just

Fair & balanced



## Informed

Decision making



## Reporting

Openly



## Learning & Sharing

Drive continuous improvement



Trust | Share | Learn



# SAFETY POLICY

安全

At Cathay Pacific safety excellence is the cornerstone of our success.

Our focus is always on **safety, wellbeing** and the **quality processes** that support our purpose, that in moving our people and customers forward in life, we ensure their travel experience and working environment is safe, healthy and secure.

Ultimate **accountability** for safety rests with me, as the Accountable Executive. **Responsibility** for safety, however, lies with every one of us. We hold the highest expectations of our people and of our business partners to actively safeguard all individuals throughout their association with our company. Ensuring the safety of every person is an integral part of our shared commitment.

Achieving this goal requires:



Ensuring an **Organisational Culture** where safety and well-being are considered in every choice made and every action taken. Through our leadership in Safety and Operational excellence, we trust and empower our people, valuing diversity of opinion and a constructive exchange of views. In all our activities, compliance with regulatory and statutory standards should be considered an absolute minimum requirement.



Maintaining a **Just Culture** where we commit to ensure that punitive action will not be taken against individuals for unpremeditated or inadvertent errors. When errors do occur in our system, we seek solely to learn so that similar events can be prevented in the future. At the same time, it must be understood by all that reckless behaviour and deliberate violations of Company standards and procedures, including deliberate failure to report, will never be tolerated.



Sustaining an **Informed Culture** by employing appropriate risk assessment procedures and quality management systems as part of our decision-making processes. Thoroughly assessing all significant changes, new systems, and procedures for safety implications is the norm, so that we can effectively identify and manage any potential hazards, threats, and risks.



Embracing a **Reporting Culture** where all employees are actively encouraged to raise safety concerns and to take initiative to report hazards, threats, and errors, enabling appropriate and timely actions to be taken and controls implemented.



Promoting a **Learning and Sharing Culture**, where successes, errors and omissions are seen as opportunities to learn. Equally importantly, we provide timely feedback on safety issues and ensure lessons learnt are shared with our colleagues across the Group.

We will continuously measure and review our Safety Objectives, Safety Performance Indicators and Targets, to evaluate the effectiveness of our safety controls to ensure our safety management system is both proactive and predictive. Our aim is to continuously improve our safety performance and build resilience throughout the airline.

We will ensure we provide the necessary human resources, facilities, equipment, and support services to satisfy our operational needs.

Every individual within Cathay Pacific – including yourself – is responsible for ensuring that safety and well-being remain top of mind in everything we do. You have my personal commitment and full support as we work together to achieve our safety goals.

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

Learn more on  
**The Hub**

