

# Safety

Everyone's responsibility



# Safety policy

## Everyone's responsibility



**Just**



**Reporting**



**Organisational**



**Learning & Sharing**



**Informed**

Cathay Pacific was founded with safety as its primary cornerstone. More than seven decades later, safety remains central to our success and to our future.

Over time, our safety focus has evolved to encompass critically important fundamentals such as employee wellbeing and ongoing investments in our safety and quality processes and capabilities. These enhancements support our core mission to ensure the travel experience and operational and working environments for our customers, employees, and business partners are safe and secure.

Ultimate **accountability** for safety rests with me, as the Accountable Executive. **Responsibility** for safety, however, lies with each and every one of us. All of our business partners, suppliers, and contractors are also expected to share our primary safety goal of zero accidents or injuries.

Achieving this goal requires:

- **Ensuring an Organisational Culture** where safety and wellbeing are considered in every choice made and every action taken. In all of our activities compliance with regulatory and statutory standards should be considered as the 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 behavior and deliberate violations of Company standards and procedures will never be tolerated.
- **Embracing a Reporting Culture** where all employees are actively encouraged to raise all safety concerns and to

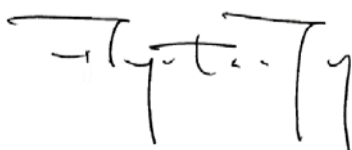
take initiative to report hazards, threats, and errors, enabling appropriate and timely actions to be taken and controls implemented.

- **Promoting a Learning and Sharing Culture** by ensuring that we actively learn from our own errors and omissions and those made by others. Equally importantly, we provide timely feedback on safety issues and ensure lessons learnt are shared with our colleagues across the Group.
- **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.

We will continuously measure and review our Safety Objectives, Safe Performance Indicators and Targets, to evaluate the effectiveness of our safety controls in order 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 also 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 wellbeing 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.



Augustus Tang, Chief Executive Officer  
July 2021

Trust. Share. Learn