



FAIR CULTURE POLICY

In my capacity as Director Responsible for **CLIPPER NATIONAL AIR** I consider that the **Operational Safety Culture** is a part of **organizational culture**, and therefore I have a firm intention to establish an open and honest reporting policy in which all personnel, regardless of their position or functions, are treated in a fair, consistent, objective and timely manner.

To this end, I undertake and involve all those in charge to:

1. Comply with the safety requirements in all aspects of the activity of **CLIPPER NATIONAL AIR**. To this end, safety events must be managed systematically and actively, balancing potentially conflicting safety and production requirements, within a fair culture that encourages open and honest reporting of safety events.
2. Recognize that making mistakes is part of the human condition, and that human factors play an important role in aviation and safety.
3. Encourage all personnel to actively contribute to the improvement of operational safety, reporting the errors committed or detected, as well as reporting the events and real or potential dangers that they perceive.
4. By virtue of this just culture, **CLIPPER NATIONAL AIR** will follow a defined and consistent methodology to manage errors, which will be analyzed focusing on the errors of the organization and not the individual, to take the best actions that we consider depending on the case.
5. All incidents will be investigated and when reported promptly and openly, the presumption of innocence will be the norm and the expectation that disciplinary action will be the exception.
If any disciplinary or administrative action is required, it will not be without a proper investigation and a full review of the findings of that investigation.
6. However, the following behaviors will be sanctioned:
 - Willful misconduct, meaning premeditated or intentional acts that cause damage to equipment or property.
 - Serious negligence, that is, when there has been a manifest, important and serious omission of the duty of diligence in the face of an obvious risk and serious professional misconduct when providing the diligence that is obviously required in these circumstances, giving rise to foreseeable damages to persons or property or that seriously compromise the level of aviation safety.
7. All staff **CLIPPER NATIONAL AIR**, wherever they work and whatever their role, they must be aware that they have a role to play and a responsibility to actively participate in achieving the highest flight safety standards.
8. Just Culture, and the event notification system, will allow **CLIPPER NATIONAL AIR** efficiently meet operational requirements while ensuring safety standards. The system will help reduce errors while recognizing that people make mistakes, and a just culture will make it possible to meet this goal.



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33963573W DANIEL MARTINEZ (R:
A60344546)
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