



Air Astana JSC  
Report  
of Corporate Social  
Responsibility

2014



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# Introduction



Air company “Air Astana”, realizing the social responsibility to the state, investors, passengers, employees, business partners and the public, follows the concept of sustainable development and, to the full extent, is involved in implementation of the state development strategy for the transport sector, carrying out its activities in accordance with international principles of business ethics.

The purpose of this report is to present the main aspects of the activity and strategic plans of the company, as well as to inform the public and passengers about actions of the company in the field of social responsibility, efficiency improvement of cooperation between the airline “Air Astana” and the parties concerned.

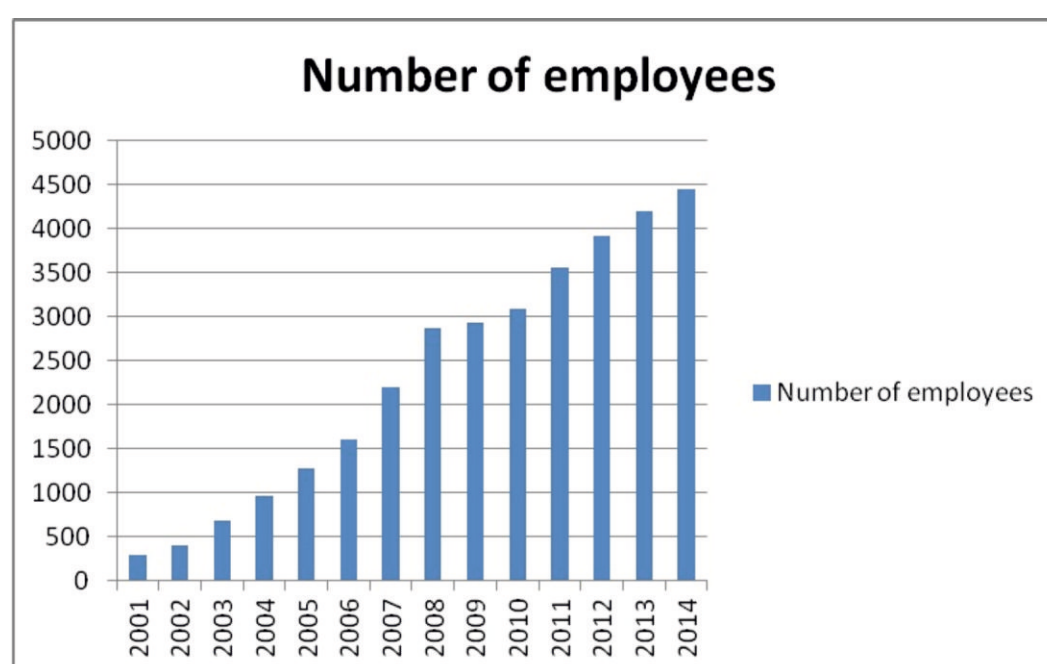
This report contains information on the activities of “Air Astana” in the field of corporate social responsibility for the period of the company activity and, in particular, for the period from January 1, 2014 to December 31, 2014.

Report on the corporate social responsibility of “Air Astana” shall be approved by the Board of Directors and published on the website [www.airastana.com](http://www.airastana.com)

## About the company



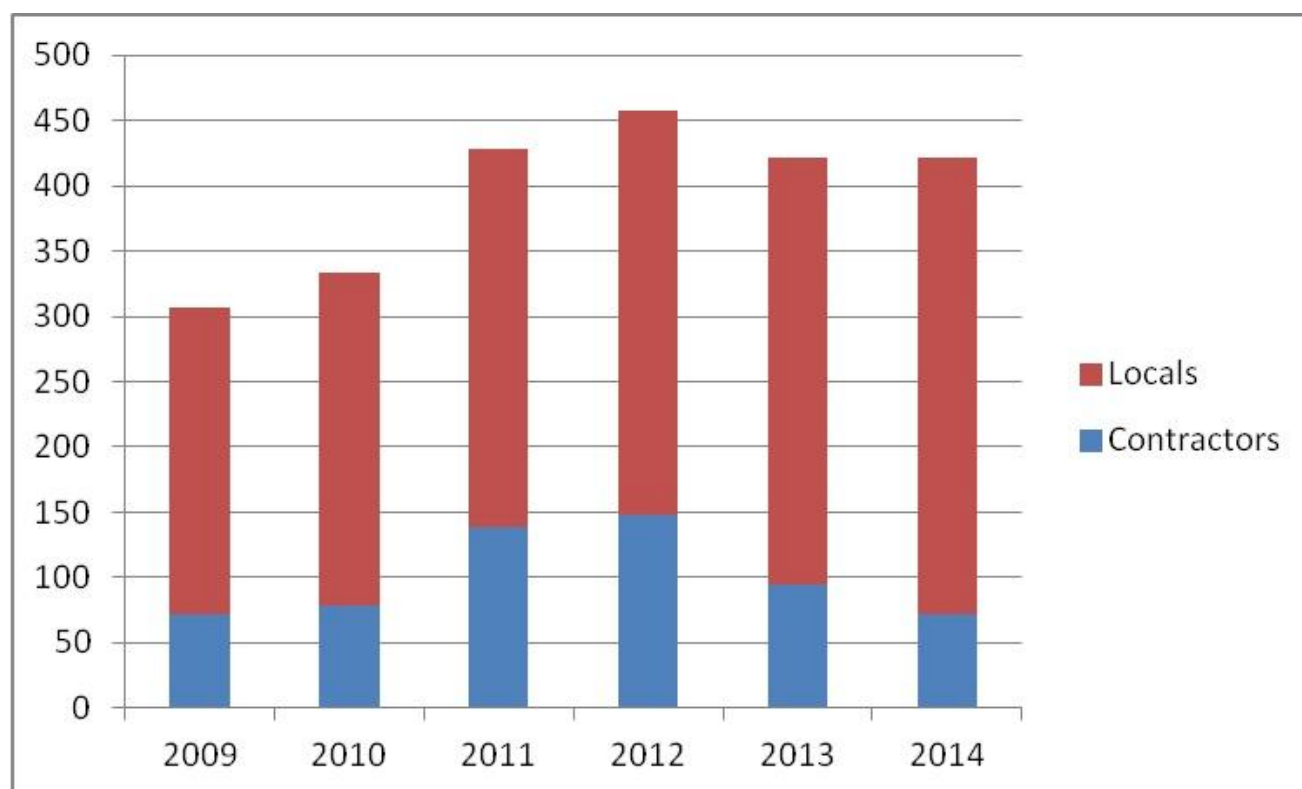
“Air Astana” was registered in 2001 as a joint venture between the National Welfare Fund of the Republic of Kazakhstan “Samruk-Kazyna” and the company BAE Systems PLC (UK), with respective shares of 51% and 49%.



Currently the fleet of “Air Astana” consists of 30 western-made planes with average operating age of 5.7 years. The route network includes 60 internal and international flights.

Highly qualified personnel of the company, which provides almost 4 500 job positions, mainly consists of local employees with some foreign employees

# Pilots



“Air Astana” is the only airline in Kazakhstan, registered by IATA (International Air Transport Association) in the list of airlines successfully passed the international operational safety audit (IOSA).

“Air Astana” is certified by the European Aeronautical Safety Agency (EASA) to perform maintenance of aeronautical vehicles according to the requirements of Directive 145.

## Activity on the corporate social responsibility



Social obligations of “Air Astana” as well as the work carried out in 2014 in this regard are described in the following sections:

- Environmental protection
- Safety provision
- Contribution to the economy
- Service enhancement
- Social initiatives
- Labor-management relations

## Environmental protection

“Air Astana” takes the responsibility to protect the environment and recognizes that environmental concern:

- is one of the main corporate values;
- helps to improve the company profitability,
- means efficient use of resources leads to a reduction in operating costs,
- minimizes risks
- has a positive effect on the company's image

Basic steps of “Air Astana” to protect the environment are aimed to reduce the impact on the environment, particularly in areas such as carbon dioxide emissions and waste disposal control.

Methods to reduce emissions for any airline in the world are using effective, modern aircraft, modification of the existing ones, as well as the rational flight planning.

## Fleet renewal

Currently the fleet of "Air Astana" includes four types of aircraft: "Boeing 757-200", "Boeing 767-300ER", "Airbus (A319, A320, A321)" and "Embraer-190".



**3 x Boeing-767**



**5 x Boeing-757**



**4 x Airbus-321**



**8 x Airbus-320**



**1 x Airbus-319**



**9 x Embraer-190**

Due to implementation of the program for upgrading the fleet developed in accordance with the company's development strategy up to 2020 "Air Astana" has increased the share of its own aircraft. Earlier the company operated the aircraft on the operating leasing basis. These changes allowed standardization of the most of the technical equipment and packages for the entire fleet and facilitated maintenance work on different types of aircraft.

21 of 30 aircraft belonged to the airline have been supplied within the period from April 2011 to June 2014 directly from the leading manufacturers. Fleet renewal included the complete replacement of obsolete turboprop aircraft "Fokker-50" with the modern jets "Embraer-190", as well as the supply of new "Airbus A321 / A320" and "Boeing 767-300ER" from manufacturing works.

Replenishment of the fleet with new aircraft has occurred simultaneously with the detailed calculated return of some aircraft upon expiry of the operating lease contracts. Effective planning is the critical factor for successful implementation of the renewal and maintenance of a high level of the airline's fleet and reduction of impact on the environment.

During the period of 2014 "Air Astana" has purchased one airplane "Embraer-190" in February, three airplanes "Airbus A320" in February, March and April, and one aircraft "Boeing 767" in June.

Due to the complete renewal of the fleet in 2014 the airline was able to significantly reduce emissions of CO<sub>2</sub>. For example, the airplane "Airbus" made more flights per month in 2014 compared to the same month of 2012, but they produced carbon dioxide 1 200 tonnes less due to the upgraded Airbus fleet.

## Winglets



All aircraft of "Air Astana" are equipped with winglets, the curved up wingtips. This is one of the environmental protection measures, as winglets improve the aerodynamic characteristics of the airplanes, thereby reducing fuel costs and hence emissions to the atmosphere. Winglets typically increase fuel efficiency by 5%.

## Route optimization and navigation

One of the factors influencing the reduction of emissions is optimization of air traffic control and flight planning system which allows airlines to reduce fuel consumption and improve the efficiency of flights.

## Waste reduction

For handling of flights "Air Astana" annually requires a large amount of resources: food for the passengers, plastic utensils, hygiene products and much more. In order to reduce waste the company thoroughly analyzes the resources consumed and based on the results it optimizes calculations of corresponding on board aircraft deliveries.





Each month the station managers (of cities where flights are made) of “Air Astana” collect information about the amount of loaded food and the number of transported passengers. The analysis of such information received during the year ensures effectively planning of stations food supply minimizing the amount of waste. Such an approach also applies to provision of flights with equipment and other supplies.

## Deicing

Aircraft operation in cold weather conditions usually leads to formation of ice on the wings. In case of ice, snow or frost adhesion on the wings, control surfaces, engine inlets, etc. the flight execution is not allowed because the icing can significantly degrade flight performance of the aircraft: lower the wing lift, increase air drag or cause jamming of the moving parts of aircraft.

In this regard the airlines around the world apply deicing of the aircraft. For deicing of the aircraft, “Air Astana” uses deicing fluid recognized throughout the world as safe for people and environment.

In addition, the airline provides effective cleaning of aircraft wings including the use of deicing fluid with a minimum amount of residues, the use of specialized platforms, equipment and specially trained personnel.

## Safety



The aviation safety for the company is a core value and top priority in all fields of activity. “Air Astana” ensures compliance with standards in accordance with requirements of the Committee of Civil Aviation of the Republic of Kazakhstan (CCA), European Aviation Safety Agency (EASA) and other supervision authorities for flight worthiness.

“Air Astana” adheres to the highest flight safety standards and indicators through the implementation and maintenance of structural and overall processes for hazards identification and analysis and risk reduction within the Flight Safety Management System (FSMS).

Responsibility for flight safety rests with all employees of production departments, from senior management to staff members, ensuring the safety directly at their workplaces in a safe and comfortable environment.

In April 2013 “Air Astana” once again demonstrated the compliance with international safety standards, for the fourth time after successfully passing the IOSA program without any comments or recommendations in Flight Safety Management System.

This audit allows an assessment of all production activities including organizational structure and company management, flight operation, flight management and flight service, engineering maintenance of aircraft, flight safety provision, ground handling of aircraft, cargo transportation and aerial safety provision. The next IOSA Audit is in May 2015.

## Flights to European Union



On April 10, 2014 the European Union Committee for flight safety lifted all restrictions on the frequency of “Air Astana” flights to/from the European Union which were imposed during inspections of the International Civil Aviation Organization (ICAO) in 2009 due to deficiencies in the work of the Kazakhstan Committee of Civil Aviation. Thus, the airline confirmed full compliance of its systems and safety procedures with international standards.

The European Union continues to monitor the flight safety level of all air carriers operating at the territory of the European Union under the European Community Program on Safety Assessment of Foreign Aircraft (SAFA). For example, in 2014 the aeronautical authorities of the countries participating in SAFA program carried out 42 inspections “Air Astana” aircraft. Results of inspections for 2014 still demonstrate positive trends of previous years which were specially highlighted by authorized representatives of the aviation authorities in certain countries.

## Quality assurance

The process of quality assurance of the company ensures monitoring the operation safety of the aircraft allowed for flight operation in accordance with the airline standards under the legislation of Kazakhstan supported by the best international practice. The annual plan of internal audits evaluates also the level of compliance with the standards and IOSA recommended practices. In order to improve compliance with international standards and continuous improvement, in 2014 three of four employees selected by the company completed training and have been qualified as IOSA auditors. Such measures ensure effective preparation for completion of comprehensive IOSA program (Enhanced IOSA) and allow to reach a new level in risk minimization.

Internal programs to ensure and monitor the compliance with the standards are supported by the membership and active participation of the company in IATA audit programs for safety and quality assurance such as the audit for ground handling safety (ISAGO), fuel quality (IFQP), water quality (IDQP), as well as for deicing quality (DAQCP). The team of auditors for ground handling safety ISAGO of “Air Astana” has conducted 4 audits in China (Hong Kong), Germany (Hannover), Russia (Novosibirsk) and Kazakhstan (Karaganda) in 2014 and is ready to support Kazakhstan in adopting ISAGO standards in 2015. The company auditors for IFQP fuel quality have carried out the planned audits of fuel services in 14 airports of destination including airports in Bishkek and Urumchi. Information on fuel supply for the remaining airports of destination is obtained on the basis of a multilateral agreement with IFQP.

## Contribution to the economy

Worldwide air transport contribution to the economy is hard to overestimate:

- Air transportation is the force for economic and social progress
  - It joints people, countries and cultures together
  - Provides access to the world markets
  - Promotes trade and tourism
  - Makes connections between the developed and developing countries
  - Provides employment of millions of people around the world
- Creates indirect jobs due to the volume of purchases of goods, equipment and other supplies for air transport

A study carried out in the US shows that every dollar invested in aerospace brings an additional \$1.50-\$3.00 in economic activity.

In 2014 the airline the number of passengers increased to 3.77 million compared to 3.68 million in 2013 and 3,24 million in 2012. Stable growth of passenger flow which has not prevented even by devaluation of the national currency occurred in February 2014 is the result of the company activity in increase of efficiency and mitigation of negative trends in the economy.

It is worth noting that for all time of its activity the airline has paid to the state budget 45,591,007,083 tenge of taxes and other payments, which corresponds to 323,413,599 US dollars. In 2014 the government payments were made up at 2,838,460,487 tenge or 15,944,616 US dollars.

## Sales channels

In 2014 the distribution of the airline has been expanded and improved in a number of key channels. General sales representatives have been appointed in the Czech Republic, Greece and Canada to manage the service level and revenues from these markets. BSP (settlement system of IATA air transportation) distribution had been established on 10 additional markets in Europe and Africa due to the program of IATA IBCS which helps regular air carriers to increase sales on unprofitable markets.

Code sharing agreements concluded with airlines Air India and Asiana Airlines, resulted in increased opportunities of route network of both sides.

Besides, due to the functional improvement of corporate website and updating the mobile application "Air Astana" (over 120, 000 downloads in 2014) we can predict an increase in the efficiency of online sales.

## Measures for mitigation of negative trends in the economy

Assuming the probability of falling demand for transportation after the last devaluation, the airline has reduced the planned flights in the short and medium-term schedule. The following measures helped to mitigate the negative trends of the macroeconomic situation in the air transportation industry:

1. The Committee for cost reduction and the Group for the company management provide a continuous monitoring of all current contracts and significant costs, including aircraft leasing contracts, maintenance agreements, etc.
2. Deferral of capital expenditures not critical for maintenance of safety, reliability and service standards.
3. Strengthening measures for motion of passenger flow to/through Kazakhstan.
4. Termination of recruitment, with the exception of the production staff required for flight safety assurance.

Additionally, the company's strategic plans are the following:

1. To initiate questions on expansion and modernization of airports in Kazakhstan, especially in the cities of Astana and Almaty. For example, the airport in Almaty operates at maximum handling capacity, which adversely affects the growth of passenger traffic of the airline. Limited airport handling capacity constrains the development of the airline and could lead to the loss of passengers in amount of 4.2 million people per year from 2017.
2. Currently about 25% of fuel is imported from the Russian Federation to the Kazakhstan market. In this regard it is necessary to take measures to increase the volume of fuel supply from the local refineries directly to the airline "Air Astana" in order to reduce dependence on Russian suppliers.
3. Not to allow increasing prices of the local monopoly suppliers - airports and Kazaeronavigatsiya.
4. As part of the discussions with the EEC to extend for Kazakh airlines a period of exemption from customs duties for importation of aircraft into the territory of the Customs Union from 2017 to 2030, or to join the aircraft trade treaty as a part of Kazakhstan accession to WTO.

## Service enhancement



In 2014 the timeliness of "Air Astana" flights has increased from 84.6% in 2013 to 88.5% , which is a good indicator of how the company cares about the passengers. Punctuality indicators of the airline flights can compete with the leading carriers of the world: in 2014 the average punctuality of flights in Europe was 84%, and 77.7% in the United States.

In spring of 2014 in Astana airport the airline presented its new own lounge "Shanyrak" for business class passengers flying with international flights, and the holders of gold and silver cards under the Nomad club bonus program for frequently flying passengers.

This is a large and comfortable lounge suitable for up to 45 people at a time. Passengers are offered a wide range of hot and cold snacks, drinks as well as tea and coffee. Local and international newspapers and magazines in a wide selection is available in the library area of the hall "Shanyrak", as well as the exhibition section presented by the works of local and foreign artists.

In December of 2014 "Air Astana" has introduced a new version of its corporate website with improved design and updated functionality, which combines the simplicity and convenience of the user interface. One of the main innovations is the use of Responsive Design technology (of adaptive design) which provides ease of use and correct view of the website on different devices, whether it's a PC, tablet computer or smartphone. Thus, the ticket booking, flight information review and managing your Nomad Club profile became more accessible.

## Customer Relations



To be always aware of the complaints and suggestions of passengers the company has the client relations department the function of which also includes timely and adequate compensation.

In 2014 "Air Astana" received and processed 5,599 requests from passengers. The department has assisted many Kazakh passengers abroad due to their loss of documents or health problems and other circumstances.

The most frequent requests concern the return of the full cost of air tickets. From the beginning of the year 689 requests for refund and free re-booking were solved.

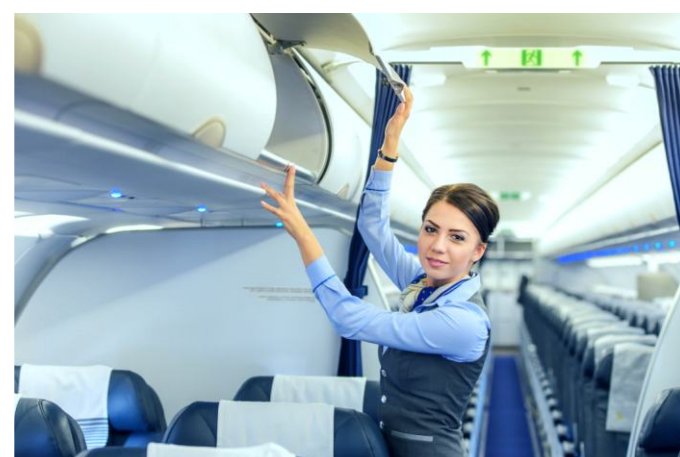
"Air Astana" is always trying to be loyal to the passengers and to find an individual approach to each of them. For example, if a passenger cannot fly due to medical reasons, the airline offers a free rebooking of flight until his recovery, or returns the ticket cost in full. The company also assists to return home the customers who have lost their documents abroad. One of the examples to satisfy the customers' wishes is to restore hot meals on flights of Aktau-Almaty, Atyrau-Almaty. After cancellation of hot meals in spring of 2014 the department received a lot of negative feedback from the passengers. The department informed management about it, and requests of passengers to provide hot meals were satisfied. Thus, "Air Astana" makes all efforts to meet the needs of its passengers.

## Service



In 2014 "Air Astana" for the third consecutive year won the 4 star rating according to the agency Skytrax in nomination of the "Best Airline in Central Asia and India" and was awarded the prize for the "Best onboard service in Central Asia and India" for the second time. Taking prestigious awards positions the national air carrier of Kazakhstan on a par with the best airlines in the world in terms of the passengers air and ground service.

In order to continuously maintain service at the highest level and improve it even more, the airline's staff regularly completes training to improve the service quality. In 2014 "Air Astana" has introduced a two-day service training for flight attendants the main objective of which is to help the crew to better understand their role in customer service: best service is determined not by the product itself but the staff who provides it. Particular attention in this training is paid to the practical training session on beauty, uniform presentation and personal care.







During 2014, a special training program was introduced for the personnel serving the clients in waiting rooms for business class passengers. After analysis of the training evaluation forms it was found that 100% of the personnel serving business lounges consider this course as a very useful and effective.

In “Air Astana” there is a special team of coaches the main task of them is to create, modify and improve high standards of service, examination of services quality and provision of on-board products in accordance with the high reputation of the airline.

The work of linear coaches is performed in voyage conditions within the working crew. They gather information about the work process, both from flight attendants and from the passengers. The assessment is based on criteria such as service technology, provision with food and other board products, personal interest, wearing uniform and compliance with the requirements to the appearance of the crew. Based on the monitoring carried out the analysis is made aimed to maintain and improve the high standards of service.

## Social initiatives



The airline takes an active role in the life of community providing continuous support to charity organizations and facilitating the socially significant events. In 2014 “Air Astana” continued the implementation of social support programs in a number of priority areas. Complex of the airline social projects includes three aspects which are based on providing a non-repayable or reduced-fare transportation:

Complex of the airline social projects includes three aspects which are based on providing a non-repayable or reduced-fare transportation:

- programs of social transportation service;
- affiliate programs;
- one-time support of individuals and legal entities.

### Annual event “Visiting places of military glory”

Within the entire reporting period the national carrier “Air Astana” provide veterans of the Great Patriotic War with the opportunity to visit their front-line comrades in different cities of Kazakhstan and CIS countries. 885 free tickets have been given during the event period.

In addition, on New Year's Eve “Air Astana” congratulated veterans of the Great Patriotic War. The employees of different departments delivered washing machines, microwave ovens, gas stoves to them and installed new plastic windows.



## With care for children



For several years “Air Astana” supports seriously ill children in search of highly qualified physicians together with a volunteer society “Miloserdiye”. The airline transports children with severe cardiac diseases and cancer from different regions of Kazakhstan to foreign healthcare centers for medical treatment and operations.

In 2014 over 110 seriously ill children and their accompanying parents took advantage of free flight.

Under the joint project with the charity fund “Ayala” in 2014 via donation boxes set out in the air ticket sales office of “Air Astana” in Almaty, Astana and Atyrau 1,414,984 tenge were collected. All funds directed to implementation of the project “Breathe life”. The Foundation is planning to provide intensive care children's units of infectious diseases hospitals of Kazakhstan with modern medical equipment.

Before New Year holidays the airline's pilots donated clothes, toys, board games, books, stationery and supplies for craft to the children from the orphan asylum “Kovcheg”.

On December 23 the employees of “Air Astana” congratulated disabled children and children from the needy families with a Happy New Year. Gifts were handed over by a pilot and a flight attendant of the company, and the children were pleased. Besides, the company has supported the New Year show in school No.84 organized jointly with the society of the disabled people of Turksib district.

In the reporting period “Air Astana” also participated in the implementation of the following charity projects:

- Charity football match of the Kazakhstan and the Russian stars. All proceeds from the sale of tickets allocated to treatment and surgery for seriously ill children
- Family festival FourE-kids
- Donation of special equipment to the baby home No.2 in Almaty

## Sponsorship

In 2014 “Air Astana” supported the following sponsored projects:

- Music show of Jamilya Serkebayeva “Pyataya stikhiya”
- Gala concert of the Indian classical dance centre
- Awards “The best post about travelling” on the family portal [www.pandaland.kz](http://www.pandaland.kz)
- International equestrian show jumping competitions
- Conference “International PR forum”
- Birthday of HM Queen Elizabeth II
- Wedding flashmob of brides “Snow white bride 2014”
- Collective exhibition of famous masters of painting and drawing
- Demonstration match of the world tennis stars Nadal-Tsonga, together with the regional society “Kazakhstan Tennis Federation”
- International equestrian competition (dressage) for the Cup of the President of Kazakhstan with the regional society “Equestrian Federation of Kazakhstan”
- Festival of national cuisine of the peoples of Kazakhstan “Toykazan”

## Labor-management relations



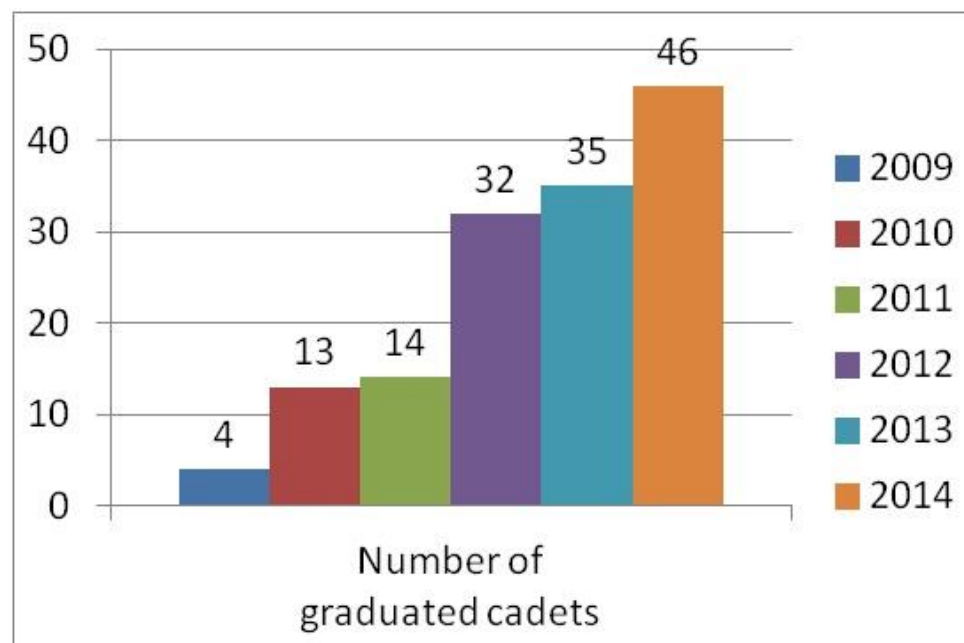
“Air Astana” is a socially responsible organization that is subject to all legal requirements, actively cooperates with the trade unions, creates jobs, and provides high-level working conditions, as well as the opportunities for development and career progress of the employees.

### Employee training and development

“Air Astana” carries out its activities in accordance with high standards and engages suitable candidates for the respective positions in the airline. For those wishing to go into flying “Air Astana” provides an opportunity to complete professional training under the initial training of pilots Ab-Initio program.

To participate in this program are invited citizens of the Republic of Kazakhstan in the age from 18 to 34 having excellent knowledge of physics and mathematics, and fluent in English. Selection of participants is carried out on a regular basis and includes several steps. Applicants successfully passed all selection stages have a chance to study in the best flight schools of the world.

## Ab-initio graduation



In 2011 "Air Astana" jointly with the Academy of Civil Aviation of Almaty launched a training program for aviation engineers from amongst the final-year students of the Engineering Faculty of the institution. Currently the dual training program continues, the selected students closely combine study with practical part of the program: learn technical English; master mechanical, machine, measuring practice and radio equipment installation; they are trained directly in shifts under the supervision of mentors from amongst the experienced engineers, etc.

The students have a great opportunity to exhibit their zeal, desire and leadership skills, which is the purpose of this project. In accordance with the learning outcomes and opinions of the department heads each student has a chance to find a job in the company.

In "Air Astana" there is also a program for recruiting and training flight attendants. The airline "Air Astana", at its own expense, selects, trains and prepares the flight attendants in the best educational institutions of the world, after that they are employed in the company.

All employees of "Air Astana" have the opportunity to improve their skills and gain additional skills in the various annual seminars and trainings. The budget of the general program training in the company for 2014 amounted 81,800 US dollars. Taking into account the austerity due to the devaluation in February of 2014 (moratorium on external training) all training on general subjects were conducted on their own. The budget savings amounted to 37%.

The department of corporate training and development is steady in its strategic goal - to become a sustainable, self-learning system of the new generation corporate training. While in 2013 much attention was focused on creation of a team of trainers of new generation amongst the active employees, the year of 2014 became a breakthrough in terms of the training content and format.

The training theme line is addressed primarily to line managers. It is dedicated to the human resources management. Such trainings have a lot of features. For example, they all consist of short thematic modules that can be used to change the duration and practical orientation of training. The standard format of corporate training is two compulsory modules before lunch time with one-hour additional course in support of training in the afternoon.

The following training modules are designed and carried out:

1. The main instruments of managing people (People Performance)
2. Subordinate feedback
3. Assessment of subordinate's work
4. Coaching for managers
5. Interviewing skills
6. Business writing for managers
7. Effective presentation
8. Tone-management for managers
9. Stress Management
10. Time management for managers

After a year and a half of experience the conclusions and recommendations have been made in terms of exactly what employees can become great coaches. Thus, the stability task of the training system is being implemented according to plan.

## Occupational safety



In 2014 "Air Astana" has successfully passed the annual external audit on the occupational health and safety management system (OHSAS 18001: 2007). It was developed and implemented a uniform system of notification of incidents and accidents in the airline, which determines the course of actions and the need to inform not only about facts of injuries occurred but also about dangerous situations at the work places which can lead to accidents and injuries.

In order to involve employees in occupational health and safety for internal audits and monitoring the divisions under occupational health and safety management system some employees of the company have been selected and appointed as the auditors. Selected employees completed training on the subject "Introduction to OHSAS" and "OHSAS Internal Auditor". The auditors have successfully performed auditing in the divisions of the company in Almaty, Astana, Atyrau and Aktau.

For the purpose to improve efficiency and save time of the employees the online training and examination are implemented for the office and production employees. Now the employees can complete training and examination of their knowledge on occupational health and safety at any time. In 2014 79 managers completed training in occupational health and safety.

In 2015 it is scheduled to undergo a recertification audit by the company BSI (British Standards Institution) in Almaty, Astana, Atyrau and Aktau.



# HEART



In 2014 "Air Astana" revised a mission adopted in 2007. This was done in order to make it understandable and close to everyone.

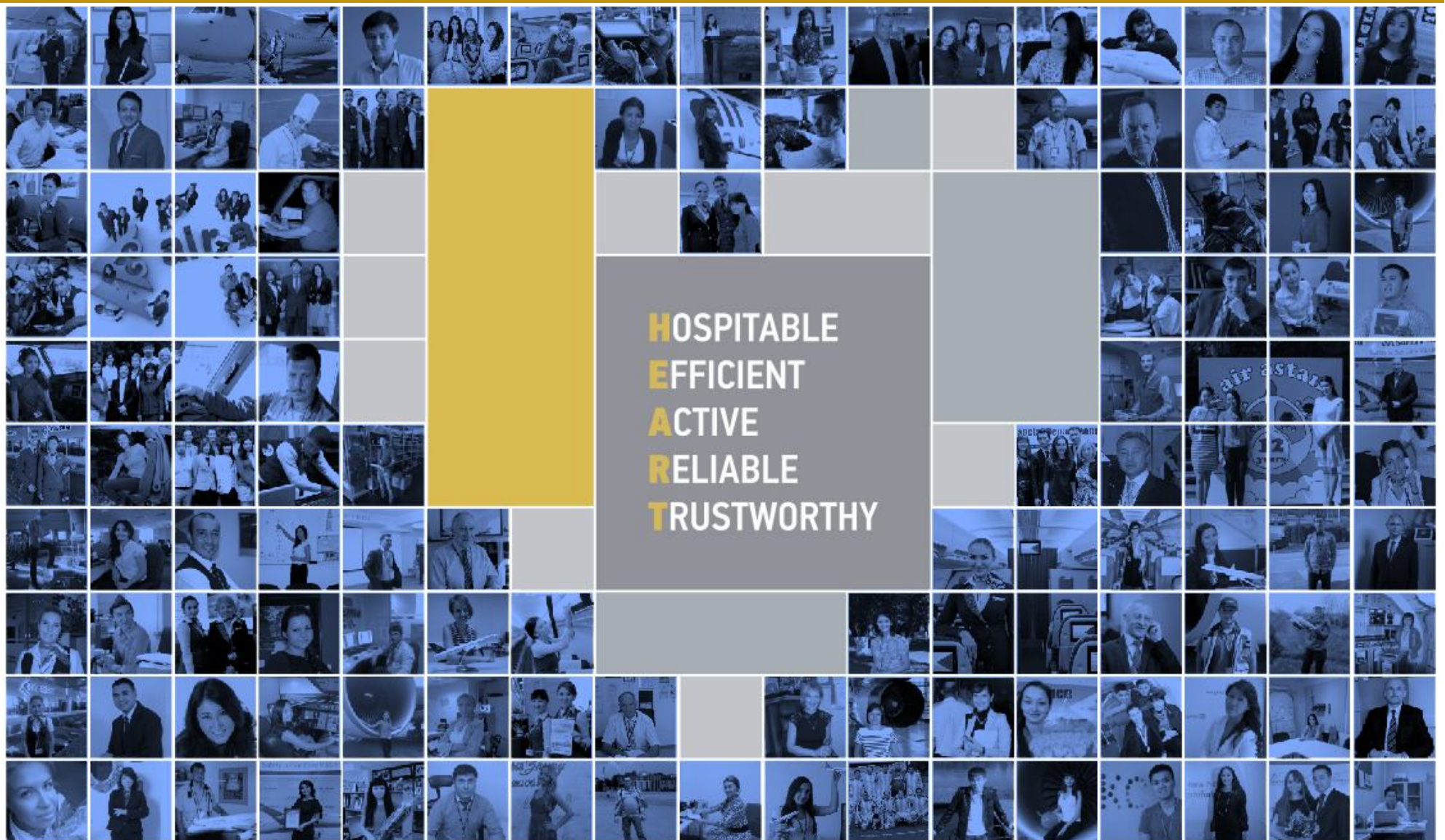
This new, simplified statement of our Mission, Goals and Values, is as follows:

## **Mission**

From the Heart of Eurasia we are building one of the finest airlines in the world.

## **Goals and Values**

1. We implement the highest safety standards.
2. We are and must be the most reliable airline in the region with the highest standards of customer service.
3. We profitably grow and improve our fleet, route network and product.
4. We work to the highest standards of integrity and business ethics.
5. We recruit, appraise and reward staff based on merit and enable them to develop to their maximum potential.
6. We are a socially responsible organisation.
7. We are a global ambassador for Kazakhstan.



Of course, the long term achievement of all of these will not happen automatically. All of us need to conduct ourselves and consistently behave in a certain way, if we are to meet our goals. We have therefore defined these required types of behaviour with the simple use of the word “HEART”, to make it as clear as possible.

“HEART” is appropriate to and consistent with our slogan and tag-line, “From The Heart of Eurasia”.

The HEART Programme is therefore defined as follows:

#### **Hospitable**

We treat every person with whom we come into contact, customer or colleague, as a guest. We are warm, friendly and tactful, always willing to help.

#### **Efficient**

We are professional people who produce high quality results with knowledge and style. We maximise our skills and use our time efficiently.

#### **Active**

We anticipate and respond to the needs of customers and colleagues. We do things to the very best of our ability and are always looking for ways to improve.

#### **Reliable**

We produce reliable and consistent quality in all of our activities. We always keep our promises.

#### **Trustworthy**

We are honest people who never compromise our integrity. Customers and colleagues can trust us.

# Abbreviations table



BSP - Billing and Settlement Plan

DAQCP – IATA De-Icing Quality Control Pool

EASA - European Aviation Safety Agency

IATA - International Air Transport Association

IBCS – IATA BSP Consolidator System

IDQP – IATA Drinking-Water Quality Pool

IFQP – IATA Fuel Quality Pool

IOSA - IATA Operational Safety Audit

ISAGO - IATA Safety Audit for Ground Operations

OHSAS - international occupational health and safety management system

SAFA - Safety Assessment of Foreign Aircraft

EEC – Eurasian Economic Commission

ICAO - International Civil Aviation Organization

CCA - Committee of Civil Aviation of the Republic of Kazakhstan

SMS – Safety management systems