



Quality and Safety Policy

Exchange Income Corporation's customers, communities and employees trust us to deliver high-quality products and safe and reliable flight operations. Quality and safety are core priorities, and we are committed to meeting expectations and to fostering a culture of quality and safety throughout our company.

As such, Exchange Income Corporation, in partnership with our employees, has developed and implemented management and operational systems to maintain and enhance the quality of our products and services and the safety of our customers and the communities where we operate, by delivering on the following commitments:

- Meet or exceed legal and regulatory requirements, as well as company standards, and, for airline subsidiaries, applicable standards, regulations and recommendations issued by aviation safety agencies.
- Assess and adopt emerging technologies that have the potential to enhance quality and safety performance.
- Identify, prioritize and address safety risks to prevent and minimize safety incidents.
- Set objectives and targets for continuous improvement.
- Conduct regular inspections and audits that provide feedback and result in timely corrective action.
- Hold management of Exchange Income Corporation and its subsidiaries accountable for providing leadership on product quality and aviation safety matters.
- Communicate with our employees about their responsibilities and provide necessary training and support.