



RAC Quality Policy

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Rwanda Airports Company Ltd (RAC) is committed to delivering safe, efficient, and customer-centric airport services, air navigation services and airport infrastructure development and management, in adherence to quality management requirements and both national and international standards.

Consistent with our mission to provide safe and efficient customer centric airport services, RAC remains dedicated to:

- ☐ Consistently meeting and exceeding the expectations of our customers, stakeholders, partners, and other interested parties
- ☐ Adhering to applicable legal, regulatory, and international aviation standards across all functions
- ☐ Prioritizing the safety and security of passengers, staff, and assets in all aspects of our operations
- ☐ Providing a structured framework for setting and reviewing measurable quality objectives at all organizational level. These objectives are communicated and understood throughout the organization through meetings, workshops, corporate communication boards, emails, and other platforms.
- ☐ Promoting a culture of continual improvement, fostering a quality-driven value that encourages customer satisfaction, innovation, Integrity, and professional within all RAC departments.