

EXECUJET
MRO SERVICES

A Dassault Aviation Company



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THE EXECUJET WAY
OUR WAY OF DOING BUSINESS

JULY 2025

01 OUR **VISION** AND **MISSION**

VISION

The ExecuJet MRO Services Group subscribes to the principles as embodied in our vision statement:

To be the premier, international, business aviation company in our geographical areas of operation.

MISSION

And to the values expounded in our mission statement:

To satisfy specialist executive and business aviation needs through professional management, ethical business practices and service excellence.

02 OUR VALUES

Our values consist of the following eight core principles:

I. CUSTOMER FOCUSED

We value our customers, and acknowledge that the only reason why we exist as a business is because we have clients.

II. INTEGRITY

We act honestly, ethically and legally in everything we do. We honour our commitments and take responsibility for our actions.

III. COURAGE

We have the courage to act according to our convictions. We sacrifice individual self-interest where necessary to preserve these values. We do and say what we believe is right and engage constructively in all discussions.

IV. OPENNESS

We are open to new ideas and change. We are open and candid with one another and promote knowledge-sharing freely across all barriers and boundaries.

V. TRUST AND MUTUAL RESPECT

We treat everyone with fairness and dignity. We trust our colleagues and are trustworthy in everything we do.

VI. SAFETY

We believe in safety as a vital element of our way that we do business. We make safety the first priority in all our activities in order to protect our customers, our employees and our shareholders against any physical, psychological or economic harm.

VII. PROFITABILITY

We understand we have to be profitable in order to allow our business to survive, to grow and to prosper. We show entrepreneurial behaviour by considering ExecuJet as "our" business.

VIII. SOCIAL RESPONSIBILITY

We have a responsibility to our colleagues, customers and suppliers, the environment and the communities where we live and work. We seek to improve lives wherever we operate, aiming for a healthy, safe and sustainable environment.



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How then do we translate these values into our behaviour and into what represents “The ExecuJet Way... Our Way of Doing Business“?



3.1. CUSTOMER FOCUSED

We value our customers and acknowledge that the only reason why we exist as a business is because we have clients.

Our Existence

We exist and are allowed to exist in the future to the extent that we have paying customers, and that we serve them so well and so professionally that they are excited with our service and are prepared to continue to place their business with us.

Total Customer Satisfaction

We accept that each one of us is responsible for Total Customer Satisfaction. Whether we treat our customers friendly and professionally on the phone, on the ramp or in our lounges and offices, or whether we operate or maintain their aircraft immaculately, or fly them in utmost safety and comfort, all these things lead to Total Customer Satisfaction. Even sending them an accurate invoice on time, or a well written business letter or email, will lead to our customers being excited and satisfied with our activities.

So, everything that all of us do on a daily basis, is connected to providing Total Customer Satisfaction, and all of us as individuals take on this responsibility.

3.2. INTEGRITY

We act honestly, ethically and legally in everything we do. We honour our commitments and take responsibility for our actions.

Business Amenities

Our decisions on behalf of ExecuJet should be free from undue influence; meaning that we should neither accept nor offer business amenities from current or potential customers, business partners and government authorities. Business amenities could be gifts and/or meals and entertainment of an inappropriate value.

Bribery

We do not tolerate any activity which could be interpreted as bribery and facilitating payments. This means that we do not directly or indirectly bribe or improperly influence any party. Also, we do not provide any funds to any intermediary, unless if done in full compliance with legal requirements for legitimate services provided.

Commissions

Commissions and finders fees must be reasonable and consistent with local laws and normal industry practice. All such arrangements must be established in writing and with the prior written approval. The use of ExecuJet funds must be properly documented and there should be no cash payments without receipt.



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Advertising and Marketing

Our advertising and promotional material is fair, factual and complete and we do not engage in any misleading or deceptive marketing and sales practices. This includes our own products and services as well as those of our competitors. We obtain competitive information only by using fair and legal methods.

Our statements to the public fulfil the criteria of completeness, accuracy and truth and are neither false nor misleading.

Conflicts of Interest

Loyalty to ExecuJet is one of our core assets. Therefore, we avoid situations in which we have to decide between our personal interests and those of ExecuJet.

- We do not engage in outside employment or activities that either improperly influence or give the impression of improperly influencing our judgement and activities for ExecuJet.
- We do not accept any personal profit as a result of our status as an ExecuJet employee, be this in the form of inappropriate gifts and entertainment (see “business amenities”), commissions or other benefits.
- Financial interest (investment, ownership, creditor interest) in an ExecuJet customer, supplier, business partner or competitor could cause an improper influence on our judgement and decision-making on behalf of ExecuJet. Therefore, we refrain from investing in these parties.

In case of doubt, please contact either your manager or Regional HR.

Commitment

We meet our commitments and deadlines towards our people, our customers and business partners. We only promise what we can deliver.

Should we have to deviate from any promises given, we communicate the reasons proactively, openly and in a timely manner and take full responsibility for the consequences. We are never satisfied with just an average result, but strive for excellence in all our actions, as we want to attain a superior level of customer satisfaction and loyalty.

3.3. COURAGE

We have the courage to act according to our convictions. We sacrifice individual self-interest where necessary to preserve these values. We do and say what we believe is right, and engage constructively in all discussions.



Standing by our Values and Ethics

Under no circumstances do we give up our values and business ethics representing “The ExecuJet Way... Our Way of Doing Business“, even if this means that we cannot close a deal or might lose a customer or business partner. We explain firmly why we refuse a certain activity or behaviour without offending our counterparts. We maintain courteousness and respect in any situation. “Doing and saying what we think is right” does in some cases mean that we remain silent as we could otherwise offend our partners’ feelings or their culture.

Open Communication

We practice open, honest communication between managers and employees on a day-to-day basis. All of us within ExecuJet may seek counsel, provide or ask for feedback, or raise concerns. We encourage issues to be brought to the surface early and allow them to be candidly shared. All input and freely-given advice are always welcome.

Leadership

To be a leader takes courage, and this is fully supported by the company. Also, leadership does not depend on the job level – it is an attitude that we all choose as individuals. We prefer for everybody to take decisions over being passive and waiting for others to decide. As a consequence, we accept that mistakes might occur.

3.4. OPENNESS

We are open to new ideas and change. We are open and candid with one another and promote knowledge-sharing freely across all barriers and boundaries.



Communication of Goals and Objectives

We clearly communicate goals and objectives within ExecuJet, thus enabling our people to understand

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strategies and decisions and how they can influence the company's overall results and reputation.

Performance

We honestly recognise good performance and act readily to lead difficult conversations (for example, regarding bad performance or behaviour or other less comfortable topics) as soon as possible. We are fully aware that conflicts get worse when decisions are postponed; therefore, we act proactively to reduce the possible impact on our people or partners.

Controversial Opinions

We respect people with controversial opinions – as long as they respect our values like integrity, respect, fairness, team work, loyalty and performance – and we take their ideas into consideration.

Changes

We are part of a fast-growing company in an industry undergoing constant change. We embrace the challenges and changes related to this. We encourage new ideas and different approaches. We support innovation and thinking out of the box at all levels of our organisation. The past is our heritage and the foundation of our experience: based on this, we are able to adapt to both present and future requirements.

Cooperation

We are willing to cooperate cross-business and cross-region in order to mutually benefit in terms of specific skills, know-how and experience – hierarchies do not exist in this regard.

We count on team spirit and also foster it: we cannot rely on others to take decisions for us but must ourselves take the initiative: if we want to be successful it means WE instead of I.

3.5. TRUST & MUTUAL RESPECT

We treat everyone with fairness and dignity. We trust our colleagues and are trustworthy in everything we do.

Privacy

We respect people's obligations to protect the confidential information of their customers, employers or business partners and we never ask anyone to violate any obligation of confidentiality.

Discrimination

We do not discriminate on the basis of race, colour, religion, gender, sexual orientation, national origin, disability or any other characteristic. On the contrary, we enjoy the cultural diversity of our people and understand that different cultures and mindsets are an enriching source of creativity and innovation. Our managers are encouraged to actively coach and develop diverse teams and to contribute to the mutual understanding of different cultures.

Harassment

We refrain from any behaviour that is disrespectful, intimidating, threatening, hostile, violent or harassing. Sexual harassment or other unwelcome verbal or physical conduct of a sexual nature is neither accepted nor tolerated. Any comments or behaviours that fail to respect the dignity and feelings of the individual are unacceptable at ExecuJet. Employees engaging in offensive and humiliating conduct towards co-workers, customers or partners are subject to disciplinary action including dismissal. Employees should report any such incident to their direct managers, the next level of management or to Human Resources.

3.6. SAFETY

We believe in safety as a vital element of our way that we do business. We make safety the first priority in all our activities in order to protect our customers, our employees and our shareholders against any physical, psychological or economic harm.

We comply with safety, health and security policies and procedures, including but not limited to those of the aviation industry. We are responsible for correcting or reporting any issues that could threaten health or safety. We always reflect on whether any of our actions, instructions or advice could have an impact on the safety of our people, customers, partners or the environment. We reconsider and adjust our processes if they are not in line with any safety regulations.



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3.7. PROFITABILITY

We understand we have to be profitable in order to allow our business to survive, to grow and to prosper. We show entrepreneurial behaviour by considering ExecuJet as “our” business.

Charging for our Services

We are proud of our excellent services and believe it is fair to charge profitably for our services. We are in a position to demonstrate to our customers that these services are worth the price.

Cost Consciousness

We always keep an eye on our costs and act as good caretakers and managers of our cash. We are considerate in the use of resources: we concentrate on our core capabilities and deliver high-quality work; we use external resources only if we do not have the in-house competencies and resources.

Sticking to Plans and Budgets

Once our business plans and budgets are approved by our shareholders, we dedicate ourselves fully to meeting these objectives. We stick to our plans and perform according to budget. We review processes in terms of their efficiency and are constantly innovating; nothing is carved in stone, but can be changed according to current requirements. We demonstrate entrepreneurial behaviour by considering ExecuJet as “our” business.

3.8. SOCIAL RESPONSIBILITY

We have a responsibility to our colleagues, customers and suppliers, the environment and the communities where we live and work. We seek to improve lives wherever we operate, aiming for a healthy, safe and sustainable environment.



We consider the possible impact of our actions on the people we work with and the influence on the environment in everything we do. We therefore abide by the applicable laws, our internal regulations and “The ExecuJet Way... our way of doing business”.

We support and respect the protection of human rights in all our operations. We support waste reduction and recycling efforts at our facilities.