



ناس افغانستان
NAS Afghanistan



NAS Policies



National Aviation Services

NAS Policies Manual

NAS POLICIES MANUAL

Approved by:
NAS Corporate Quality



National Aviation Services

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RECORD OF REVISIONS

ISSUE NO.	ISSUE DATE	REV NO.	REV. DATE	INCORPORATED BY	DATE
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FOREWORD

National Aviation Services (NAS) W.L.L as a service provider for Ground Handling, Aircraft Maintenance and other value added Services has laid down it's policies in conformance with Regulations & Requirements of the Regulatory Authorities and International standards & Recommended Practices.

The policies of NAS spelt in various Company manuals have been consolidated /amalgamated into one manual which is known NAS Policies Manual. The detailed procedures and necessary guidance for implementation are spelt in company's operations manuals, Standard Operating Procedures.

It is the NAS Management responsibility to lay down the policies, goals and provide all necessary Resources and training to all it's employees for implementation in true spirit. The Line Managers are required to promote the company's policies and ensure full implementation by all staff.

The policies of the company will be regularly reviewed by the Management based on changes to the Regulatory Requirements, International Standards & Recommended Practices and also on the feed back from it's employees, internal/external audit reports.

NAS, Corporate Quality is responsible for upkeep & dissemination of this manual.

We urge all employees to implement the policies in true spirit for achieving our business goals collectively.

Hassan El Houry
Chief Executive Officer

Adel Hassan
Corporate Quality Assurance Manager



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ناشيونال لخدمات الطيران
National Aviation Services



VISION

NAS aims to be the service provider of choice to the aviation sector in emerging markets.

ناشيونال لخدمات الطيران
National Aviation Services



MISSION

Through our commitment to quality of service and the talent in our team, we will aggressively expand in emerging markets to develop into a comprehensive Airport-Management Company.



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Quality Policy

QUALITY POLICY

To achieve sustained and profitable growth by providing services that consistently satisfy the needs and expectations of our internal and external customers.

QAS OBJECTIVES

- Achieve and maintain a level of quality which enhances the NAS reputation and brand with customers.
- To ensure compliance with relevant statutory and safety bodies.
- To endeavor at all times to maximize the NAS market share in all geographies.

Signed: _____

Hassan B. El-Houry
Chief Executive Officer

Signed: _____

David Henderson
Chief Operating Officer

Issue: 2
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Date:



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Quality Policy

سياسة الجودة

تحقيق نمو مستمر ومربح من خلال توفير الخدمات بصورة مستمرة والتي ترضي حاجات وتوقعات عملائنا في الداخل والخارج.

أهداف نظام ضمان الجودة

- الإستمرارية ومواصلة مستوى الجودة والتي من شأنها تحسين من سمعة شركتنا مع العملاء.
- ضمان الالتزام باللوائح القانونية المرتبطة بإدارات السلامة.
- السعي في جميع الأوقات لزيادة الانتشار والتوسع في تقديم الخدمات عالمياً.

Signed:

Hassan B. El-Houry
Chief Executive Officer

Signed:

David Henderson
Chief Operating Officer

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SAFETY POLICY

Safety is the first priority in all our activities. We are committed to implementing, developing and improving strategies, management systems and processes to ensure that all our activities uphold the highest level of safety performance and meet national and international standards.

Our commitment is to:

- a) Develop and embed a safety culture in all our aviation activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount;
- b) Clearly define for all staff their accountabilities and responsibilities for the development and delivery of the safety strategy and performance;
- c) Minimize the risks associated with aircraft operations and associated activities to a point that is as low as reasonably practicable/achievable;
- d) Ensure that externally supplied systems and services that impact the safety of our operations meet appropriate safety standards;
- e) Actively develop and improve our safety processes to conform to world-class standards;
- f) Comply with and, wherever possible, exceed legislative and regulatory requirements and standards;
- g) Ensure that all staff are provided with adequate and appropriate aviation safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills;
- h) Ensure that sufficient skilled and trained resources are available to implement safety strategy and policy;
- i) Establish and measure our safety performance against realistic objectives and/or targets;
- j) Achieve the highest levels of safety standards and performance in all our aviation activities;
- k) Continually improve our safety performance;
- l) Conduct safety and management reviews and ensure that relevant action is taken;
- m) Ensure that the application of effective aviation safety management systems is integral to all our aviation activities, with the objective of achieving the highest levels of safety standards and performance.

Signed: _____

Hassan B. El-Houry
Chief Executive Officer

Signed: _____

David Henderson
Chief Operating Officer

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NAS COMPANY POLICY ON NON-PUNITIVE HAZARD REPORTING

NAS - NON-PUNITIVE REPORTING POLICY

1. NAS is committed to the highest safety standards possible. To achieve this, NAS encourages all employees of uninhibited reporting of all incidents, near misses and occurrences which may compromise the safe conduct of our operations. To this end, every employee is responsible for communicating any information that may affect the integrity of safety. Such communication must be completely free of any form of reprisal.
2. NAS will not take disciplinary action against any employee who discloses an incident or occurrence involving safety.
This policy will not apply to criminal regulatory infractions as well as in the following circumstances:
 - Willful negligence
 - Criminal intent; or
 - Use of illicit substances
3. Safety remains the primary concern and responsibility of each and everyone while carrying out their duties. Management is responsible at all times to ensure the overall implementation of the "Safety Policy and Procedures" within the workplace.
4. Our method of collecting, recording and disseminating information obtained from safety reports has been developed to protect, to the extent permissible by law and the identity of any employee who provides flight safety information.

We urge all staff to use our safety programme to help NAS become a leader in providing our customers and employees with the highest levels of a safe operating environment.

Signed: _____

Hassan B. El-Houry
Chief Executive Officer

Signed: _____

David Henderson
Chief Operating Officer

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HEALTH, SAFETY And ENVIRONMENTAL POLICY

To ensure that all aviation and related activities are carried out in a safe manner in compliance with all applicable codes, standards, rules and regulations as well as to protect our employees, the environment, equipment, property, third parties, and the communities in which we work and live.

NAS is committed to:

- Pursue the goal of no harm to people.
- Protect the environment.
- Monitor, evaluate and continually improve HSE performance through trainings, periodic assessment and audits.
- Publicly report on our performance to set the target for improvement and measurement.
- Provide a framework for setting of HSE goals and performance objectives and the use of effective management systems.
- Educate our employees, customers and contractors on health, safety and environmental issues.
- Promote a culture in which our employees share this commitment.

In this way, we aim to have an HSE performance we will be proud of, earn confidence of our customers and society at large, and be good neighbors, and to contribute to sustainable development in a constructive and safe manner.

Signed:

Hassan B. El-Houry
Chief Executive Officer

Signed:

David Henderson
Chief Operating Officer

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TRAINING POLICY

To support NAS' business strategic plan with competent workforce, NAS will enhance staff knowledge and skills by providing training to work safely and effectively to meet company and customer requirements, to keep pace with the International Rules, Regulations and Procedures.

NAS will also support continuous education to increase skills, competencies, productivity, loyalty and profit for the employee and company.

TRAINING OBJECTIVES

To ensure technical competence through in-house and external training, competency based assessment & testing and regularly reviewing effectiveness of training programme.

To foster and maintain an atmosphere of confidence within the organization and a reputation for expertise and professionalism to exceed the customer satisfaction.

Signed:

Hassan B. El-Houry
Chief Executive Officer

Signed:

David Henderson
Chief Operating Officer

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SECURITY POLICY

We are committed in implementing a stringent security control programme with integrity and professionalism with a zero tolerance approach to protect persons/property by applying the best local /international standards.

This policy is established in order to protect the operations of NAS entities, its customers, staff, facilities and other assets:

- Against criminal activities and/or theft
- Against unlawful activities or interference
- Maintaining highest vigilance and confidentiality
- Maintaining moral boundaries
- Protection of persons / assets by applying reasonable security control measures and procedures
- Contributing to the overall reputation of the Company and its operation by applying best recommended local and international practices.

The policy is to be proactive in all security related issues and encourage all clients and staff to report any unusual or criminal activities that may endanger a person or property at any Civil Aviation or NAS Operational areas immediately, once observed or noticed.

Our policy also includes strict adherence at all times to all local regulatory bodies regulations as well as compliance of ICAO/IATA best recommended standards and practices.

Signed: _____

Hassan B. El-Houry
Chief Executive Officer

Signed: _____

David Henderson
Chief Operating Officer

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FOOD SAFETY POLICY STATEMENT

GENERAL POLICY STATEMENT

The NAS which participate in the HACCP food safety management programme share a common desire, namely, to provide the highest standards of food safety and hygiene. In particular this Company will strive to ensure that the food and drink prepared on its' premises is both safe and wholesome for the better safety and enjoyment of its' customers.

The NAS will therefore take all reasonable precautions and exercise all due diligence to ensure that their premises and practices follow internationally recognised codes of good catering practice and achieve compliance with the European Directive EU93/43 "The Hygiene of Foodstuffs".

In order for the NAS to meet the commitments named in this policy, the duty to take all reasonable precautions and exercise due diligence must be delegated throughout the management structure of the company to all levels of staff. Whilst the company will support both management and staff with a range of measures designed to assist in the performance of their duties, it is essential that all staff follow the protocols and procedures in this food safety manual.

OBJECTIVES

- ◆ Ensure that the NAS will strive to achieve the following objectives in relation to food safety and hygiene
- ◆ Ensure that safe food receipt, handling, storage, freezing, cooking, defrosting, reheating, storage, holding and service practices will be followed
- ◆ Ensure that good personal hygiene standards for all food handlers are maintained
- ◆ Strict adherence to the temperature control policy for all food products
- ◆ Maintain the highest standard of cleanliness
- ◆ Provide adequate food hygiene and food safety training for all food handlers
- ◆ Ensure regular maintenance and speedy repair to plant, equipment and premises
- ◆ Regular and thorough review and monitoring of hygiene standards and practices
- ◆ Conduct regular screening of food and water used at the premises to ensure safety parameters are not exceeded (including swimming pools).



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NAS COO ACCOUNTABILITY STATEMENT

I have read and understood this FOOD SAFETY Policy statement and Health Hygiene Manual, and will endeavour to ensure that all food safety protocols and procedures are followed with immediate effect.

Signed

Position Date



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SAFETY & QUALITY POLICY

It is NAS Organizational Safety and Quality Policy to conduct its Maintenance operations and certification at high level of quality and dedication to safety at all times thus meeting and/ or exceeding standards set by the DGCA.

NAS in pursuance of its quality system has obtained ISO 9001:2000.

We at NAS are totally abided by this MOE. It is the duty of all personnel affected by this MOE to entirely comply with.

Human factor is a principle key in our policy and decision making. Despite the fact that NAS is a Commercial company; Airworthiness and Safety issues will not be jeopardized at any time, commercial grounds will not be permitted to override safety issues.

Errors are inevitable by human action. We at NAS recognize this human nature and seek improvement by our culture. Human Factor Training is an important part of creating this culture. This can only be achieved by an open honest channel of reporting system. Errors, Lapses reported will not be penalized; unless they were proven to be due to sabotage, clear negligence, repeated similar lapses, hiding facts, providing false statements or not complying instructions in those cases, a disciplinary policy action will take effect. During the course of investigation, staff may be suspended. This should not be interpreted as a punitive action rather as a precautionary measure. *Near misses* (unplanned and unforeseeable event that could have resulted, but did not result in personal injury, property damage or other form of loss) are also extremely encouraged to be reported as well.

Individual Training and development is a continuous target at our organization. It is obligatory on part of each individual to comply with Regulatory Authority's requirements and procedures spelt in Maintenance Organisation Exposition (MOE) and Procedure & Instruction Manual (PIM). This will be confirmed by independent Quality Audits carried out on a pre-set timely schedule. Audits will address technical as well as administrative and management issues. All individuals concerned should behave in a courteous manner and extend cooperation to the quality auditors (Internal/External). They should also conform to findings and take corrective action on non-conformities reported.

The management of Safety is laid down in NAS Safety Management Manual (NAS/SMM).

The Quality Assurance Manager is responsible for managing the safety and quality of Part 145 activities. The Maintenance Manager is responsible for maintenance security as well as managing human factor issues relevant to Part 145 activities. The maintenance security functions will be carried out in association with the NAS security department.

Ref: Part 145 Approved MOE

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