

1. Introduction

AL Airways operates with a strong commitment to ethical governance, accountability, and responsible aviation practices. This document outlines the corporate values, governance principles, and standards that guide decision-making, employee behavior, and passenger relations across the organization.

The governance framework of AL Airways ensures that all operations are conducted transparently, safely, and in compliance with applicable aviation laws and international standards.

2. Core Values

The corporate culture of AL Airways is built on the following core values:

2.1 Trust

Trust is the foundation of AL Airways. The airline strives to earn and maintain passenger trust through honest communication, reliable service, and consistent operational practices.

2.2 Safety

Passenger and crew safety is the highest priority. All operational decisions are evaluated based on safety impact before commercial considerations.

2.3 Integrity

AL Airways conducts business with integrity by adhering to ethical standards, honoring commitments, and avoiding conflicts of interest.

3. Passenger Rights Philosophy

AL Airways recognizes that passengers are central to its operations and upholds the following passenger rights principles:

- Right to safety and secure travel
- Right to transparent pricing and fare information
- Right to clear communication during delays or disruptions
- Right to fair treatment and non-discrimination
- Right to access grievance and complaint resolution mechanisms

Passenger policies are designed to ensure fairness, dignity, and respect at all stages of travel.

4. Employee Conduct Standards

All employees of AL Airways are expected to adhere to high professional and ethical standards.

4.1 Professional Behavior

Employees must:

- Treat passengers and colleagues with respect
- Maintain professionalism in appearance and conduct
- Follow operational procedures and safety protocols

4.2 Ethical Conduct

Employees are required to:

- Avoid misuse of authority or position
- Prevent conflicts of interest
- Protect confidential passenger and company information

Violation of conduct standards may result in disciplinary action as per company policy.

5. Anti-Corruption & Transparency Policy

AL Airways maintains a zero-tolerance policy toward corruption, bribery, and unethical business practices.

5.1 Anti-Corruption Measures

- No acceptance or offering of bribes or improper payments
- No facilitation payments under any circumstances
- Strict controls over procurement and vendor selection

5.2 Transparency Practices

- Clear disclosure of fare rules and charges
- Transparent refund and compensation policies
- Accurate reporting of operational and financial information

All transactions and decisions are subject to internal audits and review.

6. Compliance with Aviation Authorities

AL Airways operates in full compliance with applicable aviation authorities and regulatory bodies.

6.1 Regulatory Compliance

The airline adheres to:

- International Civil Aviation Organization (ICAO) standards
- National civil aviation authority regulations
- Airport authority requirements
- Safety and security directives

6.2 Continuous Oversight

- Regular internal and external audits
- Mandatory crew training and certification
- Ongoing review of operational procedures

Compliance ensures that AL Airways maintains safe, legal, and reliable operations at all times.

7. Governance Responsibility

The management of AL Airways is responsible for:

- Upholding corporate values
- Ensuring ethical leadership
- Maintaining regulatory compliance
- Protecting passenger and employee interests

Governance decisions are guided by long-term sustainability rather than short-term gains.

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