



NM-1160

Presented to

SmartLynx Airlines Estonia

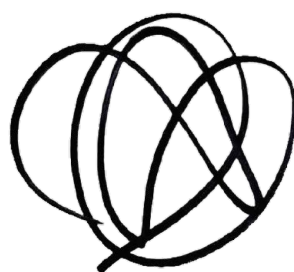
On the occasion of their Registration as an

IOSA Operator

under the

IATA Operational Safety Audit Program (IOSA)

Registration is valid until 3 October 2020
in accordance with the provisions of the IOSA Program Manual



Gilberto López Meyer
Senior Vice President
Safety and Flight Operations



Note: This is a ceremonial certificate only and is not valid for IOSA Registration. The official IOSA Registration is only shown on the IOSA Registry - www.iata.org/iosa



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IATA OPERATIONAL SAFETY AUDIT | YEARS

Presented to:



IOSA VISION

To be the leader of operational safety auditing in an accident-free world

STRATEGIC PILLARS

SAFETY

- Support and uphold improvement of global safety levels through the implementation of IOSA.
- Maintain and advance IOSA as the world's leading operational safety standard.
- Support consistent implementation of the SMS.
- Adopt applicable ICAO safety requirements from the Annexes to the Convention on International Civil Aviation.

EFFECTIVENESS

- Minimize the number of redundant audits through effective use of IOSA.
- Continuously improve IOSA Program processes and protocols.
- Ensure that a robust audit program infrastructure is in place.
- Constantly seek opportunities to simplify the program processes.

INTEGRITY

- Protect and promote the integrity of the IOSA Program.
- Continuously monitor and improve conformity with audit processes.
- Operate in full alignment with IATA's vision and mission.
- Provide an environment that fosters commitment to proficiency and due professional care.