

# Quality & Safety

Safe operations in the air and on the ground are Norwegian's paramount priority. The Group has not registered any serious accidents or incidents to either passengers or crew involving aircraft operations since the Group was founded in 1993.

The Company has a Flight Safety department which is an integrated component of the Quality department. The Quality department is independent from the rest of the organization and reports directly to the Accountable Manager.

Its main task is to proactively promote flight safety throughout the organization.

## Proactive

All manuals, procedures and routines are designed to comply with all applicable safety standards.

Flight safety is covered in the crew training programs, together with training in security related issues. [The Civil Aviation Authority](#) approves all programs, examinations and qualification requirements.

The aircraft are subject to a stringent maintenance program based on the manufacturers' recommendations and current rules and regulations.

## Monitoring

The Flight Safety department carries out systematic audits of the internal organization, aircraft and suppliers. The department also continuously analyzes information from the flight data recorders installed in the Company's aircraft. This analysis is performed to ensure the aircraft are handled and flown according to existing regulations and limitations. Crew members, maintenance personnel and handling agents are also required to use a web-based reporting system in which irregularities are logged. These reports are a valuable tool for statistical analysis and trend monitoring.

## Follow-up

Any abnormality is subject to rigorous follow-up procedures to identify causality and implement corrective procedures to ensure continued safe operations.

Norwegian holds an air operator's certificate (AOC) granted by the [Norwegian Civil Aviation Authority](#). All aircraft operations are approved in accordance with EU OPS 1, EASA part M and EASA part 145.