

Certificate AE18/0156

The management system of

General Civil Aviation Authority

P.O Box: 6558, Abu Dhabi, United Arab Emirates.

has been assessed and certified as meeting the requirements of

ISO 10002:2014

(Quality Management — Customer satisfaction —
Guidelines for complaints handling in organization)

For the following activities

Complaints handling related to Aviation security affairs, Aviation safety affairs, Strategy and International Affairs, Air Navigation services, Air Accident Investigation and support services.

This certificate is valid from 23 March 2018 until 23 March 2021 and remains valid subject to satisfactory surveillance audits.

Recertification audit due before 13 March 2021

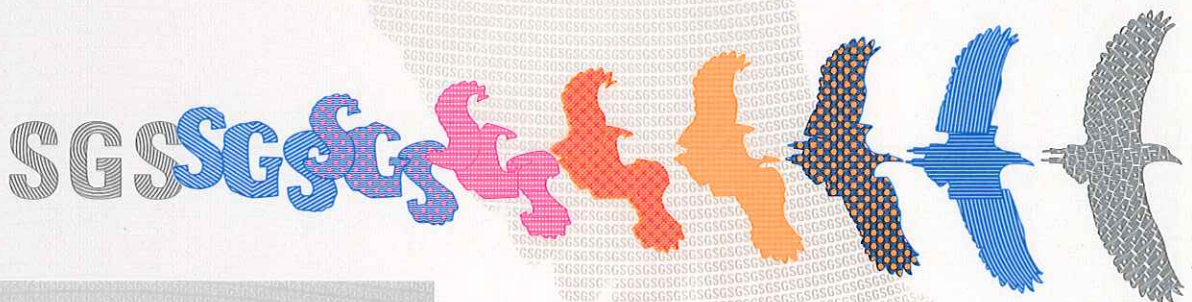
Issue 1. Certified since 23 March 2018



Authorised by

SGS Gulf Ltd.,
P.O. Box 18556, Dubai, United Arab Emirates
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The management system of

General Civil Aviation Authority

Head Office - PO Box 6558, Near Airport Road, Behind Carrefour,
Abu Dhabi, United Arab Emirates



has been assessed and certified as meeting the requirements of

ISO/IEC 27001:2013

For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 March 2018 until 13 March 2021
and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 25 January 2021
Issue 1. Certified since 13 March 2018

This is a multi-site certification.

Additional site details are listed on the subsequent page.

Authorised by



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SGS United Kingdom Ltd
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Certificate AE18/0157

The management system of
General Civil Aviation Authority

Head Office - PO Box 6558, Near Airport Road, Behind Carrefour,
Abu Dhabi, United Arab Emirates.

has been assessed and certified as meeting the requirements of

ISO/IEC 20000-1:2011

For the following activities

The information technology Management System of General Civil Aviation Authority (GCAA) covering the information technology infrastructure and software maintenance & support function of the information technology (IT) department under support sector.

This certificate is valid from 13 April 2018 until 13 April 2021 and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 25 January 2021

Issue 1. Certified since 13 April 2018

This is a multi-site certification.

Additional site details are listed on the subsequent page.



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Certificate AE18/0155

The management system of
General Civil Aviation Authority

P.O Box: 6558, Abu Dhabi, United Arab Emirates.

has been assessed and certified as meeting the requirements of

BS OHSAS 18001:2007



For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 3 April 2018 until 12 March 2021 and remains valid subject to satisfactory surveillance audits.
Re certification audit due before 28 December 2020
Issue 1. Certified since 3 April 2018

This is a multi-site certification.
Additional site details are listed on the subsequent page.

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Certificate AE18/3406

The management system of General Civil Aviation Authority

P.O Box: 6558, Abu Dhabi, United Arab Emirates.

has been assessed and certified as meeting the requirements of

ISO 14001:2015

For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 March 2018 until 13 March 2021 and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 28 December 2020

Issue 1. Certified since 13 March 2018

This is a multi-site certification.
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Certificate AE18/3405

The management system of

General Civil Aviation Authority

P.O Box: 6558, Abu Dhabi, United Arab Emirates.

has been assessed and certified as meeting the requirements of

ISO 9001:2015

For the following activities

The scope of registration appears on page 2 of this certificate.

This certificate is valid from 13 March 2018 until 13 March 2021 and remains valid subject to satisfactory surveillance audits.

Re certification audit due before 28 December 2020

Issue 1, Certified since 13 March 2018

This is a multi-site certification.

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