



INTEGRATED MANAGEMENT SYSTEM POLICY

Winning recognition and an exceptionally positive reputation by providing quality services that meet international and national aviation standards in aviation security, flight safety and regularity, agreed service standards for airlines, cargo customers, stake holders and other commercial partners is considered by the Almaty International Airport JSC management as a policy in the field of Integrated Management System.

The Integrated Management System Policy is based on compliance with the following principles:

- improving activities based on a systematic and process approach, making management decisions based on reliable information and risk analysis;
- follow and adhere to the regulations and the legal requirements of the Quality, Environment, Health, and Safety, Customer Service and Customer Complaint management systems;
- ensuring the implementation of corrective and preventive actions in a timely manner whenever deficiencies are detected;
- material stimulation to involve the conscientious and creative potential of staff into the organization activities;
- maintaining a high degree of professionalism of each employee and sustainable occupational health and safety culture;
- promoting and ensuring compliance with ethical standards that are published in corporate Code of Conduct;
- building of risk-oriented mentality within the organizational culture;
- reducing the impact of harmful and hazardous factors on the lives and health of employees and concerned parties;
- reducing the negative impact of activities on the environment, including continuous monitoring of environmental indicators and their subsequent improvement;
- reducing the specific consumption of energy resources, including continuous monitoring of energy saving potential identification;
- analyzing and predicting potential incidents in order to prevent and ensure readiness for emergency response;
- implement and manage customer service for customers' complaints efficiently and independently, in order to assure its nonoccurrence in future and to drive the improvement process;
- continuous improvement of the Integrated Management System through analysis of: execution of processes, goals and customer satisfaction.

The scope of the Integrated Management System is following activities: Flight Safety & Security, Aerodrome operations, terminal operations, ground handling and cargo warehouse services..

The management of Almaty International Airport JSC follows the stated principles and main directions of development, supports all personnel initiatives to achieve the goals and looks forward for effective cooperation with all concerned parties.

President

Alp Er Tunga Ersoy

« 17 » 10 2022