



## QUALITY, OCCUPATIONAL HEALTH AND SAFETY, ENVIRONMENTAL AND SOCIAL POLICY

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

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

- (a) activities improvement on the basis of systematic and process approach, making management decisions based on reliable information and risk analysis.
- (b) compliance with regulatory, legal requirements and other commitments made in Quality, Environment, Social Responsibility, Health and Safety;
- (c) continuous Integrated Management System improvement by analyzing: customer satisfaction findings in the organization activities are detected;
- (d) creating a safe, fair and supportive work environment, providing equal opportunities for career development, supporting employee health and wellbeing, ensuring our partners are safe and easy to work;
- (e) providing high degree professionalism of each employee and sustainable culture of Quality, Health and Safety, Environmental and Social Responsibility, promoting and enforcing ethical standards;
- (f) consultation and participation of employees and / or their representatives on occupational Health and Safety issues;
- (g) active interaction with the local community and various social groups, ensuring transparency of our activities and considering the local residents' opinions and interests, participation in dialog with society;
- (h) ensuring transparency and awareness for shareholders, partners, employees, government, the public and other stakeholders about business activities, reliability of information, its content and timeliness;
- (i) accepting responsibility for environmental protection and pollution prevention, reducing the negative impact of activities on the environment, harmful and hazardous factors on the life and health of employees and stakeholders;
- (j) reduction energy resources specific consumption;
- (k) compliance with the law, fairness and transparency in protecting employee's personal data, customers, suppliers, partners and other business contacts;
- (l) continuous Integrated Management System improvement by analyzing: customer satisfaction, set goals, process performance.

The scope of Integrated Management System includes: Aviation Safety and Flight Safety, Aerodrome operations, Terminal operations, Ground & Cargo handling.

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



(Read online)

Қазақ



(Read Online)

Русский



English

**Chairman of the Board (Acting President)**

«11» 11 2024

**Goker Kose**