

## QUALITY POLICY

It is Zambia Airports Corporation Limited's Policy to deliver cost effective Airport and Air Navigation Services that satisfy present and future customer needs. In pursuit of its commitment of providing customer satisfaction, Top Management is committed to provide services according to customer and all applicable regulatory and statutory requirements and to continually improve the effectiveness of Quality Management System based on the ISO 9001:2015 Standard.

This policy is implemented with the full participation of the entire work force through:

- a. The use of sound and prudent Financial Management practices that promote cultivation of sufficient resources, allocation of funds to revenue generating assets and activities while covering its expenses and minimization of waste to maximize profitability;
- b. Focusing on efficient service delivery, quality assurance, safety and customer service;
- c. Identification of processes, their interaction and monitoring of process performance against set measurable objectives;
- d. Continually enhancing the competence of staff performing work that affects the quality of our services;
- e. An organization structure with clearly defined responsibilities and authority;
- f. A safe and friendly working environment;
- g. Carrying out internal quality audits at defined intervals;
- h. Identifying risk and opportunities;
- i. Analysis of data and taking corrective action of Identified non conformities;

This Quality Policy is communicated, understood, applied within the Corporation and is available, as appropriate, to relevant interested parties.



Fumu Mondoloka  
**MANAGING DIRECTOR**