



## QUALITY POLICY

It is the Corporations 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.

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

- a) An organisation structure with clearly defined responsibilities and authority;
- b) Identification of processes, their interaction and monitoring of performance against set measurable objectives;
- c) Continually enhance competence of personnel performing work that affects the quality of our services;
- d) A safe and friendly working environment;
- e) Carrying out internal quality audits at defined intervals;
- f) Identifying risks and opportunities;
- g) Analysis of data and taking preventive and corrective action of identified non conformities.

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

A handwritten signature in black ink, appearing to read "Maggie Kaunda", is written over a light blue horizontal line.

Maggie Kaunda  
**ACTING MANAGING DIRECTOR**