

INTEGRATED MANAGEMENT SYSTEM POLICY

(ISO 9001; ISO 14001; ISO 20000-1; ISO 27001; ISO 45001; ISO 50001)

THE ENTIRE OPERATIONS OF BELGRADE AIRPORT ARE DEDICATED TO CONTINUOUS PROGRESS, THE EFFECTIVENESS OF WHICH IS EVALUATED AND CONFIRMED INTERNALLY AND EXTERNALLY. WE BELIEVE THAT ALL EMPLOYEES ARE RESPONSIBLE FOR ACHIEVING QUALITY, WHILE QUALITY IS REFLECTED THROUGH IDENTIFYING ROLES AND RESPONSIBILITIES, PERFORMANCE OF BUSINESS OBLIGATIONS AND BY BUILDING PARTNERSHIPS WITH STAKEHOLDERS. SUPERIORITY OF OUR OPERATIONS GUARANTEES SATISFACTION OF ALL STAKEHOLDERS MAKING US THE AIRPORT OF CHOICE FOR OUR PASSENGERS. RELEVANT CONDITIONS AND CHALLENGES DERIVING FROM OUR OPERATIONS AND CONSTRUCTION ACTIVITIES HAVE BEEN IDENTIFIED, RISKS ASSESSED, CERTAIN CONDITIONS RECOGNIZED, AND MEASURES FOR EFFICIENT AND EFFECTIVE MANAGEMENT HAVE BEEN DEFINED, IMPLEMENTED AND MONITORED IN A MANNER THAT ALLOWS US TO ADEQUATELY USE SUCH CONDITIONS AND MANAGE CHALLENGES AND RISKS.

WE PROVIDE IDENTIFICATION AND ASSESSMENT OF THE IMPACT OUR OPERATIONS, MODERNIZATION AND RECONSTRUCTION ACTIVITIES HAVE ON THE ENVIRONMENT, AS WELL AS THE IMPLEMENTATION AND MONITORING OF EFFICIENT AND EFFECTIVE MEASURES THAT WILL ENSURE THE MANAGEMENT OF SUCH IMPACTS. WE ARE COMMITTED TO USING THE ENERGY REQUIRED FOR OUR ACTIVITIES IN AN EFFICIENT AND ENVIRONMENTALLY RESPONSIBLE MANNER. OUR BUSINESS SUCCESS AND FURTHER DEVELOPMENT IS BASED ON THE QUALITY OF THE SERVICES PROVIDED WHILE RESPECTING THE PRINCIPLES OF ENVIRONMENTAL PROTECTION, ENERGY EFFICIENCY AND RATIONAL USE OF ENERGY. WE MONITOR THE LIFE CYCLE OF SERVICES, RISK REDUCTION, SAFETY, CONTINUITY AND MEETING OF THE REQUIREMENTS SET FORTH BY OUR CLIENTS, WHILE RESPECTING DEADLINES AND QUALITY. FURTHERMORE, DEFINED STAGES OF DEVELOPMENT AND PROVISION OF SERVICES ARE INTRODUCED INTENDING TO CREATE A CLEAR AND RELIABLE RELATIONSHIP WITH CLIENTS AND SUPPLIERS, AS WELL AS TO IMPROVE THE SATISFACTION OF ALL STAKEHOLDERS. OUR GOAL IS TO PROTECT THE ORGANIZATION'S DATA AND RESOURCES FROM UNAUTHORIZED ACCESS, MISUSE AND EXPLOITATION OF INTEGRITY, BY IMPLEMENTING MEANS OF PROTECTION AGAINST UNAUTHORIZED ACCESS AND MODIFICATION.

THE MAIN PRINCIPLES OF THIS POLICY ARE:

- FULL IMPLEMENTATION OF LEGAL REGULATIONS, DECREES AND NORMS IN THE FIELD OF INTEGRATED MANAGEMENT SYSTEM WITHIN BA, AS WELL AS COMPLIANCE WITH BUSINESS PRACTICES, CORPORATE AGREEMENTS WITH OTHER PARTIES AND INTERNATIONAL STANDARDS;
- TOTAL SUPPORT AND COMMITMENT TO COOPERATION WITH ALL RELEVANT PARTIES BY INVOLVING AND COMMUNICATING WITH EMPLOYEES, SERVICE USERS AND OTHER STAKEHOLDERS IN ORDER TO IMPROVE THE INTEGRATED MANAGEMENT SYSTEM;
- CONTINUOUS TRAINING AND ADVANCEMENT OF ALL EMPLOYEES AS TO RAISING AWARENESS OF THE IMPORTANCE OF THE INTEGRATED MANAGEMENT SYSTEM ;
- FULL ADHERENCE TO THE POLICY WHEN IMPLEMENTING BUSINESS ACTIVITIES AND ESTABLISHING A PROCEDURE WHEREBY ALL STAKEHOLDERS SHALL ADHERE THERETO AS WELL;
- ESTABLISHING, REVIEWING, ENSURING THE AVAILABILITY OF DATA AND NECESSARY RESOURCES FOR THE IMPLEMENTATION OF OBJECTIVES AND ACTION PLANS OF THE BA INTEGRATED MANAGEMENT SYSTEM;

- INTEGRATION, COMMITMENT TO MEETING REQUIREMENTS AND STRIVING FOR TIMELY DELIVERY OF SERVICES ACCORDING TO THE SERVICE CATALOGUE, WHILE FOCUSING ALL EFFORTS ON SAFETY AND CONTINUITY OF SERVICES PROVIDED TO BA CLIENTS;
- ASPIRING TO REACH ZERO LEVEL OF QHSE NEGATIVE EVENTS;
- THE COMPANY'S COMMITMENT TO REDUCE EMISSION OF GREEN HOUSE GASES (CO2) UNDER THE AUTHORITY OF THE AIRPORT (SCOPE 1 AND 2) BY IMPLEMENTING ACTION PLANS TO REDUCE CO2 EMISSIONS BY 2030;
- CONSIDERING ENERGY PERFORMANCE IMPROVEMENT IN ALL DESIGN AND DEVELOPMENT ACTIVITIES;
- IMPROVING THE ENERGY PERFORMANCE OF OPERATIONS THROUGH THE PROCUREMENT, EXPLOITATION AND MAINTENANCE OF ENERGY-EFFICIENT MEANS AND SERVICES;
- COMMITMENT TO CONTINUOUS IMPROVEMENT AND ANALYSIS OF THE BA INTEGRATED MANAGEMENT SYSTEM'S COMPLIANCE.

KEY AREAS:

LEADERSHIP AND COMMITMENT
PROFESSIONAL DEVELOPMENT OF EMPLOYEES
CUSTOMER SATISFACTION
RISK ASSESSMENT AND ANALYSIS
CORRECTIVE AND PREVENTIVE MEASURES
EVENTS MANAGEMENT
OCCUPATIONAL HEALTH AND SAFETY
HIGH-RISK ACTIVITIES
EFFICIENT AND EFFECTIVE PROCUREMENT CHAIN
AIRPORT INFRASTRUCTURE

ENVIRONMENTAL PROTECTION
SANITARY AND HYGIENIC MEASURES
WATER, SOIL AND AIR
BIODIVERSITY
HAZARDOUS SUBSTANCES AND WASTE
ENERGETIC EFFICIENCY
EMISSIONS OF HARMFUL GASES
NOISE
SOCIALLY RESPONSIBLE WORK
INITIATIVES FOR ENVIRONMENTAL PROTECTION.

AS THE TOP MANAGEMENT OF THIS COMPANY, WE UNDERTAKE TO ADHERE TO ALL STATED HEREUNDER. THE RESPONSIBILITY FOR THE SUCCESSFUL IMPLEMENTATION OF THIS PROGRAM LIES WITH EVERY EMPLOYEE OF BELGRADE AIRPORT D.O.O, AT ALL LEVELS AND POSITIONS IN THE ORGANIZATION.


CAO SENKA JELENKOVIĆ


CFO PIERRE-ANTOINE HERMANGE


COO BRUNO DESVEAUX


CCO MIODRAG MIRKOVIĆ


CTO NICOLAS BROUSSE


CEO FRANCOIS BERISOT