

INTEGRATED MANAGEMENT SYSTEM POLICY

The operations at Belgrade Airport are focused on delivering value to our stakeholders while upholding the highest performance standards. We are committed to ensuring a seamless and secure experience for all passengers, partners, and employees, and continuously strive to excellence expectations in every aspect of our operations. As an airport operator, we recognize the unique challenges and responsibilities inherent in our field, including robust safety regulations for aircraft operations, comprehensive passenger services, and the management of critical infrastructure essential for Serbia's connectivity.

Belgrade Airport is dedicated to promoting a strong culture of workplace health and safety, fully aligned with our specific operational needs and Integrated Management System (IMS) principles. We embrace a zero-accident philosophy and take proactive measures to identify and eliminate risks with airport operations. We promote open communication to report unsafe situations, ensuring a safe and supportive work environment for everyone.

Belgrade Airport is committed to continuously enhancing environmental performance and minimizing the impact of our operations. We identify and assess the environmental aspects of our activities, implementing effective measures to manage and monitor these impacts. Dedicated to energy efficiency and responsible resource use, we ensure that our business success and growth are rooted in environmental protection and sustainable operations and purchasing practices.

We monitor service life cycles, risk reduction, safety, and continuity, ensuring we meet client requirements while maintaining quality and deadlines. By establishing clear stages of service development, we aim to build reliable relationships with clients and suppliers, and trustful relationships with our public and private stakeholders. Additionally, we are dedicated to protecting our organization's data and resources from unauthorized access and misuse through robust security measures.

The main principles of this policy are:

- Delivering high-quality services that meet or exceed customer expectations, while guaranteeing the availability and continuity of the service provided;
- Commitment to the health and safety of employees which includes actively engaging in the development, implementation and continuous improvement of the OHSMS;
- Ensuring compliance with legal regulations, international standards, and our internal policies, code of conduct, and ethical guidelines within our integrated management system (IMS);
- Aiming to reduce direct carbon emissions by 50% by 2030 while working collaboratively with stakeholders to address indirect emissions and enhance energy performance through energy efficient practices in all operations;
- Encouraging "zero waste" practices through circular economy and optimizing resources principles;
- Committing to natural environments and biodiversity preservation through targeted initiatives and by applying best available practices;
- Aspiring to achieve zero negative events in quality, health, safety, and environmental impact;
- Providing availability, confidentiality, integrity, authentication, and non-repudiation of IT critical components;
- Upholding transparency by safeguarding data and providing timely information on operation.

Key areas:

Leadership and commitment
Employee engagement
High quality service
Customer satisfaction

Occupational health and safety
Airport infrastructure
Environmental protection
Energy efficiency

Information security
Climate change

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.


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CFO Pierre-Antoine HERMANGE


COO Bruno Desveaux


CCO Miodrag Mirković


CTO Denis Fontanel


CEO Chivoine Rem

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