

INTEGRATED MANAGEMENT SYSTEM POLICY

"Manila International Airport Authority commits to build and sustain a culture of excellence at all times. The Ninoy Aquino International Airport (NAIA) adheres to international standards and best practices in pursuit of global competitiveness, and shall continuously meet passenger expectation, while promoting a sustainable environment.

Our commitments are founded on:

- *Protecting the environment by having a management system in place that integrates relevant policies and control measures that will serve as a framework to achieve our environmental goals and improve environmental performance;*
- *Appropriate management of sustainable resources to minimize impact to the environment;*
- *Measurement, monitoring and improvement of any environmental impacts arising from the airport operations;*
- *Managing and developing reliable airport facilities in sustainable manner to ensure safety and efficiency;*
- *Established adequate health, safety, and security measures to effectively prevent any untoward incidents and to promptly respond to emergencies;*
- *Improving access to relevant, reliable, and consistent information through digital transformation to enhance travel experience;*
- *Responsive handling of customer complaints through institutionalized feedback mechanism;*
- *Courteous and professional assistance at all points of contact with Airport clientele at all times;*
- *Well organized service in passenger movement and responsive to the changing needs of the clients and stakeholders;*
- *Continuously improve its Integrated Management System, its people, processes, and facilities that will inspire confidence, assure comfort, and convenience of stakeholder; and*
- *Ensure equal opportunity and access to resources for both men and women, thereby promoting a Gender-Responsive organization and facilities.*

We believe that the attainment of our quality and environmental commitment hinges on our compliance with applicable laws, regulations and legal requirements in full cooperation and resolve of all employees, government agencies, airlines, concessionaires and service providers at the NAIA."


EDDIE V. MONREAL
General Manager ✓

November 8, 2021

