



## Integrated Management System for Quality and Environment

### QUALITY POLICY STATEMENT

***Sofia Airport EAD MISSION:***

Providing aviation and commercial service ensuring high level of quality, safety and security, reducing the negative impact on the environment and meeting the expectations of all Sofia Airport users.

***Sofia Airport EAD VISION:***

Turning Sofia Airport EAD into a leading airport at the Balkan Peninsula through achieving the objectives corresponding to the contemporary requirements for quality, safety and environment in the global and pan-European air transport policy.

Sofia Airport EAD management defines its quality policy as a pursuit of constant improvement of the quality of service and related activities of airport handling and management, according to the requirements of the national and international legislation.

Using the available human and material resources, we strive for high professionalism and high culture of service and interaction with all airport customers so that we can meet social needs for safe and quality air transport.



## **Integrated Management System for Quality and Environment**

### **STRATEGIC OBJECTIVES:**

- Improving airport safety, effectiveness and efficiency indicators;
- Maintaining a system for analysis and assessment of risks to safety, quality and business, as well as effective measures for their management;
- Providing aviation services at the highest level, meeting the international and European standards of services in airport business;
- Maintaining a quality management system for aeronautical data and aeronautical information provided to the air navigation services provider;
- Maintaining advanced equipment and systems for sustainable development of airport management;
- Planning and providing airport services recognizing the requirements and opportunities for environmental protection;
- Effective and efficient use of the available material, human and financial company resources;
- Keeping constant feedback and measuring customer/stakeholder satisfaction in order to identify their needs and maximize their satisfaction;
- Adopting a systematic approach to quality management and constant improvement through maintenance of a certified system meeting the ISO 9001:2015 Standard;
- Motivating staff through a socially responsible employer policy and ensuring the necessary competence based on training, skills and experience;
- Raising staff qualification and training to enhance and promote the role of the human factor for quality work, order, discipline and loyalty to the company;



## **Integrated Management System for Quality and Environment**

Sofia Airport EAD management takes full responsibility for the implementation and maintenance of the Quality Management System at all management and operational levels in accordance with ISO 9001: 2015 Standard, as well as for the regular review of the adequacy of the quality policy and objectives to the context in which Sofia Airport EAD operates and develops.

(signed)

Assya Ivanova  
*Chair of  
Board of Directors*

(signed)

Vladimir Rapondzhiev  
*Executive Director*

Date: 14<sup>th</sup> June 2019

Sofia