



## **Exeter Airport Company Management System Policy Statement**

Exeter and Devon Airport Limited, part of the Regional & City Airports group, primary function to its customers is the management delivery and operation of a range of airport services; these include passenger handling, security, aircraft refueling, air traffic control and fire service, which enables passengers to move through the airport terminal building onto and from an aircraft in a safe manner with minimal delay and disruption.

EDAL policy is to provide a reliable, cost effective and efficient service to all of our stakeholders and customers. To support delivery of this, we have adopted and operate a fully integrated management system, meeting the requirements of the current revision ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management, OHSAS 18001:2007 Occupational Health and Safety, this is operated with the framework of PAS 99.

Exeter and Devon Airport Limited is committed to:

- Compliance with all relevant legislation, regulations, standards, consents and relevant by-laws, along with the existing relevant policies of our parent company, where no legislation exists, we shall endeavor to set internal standards to meet our overall objective of improved health and safety, quality and environmental performance.
- Offering a high level of service and quality to the customer. In order to achieve this, we adopt an integrated approach to management systems the responsibility for which lies with the Executive Directors and is fully supported by the Airport Board.
- Monitoring and improving our overall quality, environmental and health and safety performance in all aspects of service delivery. It is a major and continuing priority to implement and maintain a Company Integrated Management System (CIMS) and adhere to this policy.

To help achieve these commitments Exeter and Devon Airport Limited shall:

- Seek to reduce the environmental impact of all its activities, products and processes. In particular we aim to reduce impacts on air, land and water and manage our use of natural resources by applying best practices and technology, and by adopting the principle of pollution prevention and sustainability.
- Ensure improvements in our CIMS performance are met. We have set and shall maintain, review and revise a series of quality, environmental and health and safety objectives and targets with the aim of continually improving performance in these fields. We monitor and analyse defined Key Performance Indicators that are designed to ensure the continuous improvement of the business against our Business Plan objectives, the requirements of this policy, and our customers' needs and expectations.
- Ensure its management system is independently assessed and registered by a UKAS registered assessment body.
- Seek to relate environmental considerations and sustainability to wider commercial objectives and responsibilities. Where practical we will endeavor to take into account the views of customers, partners, suppliers and other interested parties, as well as those of employees and the local community on environmental and quality performance issues.
- Where applicable, products and services used and supplied by Exeter Airport will be reviewed for quality of performance and assessed for sustainability and any likely impact they may have on the environment.

- All our employees are expected to demonstrate work ethics and practices which meet the requirements of this policy, the management system (CIMS) and related objectives.
- Structured communication and training shall be maintained and reviewed at all appropriate levels of the organization to ensure that all employed remain suitably qualified and competent and are aware of this policy, related objectives and where applicable, the impact their role may have on our service delivery and the environment.
- Ensure management reviews along with a programme of audits both internal and external, to ensure compliance with legislation, this policy and requirements of the system are conducted to a structures timetable to ensure the suitability of this policy and related processes.
- To determine risks and opportunities and identify and assess the environmental aspects associated with our activities and the activities of our tenants and other partners.
- This policy statement shall be available at all pertinent locations and departments across the airports to all customer, stakeholders and interested parties upon request.

This policy will be reviewed annually and updated accordingly by the Managing and Operations Directors. It shall be made available to all members of staff via noticeboards and the Airports intranet and be available to the public and all interested parties through our website: [www.exeter-airport.co.uk](http://www.exeter-airport.co.uk)

**Name:** Matthew Roach

**Name:** Stephen Wiltshire

**Signature:**



**Signature:**



**Date:** 1<sup>st</sup> January 2020

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Managing Director/  
Director Responsible for Safety of  
Exeter and Devon Airport Limited

Operations Director/  
Accountable Manger of  
Exeter and Devon Airport Limited