

Exeter Airport Company Management System Policy Statement

The primary function of Exeter and Devon Airport Limited (EDAL), which is part of the Regional and City Airports (RCA) group, is the management and operation of the airport including the delivery of a range of services; which include passenger handling, security, aircraft refueling, air traffic control and fire service. This enables all business users to access the facilities in a safe manner with minimal delay and disruption.

EDALs policy is to provide a reliable, cost effective and efficient service to all our stakeholders and customers. To support the 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, ISO 45001:2018 Occupational Health and Safety, this is operated with the framework of PAS 99.

EDAL 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.
- Preventing slavery and human trafficking in its corporate activities and to ensure supply chains used by the airport and concessionaires are free from slavery and human trafficking.

To help achieve these commitments EDAL shall:

- Ensure improvements to the performance of our management systems are met. We have set and shall maintain, review and revise a series of health and safety, quality and environmental objectives and targets with the aim of continually improving performance in these fields.
- Monitor and analyse defined Key Performance Indicators that are designed to ensure the continual improvement of the business against our Business Plan objectives, the requirements of this policy, and our customers' needs and expectations.
- Ensure the management system is independently assessed and registered by a UKAS registered assessment body.
- 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 structured timetable to ensure the suitability of this policy and related processes.

- 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.
- Seek to relate environmental considerations and sustainability to wider commercial objectives and responsibilities. Where practical we will endeavor to consider 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 shall be reviewed for quality of performance and assessed for sustainability and any likely impact they may have on the environment.
- Expect all our employees to demonstrate work ethics and practices which meet the requirements of this policy, the management system (CIMS) and related objectives.
- Have structured communication and training, maintained and reviewed at all appropriate levels of the organisation 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.
- 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 to all customer, stakeholders and interested parties upon request and available at all pertinent locations across the airport and departments.

This policy will as a minimum be reviewed annually and updated accordingly by the Managing Director. It shall be made available to all members of staff via noticeboards and the Airports Intranet. The public and all interested parties can access EDAL policies through our website: www.exeter-airport.co.uk

Name: Stephen Wiltshire

Signature:



Date: 01 January 2025

Managing Director and Accountable Manager of
Exeter and Devon Airport Limited