

Company Integrated Management System Policy Statement

Regional City Airports (RCA) have operations at Blackpool and Exeter Airports. The primary function to the airport customers is the management, delivery and operation of a range of airport landside and airside services including passenger handling, security, refuelling, 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.

- It is RCA's policy to provide a reliable, cost effective and efficient service to all of 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 – Quality Management, ISO 14001 – Environmental Management, OHSAS 18001 – Occupational Health and Safety and the framework defined in PAS 99 – Frame work for Integrated Management System.
- RCA is committed to compliance with all relevant legislation, regulations, standards, consents and relevant by-laws, along with the existing relevant policies of our owning company, Balfour Beatty Ltd. Where no legislation exists, we shall endeavour to set internal standards to meet our overall objective of improved quality, environmental and health and safety performance
- RCA is committed to 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, fully supported by the Airport Boards.
- RCA is committed to 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 an Company Integrated Management System (CIMS) and adhere to this policy
- RCA seeks to reduce the environmental impacts of all our activities, products, and processes throughout their life cycle. 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.
- To 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.
- To ensure a consistent approach to service delivery, CIMS has adopted current best practice documented across key areas of our business. On-going review of industry standards and practices will ensure we stay in line with current service delivery methods and techniques.
- RCA shall ensure its Management System is independently assessed and registered by a UKAS registered assessment body.
- RCA shall seek to relate environmental considerations and sustainability to wider commercial objectives and responsibilities. Where practical we will endeavour 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 RCA will be reviewed for quality of performance and assessed for sustainability and any likely impacts they may have on the environment

- All our employees are expected to demonstrate work ethics and practices which meets the requirements of this policy, the CIMS and related objectives.
- Structured communication and training shall be maintained and reviewed at all appropriate levels of the organisation to ensure that all employees 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.
- 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.
- This policy statement shall be available at all pertinent locations and departments across the airports and to all customers, stakeholders and interested parties upon request.

SIGNED:



POSITION:

MANAGER DIRECTOR

DATED:

15 / 10 / 10