

Blackpool Airport Limited INTEGRATED POLICY STATEMENT

Blackpool Airport Limited's (BAL) primary function to our customers is the management, delivery and operation of a range of landside and airside services from check-in, security, baggage handling, refuelling, air traffic control and fire service, which enables passengers to move through the airport terminal building onto an aircraft with minimal delay and disruption.

- It is BAL'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 operate a structured management system, meeting the requirements of PAS 99 which provide a framework for the integration of Quality, Environmental and Health & Safety management systems
- BAL 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 will endeavour to set internal standards to meet our overall objective of improved quality, environmental and health and safety performance
- BAL 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 systems management the responsibility for which lies with the Airport Director
- BAL 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 Integrated Management System (IMS) and adhere to this policy
- BAL endeavours 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
- To ensure improvements in our IMS performance are met, we have set and will 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, BAL has documented and adopted Best Operating Procedures (BOP) across key areas of our business. Review of these Best Operating Procedures will ensure we stay in line with current service delivery methods and techniques
- BAL will ensure our Management System is independently assessed and registered by a UKAS registered assessment body
- BAL will 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 BAL will be reviewed for quality of performance and assessed for any likely impacts they may have on the environment
- All our employees are expected to conduct their work in a manner, which meets with this policy and related objectives. Structured communication and training will 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 to ensure compliance with this policy and requirements of the system are conducted to a structured timetable to ensure the suitability of this policy and related processes



Airport Director