

Pristina International Airport – Adem Jashari
Limak Kosovo International Airport J.S.C.

LKIA QUALITY, ENVIRONMENTAL, INFORMATION SECURITY AND COMPLAINTS HANDLING POLICY

The Management of Limak Kosovo International Airport J.S.C. (LKIA) and all its employees are committed to give the best quality services at the landside and airside operations to its passengers, airlines and interested parties. LKIA vision is to be ranked among the most preferred airports in the region.

To achieve this goal, we aim to offer:

- Airport services in accordance with our passenger's requirements, airlines and interested parties' expectations and preferences;
- The highest standards of modern and fast airport services, including ground operations, handling of passengers and baggage, cargo services and car parking services;
- The highest security, safety, and information security standards.

LKIA as investment development company and airport operator, including ground handling operations, commits to:

- Invest in state-of-the-art technology that enables the access to processing systems in a timely manner during event of physical or technical incident, and provide the ability of restoring data from backup - when needed;
- Use risk-based approach when developing cyber security measures and ensure the ongoing confidentiality, integrity, availability of processing systems and data involved;
- Increase and provide better connections with major international airports;
- Contribute to the development of the Kosovo Civil Aviation Industry;
- Implement, maintain, and continuously improve LKIA Integrated Management System, in order to meet requirements of the ISO 9001, ISO 14001, ISO 27001, and ISO 10002 standards;
- Motivate LKIA staff engagement and satisfaction by considering all the trainings and developmental needs of the organization;
- Keep informed LKIA employees about importance of Integrated Management System program;
- Respect the environment through effective waste management, energy efficiency, and other environmentally responsible practices;
- Minimize and control the environmental impact of operations;
- Comply with legal and regulatory requirements of the Republic of Kosovo and other applicable environmental standards in line with our environmental impact;
- Focus on the expectations and needs of passengers and airlines by exceeding set expectations and requirements;
- Provide all customer-focused operations in order to reach high level of customer satisfaction indicated by surveys and feedback.

LKIA top Management will periodically review the performance of the Integrated Management System and our quality, environmental management, information security management and complaints handling objectives. This policy, which entails quality, environmental, information security and complaints handling is regularly communicated to our employees and reviewed by the top Management for its continuing suitability. Additionally, this policy is publicly shared on LKIA website as well as displayed on airport premises.

LKIA CEO & Board Member
Hakan Öztürk

Signature: _____

Date: _____

30.09.2024