

**Prishtina International Airport Adem Jashari**  
**Limak Kosovo International Airport J.S.C.**

## **QUALITY, ENVIRONMENTAL 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 conformity 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 and safety standards.

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

- To invest in advanced high-tech infrastructure;
- To increase and provide better connections with major International airports;
- To contribute in development of Kosovo Civil Aviation industry;
- To implement, maintain and continuously improve LKIA Integrated Management System, to meet requirements of the ISO 9001, ISO 14 001 and ISO 10 002 standards;
- To stimulate LKIA staff engagement and satisfaction by means of considering all training and development needs of the organization;
- To keep informed LKIA employees about importance of Integrated Management System.
- To take measures concerning environmental considerations;
- To be respectful to the environment, with waste management, energy saving and other environmental initiatives;
- To minimize and control the environmental impact of our operations;
- To comply with environmental laws and regulations of Republic of Kosova;
- To focus on the expectations and needs of our passengers and airlines by exceeding their expectations and requirements;
- To be customer focused in all our operations and to reach high level of satisfaction in our surveys and feed-backs.

The top Management will periodically review the performance of the Integrated Management System and our quality, environmental management and complaints handling objectives. This quality, environmental and complaints handling policy is regularly communicated to our employees and reviewed by the top Management for its continuing suitability. In addition, this policy is shared with the public.

**LKIA Board Member & CEO**

**Haldun Fırat Köktürk**

Signature: 

Date: 22.06.2018