



MANAGING OUR AIRPORTS RESPONSIBLY

Our commitment to Health, Safety, Security & the Environment

We will operate our business in a safe, secure and environmentally responsible way that aims to deliver quality and sustainable services to our customers and stakeholders.

To achieve this NQA is committed to managing our risks through best practice in health and safety, security and environmental management by ensuring that:

- Our people and stakeholders understand how their actions contribute to a safe, secure, environmentally responsible and sustainable business.
- Our business processes objectives and targets are aligned and our performance is measured and continually improved.
- We foster and maintain a culture of safe, secure and environmentally responsible practices that demonstrate 'safety leadership at work' and nurtures a 'work safe—home safe' ethos; and
- We provide our people with the necessary training, resources and support to ensure we maintain the knowledge, skills and competence to deliver our vision and responsibilities.

Our people directly contribute to responsibly managing our safe, secure, sustainable and incident-free work environment by:

- Demonstrating leadership and being accountable for our business performance and continual improvement.
- Ensuring management systems provide frameworks for setting and reviewing objectives and targets.
- Fostering and maintaining collaborative working relationships with each other, customers and stakeholders that are built on openness, transparency, mutual trust and inclusion.
- Working responsibly to achieve compliance with all applicable legislation and other industry standards and conformance to our business policies, processes and procedures.
- Implementing leading industry practice to provide a safe working environment, prepare for and appropriately respond to emergencies and incidents, reduce and prevent pollution and minimise our resource use.
- Ensuring all incidents are investigated and findings appropriately actioned in a timely and professional manner.

Norri Carter

Norris Carter
Chief Executive Officer

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