

# QUALITY POLICY

The Clark International Airport Corporation fully commits to provide quality management of the Clark Civil Aviation Complex including airport infrastructure and services in order to realize our vision that by 2022, CIAC shall be the airport of choice of Northern and Central Luzon, a competitive aviation complex, and a key economic engine of the country.

We shall be able to achieve these goals through timely, effective, and consistent implementation of planned development and operational systems that will meet and even exceed our customers' expectations and will satisfy the requirements of our interested parties.

In doing so, CIAC's Top Management will demonstrate leadership, commitment and accountability for an effective Quality Management System. The organization as a whole shall:

- Draw up and accomplish measurable quality objectives consistent with the mandates of all departments and offices and the strategic direction of our Vision and Mission.
- Develop and adhere to documented procedures that will provide consistency and predictability of output.
- Determine and provide adequate resources to sustain service excellence.
- Demonstrate the core values of the organization which include Commitment, Integrity, Accountability, Competency, Teamwork, Inclusiveness/Corporate Citizenship, Excellence, and Service.
- Commit to satisfy all applicable statutory and regulatory requirements.
- Commit to principles of continual improvement underpinned by customer satisfaction, regulations, and adherence to ISO 9001:2015 Quality Management System standard.

We shall utilize state-of-the-art technology, adopt best practices and harness the full cooperation and resolve of all stakeholders, including employees, inter-agency partners, airlines, concessionaires, and service providers in the Clark Civil Aviation Complex. We shall ensure the success of our policy and commitment to high quality of standards of management and service to guarantee total satisfaction of passengers, locators, and concessionaires.

We shall make this Quality Policy communicated, understood, and applied within the organization and shall be made available to all relevant interested parties.



Signed : **ALEXANDER S. CAUGUIRAN**  
President & Chief Executive Officer

Date : 19 February 2018