



TIBAH QUALITY POLICY

Tibah Airports Operation Company (TIBAH) was established in 2012 to operate Prince Mohammad Bin Abdulaziz International Airport in Al Medina under the Build, Transfer and Operate Agreement with the General Authority of Civil Aviation (GACA) in Saudi Arabia.

TIBAH's goal is to provide its customers and stakeholders with the highest quality services by adhering to the highest standards of quality, ethics and corporate behaviour. This commitment is rooted in TIBAH's values and is essential to our continued success.

TIBAH will meet its Quality Standards in Safety, Environment and Operations, as well as the aim of meeting or exceeding customer's expectations by applying best national and international practices based on continuous assessment of satisfaction with passengers and stakeholders. Our commitment to quality is vital to all we do. Therefore, we have established an Integrated Management System (IMS) that complies with the standard requirements of ISO 9001, ISO 14001 & ISO 10002.

This IMS provides a framework for enhancing, measuring and improving our performance towards Quality, Environment, Operations and our customer's satisfaction.

We have developed the following guiding principles to achieve our goal of attaining total customer satisfaction and having the highest quality possible in our services, processes, facilities and business decisions:

1. Regular collection and analysis of customer feedback.
2. An efficient customer complaints/suggestion handling procedure.
3. Selection of reliable suppliers and regular check on their performance against set criteria.
4. Training and development for our employees.
5. Regular audit programme.
6. Measurable quality objectives which reflect our business aims.
7. Management reviews of audit results, customer feedback and business performance.

Our internal procedures have been developed and integrated into the business as a direct consequence of what TIBAH believes are the Key Performance Indicators (KPIs) that need to be followed to maintain our standards of excellence.

The procedures are reviewed regularly with Directors and Quality Manager and are held in the IMS Manual which is made available to all employees.

This policy is posted on the Company's notice board and can also be found on its official website.

We believe that Quality derives from the staff's commitment to service and excellence. This is why all TIBAH employees have a responsibility within their own areas of work to ensure that Quality is a part of their everyday working practice and this is audited on a regular basis.

Eng. Sofiene Abdessalem
Managing Director
TIBAH Airports Operation Co.

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