INTEGRATED MANAGEMENT SYSTEM POLICY

We, TAA, aim to effectuate our commitment to develop, manage and maintain airports in Tanzania in a professional manner with a view of delivering services that strive to achieve a high level of customer satisfaction and enhanced performance through continual improvement of effectiveness of the Integrated Management System.

In our endeavor to render services, we value the well-being of our employees, customers, stakeholders and partners who visit and use our facilities and/or services and believe that every person has a right to access a clean, safe and healthy environment. We aspire to protect our employees, customers, stakeholders and partners from occupational health and safety hazards, therefore adhering to the principle of "Zero Harm" by developing and promoting a safety culture, and protect the environment by implementing leading edge initiatives through their systematic implementation and ensuring conformity with applicable national & international compliance obligations and legal requirements.

In order to realize our goal, we undertake to: -

- Ensure all Airports together with their facilities, equipment and systems are developed to meet customer demands, National Transport Policy requirements and all other statutory & regulatory requirements applicable to our operations.
- Set measurable objectives and targets and review progress to appraise the performance of the integrated management system.
- Preserve public trust and confidence of our valued customers, stakeholders and other interested parties through proper maintenance of Airports and provision of admirable services which meet and exceed their expectations.
- Periodically monitor, measure, review and take effective actions to alleviate unfavorable services, thereby enhancing positive impacts on performance and delivery of quality services.
- Prevent environmental pollution, and occupational hazards and accidents through identification and monitoring of environmental aspects, occupational health and safety hazards which have significant impact to our operations and take proactive measures to control, eliminate or mitigate such risks.
- Monitor, contractors and suppliers to ensure their operations do not jeopardize the quality, safety and environmental standards of Airports.
- Ensure that airport infrastructure, facilities and equipment meet required safety standards and specifications for the optimum performance and safe operations.
- Ensuring an effective management and provision of appropriate resources for effective implementation of the Integrated Management System.
- Ensure our employees reach their full potential by providing structured capacity building programs suiting the needs of both the employee and the Airports authority.
- Communicate the role of the Integrated Management System Policy to employees, customers, contractors, suppliers, stakeholders and other interested parties to ensure its effective implementation.

The policy shall be reviewed periodically to assess its adequacy and integrity in ensuring continual improvement on efficiency, productivity and best business practice in Airports operations.

ABDUL A. MOMBOKALEO
DIRECTOR GENERAL