

## **QUALITY, HEALTH, SAFETY & ENVIRONMENT POLICY**

Mumbai International Airport Limited (MIAL), while developing, maintaining, managing and operating Mumbai international airport, is committed to achieve excellence and sustainability in quality of our facilities and services, ensure health, safety and wellbeing of our employees, customers, and other stakeholders and manage the impact of our business on the environment.

We shall aim for continual improvement in our quality, health, safety, and environmental performance and make Mumbai International Airport Ltd., the most admired and trend-setting airport enterprise in the world.

We shall achieve this through:

- Compliance with applicable legal and other requirements, including civil aviation safety legislations and standards
- Creating a culture of excellence amongst our employees, business partners and contractors
- Provision and optimal use of resources while promoting reuse, recycle and re-purposing
- Provision of safe and healthy working environment and preventing safety occurrences, injuries, and ill-health
- Elimination of hazards wherever possible, and risk minimization through objective driven targets
- Protection of environment by pollution prevention and waste minimization
- Nurturing sustainability initiatives and development, including effective climate change and greenhouse gas management
- Innovations and ideas supporting delightful customer experience
- Collaboration with stakeholders in decision-making while ensuring decisions are made in an agile, adaptable, and decisive manner
- Empowering our employees and business partners for shared value creation for all stakeholders
- Periodical review of our Management Systems with regards to their suitability, adequacy, and effectiveness

In our relentless pursuit of GROWTH WITH GOODNESS, we will display commitment, trust, courage and creativity in all our actions and conduct with humility to create a seamless Customer Experience.



**Prakash Tulsiani**  
Chief Executive Officer

Date: 31/01/2022