



QUALITY POLICY

MSID-QP-001 REV. 4

The Clark International Airport Corporation (CIAC) fully commits to provide quality management of the Clark Civil Aviation Complex (CCAC) to realize its vision that by 2028, CIAC shall be at the forefront in developing and managing a resilient aerotropolis where world-class industries thrive in a sustainable and inclusive environment with the Clark International Airport as a leading gateway and the Clark Aviation Capital as a key economic engine of the country.

To timely, effectively, and consistently achieve these goals, we will implement planned development and operational systems that will exceed customer's expectations and satisfy the requirement of 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 consistent and predictable output;
- determine and provide adequate resources to sustain service excellence;
- demonstrate the core values of the organization which include Competence, Integrity, Adaptability, and Commitment;
- satisfy all applicable statutory and regulatory requirements; and
- commit to principles of continual improvement through adherence to ISO 9001:2015 Quality Management System standard.

CIAC shall only utilize state-of-the-art technology, adopt best practices and harness the full cooperation of all stakeholders, including employees, inter-agency partners, locators, and service providers in the CCAC to ensure the success of our policy and commitment to high quality management standards and service to ensure total customer satisfaction.

This Quality Policy shall be communicated and implemented within the organization and shared with all relevant stakeholders.

Signed :  **JOSEPH A. ALCAZAR**
PRESIDENT AND CEO

Date : **15 NOVEMBER 2024**

