Aviation Safety Policy

The Company will meet its responsibilities for ensuring that the risk to safety is reduced to a point as low as reasonably practicable through the development of a zero harm safety culture across all aviation activities that recognises the importance and value of effective aviation safety management and acknowledges, at all times, that safety is paramount. This will further be realised by:

- Ensuring 'Just Culture' reporting where individuals are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training; however gross negligence, wilful violations and destructive acts will not be tolerated.
- Clearly defining for all staff their accountabilities and responsibilities for the delivery and development of aviation safety strategy and performance.
- Minimising the risk associated with an aircraft accident or incident to a level as low as reasonably practicable by focusing on Human Performance and improving respective Human Factor error.
- Ensuring externally supplied systems and services that impact upon the safety of operations meet appropriate safety standards.
- Actively developing and improving safety processes to conform to world-class standards and to comply with and, wherever possible; exceed legislative and regulatory requirements and standards.
- Ensuring that all staff are provided with adequate and appropriate aviation safety information and training to be competent in safety matters and are only allocated tasks commensurate with their skills.
- Ensuring sufficient skilled and trained resources are available to implement safety strategy and policy and establishing and measuring aviation safety performance against objectives and/or targets.
- Conducting safety reviews and the provision of a proactive safeguarding policy and process.
- Ensuring that the equipment and facilities we provide, meet the highest possible standards, and that assurance is gained to continually meet the requirements of the Company SMS.
- Setting up of a proactive partnership for safety with the appropriate departments of the Civil Aviation Authority Safety Regulation Group and the Local Planning Authority on all matters of development and Airport safety.

Whilst all operators and managers of companies that are engaged in aircraft operations within the organisation, have specific responsibility for safety, our business, as Aerodrome Operator and landlord, has a general responsibility to ensure the overall safety of operations on its premises, whilst not abrogating the responsibility of others.

We will expect our service partners and contractors to, as a minimum, comply with the requirements of the SMS, EASA Regulations and CAP 642 – Airside Safety Management – which shall be adopted where relevant, as a minimum standard.

Richard Pace – Managing Director
Norwich Airport Limited – 01st October 2020

Security Policy

The global terrorism threat made against civil aviation targets remains real. Consequently, the deployment of effective and robust aviation security practices along with sound security awareness disseminated throughout the organisation at local level is paramount and helps to ensure this threat is kept to a minimum.

The Company, through this statement, affirms commitment to ensuring as far as reasonably practicable, the security and safety of all its employees, passengers, contractors, visitors and any other stakeholder engaging in Aerodrome operations.

The Company shall do everything practicable to prevent an Act of Unlawful Interference being undertaken against a passenger aircraft or airport asset. The following practical measures will be undertaken:

- All facets of aviation security practice undertaken at the airport shall be compliant with New Implementing Decision 8005, New Implementing Regulation 1998 and DfT Single Consolidated Direction and any other pertinent legislation. This includes:
    - An up to date and compliant Airport Security Program (ASP) and Hold Baggage Screening (HBS) Protocol
    - A robust security culture via promotion of SeMS (Security Management System)
    - Sufficient security awareness training for all operational staff
    - Effective security provision oversight
    - Compliant management of airport ID Unit
    - Compliant screening of all persons, baggage, supplies and cargo for entrance in Critical Part (CP) areas
    - To ensure suitable and sufficient threat assessment and terminal evacuation procedures are in place
    - To chair stakeholder security meetings such as the, Risk Advisory Group (RAG) and Security Executive Group (SEG)

EMPLOYEES RESPONSIBILITIES:

All employees shall:

- Co-operate on security matters
- Abide by departmental security procedures
- Remain vigilant and report suspicious behaviour
- Fully understand the security screening requirements applicable to different security areas

Richard Pace – Managing Director
Norwich Airport Limited – 01st October 2020

Health & Safety Policy

The Company recognises that as an aviation business, it has many direct and indirect risks with regards to health and safety matters. This policy focuses on ensuring that the Company effectively manages its legal, moral and economic duties.

The Company, through this statement, affirms Zero Harm commitment in ensuring, so far as reasonably practicable; the health, safety and welfare of all its employees, contractors, visitors and other interested parties whilst managing operations involved with the Aerodrome.

The Company shall do everything practicable to prevent injury and ill health to employees and others affected by its activities. The following practical measures shall be taken:

- Maintain a safe and healthy working environment
- Control health and safety risks arising from work activities
- Provide adequate information, instruction, training and supervision for employees
- Consult with employees on health and safety issues
- Ensure employees are competent to do their tasks
- Communicate effectively on health and safety with contractors
- Allocate clear responsibilities for health and safety
- Have clear and effective health and safety arrangements
- Ensure adequate fire safety measures
- Provide sufficient resources to ensure the success of this policy

EMPLOYEES RESPONSIBILITIES:

All employees shall:

- Cooperate on health and safety matters
- Take reasonable care of their own health and safety and that of others
- Report health and safety concerns to their line manager or safety representative
- Not interfere with anything provided to safeguard health and safety
- We encourage employees to make constructive suggestions or comments on how health and safety performance can be improved.

Richard Pace – Managing Director
Norwich Airport Limited – 01st October 2020

Environmental Policy

The Company is aware that its many activities as an aviation business, give rise to environmental impacts.

The Company is therefore committed to understanding these impacts, and where possible; in the context of the sustainable development strategy of the airport; address and manage negative environmental impacts.

The Company is committed to:

- Complying with relevant environmental legislation, regulations and our own corporate standards
- Controlling emissions to air, water, and land and preventing pollution
- Monitoring and managing noise disturbance
- Monitoring and managing energy, resources and raw material consumption
- Assisting passengers, staff and visitors in the use of local public transport facilities
- Encouraging the use of cycling or car sharing schemes where practicable
- Focusing on waste minimisation by introducing techniques to reduce, recover and re-use materials
- Informing and educating our employees and business partners on environmental issues relevant to the Company and highlighting their responsibilities
- Communicating and making available our Environmental Policy to our employees, passengers, business partners, suppliers and the public
- Introducing sustainable procurement
- Continuously improving our environmental performance
- Objectives and targets shall be set and reviewed where relevant, through the Company Management Systems

The Company Management Systems, all associated statutory legislation and any works rules or procedures must be complied with at all times.

All employees must understand their responsibilities in maintaining the Environmental Policy

Richard Pace – Managing Director
Norwich Airport Limited – 01st October 2020

Quality Policy

The Company recognises the importance of establishing an effective Quality Management System (QMS) to meet the need of different users encompassing the activities and departments that contribute to the operation of the airport.

The primary focus of the QMS is to provide consistent quality assurance in the provision of management activities, services and supplies.

The Company is committed to:

- Quality Assurance delivery through a proactive program, that ensures defined standards, objectives, training, process control, monitoring, review and continuous improvement of operational performance
- The delivery of quality objectives required, through firm, fair and responsive management with a shared commitment from all Airport staff
- Empowering staff to identify and report problems, recommend solutions, and follow-up with corrective action
- Verification of procedures by means of regulatory oversight, internal and external audits, Serious about Standards programme, safety surveys, competence schemes and training.
- The quality of the operational output shall be measured by Key Performance Indicators (KPIs), with trend analysis and incident investigation, to establish causal factors and to make recommendations for continuous improvement
- Ensuring all QMS data is collated and relevant metrics presented to the monthly performance review meetings
- To providing a high quality of service, providing optimum value to the customer commensurate with cost
- To enter into mutually beneficial relationships with high-quality partners and suppliers who will support our services by providing maximum value and responsiveness
- To earning a competitive return on investment in the Company whilst continuing to grow the business

Policies and procedures that enable the maintenance of safety and quality shall be documented in the SMS, Health, Safety and Environmental Management System, Security Management System, HR Policies, Aerodrome Manual, Manual of Air Traffic Services Part 2, the Air Traffic Engineering Manual and other Departmental Manuals and Work Instructions and Training Records.

Richard Pace – Managing Director
Norwich Airport Limited – 01st October 2020