

Pristina International Airport Adem Jashari
Limak Kosovo International Airport J.S.C.

QUALITY, ENVIRONMENTAL, INFORMATION SECURITY
AND COMPLAINTS HANDLING POLICY

The Management of Limak Kosovo International Airport J.S.C. (LKIA) and all its employees are committed to give the best quality services at the landside and airside operations to its passengers, airlines and interested parties. LKIA vision is to be ranked among the most preferred airports in the region.

To achieve this goal, we aim to offer:


- Airport services in conformity with our passenger's requirements, airlines and interested parties' expectations and preferences
- The highest standards of modern and fast airport services, including ground operations, handling of passengers and baggage, cargo services and car parking services
- The highest security, safety, and information security standards.

LKIA as investment development company and airport operator, including ground handling operations, commits to:

- Invest in state-of-the-art technology that enables the access to processing systems in a timely manner in the event of physical or technical incident and provide the ability for data restore when needed
- Ensure the ongoing confidentiality, integrity, availability of processing systems and services
- Increase and provide better connections with major international airports
- Contribute to development of Kosovo Civil Aviation industry
- Implement, maintain, and continuously improve LKIA Integrated Management System, to meet requirements of the ISO 9001, ISO 14001, ISO 27001, and ISO 10002 standards
- Motivate LKIA staff engagement and satisfaction by means of considering all training and development needs of the organization
- Keep informed LKIA employees about importance of Integrated Management System
- Be respectful to the environment, with effective and efficient waste management, energy management and other environmental aspects
- Minimize and control the environmental impact of our operations
- Comply with legal requirements of Republic of Kosovo and other requirements regarding our environmental impact
- Focus on the expectations and needs of our passengers and airlines by exceeding their expectations and requirements
- Be customer focused on all our operations and to reach high level of satisfaction in our surveys and feedbacks.

LKIA top Management will periodically review the performance of the Integrated Management System and our quality, environmental management, information security management and complaints handling objectives. This quality, environmental, information security and complaints handling policy is regularly communicated to our employees and reviewed by the top Management for its continuing suitability. Additionally, this policy is publicly shared.

LKIA Board Member & CEO
Haldun Firat Köktürk

Signature: 

Date: 07.11.2022