
QUERETARO INTERCONTINENTAL AIRPORT
SUSTAINABILITY POLICY

The **Querétaro Intercontinental Airport**, with the support of our partners and investors, through our team of collaborators, join their efforts in advancing the economic, social and tourist development of the State of Querétaro, the Bajío Centro Occidente region and the rest of the country, providing excellent aeronautic, complementary and commercial services, based on our sustainability commitments that integrate quality and social responsibility as part of its strategy of a sustainable organization in all aspects.

Seeking to contribute to the promotion of positive changes in our environment, operating with a commitment of continuous improvement in the economic, social, environmental, safety and industrial health fields.

Sustainability commitments

Our commitments are:

- **Quality**
- **Health and safety in the workplace**
- **Environment**
- **Social responsibility**

Quality

1. Improving the satisfaction of all our internal and external clients (direct and indirect).
2. Providing service quality and excellence to our customers.
3. Guaranteeing compliance with applicable legal requirements and other internal requirements.
4. Collaborating with government agencies and institutions to improve compliance with applicable requirements.
5. Training our collaborators in order to improve the performance of the internal processes.
6. Encouraging collaborators to inquire and participate.
7. Maintaining the continuity of our operations and services.
8. Improving the comprehensive management system.
9. Researching and promoting the development of new technologies, services and equipment that help improve our processes, risks and impacts with a sustainable vision.
10. Working together with our suppliers and contractors to fulfill the commitments made.
11. Evaluating and improving our performance with respect to the scope of applicable aeronautic, complementary and commercial services, through measurable and achievable goals and objectives.
12. Conducting, managing and attending the internal and external audits in a transparent way.

Health and safety in the workplace

1. Promoting a safe and healthy environment for our collaborators and third parties through risk management of human resources, materials, infrastructure and mutual commitments.
2. Providing our interested parties with risk-free mobility areas.
3. Providing the necessary resources to avoid accidents.
4. Communicating our risks through different information sources to all our interested parties, as applicable.
5. Promoting the reporting of risks for their mitigation.



Environment

1. Managing our activities in a preventive and controlled manner in order to reduce the probability of generating impacts on the environment with regards to water, energy, atmosphere, soil, biodiversity, noise, waste.
2. Proposing and communicating best environmental practices, in mutual collaboration with interested parties.
3. Generating and promoting the efficient use of water and energy.
4. Promoting low-carbon operations.
5. Generating a conscious management of our Greenhouse Gas (GHG) emissions through their quantification, reduction, optimization and offset.
6. Promoting the conservation and preventing any impact to the soil.
7. Take care of our wildlife population.
8. Promoting actions towards environmental noise control.
9. Managing recycling and donation of waste.

Social responsibility

1. Supporting and respecting the protection of human rights within our sphere of influence through training and awareness programs.
2. Not participating in human rights violations.
3. Supporting freedom of association and collective bargaining.
4. Supporting the elimination of forced labor.
5. Supporting the eradication of child labor and the trafficking of minors and adolescents.
6. Supporting gender equality.
7. Working against corruption in all its forms, such as extortion and bribery.
8. Identifying and executing actions to facilitate mobility for differently-abled people in our facilities.



Carlos Aguilar Rivera
Airport Manager