

CORPORATE SOCIAL RESPONSIBILITY STATEMENT

The Manila International Airport Authority recognizes its responsibility to be sensitive to the needs of its stakeholders namely, its customers, employees, suppliers, regulators community organizations, local neighbourhood and the government as its owner;

In the exercise of its corporate social responsibility, the Authority understands that it is necessary to take into account the impact of its core business decisions on its stakeholders while balancing the need to run a profitable service-oriented business;

For its customers, the Authority recognizes its responsibility towards developing a culture of service excellence and customer satisfaction, and in maintaining the level of security and safety in compliance with international standards;

For its employees, the Authority recognizes its responsibility towards providing good working condition, encourage employee participation in company decisions, pursue occupational health and safety policies and advocating a gender-sensitive environment in the workplace;

For its suppliers and business partners, the Authority recognizes its responsibility to give them the opportunity to benefit from their relationship with the company, to enable them provide quality service at the least cost to the Authority.

For the regulators, the Authority recognizes its responsibility to abide by the international standards set on safety and security in airport operations, and to build relationship, trust and confidence with transparency and integrity;

For the community, the Authority recognizes its responsibility towards creating an environment of cooperation, camaraderie and social awareness in order to achieve a common goal that's beneficial to its customers and other stakeholders;

For the local neighbourhood, the Authority recognizes its responsibility towards the reduction of health hazards and safety risks posed by aircraft operation and other activities at the airport;

For the environment, the Authority recognizes its responsibility towards adopting environment-friendly practices like recycling of wastes, reduction of water and power consumption, other energy-saving measures and greening of premises;

For Government, the Authority recognizes its responsibility to share just profits and to contribute to the government's poverty alleviation program where public interest is at stake and when there is a necessity to extend assistance in areas impacted by the Authority's decision specifically in maintaining security and safety in airport operation.