



# IMS POLICY


Pakistan Civil Aviation Authority (CAA) is committed to regulate aviation activities effectively and be a world class service provider in the Aviation Industry. Quality, Safety and Environmental protection are integral to our Vision and Performance. CAA commits to implementing and maintaining a formal, effective and proactive Integrated Management System - IMS in accordance with the requirements of ICAO Annexes and International Standards of ISO 9001:2008, ISO 14001:2004 and OHSAS 18001:2007.

## CAA ensures to:

- Continuously improve the quality of its activities, products & services, prevent significant environmental pollution and take care for the health and safety of its employees and the stakeholders.
- Comply with the applicable legislation concerning its activities, products and services.
- Provide adequate resources and framework for managing risks, setting up and review of IMS objectives and targets.
- Take effective measures to continually improve its system and provide training to employees on quality, environment and safety issues to enable them in carrying out their jobs in an efficient and competent manner.
- Develop a quality and safety culture in aviation activities that recognizes the importance and value of effective Total Quality Management (TQM) and acknowledges at all times that Safety is Paramount.
- Prevent occupational injury and ill-health by managing risks at work place and promoting a culture in which all its employees work in a safe and healthy environment.
- Communicate the IMS policy to all its employees, interested parties and stakeholders.
- Periodically review its IMS policy to ensure suitability, adequacy and effectiveness.

Every employee of Pakistan Civil Aviation Authority is responsible to meet his/her obligations toward quality, safety and environmental protection. By adopting a 'Right First Time' approach, CAA aims to continuously strive for excellence in the Aviation Industry.

20<sup>th</sup> January, 2009  
POLICY-001-XXMS-1.0

  
**(M. JUNAID AMEEN)**  
Air Cdre. (Retd.)  
Director General  
Pakistan Civil Aviation Authority