



Integrated Management System

Quality Policy

SOF Connect AD MISSION:

Transforming Airport Vasil Levski - Sofia into a leading airport on the Balkan Peninsula, by providing aviation and commercial services, ensuring a high level of quality, safety and security, reducing the negative impact on the environment, reasonable use of resources and meeting the expectations of all airport users.

SOF Connect AD VISION:

Sustainable growth and transformation of Airport Vasil Levski - Sofia into a 5-star regional airport in terms of passenger experience through operations that comply with modern standards for quality, safety, environmental protection and social impact, in line with global and pan-European air transport policy.

The management of SOF Connect AD, through its Quality Policy, declares its pursuit of constantly improving the services offered and the related activities in airport service and administration, in accordance with the requirements of the international and national regulatory framework. By rationally using the available human and material resources, we strive for high professionalism and a culture of service and interaction with all users of the airport, to satisfy the public needs for quality and safe air transport.

STRATEGIC OBJECTIVES:

- Improving the safety, effectiveness and efficiency indicators of airport activities;
- Maintaining a system for analyzing and assessing risks to safety, quality, the environment and business and effective measures for their management;
- Providing aviation services at the highest level, ensuring global and European standards for service in the airport business;
- Providing modern and functional infrastructure to achieve an excellent passenger experience;
- Maintaining high quality of aeronautical data and information provided to the aeronautical service provider;
- Maintaining high-tech equipment and systems, allowing for sustainable development of the airport;



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- Planning and provision of airport services, taking into account the requirements and possibilities for environmental protection;
- Effective and efficient use of available material, human and financial resources;
- Constant feedback and measurement of customer and stakeholder satisfaction to identify their needs and maximize their satisfaction;
- A systematic approach to quality management and continuous improvement by maintaining a certified system compliant with the ISO 9001:2015 standard;
- Motivating staff through a socially responsible employer policy and ensuring the necessary competence based on training, skills and experience;
- Increasing the qualification and training of personnel in order to affirm and enhance the role of the human factor for quality work, order, discipline and loyalty to the company;
- Maintaining and improving a healthy, safe and functional work environment for our employees and partners.

The management of SOF Connect AD assumes full responsibility for the maintenance and development of the Quality Management System in compliance with ISO 9001:2015 standard for all managerial and operational levels, and for the periodic review for adequacy of quality politics and the goals in the context, in which SOF Connect AD functions and develops.

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