

Quality Policy

Quality Policy: MBJ's mission is to ensure a customer-centric, sustainable, efficient, safe, and profitable airport operation. We are committed to an operating philosophy based on openness in communication, integrity in serving our relevant stakeholder groups, inclusive of our employees, and responsibility to the regulatory requirements of the environment within which we operate.

Our Quality Policy sets the framework for the commitment of the scope of our Quality Management System for internal and external stakeholders, so as to tangibly demonstrate a commitment to continuous improvement throughout our organization. MBJ is dedicated to creating a culture of quality based on our dedication to our employees, customers, and community.

OUR EMPLOYEES

MBJ employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs. MBJ is committed to creating an environment of inclusivity, equal opportunity and empowerment through training and ensuring that all employees are aware of their responsibilities in maintaining quality throughout the organization.

OUR CUSTOMERS

MBJ's customers include airlines, passengers, concessionaires, and other users of the airport facilities. Customer needs are paramount and represent the highest priority within our business. It is our responsibility to anticipate, define, and respond to customer expectations in a timely manner.

OUR COMMUNITY

MBJ is committed to supporting the Montego Bay community. We believe in the practice of social responsibility and encourage similar behaviour in our employees and customers. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

The management of MBJ will ensure the success of the Quality Management System by:

- Establishing and monitoring service-level goals and objectives
- Implementing processes to measure the achievement of objectives against key performance indicators.
- Ensuring that quality standards are applied through all stages of service design and delivery to respective stakeholders.



Quality Policy

- Ensuring that the required resources are provided for sustaining the Quality Management System
- Performing continuous review of our QMS processes to ensure that abnormal trends are identified and corrected in a timely manner.
- Promoting a quality culture that aims for continuous improvement of our facilities and services.

Document Control

The CEO is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the QMS.

A current version of this document is available to all members of staff on the company intranet.

This procedure was approved by the CEO and is issued on a version-controlled basis.

Signature: 

Date: 3 February 2026

Change History Record

Issue	Description of Change	Date of change
1.0	Initial issue	10 February 2023
2.0	Reviewed	21 March 2025
3.0	Reviewed	3 February 2026