

# Quality Policy



**ATG Airports is committed to delivering products and services that consistently meet or exceed the requirements and expectations of our customers, interested parties, and regulatory bodies.**

We achieve this through the effective implementation of our ISO 9001 Quality Management System and by driving a culture of continual improvement across all areas of our business.

To uphold this commitment, we establish, monitor, and review measurable quality objectives, including:

## Quality Objectives

- **Implement Annual Appraisals across the whole business**
- **Complete all departmental process mapping**
- **Deploy updated processes across entire business**
- **Complete a system transition plan for 2026 / 2027 for all relevant departments to track progress of system transition**
- **Monitor and action all NC's and OFI's raised**
- **Action all Customer Complaints in a timely manner**
- **Introduce a competency framework for all positions and integrate into Sage HR**
- **Introduce updated Onboarding and Offboarding process using Sage HR**
- **Upgrade IT systems to Windows 11 and Office 365 with suitable timeline for monitoring deployment**
- **Review all departmental system documentation (Forms / Work Instructions)**

We are dedicated to maintaining the effectiveness of our Quality Management System, continually improving our processes, and ensuring all employees understand their responsibility in delivering quality.

This policy is communicated, understood, and applied throughout the organisation and is reviewed annually to ensure its continued suitability.

Paul McGuinness  
Commercial & Business Director

Phil McGuinness  
Business Development Director

Chris McGuinness  
Operations Director Engineering

Issue:	2	Prints and copies are uncontrolled unless otherwise stated. Current issue available on network Integrated Management System.	Page:	1	of	1
Issue Date:	24/02/2026					
Ref:	ATG-POLICY-001					