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## ❖ Quality Policy

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Airport Consultancy Group (ACG) is an innovative airport focused consultancy undertaking civil engineering and construction projects throughout Australia and across the globe. We also undertake planning for airport operations, Air Traffic Management (ATM) infrastructure and airspace.

ACG delivers industry leading airport and ATM development advice that is internationally tested and locally relevant. Our team of engineers, planners and advisors are highly skilled and work exclusively in airport engineering and ATM. ACG company directors have been directly responsible for the planning, engineering and construction of many airfield design, operational and ATM projects globally. Our skills, experience and focus, ensures that you will be working with a team that can solve all challenges that may arise in an airport development project. ACG has proven capability in working with local consultants to deliver airport projects to international standards. We have delivered innovative solutions on complex airport development projects in the most challenging environments in the world.

The key principles underpinning our policy are:

- Individual acceptance of personal accountability and responsibility for consistently delivering agreed services
- Making every effort to follow all agreed customer requirements and all statutory and regulatory requirements related to the service being offered
- Continual monitoring and reporting of all agreed service quality and performance indicators
- Recognition of individuals who demonstrate excellence or innovation in service delivery

We maintain and continuously improve a Management System that complies with the requirements of ISO 9001.

Our quality objectives are to:

- Consistently and efficiently deliver services to our customers that comply with their specifications and relevant standards
- Resolve customer, employee and supplier queries promptly and in a friendly manner
- Give our customers the utmost confidence in our products/services and ability to meet their needs
- Effectively manage our policies and processes and address all relevant objectives of our management systems in accordance with the requirements of Quality under the ISO 9001– Recertification has been achieved to this standard.

To achieve these objectives, we shall act to:

- Ensure high levels of management and staff involvement in all operational aspects
- Continuously engage all stakeholders in meaningful consultation and communication
- Measure our performance and use this information for the continual improvement of our services and Management System

Airport Consultancy Group's quality policy is applicable to our directors, employees, contractors and to any person or organisation that represents us as well as suppliers in the conduct of their activities for an on our behalf. This policy together with the measurable objectives and targets will be reviewed on an annual basis to ensure that it remains relevant and suitable to the operations.



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Phil Bell – Director



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01 August 2023

Date