

# Integrated Management System Policy

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Malta Air Traffic Services Ltd. (MATS), the designated Air Navigation Service Provider responsible for the Malta Flight Information Region, is fully committed to provide a safe, secure, high quality and efficient service in accordance with international regulations.

MATS considers Safety, Quality and Security as its overriding responsibilities and consequently they are accorded the highest priority notwithstanding any commercial, financial, operational and social pressures and constraints.

MATS continuously seeks improvement of its services, processes and systems through an Integrated Management System which meets the requirements of the International Standard ISO 9001: 2015 and all relevant national and international obligations pertaining to Air Navigation Service Providers. This is also being achieved through the involvement of employees at all levels of the organisation.

To ensure the expected levels of Safety, Quality and Security in the service provided all employees:

- ✈️ abide to procedures and regulations ensuring that the Safety, Quality and Security levels are maintained
- ✈️ are adequately trained as necessary to retain competence in their areas of expertise
- ✈️ report occurrences, hazards or any matter/situation which may impair Safety, and/or Quality and/or Security, MATS applies a full Just Culture Policy,
- ✈️ are encouraged to forward suggestions and recommendations to improve the Safety, Quality and Security levels of the service offered.

Approved by:



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