

**Malta Air Traffic
Services Ltd
(MATS),**

the designated Air Navigation Service Provider responsible for the Malta Flight Information Region, is fully committed to providing a safe, secure, high quality and efficient service in accordance with international regulatory requirements.

MATS considers Safety, Quality, Security, Compliance and the Environment as its overriding responsibilities and, consequently, these factors are accorded the highest priority notwithstanding any commercial, financial, operational, 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 Services Providers. Improvement is also achieved through the involvement of employees at all levels of the organisation.

To ensure the expected levels of Safety, Quality, Security and Compliance in the service provided, MATS applies a full Just Culture Policy while ensuring that all employees:

Abide to requirements, safeguarding Safety, Quality, Security and Compliance levels and where possible improved,

Are adequately trained as necessary to retain competence in their area of expertise,

Report occurrences, hazards or any matter/situation which may impair Safety and/or Quality and/or Security,

Are made aware of the hazards brought about by stress, fatigue, and the use of psychoactive substances,

Are provided with appropriate information and analysis programs, encouraging a healthy lifestyle,

Are afforded with resources for recognising, preventing, and addressing identified concerns,

Are encouraged to forward suggestions and recommendations to improve the Safety, Quality, Security and Compliance levels of the service offered.

Integrated Management System Policy

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MATS



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