



ATG group

Quality Policy

Updated 03/01/2024



Quality Policy & Statement

This Quality Policy and its associated procedures applies to all activities of ATG Group, wherever work is carried out and is to be followed by all employees as well as any nominated parties working on the Company's behalf.

This Quality Policy is also communicated to customers & suppliers and is made available to other interested parties as required and appropriate.

In line with this Policy, ATG Group will endeavour to:

- Continue to fully meet the requirements of BS EN ISO 9001:2015
- Adhere to all statutory and regulatory requirements and compliance obligations
- Set, monitor, and attain objectives and targets for managing quality performance, to ensure strict control over services, processes, and facilities
- Provide effective services to its customers through a process of continual improvement
- Provide a pleasant, healthy, and safe working environment for all staff
- Ensure that its activities minimise any harm or inconvenience to the environment and the local population, to which ATG Group also maintains an Environmental Policy, a Health & Safety Policy, and a Sustainable Procurement Policy
- Continually Improve on company response to all aspects of quality

ATG Group considers that its key aims and objectives for the delivery of customer satisfaction are:

- Deal with customer requests, enquiries and concerns promptly
- Provide customers with accurate and relevant information and advice
- Welcome customers' views on our services
- Consult regularly with a wide range of our customers to ensure that our services remain appropriate and accessible
- Treat all complaints seriously
- Regularly review and improve our service
- Staff are fully trained and have skills and resources to fulfil customer requirements
- Review this policy on a regular basis
- Bring this policy to the attention of all our employees and interested parties

ATG Group's processes are described and controlled in its Quality Management System and all its activities are carried out in accordance with this documentation.

Every employee is expected to adhere to the spirit as well as the letter of this policy.