

# Quality Policy Statement



It is the policy of Lagan Aviation & Infrastructure Ltd (LAIL) to maintain a Quality Management System which meets the needs and expectations of our customers, employees and stakeholders and the requirements of BS EN ISO 9001:2015. We adopt and implement the quality principle of 'Right First Time' during the execution of all our contracts, which as a minimum complies with all relevant statutory legislation and industry best practices.

Our vision is to be a world class family-owned specialist contracting business that will grow to be the most respected in the construction and service industry. Quality is key to achieving this vision and ensures the company delivers products and services that are safe, compliant and preferred by our customers.

Our policy of quality assurance guarantees our customers a consistently high level of service that fully meets their requirements. Our Quality Management System has been developed to achieve and maintain a safe and high-quality service, covering all activities of the business as well as organizational and delegation of authority.

All personnel are responsible for the quality of their own work and all employees will be trained on our Quality Management Systems and procedures and implement them throughout their contract operations. The management team shall demonstrate leadership and commitment to the organisation's operations and provide the resources and training necessary to ensure all obligations under the standard can be met. The system is implemented and procedures are in place to efficiently manage the quality assurance process.

LAIL is committed to continuously improve the system to improve the service offered by the company. We will regularly monitor and update the management system, where necessary. LAIL will clearly define quality objectives and ensure their relevance.

This policy will be displayed ensuring all personnel are aware of our dedication to providing the highest quality service and product to our customers and stakeholders.

This policy will be reviewed annually to ensure it remains relevant and appropriate to our activities. This Policy will be made available to all interested parties, where required on request.

A handwritten signature in dark ink that reads "Steve Turner".

**Steve Turner**  
Managing Director

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