



Asset Management Policy

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Signed By: Doug Bannister, Chief Executive

We are the UK's gateway port to Europe and Europe's busiest international ferry port. The Port of Dover provides vital short straits access to Europe for ferries, as well as facilities for freight, cargo, cruise and our marina customers.

We operate 24 hours a day 364 days a year with over 160km of freight processed daily. Our world-class cargo service specialises in storage and freight forwarding of temperature-controlled commodities and our cruise line services handle over 200,000 customers a year. Our 400-berth marina is ideally placed for easy access to the French coastline and we are continually developing the range of products and services we offer.

Asset Management is key to the continued success of the port. With over 27,000 operational assets spanning marine assets such as: Breakwaters, berths, piers, quays, navigation aids and vessels to landside assets such as: Buildings, bridges, cranes, roads, utilities and IT systems. The performance of our assets is key to facilitating the world-class services we offer.

Our focus is on delivering a high-quality service for our customers on a continued and uninterrupted basis. This is underpinned by our long-term asset decisions and the short-term decisions we take to ensure we maximise the performance of our assets and ensure we realise continued value from our assets throughout their life.

Our Approach

This policy aligns with our business mission of "Working smarter together, we are building the port of choice that sets the standard..." and outlines the key principles that underpin our asset management strategy.

We are committed to achieving statutory compliance and high standards of safety and reliability of our assets through the application of ISO 55001 principles for asset management. We continually strive to develop our approach, benchmarking and implementing continuous improvement initiatives for managing our assets to drive improved value and asset performance for our customers, our business and third parties.

Underpinning this is our commitment to ensuring we apply appropriate governance, policy, process, systems and people with the right skills and experience, so we can be effective in realising the value and performance from the whole lifecycle management of our assets to meet all our operational, statutory and regulatory compliance commitments.

We utilise asset strategies and plans to deliver our strategic objectives and maintenance plans to enable high standards of performance across the whole range of our assets. We strive to continually improve upon our methods for managing our assets to ensure we maximise the value attained for the benefit of all our stakeholders.

Our Ambition

Our Customers – Our ambition is to understand and meet our customers' expectations of our assets to enable continued success for the port.

Our People and Partners – Our ambition is to enable our people and partners to continuously improve our asset management using good asset management behaviours and practices.

Asset Data and Information – Our ambition is to continuously improve quality, availability and analysis of asset data and information to help us in making the right decisions.

Asset Risks – Our ambition is to effectively manage asset risks and to have the necessary contingency plans in place to keep the port operating safely, reliably and effectively.

Strategy and Planning – Our ambition is to have asset strategies and plans that create value with asset interventions delivered on time.

Line of Sight – Our ambition is to create a line of sight from our organisational objectives to our asset management activities to enable everybody to understand how they create value.