



QUALITY POLICY STATEMENT

We aim to continually improve the services we provide to meet and exceed our client and stakeholder requirements. Our commitment is to be the best port in the world for the benefit of our customers and community.

We aim to achieve the above by implementing a quality management system that complies with the international standard ISO 9001:2015. It also includes a commitment to meet the requirements of our customers as well as legal and regulatory requirements, the continual development of the management system, and helping to ensure it remains effective.

Only by providing outstanding service and quality will we achieve our aims of long-term success and sustained improvements.

All personnel within the organisation are responsible for quality. The organisation provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy and procedures necessary to achieve these requirements are described in our quality management system.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Senior Management team on the system's implementation, status and effectiveness.

Our main SMART objectives will be to create a culture of robust standards and continuous improvement, by empowering and engaging the entire team at Dover, we will ensure our system is user friendly to encourage reporting of problems or non-conformities, be those any element or activity.

We will investigate risk to our services highlighted within our business plan and apply a system of continuous improvement; we will use our key performance indicators to ensure we target areas for improvement and devote our attention to communicating this company wide.

Signed: Tim Waggott
Chief Executive

Date: 30 January 2017