

Quality Policy Statement



Dover Harbour Board owns and operates the Port of Dover and a group of subsidiary companies which operate within the Port. We are committed to *working smarter together*, to build the Port of Choice that sets the standard for the benefit of our customers and community.

Our underpinning goals, detailed in the Port of Dover – Direction to 2021 are:

- **Our Team** - Developing the capability in our business and creating a dynamic working environment that encourages and supports our people to achieve. Leading to a great place to work.
- **Our Operations** - Providing Britain's key maritime gateway safely, seamlessly, securely and delightfully. Ensuring our facilities and infrastructure are safe, secure and sustainable. Leading to national recognition of our first class performance.
- **Our Business** - Growing our businesses through collaborative development with our customers and partners. Leading to being the port of choice for our customers.

These goals provide the framework for setting our quality objectives identified within the SHEQ Strategy, which forms part of the supporting strategies for achieving our group goals and associated objectives. The CEO is responsible for the delivery of our quality objectives.

We are committed to:

- Implementing this Quality Policy Statement throughout the Port of Dover group of companies;
- Maintaining our registration to ISO 9001:2015;
- Maintaining our 360 Quality certification for Port of Dover Cargo Limited for the prevention of damage to cargo in the supply chain;
- Continually improving our quality management system;
- Complying with all applicable legal and other requirements that the Port subscribes to as a minimum standard.

The Executive Management has the overall responsibility for the formulation and implementation of this Quality Policy Statement and it is maintained as part of the Port of Dover Management System documentation along with the arrangements and procedures associated with it, which are available to all staff via the Intranet and publicly available on the Port of Dover website or on request.

This policy statement is reviewed each year and approved by the Board prior to publication.

Signed:

Doug Bannister
Chief Executive

Date: 8 April 2021

Valid for 12 months

Approved by the Board on 25 March 2021.