

General Statement

This policy is based on DP World Southampton pursuing its Vision to be the leading UK container terminal for excellent customer service. In so doing it will strive for excellence in everything it does and is committed to continual improvement. This is seen as fundamental to supporting our strategic direction and is considered to be in the best interests of employees and interested parties.

Leadership:

Our commitment to quality management begins with the Senior Management Team, who have overall responsibility for the implementation of this Policy. Our Vision is to:

- deliver consistently high levels of productivity,
- be receptive and flexible to our customers' needs,
- develop a culture of engagement and teamwork,
- focus on continuous improvement.

Planning:

DP World Southampton provides services that facilitate the import and export of full and empty shipping containers and un-containerised cargo including movements and storage, plus maintaining equipment and services required for the primary functions of the business.

The scope of this policy relates to all tasks associated with the above and takes into account the requirements of all interested parties. A certified quality management system, in compliance with ISO 9001:2015, has been implemented to assist with ensuring customer satisfaction remains a primary objective throughout the business.

Support:

In order to support all interested parties the organization:

- Establishes objectives for all areas of the business which are both measurable and achievable.
- Conduct's employee training to ensure competency to meet the business vision / objectives.

Operation:

The organisation maintains the processes needed to meet its quality management system requirements, which includes:

- Communicating this policy via notice boards and Intranet to all employees and via the Company's web site to interested parties.
- Reviewing this policy and update as necessary to ensure it remains relevant to any changes in our vision, business activities, facilities, legislation or other requirements.
- Encouraging innovation to provide business benefits and drive customer satisfaction

Performance Evaluation:

Develop our operational systems and practices together with support services to minimise risk whilst improving performance and customer satisfaction.

- Reviewing performance against established criteria.
- Complying with statutory /regulatory and other applicable requirements placed upon the business

Improvement:

All managers and supervisory staff have responsibility for implementing this policy and all staff are accountable for compliance and to maintain and continually improve our quality management system.

Steve McCrindle
Port Operations Director

Date