

QUALITY POLICY

Peel Ports Group operates as a statutory and competent harbour authority, licensing authority, port operator and a landowner in numerous locations around the UK and Ireland.

We are committed to providing quality logistics and port services for our customers. This commitment is driven by our approach based on engagement, collaboration and innovation.

It is the policy of the Peel Ports Group to maintain a quality system designed to meet the requirements of ISO 9001:2015 in pursuit of its primary objectives and the context of the organisation.

It is the policy of Peel Ports Group to:

- Understand our customers' expectations and strive to satisfy these in the safest and most economic and sustainable way;
- monitor, measure and utilise customer feedback to understand market needs and trends and to improve customer satisfaction;
- achieve and maintain compliance with legal and other requirements and appropriate standards including contracted work carried out on our behalf;
- follow structured business processes which are documented in a management system in order to reach and sustain high quality standards;
- provide appropriate information, training and support to all staff to allow them to meet our quality objectives;
- regularly review the management system, the performance of the processes, the setting of quality targets and achievement of objectives and providing the resources essential to maintain and improve the management system

This quality policy provides a framework for setting, monitoring, reviewing and achieving our objectives, programmes and targets.

To ensure the company maintains its awareness for continuous improvement, the quality system will be regularly reviewed by the senior management team to ensure it remains appropriate to our business. The quality system will be subject to regular audits.

Peel Ports is committed to ensuring that this policy is implemented in line with legislation, regulations and codes of practice, by all employees.

This policy will be reviewed at annual intervals.

A handwritten signature in black ink, appearing to read "Claudio V.", positioned to the left of the name and title.

Claudio Veritiero
Chief Executive Officer - Peel Ports Group

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