



QUALITY POLICY

The objective of Portia Management Services Ltd (Portia) is to provide ports worldwide with comprehensive expertise, hands-on support, and the practical experience to deliver a worldwide quality service.

To achieve this objective, the organisation will maintain an effective and efficient Quality Management System based upon the requirements of ISO 9001:2015.

As such, the Directors and Owners of Portia are committed to the following:

- Establish measurable quality and business objectives that are consistent with the context and strategic direction of the organisation and address risks and opportunities associated with them.
- Ensure quality objectives help the organisation achieve customer requirements.
- Construct in accordance with the project specifications and statutory requirements.
- Deliver projects on, or ahead of time.
- Manage projects systematically to meet the budgeted cost.
- Instill a self-regulating mindset to all employees who will ensure the achievement of the project goals.
- Set annual objectives and measure performance achieved.
- Provide the resources necessary to ensure implementation of this policy.
- Communicate this policy to all its employees:
- Undertake tasks through a risk-based approach and develop and encourage risk based thinking within the organisation.
- Monitor and measure the effectiveness of its business processes and objectives through management reviews and the internal audit process.
- Proactively seek feedback from customers on how well its products/services meet their requirements and set objectives for continual improvement.
- Analyse the causes of any complaint or problem and take appropriate action to prevent recurrence.
- Select and work closely with suppliers who enable the organisation to create and deliver a reliable performance.
- Provide a work environment that promotes the wellbeing of its employees and encourages positive teamwork.
- Encourage all employees to identify problems and make suggestions to improve all aspects of the organisation's products/services and business processes.
- Ensure that the organisation complies with all necessary regulatory and legal requirements.



The continual improvement of the organisation's Quality Management System is fundamental to the success of its business, and must be supported by all employees as an integral part of their daily work.

Signed on behalf of John Owens:

A handwritten signature in purple ink, appearing to read "John Owens". The signature is fluid and cursive, with a prominent loop at the start of the first name.

Position: Chief Operating Officer

Date: 4th December 2020