

## PORT OF LONDON AUTHORITY

### QUALITY POLICY

We are committed to performing all our duties and tasks in a timely, positive and cost-effective manner, balancing the needs and expectations of stakeholders to ensure the Port remains a vibrant contributor to the economy of the UK. We are also committed to continuous improvement in the performance of our tasks, in our use of resources to accomplish them, and to maintaining our registration under ISO 9001:2008.

To this end it is Board policy that we shall:

- Measure performance as a basis for establishing improvements in key areas and regularly review and report key performance indicators.
- Maintain a safe regulatory regime for navigation investigate all reported incidents in accordance with documented procedures and initiate formal warnings or legal proceedings where appropriate.
- Maintain a Marine Safety Management System based on the Port Marine Safety Code, which requires formal risk assessment, effective safety management and use of competent people, with input from customers, stakeholders and PLA staff.
- Consult with staff, stakeholders and customers on any significant changes being considered; invite suggestions for improvement and remain aware of customer requirements.
- Maintain and review a Strategic Plan detailing our objectives for the improvement of services and operations at senior management and board level on a periodic basis.
- Encourage feedback from customers and stakeholders and ensure that any possible improvements in systems or procedures are fully considered and where appropriate, put into effect.
- Operate at all times openly and transparently in the overall long-term interests of our stakeholders.
- Comply with all legal requirements and pursue established best practice. Review all byelaws, directions and other regulations every three years to ensure they remain appropriate.
- Regularly audit the quality management system in order to review conformity and propose corrective or preventative actions.

Further, as our services depend upon the quality of our staff, we are dedicated to the training and continuous development of all our people, as set out in 'Our PLA'.

This revision to the quality policy was approved by the PLA Board on 8<sup>th</sup> March 2016, and will be reviewed at no longer than three-yearly intervals.

Robin Mortimer  
Chief Executive

