



Port of Melbourne Operations Pty Ltd

Quality Policy

Vision

Our passion for growing trade creates an enduring city port, driving the economy and enriching lives.

Mission

Working with our stakeholders, delivering innovative and sustainable port solutions – creating the future and building on our proud history.

Quality Management Policy Objectives

To realise our Vision and Mission, Port of Melbourne (**PoM**) has set the following Quality Policy Objectives:

1. operate and maintain PoM's Integrated Management System, (The Compass), to accommodate strategic and business requirements to meet the needs and expectations of key stakeholders in line with ISO 9001 – Quality Management Systems – Requirements;
2. acknowledge that quality, at PoM, relates to the provision of services to meet customer requirements and where possible (or required) stakeholder expectations;
3. adopt a risk and benefit approach to quality management in line with PoM's Enterprise Risk Management and Stakeholder Engagement Frameworks to set appropriate business priorities and quality objectives and processes accordingly;
4. comply with the Port Concession Deed, Port Lease, Pricing Order, Port Management Act 1995 (Vic), and all other relevant Acts, Regulations, Standards, Codes of Practice, Agreements and standard operating protocols;
5. carry out all business activities in a sustainable manner by pursuing continuous improvement opportunities across all aspects of the business;
6. conduct regular reviews of PoM's quality performance and continuously implement improvement opportunities to deliver better quality outcomes in the development and management of the Port; and
7. ensure that contractors and consultants engaged by PoM undertake their activities in accordance with PoM's quality management system.

Saul Cannon
Chief Executive Officer

