



Port of Melbourne Operations Pty Ltd

Quality Management Policy

Vision

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

Mission

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

Quality Management Policy Objectives

In order to realise its Vision and Mission, Port of Melbourne has set the following Quality Management Policy Objectives:

1. Operate and maintain the PoM quality management system, within The Compass integrated management system, so that it is appropriately resourced with competent staff and is fully conformant with the requirements of *ISO 9001 – Quality Management Systems – Requirements*;
2. Adopt a risk and benefit approach to quality management in line with PoM's Enterprise Risk Management Framework and set appropriate business priorities and quality objectives and processes accordingly;
3. Ensure the quality management system accommodates PoM's strategic requirements and the needs and expectations of relevant customers, stakeholders and other interested parties;
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.

Brendan Bourke
Chief Executive Officer