Shannon Foynes
PORT COMPANY

Management Policy

Scope and Objectives

The provision of a safe heaven for shipping in the Shannon Estuary by traffic management within the port limits, the maintenance and development of terminal and shoreside facilities and the operation of cargo handling and logistic services.

Commitments

In order to provide a consistently high and continually improving service, we use our Management System to:

- *Understand the current and future needs of our customers and reflect these in our operating policies and systems and overall business strategy*
- *Implement management processes and measurements which support the delivery of our business strategy*
- *Ensure that all our employees are trained and educated to support delivery of our service objectives*
- *Work with suppliers and other business partners in an open and transparent way to align our mutual interests and derive maximum value for our business strategy*
- *Maintain a system of ongoing review and focus on continual improvement of all our processes*
- *Adhere to all statutory obligations and comply with the requirements of our Shareholder*
- *Maintain certification of the Management System to the EN ISO 9001:2000 standard.*

Responsibility

The Responsibility for the overall direction and objectives of the Management Policy lies with the Chief Executive and Management Team, who ensure that the Policy is understood, implemented and maintained at all levels of the organisation. All employees are responsible for understanding the requirements related to their function.

Verification

The Company undertakes to monitor compliance with the Management Policy through a system of internal audits, regular management level review, and through the retention of an independent external certifying body licensed to assess compliance with EN ISO 9001:2000.

This policy is communicated to all employees as part of the induction training programme, and is also on display in prominent locations in both administrative and operational areas.

The policy is reviewed at least annually as part of the management review process.