

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 customers and stakeholders to ensure the tidal Thames remains a vibrant contributor to the UK economy.

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 periodically review the context of the organisation in line with our strategic direction, tracking progress against our Annual Objectives to ensure continuous improvement in performance.
- 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 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'.

We are 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 9001:2015

This revision to the quality policy was approved by the PLA Board in 5th December 2017, and will be reviewed at no longer than three-yearly intervals.

Robin Mortimer
Chief Executive

