

PORT OF LONDON AUTHORITY QUALITY POLICY

As the statutory harbour authority, licensing authority, owner and conservator of the tidal Thames riverbed, the Port of London Authority (PLA) aims to balance the needs and expectations of all interested parties to achieve customer satisfaction.

We are committed to delivering the PLA's contribution to the Thames Vision. In doing so, we will strive for operational excellence and resilience in all our activities.

In the PLA we will:

- Challenge ourselves to standardise and simplify business processes making interactions efficient and effective.
- Work collaboratively with customers and our supply chain to determine quality objectives.
- Ensure that we respond to customers in an open, transparent, and timely manner.
- Ensure that customer satisfaction applies equally to internal and external interfaces.
- Go beyond statutory compliance, developing systems aligned to ISO 9001: 2015 and sector codes of practice.
- Ensure that performance indicators are established to drive continual improvement in product and service delivery.
- Perform periodic management review of our organisational context to identify risks and opportunities, determine the scope and application of management systems, and to evaluate control effectiveness.
- Invest in training for competency, continual professional development, and to foster innovation.
- Communicate this quality policy to all staff, contractors, suppliers, and stakeholders and periodically report our quality performance.

In maintaining an integrated QHSE management systems we consider the impact of change and audit for compliance.

This policy was approved by the PLA Executive Committee in January 2024.



Robin Mortimer

Chief Executive

