

	<b>QUALITY POLICY</b>	CODE: Q10-F2 ISSUE: 1 Date of ISSUE: 06/3/20 REVISION DATE:
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At Ports and Cargo Handling Services Limited, our aim is to enhance and consolidate our position as a leader in providing global port operations and related services in the West African coast.

With efficient operational schemes, standards and adopting the process approach, in order to maintain international recognition for our mark of quality service and customer satisfaction.

In furtherance of this resolve, we are committed to:

- Fully identifying, fulfilling and enhancing our customers' satisfaction by consistently providing quality and reliable services that meets and exceeds the needs and expectations of our customers and other relevant interested parties.
- Ensuring all our services conform to applicable contractual, legal and statutory requirements; requirements internally adopted and those specified by the ISO 9001:2015 quality management system standard.
- Maintaining a competent workforce that is qualified, professional, and skilled through the provision of professional certification and capacity development trainings to all our employees.
- Ensuring that our external service providers meet our competence and service / product delivery quality standards.
- Establishing appropriate quality objectives and ensuring the communication of this quality policy to our relevant interested parties.
- Maintaining and continually improving the effectiveness and relevance of our quality management system through the periodic review of this policy, quality objectives and quality management system documentation.

All employees of Ports and Cargo Handling Services Limited, are charged with promoting these aims, and are required to familiarise themselves with the relevant sections appertaining to their responsibilities within our 'Quality Management System'

  
**Managing Director**



## QUALITY OBJECTIVES

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Port and Cargo Handling Services is committed to achieving the following objectives:

- ❖ Provide capacity development training for a minimum of 50% staff annually
- ❖ Achieve a minimum aggregate customer satisfaction score of 80% on all service quality categories bi-annually
- ❖ Achieve a 25% bi-annual drop in the number of service quality non-conformity incidents
- ❖ Achieve a 5% annual incremental supplier/contractor performance aggregate score
- ❖ Achieve 10% bi-annual reduction of non-conformity on procured item or externally provided services
- ❖ Achieve 25% bi-annual drop in reported incidents of IT infrastructure and facility operational assets downtime.

A handwritten signature in blue ink, appearing to read "J. Senkus".

**Managing Director**