

<b>SFPC Policy</b>		<b>Quality Policy</b>	
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<b>Issue Date: 22.05.2024</b>	<b>Written by: M. Geoghegan</b>	<b>Approved by: Pat Keating</b>	

**Scope & Objectives:**

Shannon Foynes Port Company (SFPC) is the Port Authority with Statutory responsibility for commercial maritime activities within the limits defined in the Harbours Acts and amendments 1996-2015. SFPC core activities centre on the provision of a safe haven for shipping and on the successful operation of terminal facilities and related logistics services. The overall objective is to be commercially successful by delivering a consistently high level of service and satisfaction to our current and future customers.

**SFPC Management are committed to:**

- Satisfying applicable requirements by ensuring that customer and applicable statutory and regulatory requirements are determined, understood and consistently met.
- Continual improvement of the IMS by ensuring the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed and the focus on enhancing customer satisfaction is maintained.

**SFPC Management shall:**

- Understand the current and future needs of our customers and reflect these in our operating systems and overall business strategy
- Implement quality management processes and measurements which support the delivery of our business strategy
- Adhere to all statutory obligations and comply with the requirements of our Shareholder
- Ensure the quality policy and objectives are established and compatible with the context and strategic direction of the Company. Quality objectives will be set and maintained as part of the IMS in order to enhance customer satisfaction.
- Support management and/or any statutory roles within the organisation to demonstrate leadership as it applies to their areas of responsibility.
- Work with interested parties in an open and transparent way to align 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
- Engage, direct and support persons to contribute to the effectiveness of the IMS

To provide for this policy, SFPC has established an Integrated Management System (IMS) in line with the requirements of ISO 9001:2015. The organisation is dedicated to continual improvement by:

- Providing clear focus on priorities through the establishment of business and quality objectives.
- Making available the necessary resources for the effective functioning of the IMS and the achievement of its quality objectives.
- Communicating the policy and objectives to all employees.
- Providing the necessary training and skills to ensure employees are trained and educated to support delivery of our service objectives

**Responsibility:**

Responsibility for overall direction and objectives of this policy lies with the Chief Executive and Management Team, who will ensure that this Policy is understood, implemented and maintained within the organisation.

**Verification:**

As part of a program of annual audits SFPC will undertake to monitor compliance with this policy. In addition this policy will be subject to annual management review.

**Communication:**

This policy shall be available and be maintained as documented information, communicated understood and applied within the organisation and made available to relevant interested parties, as appropriate.

Pat Keating  
Chief Executive Officer  
22.05.2024