

Document Type	Policy			
Document Number	QA-MGT-POL-001			
Document Name:	Quality Policy			
Date Issued:	17/02/2026	Revision:	A	
Sensitivity:	Internal	Page No:	1	

1. Purpose

The purpose of this policy is to support a safe, sustainable and customer focused approach to excellence & quality across the Port of Milford Haven’s business, products, and services to deliver our Strategy & Vision for the future of the Haven.

2. Scope

This Policy is applicable to all Port products, services and all Port employees, and where applicable contractors working on its behalf.

3. Policy Statement

The Port of Milford Haven is a diverse trust Port with many different services, our stakeholders include everyone who uses or is connected to the Port, or whose livelihood and welfare depend on it. It also includes all bodies or individuals who may represent others in this context. These range from heavy industry to the general public, on the waterway, shoreside and around our business & properties. We will embed a customer focused quality culture throughout our business by:

- Operating a safe, sustainable customer focused business to benefit current and future generations
- Operating our Quality Management System as part of the wider Port Integrated Management System (PIMS) which will allow the Port to monitor, measure and improve our performance
- Identifying and satisfying our legal requirements and needs & expectations of our customers (internal & external), stakeholders and other interested parties relating to our products and services
- Monitoring & measuring our performance by setting SMART Quality objectives and Key Performance Indicators to drive continual improvement
- Identifying and engaging with key customers to build customer intimacy and better understand their requirements both current and in the future, and work collaboratively to help shape our business & services
- Taking a risk-based approach to our activities to ensure unintended consequences or opportunities are captured, investigated & acted upon through the Assurance Framework
- Collaborating with local & National Government, suppliers, customers and stakeholders to ensure we plan for the future today
- Ensuring employees are engaged through training, understand their roles & responsibilities, and have the tools and resources they need within our quality management system
- Ensuring that the customers voice is heard throughout our business at all levels through engagement and briefings.

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Signed on behalf of the Senior Management Team.

Name.....Tom Sawyer

Signature.....



Position.....CEO

Date... 13/02/2026



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