



HEALTH & SAFETY, ENVIRONMENT AND QUALITY POLICY STATEMENT

Dover Harbour Board owns and operates the Port of Dover and a group of subsidiary companies which operate within the Port. We are committed to **working smarter together, to build the Port of Choice that sets the standard for the benefit of our customers and community.** Our underpinning values are;

Our Team - Developing the capability in our business, and creating a dynamic working environment that encourages and supports our people to achieve.

Our Operations - Providing Britain's key maritime gateway safely, seamlessly, securely and delightfully. Ensuring our facilities and infrastructure are safe, secure, and sustainable.

Our Business - Growing our businesses through collaborative development with our customers and partners.

We are therefore committed to implementing the following Safety, Health, Environment and Quality (SHEQ) Policy throughout the Port of Dover group of companies.

Our SHEQ objectives are to:

Environment	Health & Safety	Quality
<ul style="list-style-type: none"> • Support the development of a sustainable transport network, recognising that the Port of Dover is an essential transport node. • Reduce the pressure we put on environmental resources. • Reduce our carbon footprint by at least 5% per year as we work towards a carbon neutral port. • Prevent pollution and improve local air quality. • Adapt to climate change. • Preserve and promote the local character and historic assets of Dover. • Contribute to global improvements by contributing to the UN Sustainable Development Goals. 	<ul style="list-style-type: none"> • Provide a safe and healthy environment for our staff, customers and visitors and in our interactions with our surrounding community. • Seek to eliminate work related illness and prevent accidents. • Create a culture that is fair, responsible, and open to learn and share experience in the spirit of continual improvement. • Be a leading business in safety performance. 	<ul style="list-style-type: none"> • Meet and exceed the requirements of our customers and interested parties. • Create a culture open to learn and share experience in the spirit of continual improvement. • Be a leading business in quality of service to the customer and the management of interested parties.

In order to achieve our SHEQ objectives, to the best of our ability we will:

- Maintain an Integrated Management System certified to ISO9001, ISO14001 and OHSAS18001 to identify and control the significant environmental aspects, impacts, health and safety risks and risks to delivery of service of our operations and deliver SHEQ objectives and targets.
- Identify, manage and monitor all environmental impacts and hazards to employees and the public across all operations through identification of aspects and impacts and regular review of risk assessments.
- Comply with all applicable legal and other requirements to which the Port subscribes as a minimum standard, including the principles of the European Sea Port Organisation Green Guide, the Port Marine Safety Code and the International Safety Management Code for marine operations.
- Give due consideration to health and safety, the environment and applicable sustainable development goals and the needs of our customers at all stages of the organisation's planning and decision making process taking into account whole life costs where possible.
- Engage effectively with staff and interested parties, including port partners, contractors and suppliers and the wider community to create cooperation in maintaining, reviewing and improving SHEQ performance across the Port.
- Create clear and easily understandable SHEQ policies and procedures and apply them fairly.
- Demonstrate leadership to inspire good SHEQ practices and deliver improvements.
- Create a culture that is environmentally and socially aware and responsible and seeks to deliver continual improvement in the SHEQ performance of the organisation.
- Ensure that all employees are trained, informed and competent with appropriate levels of supervision.
- Ensure that all structures, plant, vessels, equipment, materials, substances and services are purchased/designed to meet or exceed relevant quality and safety standards and to improve the sustainability of the operation, taking into account the full life cycle of the product, and are maintained to ensure high levels of SHEQ performance and service delivery.
- Maintain a high level of preparedness to cope with any incident in the Port liable to cause harm.
- Identify and review incidents and near misses, customer complaints, non-conformances, opportunities, best practice, times when things have gone right, new and emerging technology and other high performing businesses to apply and share learning.
- Provide suitable facilities and arrangements for staff welfare.
- Provide suitable resource and expert advice to implement this policy.
- Monitor, review, benchmark and audit the SHEQ management system on a periodic basis.
- Communicate externally about our significant environmental aspects and impacts and SHEQ performance through the annual Corporate Social Responsibility (CSR) report and the Port of Dover website.

The Chief Financial Officer and Infrastructure Director is responsible for ensuring compliance with, and audit of this policy.

The Board will review SHEQ performance on a monthly basis and this policy annually.

SHEQ objectives are integrated into the department plans of the business. The Head of Department is responsible for the delivery of these objectives.

Certain named management appointees have other specific delegated SHEQ responsibilities as detailed within the documentation of the management system.

All staff are responsible for complying with relevant SHEQ protocols and actively engaging in improving delivery of service and the safety and sustainability of the Port for all.

This statement along with the arrangements and procedures associated with it are available to all staff via the Intranet. This statement is also publicly available on the Port's website.

A handwritten signature in blue ink, appearing to read 'Doug Bannister', with a stylized flourish at the end.

Signed: Doug Bannister
Chief Executive

Date: 02 APRIL 2019

Approved by the Board on 19 March 2019