



PORT HEDLAND PILOTS

Pilotage with Integrity



QUALITY STATEMENTS & POLICY'S

VISION

To be recognised as a best practice supplier of pilotage services.

MISSION

To facilitate trade through the port by the provision of best practice Marine Pilotage and associated services in terms of safety, sustainability, reliability, efficiency, professionalism and value.

OCCUPATIONAL HEALTH AND SAFETY POLICY

Port Hedland Pilots is committed to the provision of a place of work that is safe and without risk to the health, safety and welfare of its Pilots, ship's crews, other Port personnel and the general public who may be affected by the undertakings of the organisation.

At no time will demands for work output be placed before the health, safety and welfare of any personnel involved in an operation.

The minimum standards acceptable to the organisation are those prescribed in legislation and any regulations and codes of practice applicable to the industry. In performing our duties we will adopt, as a minimum, the requirements stipulated by other parties involved in the operation. Port Hedland Pilots seeks to exceed Industry standards, always upholding the notion of "Best Practice."

Port Hedland Pilots will achieve this by;

- Identifying the risks to health and safety involved with its business activities and taking the necessary precautions required.*
- Providing all Pilots with the information, equipment and training necessary for them to carry out their work in a safe and healthy manner.*
- Establishing a system for identifying and eliminating hazards and unsafe practices in the workplace.*
- Ensuring that high standards are set and maintained to ensure a safe working environment.*
- Monitoring the implementation of this policy throughout all Pilotage operations.*

All accidents, near misses and observations of risk events are to be reported. All Pilots, whether onboard or ashore, have a responsibility to contribute to the Occupational Health and Safety program by ensuring that they do not place at risk or endanger any person, including themselves.

ENVIRONMENTAL POLICY

Proper regard for the protection of the environment is a critical factor in the operations of Port Hedland Pilots.

At no times will demands for work output be placed before requirements ensuring the protection of the environment.

All Pilots will be made aware of the environmental standards as laid down in legislation.

Observance of non-conformance by other parties involved in Pilotage operations will be brought to the other party's attention and reported in the necessary manner.

Pilots will do their utmost to assist all parties in the protection of the environment if a hazardous situation is encountered.

QUALITY POLICY

The quality of Port Hedland Pilots is to provide Pilotage and other services which meet or exceed all customers stated and agreed needs.

This will be achieved by;

- Listening to what the customer requires.*
- Strict adherence to all statutory and regulatory requirements for the safe and efficient Pilotage of vessels.*
- Implementing and maintaining a Quality and Safety Management System in compliance with ISPO.*
- Using an approach based upon continuous improvement with appropriate training in all aspects of our operations.*
- Ensuring an ongoing commitment to quality improvement by all Pilots.*
- Providing a framework for reviewing quality objectives, through regular customer meetings and surveys, and annual management reviews.*

The objective of our policy is to ensure that our customers have complete confidence in our ability to meet their requirements.