

Quality service delivery is vital to Pilbara Ports' ability to meet its stakeholders requirements. Pilbara Ports maintains a quality management system that is fit for purpose, supportive of its strategic objectives, and compliant with the International Organisation for Standardisation's Quality Management System ISO 9001.

Quality service delivery and stakeholder satisfaction are achieved through the following:

- Pilbara Port's Quality Management System is certified and maintained in accordance with ISO 9001;
- Developing, maintaining and resourcing processes that support the consistent delivery of services to meet customer, statutory and regulatory requirements;
- Undertaking and communicating the outcomes of audits and management reviews to drive continuous improvement;
- Implementation of a corrective and preventative actions management system; and
- Driving continuous improvement through process development and review and staff training.

This Policy applies to all Pilbara Ports Board Members, Staff and Contractors.

The General Manager Corporate Affairs and Governance has overall responsibility for the implementation of this policy.



Samuel McSkimming

CHIEF EXECUTIVE OFFICER



Brad Geatches

CHAIR

Date approved: 26 March 2024