

OUR COMMITMENT TO OUR STAKEHOLDERS AND CUSTOMERS

Port of Townsville Limited (the Port) is committed to establishing, managing and operating effective and efficient Port Facilities and Port Services in its ports in accordance with its statutory functions as defined in the Transport Infrastructure Act 1994 (Qld) whilst ensuring that it operates on a commercial basis and in a competitive environment as required by the Government Owned Corporations Act 1993 (Qld).

In undertaking its statutory functions, the Port commits that it will:

- act commercially and competitively to facilitate regional trade and economic development that maximises the sustainable growth of its ports and shareholder value.
- proactively work in partnership with existing and future customers to identify, facilitate and secure commercial opportunities.
- provide competitive best practice facilities and services to meet the needs of existing and future customers.
- maximise utilisation of existing resources.
- deliver critical infrastructure to ensure timely and sustainable growth of its ports; and
- be a responsible corporate citizen who reinvests in the community in which it operates and ensures environmental and safety performance in all aspects of its operations.

COMMUNICATION

The Port is committed to consulting, establishing and communicating strategic directions, objectives and targets with all employees, customers and stakeholders to ensure that the Port's goals are understood, supported and proactively achieved. The Port does this by way of its robust strategic planning and performance reporting processes.

RISK MANAGEMENT

The Port is committed to ensuring that all Port Facilities and Port Services meet customer, stakeholder and the Port's requirements by implementing appropriate processes and procedures which ensure any risks to delivering its commitment are appropriately mitigated and that these processes and procedures are pro-actively managed and monitored to ensure they are effective, relevant and correctly implemented.

SUPPORTING OUR PEOPLE

The Port is committed to providing all employees with the necessary information, training and resources to maintain the quality of our Port Facilities and Port Services to satisfy the needs and expectations of our customers.

QUALITY IMPROVEMENT

The Port's vision and strategic objectives are directed towards ongoing process improvement as a basis for improving quality and service standards and strengthening our competitive position. The Port maintains a Quality Management System which meets the requirements of ISO 9001:2015. All employees are responsible for compliance with and continual improvement of the Quality Management System. This Quality Policy will be reviewed at least every three years to ensure relevance to the activities of the Port is maintained.

RANEE CROSBY
CHIEF EXECUTIVE OFFICER

