



West Coast Pilots



Fremantle Shipping Agencies

QUALITY POLICY

The Companies' Management is dedicated to providing all our Customers with services in a competent, professional, safe, and efficient manner responsive and suited to their needs.

The Companies aim to remain a leading provider of Pilotage, Warping Master, Loadmaster, POAC and Agency services by monitoring and reviewing the Management System performance, implementing relevant industry innovations and the active participation of all personnel.

High standards of service provision will be achieved by operating and maintaining a management system that is supportive of the company's strategic direction and complies with the requirements of ISO 9001:2015 for Quality Management.

The company objectives are:

1. Operate a sustainable and profitable company
2. Maintain Legal and Quality Compliance
3. Maintain customer and stakeholder satisfaction
4. Provide competent and fit for service Pilots, Mooring Masters, Loading Masters, POAC's and support staff
5. Provide a safe, efficient and reliable marine pilotage service
6. Ensure company operations aligned with best industry practice
7. Maintain robust communications and excellent teamwork within the company
8. Operate an injury and incident free workplace with zero impact on the environment

The Companies are equal opportunity employers and will treat all employees and potential employees fairly, irrespective of their race, ethnic origin, disability, age, sexual preferences, marital status or any other perceived grounds of discrimination. Discrimination and harassment are not tolerated in our workplace.

Compliance with this policy and other Company Policies, Work Procedures and Instructions and statutory and regulatory requirements are mandatory and binding on all personnel. Customer satisfaction is the responsibility of everyone working for and on behalf of West Coast Pilots and Fremantle Shipping Agencies.

Meeting client expectations and the Companies reputations as quality service providers is directly dependent upon the working philosophies described in this policy.

The Companies are also committed to taking into consideration maritime safety, environmental protection and safe working practices for all of its activities to achieve the highest management, Pilotage and Shipping Agency standards.

Management are committed to continual improvement of the Management System and will review this policy on a regular basis to check suitability.

ENDORSED BY THE COMPANY DIRECTORS:

Julian Thomas

Richard Cary

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