HM Government of Gibraltar
Gibraltar Port Authority - Quality Policy

- The overriding responsibility of the Gibraltar Port Authority is to facilitate the safe and efficient management of vessel traffic in British Gibraltar Territorial Waters, while maintaining effective security and environmental management regimes.

- The GPA is committed to an operating philosophy based on openness in communication, integrity in serving our customers, fairness and concern for our employees and responsibility to the communities within which we operate. Our vision is to exceed customer expectations for quality, safety, sustainability, cost, delivery and value.

- **OUR PEOPLE** : The GPA is committed to equality in employment opportunity and rewards, embracing wholeheartedly the cultural diversity within the communities we call home. Our employees' welfare and interests are foremost throughout all aspects of our business and how we conduct our affairs.

- **OUR CUSTOMERS** : Customer needs are paramount and represent the highest priority within our business.

- **OUR COMMUNITY** : The GPA is committed to supporting the communities within which we operate. We believe in the practice of social responsibility and encourage similar behaviour in our employees and suppliers. We support the conservation of the physical environment and the prevention of pollution at our facilities. We proactively comply with all applicable safety, environmental, legal and regulatory requirements to which we subscribe.

- **OUR QUALITY** : Beginning with a clear definition of customers' expectations, we strive to consistently meet or exceed them. We adhere to all applicable standards and customer specific requirements and endeavour to provide processes that ensure we achieve this in order to build a robust and world class business. All our staff shall be trained, informed and involved in implementing the Quality Management System and our aim shall be to seek continuous improvement in all our operations.

Issue Nº 5   Date: 9 January 2018

CEO/Captain of the Port