

11<sup>th</sup> March 2019

## **QUALITY POLICY**

APM Terminals Bahrain is committed to being a world class port operator capable of providing cost efficient, reliable and time-bound services to all its local and international customers, in the safest and most environmentally friendly manner.

This is achieved by understanding the organization and its context, the needs and expectations of its interested parties, through continual improvement of its policies, processes and procedures, by conducting regular reviews with its stakeholders, proactively identifying customer requirements and incorporating industry best practices where relevant.

The effectiveness of this Quality Policy depends upon the support and participation of its employees. APM Terminals Bahrain therefore encourages complete transparency at all levels on quality related issues, while aiming to improve the capabilities of its employees through regular training and education, to help achieve excellence in every sphere of its activity.

APM Terminals Bahrain dedicates its efforts towards providing the required framework for periodic review of its Quality Management System, besides complying with all legal and regulatory requirements.

It is the overall responsibility of the CEO to ensure that APM Terminals Bahrain's Quality Policy is understood, implemented and maintained throughout the organization.

**Susan Hunter**



**CEO**

**APM Terminals Bahrain B.S.C (Public)**