

## ISO

### QUALITY POLICY (ISO 9001:2008)

We, at HALDIA DOCK COMPLEX, aspire to provide efficient port services to our customers.

We are committed to comply with the requirements of ISO 9001: 2008 and our Quality Objectives are derived from the Quality Policy and are reviewed to ensure continual improvement and effectiveness of the Quality Management System.

The above Quality Policy is communicated to all within the organisation and is reviewed for continuing suitability.

### QUALITY OBJECTIVES: (ISO 9001:2008)

| Sl. No. | OBJECTIVES  | TARGET                                 |
|---------|---|--|
| 1.      | INCREASING AVERAGE SHIPDAY OUTPUT FOR -<br>a) DRY BULK CARGO (MECHANICAL)                                 | 3% improvement over the previous year  |
|         | b) DRY BULK CARGO (CONVENTIONAL)  |  |
| 2.      | INCREASE IN AVERAGE MOVES PER HOUR OF CONTAINERS  | 10% improvement over the previous year |
| 3.      | REDUCTION OF IDLE TIME OF VESSELS AT BERTH<br><br>A.FROM HAUL IN AT WORKING BERTH TO COMMENCEMENT OF WORK | 3% improvement over the previous year  |
|         | B.FROM COMMENCEMENT OF WORK TO COMPLETION OF WORK   |  |
|         | C. FROM COMPLETION OF WORK TO HAUL OUT FROM BERTH FOR SAILING.  |  |

## **Safety, Health & Environment (SHE) Policy**

### **Haldia Dock Complex believes:-**

1. That all accidents can be prevented
2. That safety is everyone's responsibility
3. That we can work safely and productively simultaneously
4. That we must train and equip port workers to adhere to safe working procedure
5. In immediate treatment of occupational disease, if any
6. In periodical medical examination for maintaining the health of port workers.
7. In protection of environment.