



WEST COAST PILOTS

QUALITY POLICY

West Coast Pilots (WCP) Pty Ltd 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 Pilot Company aims to remain a leading provider of Pilotage, Warping Master and Loadmaster services by monitoring and reviewing its Management System performance, implementing relevant industry innovations and the active participation of all personnel.

High standards of service provision will be achieved by operating a management system that meets the requirements of ISO 9001:2008 for Quality Management.

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.

Meeting client expectations and the Company's reputation as a quality service provider are directly dependent upon the working philosophies described in this policy.

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

WCP 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:

John Ball _____

Julian Thomas _____

David Jones _____

Date: 6th April 2016

VERSION: 8