

SFPC POLICY		Quality Policy	
Doc No: n/a		Rev No.: 5	Page 1 of 2
Revision Date: 10-07-2026	Latest Review Date: 10-07-2026	Approved by: P Keating	

Scope & Objectives:

Shannon Foynes Port Company (SFPC) is the Port Authority with Statutory responsibility for commercial maritime activities within the limits defined in the Harbours Acts and amendments 1996-2015. SFPC core activities centre on the provision of a safe haven for shipping and on the successful operation of terminal facilities and related logistics services. The overall objective is to be commercially successful by delivering a consistently high level of service and satisfaction to our current and future customers.

SFPC Management are committed to:

- Meeting all applicable requirements by ensuring that customer, statutory, regulatory, and other relevant obligations are identified, understood, and fulfilled, in so far as is reasonably practicable.
- Continually improving the effectiveness of the Integrated Management System (IMS) by identifying and addressing risks and opportunities that may affect service conformity, organisational performance, and customer satisfaction.
- Promoting a positive quality culture that fosters ethical behaviour, accountability, customer focus, innovation, and continual improvement throughout the organisation.

SFPC Management shall:

- Understand the current and future needs and expectations of customers and reflect these in the Company's operating systems and strategic direction.
- Establish, implement, and monitor quality management processes and performance measures that support the achievement of the Company's strategic objectives.
- Comply with all applicable statutory, regulatory, and governance requirements, including those of the Shareholder.
- Ensure that the Integrated Management System remains appropriate to the Company's purpose, strategic direction, and business context, taking account of relevant internal and external issues, environmental considerations, and the needs and expectations of interested parties.
- Establish, maintain, and review quality objectives as part of the IMS to drive continual improvement and enhance customer satisfaction.
- Identify, assess, and address risks and opportunities that may affect service conformity, the achievement of objectives, organisational performance, and customer satisfaction.
- Apply a process-based approach and risk-based thinking to improve organisational performance, decision-making, and service delivery.
- Demonstrate leadership and support managers and statutory role holders in fulfilling their responsibilities and promoting the effective operation of the IMS.
- Engage with interested parties in an open and transparent manner to align mutual interests and maximise value in support of the Company's strategic objectives.
- Maintain effective arrangements for the monitoring, review, and continual improvement of processes, services, and management system performance.
- Ensure that employees and other relevant persons are engaged, directed, and supported in contributing to the effectiveness of the IMS.
- Promote a culture of quality, integrity, ethical conduct, accountability, employee engagement, and ownership of quality at all levels of the organisation.

To provide for this policy, SFPC has established an Integrated Management System (IMS) in line with the requirements of ISO 9001:2015. The organisation is dedicated to continual improvement by:

- Providing clear focus on priorities through the establishment of business and quality objectives.
- Making available the necessary resources for the effective functioning of the IMS and the achievement of its quality objectives.
- Communicating the policy and objectives to all employees.
- Providing the necessary training and skills to ensure employees are trained and educated to support delivery of our service objectives

Responsibility:

Responsibility for overall direction and objectives of this policy lies with the Chief Executive and Management Team, who will ensure that this Policy is understood, implemented and maintained within the organisation.

Verification:

As part of a program of annual audits SFPC will undertake to monitor compliance with this policy. In addition this policy will be subject to annual management review.

SFPC POLICY		Quality Policy	
Doc No: n/a		Rev No.: 5	Page 2 of 2
Revision Date: 10-07-2026	Latest Review Date: 10-07-2026	Approved by: P Keating	

Communication:

This policy shall be available and be maintained as documented information, communicated understood and applied within the organisation and made available to relevant interested parties, as appropriate.

Pat Keating
Chief Executive Officer
10.07.2026