ENVIRONMENT AND QUALITY POLICY STATEMENT

Lerwick Port Authority undertakes the management and provision of Harbour Operations and Port Services including (marine operations) pilotage, towage, port control and (shore operations) pollution response, mooring teams and quayside fendering, in-house maintenance of quays and buildings, to the Cruise, Leisure, Fishing, Energy, Renewables, Decommissioning, Ferries, and Cargo sectors, at the multi-user Port of Lerwick.

In doing so the Authority is fully committed to running a safe, efficient, cost effective and sustainable harbour.

The HSEQ policy is based on understanding port users' and other stakeholders' needs and striving to provide high quality services, which meet or exceed expectations. The Authority will endeavour to fulfil all stakeholder requirements and in particular, commit to complying with all relevant statutory, and other requirements to which the Authority subscribes, including:

Ports and Marine Facilities Safety Code, ISO 9001 Quality Standard, ISO 14001 Environmental Standard, ISO 45001 Occupational Health and Safety Standard.

To achieve these commitments the Authority has implemented and maintains an integrated Health, Safety, Environment and Quality (HSEQ) Management System which provides a framework of processes which incorporate all activities associated with harbour operations.

Objectives shall be set annually to guide continual improvement through the framework of the HSEQ Management System.

Processes shall be planned effectively to regulate marine operations in a way that conserves the harbour, protects the environment, prevents unnecessary pollution, and safeguards users, the public and the land and marine environment. This shall include, in terms of environment and quality:

- The identification of the environmental aspects of our activities and implementation of control measures to reduce impact on the environment and enhance any benefits to the environment.
- The maintenance of contingency plans to reduce the environmental effects of incidents, with particular reference to oil pollution.
- The monitoring of Authority services to ensure standards remain high and the stakeholders' expectations are met.

The Authority shall provide a working environment and adequate resources to support the HSEQ Management System. Infrastructure and equipment shall be maintained appropriately. The roles and responsibilities of all employees shall be clearly defined and suitable information, instruction, training and supervision shall be provided to allow them to discharge their duties safely and efficiently at all times.

All processes of the HSEQ Management System shall be monitored, measured and audited routinely to ensure compliance and efficiency. Where necessary, corrective actions will be implemented and where possible, opportunities to enhance business performance, or improve customer satisfaction, will be followed up and incorporated into the System.

All employees are required to give this Policy their full support and are encouraged to make a positive contribution to the Authority's performance. Employees are consulted through departmental meetings and encouraged to provide feedback and suggestions on how environment and quality management can be improved.

This Policy shall apply to all employees of the Authority, regardless of employment status. The Authority expects similarly high standards from contractors and suppliers.

The policy shall be updated on an annual basis and made available to interested parties on request.

16 December 2025

John Henderson
Chair

Calum A S Grains
Chief Executive

ALBERT BUILDING, LERWICK, SHETLAND ZE1 0LL
+ 44 (0) 1595 692991 info@lerwick-harbour.co.uk www.lerwick-harbour.co.uk