

October 2024

Introduction

At MH Bland we are committed to delivering high-quality services to our clients while minimising the environmental impact of our operations. As a key player in the global shipping and logistics industry, we understand the importance of maintaining operational excellence, regulatory compliance, and sustainable practices. We also recognise the dual importance of our employees and our assets. This policy outlines our commitment to quality, environmental responsibility, and continuous improvement in all areas of our business.

Objectives

- To provide excellent port agency services, ensuring efficiency, reliability, and customer satisfaction.
- To provide the service required in a safe manner meeting all specified customer requirements.
- To minimise our environmental footprint and promote sustainable practices across all operations.
- To comply with all relevant environmental legislation.

To achieve these objectives, the company will:

1. Ensure that the policy is understood and implemented by all staff at every level.
2. Maintain a QEMS that is compliant with ISO 9001 and ISO 14001 which is appropriate to its own operation and takes account of the internal and external client services it provides.
3. Require all staff to perform their duties in compliance with the QEMS and company policy requirements.
4. Give staff the opportunity to contribute to the improvement of the QEMS.
5. Maintain and continually improve the QEMS to enhance both quality and environmental performance.
6. Continually improve our processes to provide seamless coordination between vessels, ports, and all relevant stakeholders.
7. Ensure all employees are adequately trained and skilled to uphold high standards of service.
8. Ensure all assets and equipment are maintained to the highest standards.
9. Adhere to all international maritime and port regulations, including those set by the IMO, ISPS Code, and SOLAS.
10. Actively engage with clients to understand their needs and deliver personalised solutions that enhance their operational efficiency.
11. Endeavour to improve environmental performance by setting environmental objectives and targets in line with the following commitments:
 - *Comply with all relevant environmental legislation and port-specific environmental requirements.*
 - *The prevention of pollution to air, water and land.*
 - *Encourage sustainable consumption associated with our activities to minimise unnecessary waste of electricity, water, fuel and materials.*
 - *To constantly encourage improvement and monitoring of all environmental aspects.*

Implementation & Accountability

This document is communicated to all employees and relevant parties and is made available to the public. The Port Agency management team is responsible for ensuring this Policy is effectively implemented and reviewed annually. Every employee is accountable for understanding and adhering to the policy, and for contributing to the achievement of our quality and environmental objectives.

Ian Penfold

Director

MH Bland Group of Companies



Port Agency

Gibraltar – Spain – Morocco – Malta