

WESTERN LIGURIAN SEA PORT AUTHORITY

QUALITY POLICY STATEMENT

The Western Ligurian Sea Port Authority, identified with the brand “Ports of Genoa,” ensures adequate planning oriented toward continuous improvement of the quality of services at the ports of Genoa, Pra’, Savona and Vado Ligure, with the goal to achieving strategic objectives for economic growth, social development, and political and territorial cohesion at local, national, and European levels.

In line with this strategic vision, several specific objectives have been identified to enhance the competitive performance of the logistics hub, including:

- coordinate the functions of various public and private stakeholders in order to streamline and simplify procedures and operations through operational agreements, regulatory acts, and the implementation of IT and automation interventions for port logistics processes and administrative procedures under the direct responsibility of the Authority;
- carry out the planned structural and infrastructural interventions in compliance with safety regulations, applicable legal requirements and the budgeted timeframe;
- ensure that the ports and the region can consolidate and strengthen the presence of operators, including through private investments in relation to new market demands;
- ensure the organisation's *business continuity* by defining actions aimed to prevent and mitigate the effects that a critical event, including damage to business information systems, would have on production activities and service delivery;
- ensure to businesses and citizens the full realisation of their rights regarding accessibility to data, documents and services in relation to the needs for promptness, certainty of timing and transparency, according to the provisions of Law No. 124 of August 7, 2015 “Reorganisation of public administrations” and Legislative Decree dated 7 March 2005 n. 82 “Code of Digital Administration”.

In this context, it is crucial that the actions to be implemented to achieve the goals are:

- based on and supported by specific business analysis activities to be conducted with the constant involvement of public and private stakeholders;
- planned with a risk-based thinking approach to identify risk factors that could negatively impact expected results and adopting appropriate countermeasures to address them.

The Authority promotes a process aimed at applying the ISO 9001 standard to the entire organisation.

With a view to continuous improvement of the organisation and operational methods, the Western Ligurian Sea Port Authority sets annual measurable improvement objectives for different areas based on the following framework:

- Compliance with applicable legal requirements and internal standards;
- Digitisation and simplification of administrative activities in accordance with the provisions of Law No. 124/2015 and the CAD;
- Improvement of community and port users' satisfaction.

In order to achieve its quality objectives, the Western Ligurian Sea Port Authority is committed to ensuring the availability of qualified personnel and adequate resources to guarantee the continuous involvement and training of the organisation's staff.

The Western Ligurian Sea Port Authority is committed to widely disseminating this quality policy and its objectives to all staff, extending this involvement to the community, the port community and its suppliers, as well as to supporting its application, ensuring that it is understood and implemented at all levels.