

# QUALITY, HEALTH, SAFETY, SECURITY, ENVIRONMENT & SUSTAINABILITY (QHSSES) POLICY

Northport (Malaysia) Bhd as a business entity upholds high priority to all aspects of Quality, Health, Safety, Security, Environment and Sustainability in all its business activities.

We are committed to provide effective and efficient port services by complying with all standards and code of ethics as well as preserving the core values of the Company to achieve a comprehensive, effective and efficient implementation.

<b>OUR CORE VALUES</b>	
<b>INTEGRITY</b>	High standard of health, safety, environment and compliance by respecting and adhering to the relevant statutory and regulatory requirements, standards, policies and procedures with full transparency and integrity.
<b>CUSTOMER FOCUS</b>	Customer satisfaction by emphasizing on customer focus and offering efficient services that constantly meet or exceed their needs and expectations.
<b>INNOVATION</b>	Continuous improvement of Quality, Health, Safety and Environment management system and its continual suitability by constantly looking for opportunities to apply continuous improvement and innovation.
<b>TEAMWORK</b>	Employee engagement including external providers by promoting teamwork and quality responsibilities at all levels to improve operational performance through standards, training and coaching.
<b>EXCELLENCE</b>	Service excellence through quality assurance and realizing maximum potential benefitting from the level of competence, professionalism of our employees and passionate to exceed expectations.

## OUR COMMITMENT

<b>SAFETY CULTURE</b> Promote and cultivate a culture of safe work systems based on risk understanding, accountability and working together to ensure effective decision making.		<b>CONTINUOUS LEARNING AND IMPROVEMENT</b> Ensure continuous improvement on its Quality, Health, Safety, Security, Environment and Sustainability management and performance leveraging on people, process and technology.	
<b>SAFE AND HEALTHY WORK ENVIRONMENT</b> Take appropriate practicable measures to prevent and eliminate injuries, occupational illness, property damage and health related issue such as pandemic prevention.		<b>ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG)</b> Promote ESG best practices through proactive measures towards environment and green conservation, prevention of pollution, sustainability, fostering openness, respect among workforces and implement strong governance with robust risk management.	
<b>KNOWLEDGEABLE WORKFORCE</b> Provide the necessary resources and the organizational support and engage with key stakeholders on relevant Quality, Health, Safety, Security, Environment and Sustainability matters to ensure skilled, well informed and knowledgeable workforce.		<b>EMPLOYEES' INVOLVEMENT</b> Encourage employees to be involved in providing feedback on Health, Safety, Environment, Security and Sustainability related matters.	
<b>SECURITY COMMITMENT</b> Ensure a secure workplace by complying with local and international laws, including the ISPS Code, while prioritizing the protection of our people, assets and operations through continual improvement, compliance and security awareness.		<b>QUALITY ASSURANCE AND PERFORMANCE</b> Ensure that services meet quality standards, improve processes, and enhance overall organization success, thus providing confidence and assurance among all our employees, customers and port users.	

  
**NIK MUZANI NIK ABDUL AZIZ**  
 ACTING CHIEF EXECUTIVE OFFICER  
 NORTHPORT (MALAYSIA) BHD