Quality Policy
Policy No: SC0001

Effective Date	14 May 2018
Revision Number	Rev.7
This Revision Status	Final
Next Review Date	01 November 2024
Summary Purpose	Communicating our quality policy to Company employees.
Summary Scope	Applicable to The Company and all employees.
Policy Owner	Director of Strategy and Change
DML Board Approved	22 November 2022

Caledonian MacBrayne
Clyde & Hebridean Ferries

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1. PURPOSE

The Company (meaning David MacBrayne Limited, CalMac Ferries Limited, Caledonian MacBrayne Crewing (Guernsey) Limited and David MacBrayne HR (UK) Limited) is committed to providing safe, reliable, and sustainable ferry services that connect the communities of the Clyde and Hebrides. Our dedication to quality is unwavering, and we strive to exceed the expectations of our passengers, employees, and stakeholders.

This policy has been developed to protect all employees, consultants, contractors, customers or visitors.

Breaches of the Policy will be taken very seriously and may lead to investigation and disciplinary action under the Company's Disciplinary Procedure, up to and including summary dismissal for gross misconduct.

2. SCOPE

This policy applies to all employees, consultants and contractors.

3. POLICY

To be the UK's leading ferry and port operating company with safety and the provision of lifeline services at our core, easy to engage with, forward looking, a great place to work and recognised as an economic enabler and a leading provider to our customers and the communities we support.

David MacBrayne Limited is committed to achieving the highest management standards by: -

- Consistently providing a safe and efficient transport service which satisfies its stakeholder's needs and expectations while conforming to the requirements of the Company's Public Service Contract with the Scottish Government.

- Providing a safe working environment.

- Complying with all relevant compliance obligations applicable to the organisation.

- Identifying and implementing continuous improvements.

- Operating approved quality and environmental management systems which comply with the requirements of ISO9001 and ISO14001.

- Monitoring the management of our quality objectives and programmes for action.

- Encouraging the active participation, initiative, and ideas of all staff.

- Continuously developing the knowledge and skills of staff.

- Developing team-working and effective communication skills.

- Constantly reviewing all aspects of its operation to improve efficiency and effectiveness.

3.1 Implementation

Quality is the responsibility of everyone employed by the Company and . All employees are required to comply with this policy as a condition of employment, and to ensure as far as possible, that others comply with it.

4. DOCUMENT REVIEW

The Head of Governance, Risk and Assurance is responsible for reviewing this document in consultation with other members of the Executive.

Notwithstanding above, all personnel have a responsibility to use this document critically and to forward any suggestions for its improvement through management line or use the Feedback function in the SharePoint Company Management System.

5. DOCUMENT CHANGE INFORMATION

The table below notes the changes made since the document was previously published.

Date of change	What changed	Who changed (title)	Who changed (name)
08 October 2021	Rev 4 published to the CMS	Director of HSQE	Louis de Wolff
07 June 2022	Changed legal legislation with compliance obligations. Change customer to stakeholder.	Director of HSQE	Louis de Wolff
22 November 2022	Annual Review – no material content change.	Director of HSQE	Louis de Wolff
17 October 2023	Policy transferred to new company template; policy title changed from HSQE0001 to SC0001 (Strategy & Change) and owner changed from Director of HSQE ref OpEx organisation change 1 October 2023); no material content change.	Head of Governance, Risk and Assurance	Graeme Baillie