

Quality manual Port of Luleå



For the customers, suppliers, co-workers and other stakeholders of the Port of Luleå

Our ability to respond to the needs, requirements and expectations of our customers is essential for our long-term success.

With this quality manual we want to show our guidelines, policies and processes that guide our operations and describe our work towards improvements of our operations – so that we actively contribute to our customers' competitiveness in their markets.

To ensure this we have established a documented system where the responsibility to develop and maintain the system and other actions affecting the quality is clear and defined within the organization.

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1. Business presentation, business idea and organization

Business presentation

The main task of Port of Luleå is to load and unload ships at the general quays.

Port of Luleå contains 5 different parts. Vicotiahammen handles dry goods and Uddebo handles liquid product and they are the general quays. Cementas facility for unloading cement and LKAB:s unloading for ore is at Sandskär and these are industrial quays. The old ore quay at Svartön is used for the governmental ice-breakers and cruise-ships. Port of Luleå is responsible for the operations and the maintenance of the facilities and thoroughfares.

Port of Luleå is a trust and a part of Luleå municipality.

Business idea

The port shall by providing an effective and safe all-year-around port with modern facilities and competent employees contribute to the development of the municipality's and the regions trade and industry.

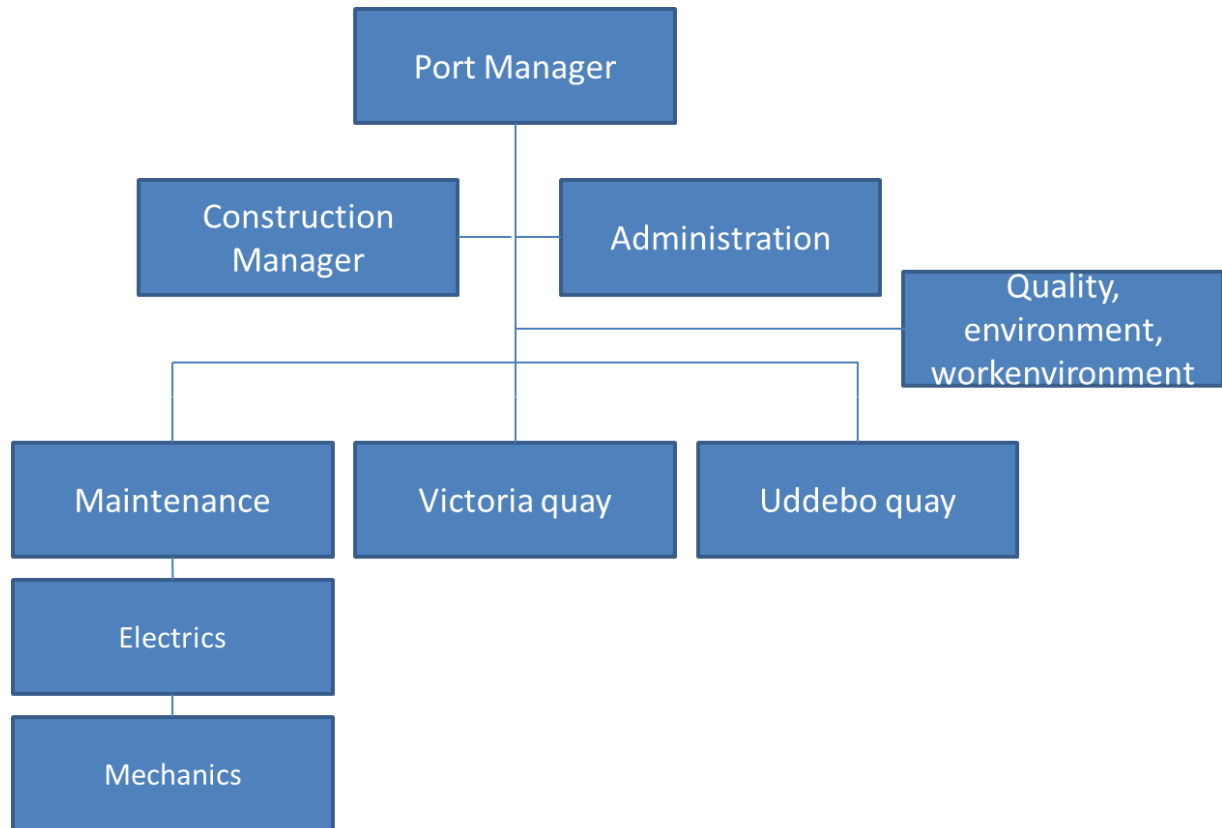
Business objectives

The ports main task is to at the general quays, load and unload ships as cost-effective as possible.

Vision

The Port of Luleå shall by providing an effective all-year-around port with modern facilities and competent employees contribute to the development of the municipality's and the regions trade and industry and further reinforce the position as one of the most attractive ports in Gulf of Bothnia.

Organization



2. The quality system

System management of quality and environment

The quality system is built according to ISO 9001:2008.

Scope

The scope of the quality management system is "Port activities including handling and storage operations as well as real estate management".

Governing documents

The quality system is besides this document, documented with the routines, process descriptions and records that run the operations.

Availability

The documents of the quality system shall be available to all employees at the Port of Luleå through the internal web. If necessary printed documents may occur.

The quality manual will be available for external stakeholders through the external website of the Port of Luleå.

Administration

Updates and distribution of the quality system is carried out by the manager responsible of quality, environment and work environment.

Customer surveillance

The existing and potential customers of Port of Luleå shall be granted access to audit the organizations quality system.

The customers' audit of the system, documents and registers shall be limited to the actual customer and for relevant parts of the operations. Confidential information and information that may be incriminating or otherwise harmful to other customers, suppliers and partners will not be available.

3. Management responsibility, commitment and review

Management responsibility

The management of port of Luleå consists of the Port manager, Administrative manager, Construction manager, Oilharbour manager, Operations manager and Maintenance manager.

The management shall ensure the operational plan, defined by the port authority. The operational plan contains a perspective of 1-3 years and is confirmed annually in accordance with Luleå municipality's planning process.

A working communication between all employees is essential and it is the management's responsibility to ensure that an effective way of communicating may be in the daily work. As far as possible the communication shall consist of short lines of communications so that information can be quickly shared between concerned stakeholders.

The management is responsible to ensure that the policies and goals are known to all employees.

The management shall appoint necessary resources to ensure that the goals are achieved.

The management shall annually evaluate and secure the effectiveness and adequacy of the quality system.

The management representative

The Oilharbour manager is the management representative with the responsibility and authorization to:

- Ensure that the quality systems processes is established, implemented and complied.
- Report the quality systems operation and if there is a need of changes and/or improvements to the management.
- Secure that the customers' requirements continuously are met in the entire operations.

The management representative may at any time –in a situation where the compliant and/or the function of the quality system does not meet the requirements- call for a stop in the organization.

The management representative is also the organizations representative in questions concerning quality towards external parts as certification authorities, customers and suppliers.

Responsibility in HES-work

The overall responsibility concerning Health, Environment and Safety within the Port of Luleå falls upon the Port manager. The practical responsibility in form of monitoring and

operating may be delegated to other roles in the organization. These roles responsibility and authority shall be documented.

The safety representative is appointed by local labor organizations and their representative. If a local safety representative is not appointed, regional safety representative shall be provided through the labor organization.

Health and health maintenance

The Port of Luleå applies the guidelines stated within Luleå Municipality according to the health and health maintenance in preventive and rehabilitative purposes.

Monitoring of absence

Absence is registered according to guidelines stated by Luleå Municipality. If ill more than 6 times or chronically ill for more than 14 days during a 12 months period, the responsible manager is notified to take action.

Finance

The organizations financial resources are a founding stone for our operations. The management is responsible that necessary finances are secured in accordance with the requirements put on the organization..

Laws and injunctions

The Port of Luleå follow the Swedish laws and the concerning requirements including environment, work environment and safety.

Besides this, the Port of Luleå follows the guidelines and regulations imposed on the business under the business license which is due to be engaged in port operations.

Management review

Annually during Q1 the management should review and evaluate the quality systems compliance and intention. The management should evaluate the system through effectivity, fulfillment of requirements in the present and future and that laws and regulations are followed.

The review is carried out as follows:

- Market situation
- Ambitions and policies
- Internal audits and other internal regulatory activities

- Customer audits
- Process performance and conformity
- Suggestions for improvement for processes
- Appropriate resources are provided for the processes
- Registered abnormalities
- Complaints and feedback from customers
- Reported adverse events and damage reports
- Safety inspections
- Statistics of absence
- Cooperate activities with support functions
- Eventual reports and analyzes
- Preventive and corrective actions from production meetings
- Suggestions of improvement for the quality system.
- Other
- Follow up from previous management review

The management's decision shall be documented and kept.

Time plan for necessary actions to improve the quality system shall be set. Actions taken shall be followed up by the management.

In addition to the managements annually review there will be a review every quarter. On these reviews the operation effectiveness, preventive and corrective actions from production meetings and relevant issues concerning the daily operations.

4. Handling of resources

General

The infrastructure is important in all operations and it is a necessity for the organizational processes to be conducted. In the Port of Luleå this infrastructure consists of people, machines, tools and properties. These resources shall as far as possible cooperate and be adapted to the operations so the organization can satisfy the customers' requirements.

There is a continuing development and optimization of these resources that aims to increasingly improve and develop the organization.

Co-workers

The Port of Luleå's employees and their competence is the core of the operations and is therefore the resource with the most significance for the Port of Luleå's ability to in a secure way with high quality meet the customers need.

A good work environment shall be maintained for all employees and all employees shall where possible be given the opportunity to develop their own expertise but also be granted the opportunity to evolve in new areas.

The personal shall be competent and by that it means to possess adequate education, skill and experience for the required work.

Supervisors must also hold performance reviews to ensure satisfied and skilled employees.

The Port of Luleå applies the policies and guidelines determined by Luleå Municipality.

Plants/Facilities

The plant, the facilities, the railroad track and the thoroughfares shall be adapted to the need of the Port of Luleå and shall make it possible for the Port of Luleå to satisfy the customers' needs in an effective and secure way.

The Port of Luleå's facilities shall be in accordance with laws and regulations concerning safety and work environment.

The Port of Luleå applies the policies and guidelines determined by Luleå Municipality.

Tools, machines and measurement equipment

Tools, machines and measurement equipment shall be adapted both operational and capacity according to the assigned working tasks.

Maintenance of tools, machines and measurement equipment shall be carried out wherever possible on a regular basis to prevent injuries and outage.

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All machine tools and measuring equipment maintained and planning for this is done by the Port of Lulea maintenance system.

IS/IT

IS/IT includes the Port of Luleås electronic systems for telephone, fax, e-mail and data processing and is a major part of the daily work and works as a support for the informational flow and the internal communication of the Port of Luleå.

The system shall include a modern, updated equipment and software and shall have a satisfying level of availability and capacity. The IT-system shall include ensuring security against data loss, intrusion and physical strains.

The Port of Luleå applies the policies and guidelines determined by Luleå Municipality.

5. Policies and goals

Quality and environment

The Port of Luleå's quality system shall fulfill the requirements for ISO 9001:2008 and be certified by an accredited instance.

The quality policy of the Port of Luleå states as follows: *The Port of Luleå's business encompasses both operational tasks within the port and stevedoring as well as authority in port-related issues. The port is a critical part in our clients' value chain and therefore is our ability to continually deliver our services in the right time at the right prices crucial for our customers' competitiveness.*

Port operations is an inherently risky business with a number of dangerous tasks. We believe that the ability to ensure quality and customer satisfaction requires not only a good structure and clear routines but also a safe and secure working environment in which we take a common responsibility for our own as well as our co-workers well-being.

Therefore the individual in The port of Luleå is carries a responsibility in their daily situations to monitor, analyze – and if needed – take corrective actions to ensure our ability to meet our customers' expectations.

We work actively so that our organization continuously should be able to live up to our quality commitment through:

- Committed and cunning coworkers that understands the customers' requirements and expectations.
- Effective processes that contributes to clear requirements and ensures monitoring of the operations.
- Continuous improvements of methods and processes
- Loading/Unloading should be carried out at the determined timeframe

The Port of Luleå applies the environment policy determined by Luleå Municipality.

Ethical guidelines

The Port of Luleå applies the policies and guidelines determined by Luleå Municipality.

Confidentiality

The Port of Luleå applies the safety policy determined by Luleå Municipality.

Goals for Health, Environment, Safety and Quality

The goals are determined annually by the port board within the framework of the business plan.

- More than 75% of the employees shall have fewer than 8 days of illness/year.
- Total absence due to illness shall be less than 4.5% of total work time/year.
- The number of customer complaints shall be < 1 per 10 million SEK turnover/year.
- Demurrage shall not exceed more than 1 requirement per 20 million SEK turnover/year.

Suppliers

The Port of Luleå applies the policies and guidelines determined by Luleå Municipality.

Equipment

The measurement and test equipment and other tools and machines that are being used in the Port of Luleå shall be identified and regularly maintained and calibrated.

Market

To be able to keep our market share it is of great importance to continually read and understand the customers' needs and expectations.

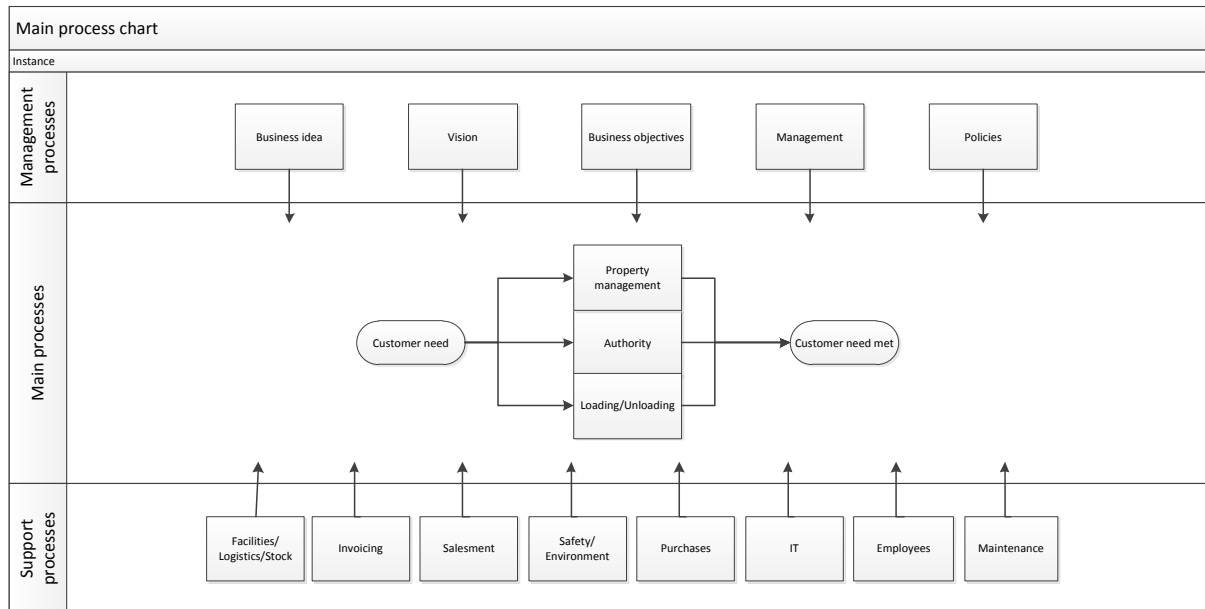
With that reason it is essential to take customers feedback seriously and use such occasions to improve operations and customer understanding. This applies to both positive and negative feedback.

Customer satisfaction

The information in the customer follow-ups will make it possible to measure if the market's perception of the business changes from year to year and what the trend looks like.

Follow-up studies will be carried out through customer surveys that are sent out annually. The obtained results will be compared with the previous years so that a development can be established and analyzed.

6. Main process chart and process management

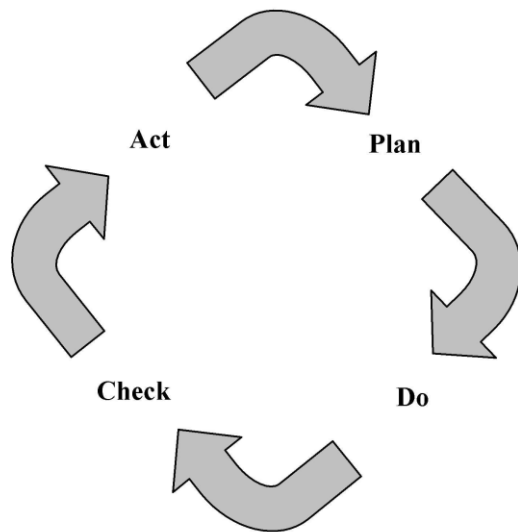


Processes

The processes are the activities that makes it possible for the Port of Luleå to meet the customer need and is therefore vital for the operations where it is the main processes that generates the value for the customer. The support processes and management processes are a support for the main processes so that they can functions as optimal as possible and provide the customer with the required quality. Through documented processes, routines, records and resources the Port of Luleå works with development towards more effective and qualitative processes.

PDCA

The PDCA-cycle below is the Port of Luleå's principle for process management. This way to think is the basis for all processes in the operation. The PDCA- cycle is a system for continual improvements where experiences it actively being used to prevent non- conformities.



Plan

During the planning, the basis for carrying through and control of the processes. In this phase the objectives and commitments are defined and it is determined how the upcoming process shall be conducted.

All commitments create a risk that things might go wrong so the planned outcome might not occur. The risk that is mentioned can cause injuries, quality deviations, delays or an economical loss. Processes that include new or unknown activities deemed to be a higher risk than normal.

Under normal circumstances there is enough experience within the organization to be able to predict eventual risks. This experience is partially personal and partially built in through the processes. In the more unforeseeable situations, various forms of risk analysis and values are used as tools for identifying unacceptable risks.

The planning phase shall cover preventive actions to stop a risk from occurring and minimize the consequences when a risk occurs.

Do

Activities/Processes are conducted according to determined plans, routines and instructions. In these detailed processes and routines there shall be determined guidelines for responsibility and authority.

All employees shall use their qualifications and experiences in a satisfying way to carry out the actual assignment.

Deviations and other unpredictable events shall be documented in a controlled way.

Check

Inspection, measuring and evaluation of the result is the activities conducted after the process has been carried through to provide evidence that the process or activity has been conducted according to plan and that the quality is in line with the specified requirements.

When conducting an inspection, measurement and evaluation there shall be stated criteria for what result that shall be approved and what result that will be disapproved.

Act

During the planning phase we tries to see the outcome but during the act phase we sees what actually where the outcome. Injuries, quality deviations, delays or economical loss may be seen as a proof that the same outcome will occur if no actions are taken.

This is the core of the business process management.

The Value chain

Every step in the value chain aims to increase the quality on what is delivered to the customer at both loading and unloading, authority and property management. This also applies to the existing support processes to meet the customer need.

The value creating process in the Port of Luleå can be grouped as follows:

Request



It shall be known in the business who is handling the communication and represents the business in client matters and that this person always is engaged when a customer takes contact.

Quote



Quotations shall be registered and processed without delay. Any ambiguities found in queries are completed with the customer before an offer preparation. Any deficiencies will be communicated to the customer. All quotations from the Port of Luleå must be approved by an authorized employee.

Orders



Received orders shall be processed and compiled by authorized employees.

Suppliers



In cases where suppliers are used these must be approved for deliveries to the Port of Luleå. There must be determined processes for how suppliers are selected and who has the authority to do this. When a supplier is required all requirements on the Port of Luleå is applicable to the actual supplier.

Employees



The employees at the Port of Luleå are well aware of their assignments and carry these through with quality and environment in mind to meet the customers need in an optimum way.

Delivery



The delivery from the Port of Luleå shall contain necessary documentation and will be stored in the Port of Luleå's system and be provided to the customer.

Follow-up



After a delivery has been conducted the Port of Luleå shall follow-up the result to ensure the quality of the delivery so that it is documented that the customers' need is fulfilled and that the customers' satisfaction can be guaranteed.

Construction and product development

The Port of Luleå has no construction or product development. Therefore construction and product development according to ISO 9001 standard chapter 7.3 has been excluded from our quality system.

7. Supervision of the system

Control methods

Internal supervision aiming to monitor the quality system and assure it works effectively as it is intended. Supervision of the system occurs through meetings, conversations, observations and formal system audits. The minimum requirement for each regulatory form is that these must be documented to make it easier to carry out improvements to the system.

Internal audits

The Port of Luleå shall as a part of the internal supervision conduct formal audits to evaluate the reality in relation to determined goals, guidelines, policies and processes. System audits shall be carried out through the systems documentation. Written reports from the audits shall be conducted. Actions to correct eventual errors shall be executed and the effect of actions taken shall be followed-up.

Deviations

When a discrepancy occurs in processes or the system an internal document for abnormalities shall be used and provided to the persons concerned.

Preventive actions

To prevent deviations, injuries and accident from occurring, the Port of Luleå uses risk analyses. Through these analyses that shall cover quality, environment and working-environment different possible risks that could happen in the daily work should be discovered, analyzed and where there is a major risk and/or major consequence an actionplan should be established, monitored and evaluated.

8. References and annexes

References and annexes

To meet the quality systems requirements for continual development we use besides this quality manual the following documentation.

Documentation for the quality system

[Document management](#)

Deviation handling

[Routine deviation, damage to customers property and deviating goods](#)

[Deviation, damage to customer property and deviating goods](#)

Employees

[Policies](#)

[Guidelines](#)

[Positions](#)

Processes and routines

[Main process chart](#)

[Property management](#)

[Authority](#)

[Loading/Unloading](#)

[Sales](#)

[Invoicing](#)

[Maintenance](#)

[Purchases](#)

Follow-up and measurement

[Internal audit](#)

[Customer questionnaire](#)

[Maintenance, calibration and measurement](#)