



## Customer Action Plan

### Introduction to the Port of Waterford

- The Port of Waterford Company was established in 1999 by statute under the Harbours Act, 1996 – superceding Waterford Harbour Commissioners. The port authority celebrated its 200th anniversary in 2017.
- Port of Waterford is a commercial state-owned company limited by shares and operates under the aegis of the Minister for Transport.
- Our mission is to provide infrastructure and services to enable trade and economic development in the Region.
- Our vision is to be the preferred cargo gateway for the South East Region in Ireland.
- We are a comprehensive port on the EU Ten-T network.
- Situated 5 km downstream of Waterford City at Belview, the port mainly handles dry bulk import cargoes for the dairy farming sector in its hinterland, cement related products, and operates a container terminal catering for scheduled services to and from Rotterdam. It also handles breakbulk, general and project cargoes.
- Port of Waterford operates two surface car parks in Waterford city centre which are open to the public.

### The principal objects of the Port of Waterford are:

- to take all proper measures for the management, control, operation and development of its harbour and the approach channels,
- to provide such facilities, services, accommodation and lands in its harbour for ships, goods and passengers,
- to promote investment in its harbour,
- to engage in any business activity, either alone or in conjunction with other persons, that it considers to be advantageous to the development of its harbour,
- to utilise and manage the resources available to it in a manner consistent with the objects aforesaid.

### Interactions with persons external to the organisation

The Port of Waterford's dealings with its stakeholders are business-to-business in nature.

It also interacts with its shareholder, the Minister for Transport and their department officials, as well as regulatory and other state organisations.

It is through our car parks in Waterford city that we deal with the general public as customers.

Having regard to the level of service that customers and stakeholders can expect, and having given consideration to the scale and nature of the interactions with persons external to the organisation, the Port of Waterford has published a Customer Charter which is supported by this Customer Action Plan.

### **Commitment to Quality Customer Service**

Port of Waterford wishes to provide the best possible service to all customers.

### **Quality Service Standards**

The standard of service people can expect when interacting with us are stated in our Customer Charter. Both the Customer Charter and Customer Action Plan are available to download from our website [www.PortofWaterford.com](http://www.PortofWaterford.com).

| <b>Commitment</b>                                                                                                                                                                                          | <b>Performance Indicator</b>                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Publish a Customer Service Charter and Customer Action Plan                                                                                                                                                | Charter and Action are available on our website                                   |
| Encourage positive customer service culture among staff through induction and training as appropriate.                                                                                                     | Staff familiarity with our commitments as evidenced by feedback                   |
| Ensure staff act with integrity and sincerity and be honest and fair in dealings with stakeholders and members of the public. Encourage staff to be optimistic, friendly, approachable, open and engaging. | Feedback received from staff and external stakeholders and members of the public. |

### **Equality & Diversity**

We will ensure the rights to equal treatment established by equality legislation, and accommodate diversity.

| <b>Commitment</b>                                                        | <b>Performance Indicator</b>                |
|--------------------------------------------------------------------------|---------------------------------------------|
| Ensure all customers are treated equally in line with legislation.       | Customer feedback.                          |
| Provide training to staff on equality and diversity matters, as required | Customer feedback and complaints procedure. |

### **Physical Access**

We will provide clean, accessible premises that comply with occupational and safety standards and facilitate access for people with disabilities and others with specific needs.

| <b>Commitment</b>                                                                                                                 | <b>Performance Indicator</b>        |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| Ensure office buildings which are open to customers comply with building regulations, planning conditions and fire certification. | Certificate of planning compliance. |
| Carry out regular Health & Safety inspections                                                                                     | Exception reports                   |
| Address health & safety issues at regular internal and external Health & Safety committee meetings                                | Summary reports to company board.   |

### Information

We will take a proactive approach in providing information that is clear, timely and accurate, and continue the drive for simplification of rules, regulations, forms, information leaflets and procedures.

| Commitment                                                                                 | Performance Indicator                                     |
|--------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Ensure all documents published on the company website use clear, straightforward language. | User feedback.                                            |
| Migrate culture of use of clear information in documents throughout the country.           | Customer feedback.                                        |
| Provide timely and accurate reports to relevant stakeholder                                | Feedback from stakeholders.<br>Notice of missed deadline. |

### Timeliness and Courtesy

We will deliver quality services with courtesy, sensitivity and the minimum delay, and foster a climate of mutual respect between provider and customer. Contact names should be in all communications to ensure ease of on-going transactions.

| Commitment                                                       | Performance Indicator |
|------------------------------------------------------------------|-----------------------|
| Ensure all email transmissions include employee contact details. | Customer feedback.    |
| Include contact details for managers on company website.         | Customer feedback.    |

### Complaints

We will maintain an accessible, transparent and straightforward procedure for dealing with complaints, with an appropriate appeals process, and will publish this on our company website.

| Commitment                                      | Performance Indicator                        |
|-------------------------------------------------|----------------------------------------------|
| Publish complaints procedure on company website | Feedback from stakeholders and website users |

### Consultation

We will keep relevant stakeholders informed of developments, and provide a forum for the exchange of information with port users on a regular basis.

| Commitment                                                                    | Performance Indicator             |
|-------------------------------------------------------------------------------|-----------------------------------|
| Keep relevant stakeholders informed of developments through public meetings   | Stakeholder feedback.             |
| Provide forum for exchange of information with port users on a regular basis. | Summary reports to company board. |