

Collaborative Business Relationship Policy Statement

1. Introduction

The Port of Tyne has established a Policy for Collaborative Business Relationships which applies where the Port of Tyne has collaborative business relationships with customers, suppliers, and external collaborating organisations.

2. Policy Statement

This Policy is aligned to the Port's vision, mission and objectives as detailed in the Tyne 2050 Strategic Plan and can be found on the Port Intranet and is available to all interested parties as appropriate.

The Port has also developed a Corporate Relationship Management Plan (CRMP) which sets out the framework to meet its collaborative objectives so that the Port of Tyne can achieve its strategic collaboration aims as follows:

- We shall implement, operate, monitor, continually improve and sustain the Port's Collaborative Business Relationship Management System (CBRMS)
- For our collaborative programmes i.e., Customer First, we will satisfy and work in accordance with the Corporate Relationship Management Plan (CRMP)
- The Port's collaborative business relationship approach shall at all times be appropriate to the Port of Tyne's purpose in achieving its stated objectives and all the applicable requirements.

3. Our Collaboration Principles

- We will establish a formalised process to manage and sustain collaborative relationships i.e. Customer First
- Our approach to collaboration is included in our vision and values,
- Our collaborative relationship will support the objectives of all partners.
- Senior leadership responsibility and operational accountability will underpin our collaborative business relationships. Operational SERs (Senior Executive Responsible) will be appointed by the Corporate SER to lead collaborative programmes.
- Our governance structures support collaborative decision making and the appropriate sharing of knowledge and information.
- We will establish and develop collaborative behaviours, skills and values to enhance our collaborative relationships between organisations.

- We will measure our relationships to improve performance, develop trust, and provide commitment so that the full potential of the collaboration can be realised
- We will establish effective relationship and interdependency risk management to ensure more sustainable collaborative relationships
- Our collaboration plans will provide clarity to our stakeholders and staff during development, execution and where appropriate, exit from a collaborative relationship
- We are committed to continually improve our collaborative business relationship management system

4. Review

- This Policy will be reviewed in line with the ISO: 44001:2017 Certification requirements by the Key Account & Service Delivery Manager

Approved and Authorised By:

Matthew Beeton CEO

A handwritten signature in black ink, appearing to read "MB", representing Matthew Beeton.

Effective Date: November 2022