

Port of Tilbury London Limited
Section 172(1) Statement

The Board is aware of its responsibilities to promote the success of the Forth Ports Limited’s Group (the Group) in accordance with section 172(1) of the Companies Act 2006 and, in describing the relationships between the Group and its key stakeholder groups, the Board has taken into consideration the Financial Reporting Council guidance on this matter. By focussing on our purpose and values along with our strategic priorities, we consider our employees, customers, suppliers, local communities and other stakeholders whilst delivering long-term sustainable growth for our investors. The Group’s main stakeholders, their expectations and how the Group Board responds to them are explained as follows:

Stakeholder expectations	How the Board responds
<p>Employees</p>	
<p>Port of Tilbury employs over 600 people directly. The vast majority of the workforce are on the quayside loading and unloading vessels or directly supporting these teams, handling a diverse range of cargoes for our many customers.</p>	
<ul style="list-style-type: none"> • Safe working conditions • Fair terms and conditions • Job security • Regular communication 	<ul style="list-style-type: none"> • Covid-19 response where the board was mindful of the governmental regulations and guidance and responded quickly to assess the evolving requirements as these developed; • Adaptation of working practices where necessary and regular communication with all employees with specific support for vulnerable employees to protect them; • Signatory to the Maritime Mental Health Pledge; • Continuous improvement of health and safety practices, with greater use of technology to keep reviews and initiatives progressing despite the changes to working practices; • Consideration of impact of decisions on employees (such as working practices to be implemented at Tilbury2) with views of employees and wider workforce considered – these are obtained via CEO briefings, local port/asset employee meetings; • Publication of our Gender Pay Gap Report for 2021; • Range of development opportunities available including Apprenticeship and Graduate programmes, as well as a dedicated training centre at Tilbury, with a shift to more online training; • Charitable and community projects.
<p>Customers</p>	
<p>Port of Tilbury supports over 400 domestic and international customers that are linked existentially to the growth and the success of the port.</p>	
<ul style="list-style-type: none"> • Trusted long-term partnerships • High and consistent levels of operational efficiency • Flexibility 	<ul style="list-style-type: none"> • Regular communication regarding changes to operations relating to Covid-19; • Support of a number of European customers in preparing for Brexit, with the Group putting in place further/expanded BCPs to build capacity in key unitised locations to help customers minimise friction at the borders; • Regular contact with customers following the grain silo incident to ensure continuity of service; • Alignment of our business with customer needs, such as investment at Tilbury2; • Service level agreements are monitored and customer feedback taken into consideration when developing new facilities (such as the new CMAT at Tilbury2) and service offerings (e.g. Track Your Container online); • Customer meetings, events and attendance at key industry conferences; • Deepened and broadened our knowledge/expertise of our key markets through targeted analysis.
<p>Suppliers and Contractors</p>	
<p>A wide range of suppliers, contractors and advisors supporting our operational and investment plans.</p>	
<ul style="list-style-type: none"> • Trusted long-term partnerships • Fair terms and conditions • On time payment 	<ul style="list-style-type: none"> • Regular communication regarding changes to operations relating to Covid-19; • Timely payment to suppliers; • Supplier performance management – dedicated procurement team focus on developing and managing supplier relationships, including regular account review meetings – maintained controls, systems and processes in place to ensure suppliers were supported; • Chartered Institute of Procurement and Supply certification; • Modern Slavery – details of efforts we have made to combat modern slavery are detailed in our 2021 Modern Slavery Statement which can be found on our website www.forthports.co.uk.
<p>Communities and other stakeholders</p>	
<p>Encompassing our neighbours in the communities where our ports are to local, national and UK wide private and public bodies.</p>	
<ul style="list-style-type: none"> • Jobs and investment • Compliance with regulation and legislation • Good neighbours, operating safely • Actively help and support local communities • Protection of the environment and heritage 	<ul style="list-style-type: none"> • Thames Freeport Development – job creation; green investment and levelling up; • Early and transparent consultation with the local communities as part of significant developments such as Tilbury2; • Tilbury on the Thames Trust which was put in place to develop and grow a number of community engagement projects linking the International Cruise Terminal with the communities of Tilbury and the wider Thurrock area and laterally alignment with Tilbury Towns Fund application; • Charitable and community projects;
<p>Shareholders</p>	
<p>The owners of the business who are a number of UK and international pension funds.</p>	
<ul style="list-style-type: none"> • Clear strategy and strong execution • Financial discipline • Sustainable growth and regular dividends to match pension liabilities our shareholders are managing • Protection of Group’s reputation 	<ul style="list-style-type: none"> • Additional Board meetings to update on Covid-19 response; • Board decisions are made with the long-term success of the Group in mind; • Active and ongoing dialogue with shareholder representatives who sit on the Board; • Regular board meetings including review of key operational, commercial and financial matters as well as specific meetings to review Markets and Risk, Five Year Strategic Plan and Budget; • Consideration of ESG matters including an increasing focus on green credentials.