



NASSAU
CRUISE PORT



INTEGRATED MANAGEMENT SYSTEM

COMPANY MANUAL

- Ø **Quality Management System: ISO 9001:2015.**
- Ø **Environmental Management System: ISO 14001:2015.**
- Ø **Occupational Health And Safety Management System: ISO 45001:2018.**
- Ø **Asset Management System: ISO 55001:2014.**
- Ø **Event Management System: ISO 20121:2012.**

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COMPANY MANUAL

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| <p>Authorized by:</p> <p><i>Mike Maura</i></p> <hr/> <p><i>Mike Maura</i> <i>Chief Executive Officer</i></p> | |



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1.0 Purpose

NCPL has developed and implemented an Integrated Quality, Environmental, Occupational Health and Safety (OHSE), Asset and Event Management Systems (IMS) which uses the ISO 9001, ISO 14001, ISO 45001, ISO 55001, and ISO 20121 standards as a framework. The IMS establishes documented policies, objectives, and processes to achieve NCPL's objectives using the Plan, Do, Check, and Act approach to process planning. The purpose of the IMS is to better satisfy the needs and expectations of NCPL's client's, stakeholders and interested parties.

This document describes NCPL's IMS, delineates authorities, inter relationships and the responsibilities of personnel within the system. The manual also provides references to procedures and activities that comprise our Quality, Environmental, OHSE, Asset and Event Management System (IMS).

The ISO 55001 Asset Management System which enables NCPL to realize the value of assets under its control and thereby optimize their acquisition, use, maintenance, and disposal.

The document is used to familiarize client's and other external organizations or individuals with the Quality, Environmental, OHSE, Asset and Event Management controls that NCPL has implemented. The controls defined herein demonstrate to all interested parties that our IMS is focused on implementing processes that deliver client satisfaction which limits the environmental impact of our operations and realizes value from its assets.

2.0 Scope:

"NCPL has identified a Strategic Development Plan (SDP) Objective for Sustainability, to: "Manage the ports' growth and operations, while respecting the Nassau's environment and heritage". NCPL will manage such objectives through compliance with its Integrated Management System (IMS) which includes requirements for Quality, Environmental, OHSE, Asset and Event Management as per ISO9001:2015, ISO14001:2015, ISO45001:2018, ISO55001:2014 and ISO20121:2012 standards.

NCPL'S IMS role has been identified at a high level within its Strategic Development Plan (SDP) Objective for Sustainability, to: "Manage the ports' growth and operations, while respecting Nassau's environment and heritage".

The certification of NCPL's Integrated Management System (IMS) to the requirements of the ISO9001:2015, ISO14001:2015, ISO45001:2018, ISO55001:2014 and ISO20121:2012, standards is seen as critical to NCPL achieving its strategic Business Excellence objective: ***"To optimize performance through industry leading practices and innovation"***.

In delivering this IMS, NCPL'S aims to achieve best practice standards in Quality, Environmental, OHSE, Asset and Event Management across all its port services and activities. It provides a framework that effectively manages risks to minimize impacts to the environment and cultural heritage assets of NCPL's ports.

NCPL's Integrated Management System (IMS) has been established, which includes this top-level document (IMS Manual), Standard Operating Procedures (SOP's) and Contingency Procedures. This top-level manual includes a Table of Content, List of Revision and Change Summary. Each clause in the ISO9001:2015, ISO14001:2015, ISO45001:2018, ISO55001 2014, and ISO20121:2012 is covered in this top tier manual.

NCPL has determined and documented the scope of the Integrated Management System by identifying:

- The boundaries and applicability of the IMS management's organizational units, functions, activities, and physical locations.
- Its authority and ability to exercise control and influence over its activities, products, and services.
- The regulatory requirements that apply.

- The External and Internal issues relevant to its purpose and that effects its ability to achieve intended outcomes.
- The interested parties, stakeholders and customers that are relevant to the management system; their needs and expectations, whether stated or implied.
- The products and services provided by NCPL and by external suppliers.
- Environmental aspects and impacts, social, cultural, economic, and physical environments.
- Occupational Health and Safety Risks.
- The realization of maximum value from NCPL's assets throughout their life cycle.
- The management of NCPL's event related activities in a sustainable manner.
- Planned and performed work related activities.

The SCOPE of the IMS is reviewed regularly as part of NCPL's "Management Review."

2.0 Introduction To The IMS

2.1 IMS Development

NCPL's Integrated Management System (IMS) has been developed in compliance with the following ISO management standards and the requirements of the Bahamas Health & Safety at Work Act, as appropriate to NCPL's Operations:

- Quality: ISO 9001:2015.
- Environmental: ISO 14001:2015.
- Occupational Health and Safety: ISO 45001:2018.
- Asset Management: ISO 55001:2014.
- Event Management: ISO 20121:2012.
- Bahamas Health & Safety at Work Act: Sections 4. General Duties of Employers to their Employees. These requirements are documented in this Company Manual at section 5.0 Leadership and Management Responsibility.

These ISO Standards promote the adoption of a risk-based and process approach when developing, implementing, and improving the effectiveness of an Integrated Management System.

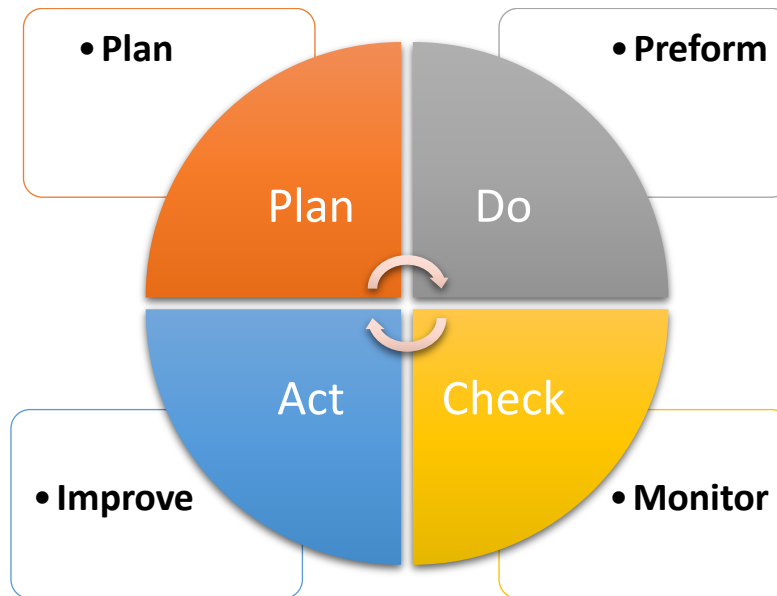
When developing the IMS, NASSAU CRUISE PORT has;

- Identified the processes needed for the IMS and their application throughout the organization.
- Determined the sequence and interaction of these processes.
- Determined criteria and methods needed to ensure that both the operation and control of these processes are effective.
- Confirmed the availability of resources and information necessary to support the operation and monitoring of these processes.
- Actively seeks customer feedback on IMS performance.
- Monitored, measured, and analyzed these processes and implemented actions necessary to achieve planned results and continual improvement of these processes.

Understanding and managing interrelated processes as a system contributes to NCPL's effectiveness and efficiency in achieving its intended results and enhances overall performance. Management of the processes and the system is achieved using the PDCA cycle (plan-do-check-act) with an overall focus on a risk-based approach aimed at taking advantage of opportunities and preventing undesirable results.

The application of the process approach in an Integrated Management System enables:

- Understanding and consistency in meeting requirements.
- The consideration of processes in terms of added value.
- The achievement of effective process performance, and improvement of processes based on evaluation of data and information conducted during management reviews and Business Support Review (BSR) meetings.



2.2 Risk-Based Thinking in Management Systems:

NCPL's Senior Management encourages and fosters effective intraorganizational collaboration and manages risk by organizational goals. Planning is not a single event but ongoing

process, anticipating changing circumstances and continually determining risks and opportunities for the workers and the Integrated Management System.

Risk is the effect of uncertainty, and any such uncertainty can have positive or adverse effects. Risk-based thinking is essential for building an effective and efficient integrated Quality, Environmental, OHSE, Asset and Event Management System. (IMS).

Addressing risks and opportunities establishes a basis for increasing the effectiveness of the IMS, achieving improved results, and preventing adverse effects.

Opportunities can arise because of a situation favorable to achieving an intended result.

Actions to address opportunities can also include consideration of associated risks. For example, a positive deviation arising from risk can provide an opportunity, but not all the positive effects of risk result in opportunities.

Another essential consideration in IMS is compliance with applicable legal and client/stakeholder requirements and regulations and client needs for the company operation that under no circumstances may be unattended due to exposure to risks.

IMS Quality Management and Risk:

The quality part of the IMS demonstrates NCPL's ability to consistently provide products and services that meet customer and regulatory requirements and continuous improvement.

Requirements for addressing risks and opportunities are included in the standard, and NCPL's and risk management processes, have Identified risks and opportunities, planned appropriate responses to mitigate losses, and evaluated their effectiveness.

IMS Environmental Management and Risk:

The environmental part of the IMS improves NCPL's environmental performance through more efficient use of resources and waste reduction, gaining a competitive advantage and the trust of stakeholders.

Environmental risk management is an integral part of NCPL's processes of systematically identifying credible environmental hazards, aspects, impacts, analyzing the likelihood of occurrence and severity of the potential consequences, and managing the resulting level of risk.

IMS Occupational Health and Safety (OHSE) and Risk:

The occupational part of the IMS determines the objectives of preventing work-related injuries and illness and provides a safe and healthy workplace through Hazard identification, assessment of risks, and opportunities for occupational health and safety (OHSE) processes and activities.

Planning processes address risks and opportunities and focus on how NCPL can prevent or reduce undesired effects, including hazards and undesired legal issues.

Documented information is maintained on risks and opportunities and the processes and actions needed to determine and address risks and opportunities.

Following the identification of risks and opportunities, appropriate actions are taken, effectiveness evaluated, and corrective actions, where required, implemented.

IMS Asset Management (AM) and Risk:

The asset management part of the IMS enables NCPL, through its coordinated activities, to realize value from the assets under its control.

Risk management is an integral part of the Asset Management System. Related risks of adverse events, their likelihood of occurrence, and mitigation to a controlled and tolerable level are considered part of NCPL's overall risk management approach. Such include contingency planning, thereby implementing a risk-based approach to all asset management decisions.

Another essential consideration in asset and risk management is compliance with legal requirements and regulations for the company operation, that under no circumstances may be unattended due to exposure to risks.

IMS Event Management (EM) and Risk:

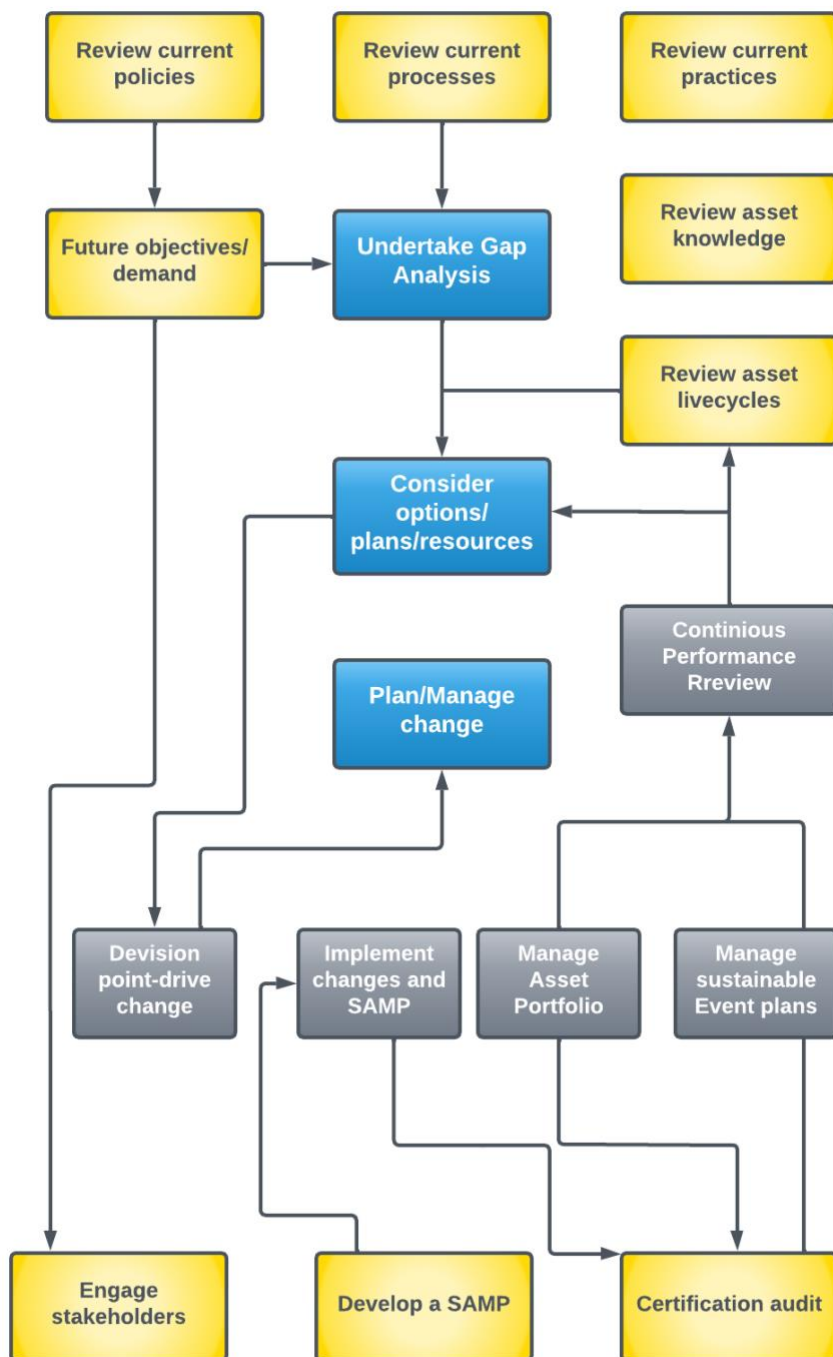
The Event Management part of the IMS enables NCPL to manage its event related activities in a sustainable manner which means doing the least harm to local resources.

Risks related to Event Management are identified and controlled to prevent or reduce undesired effects to the local environment, and the social and economic structure at the event location.

2.3 Authorization and Approval

The CEO of NASSAU CRUISE PORT LIMITED authorizes and approves the preparation and maintenance of this IMS Company Manual.

Review Current Policies and Objectives:



3.0 Terms and Definitions

3.1 Terms related to Quality Management System:

Audit:

Systematic, independent, and documented process for obtaining objective evidence and evaluating it objectively to determine the extent to which the audit criteria are fulfilled.

BSR:

Business Segment Review.

Capability:

Ability of an object to realize an output that will fulfil the requirements for that output.

Complaint:

Customer expression of dissatisfaction made to an organization, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected.

Conformity:

Fulfilment of a requirement.

Context of the Organization:

Combination of internal and external issues that can influence an organization's approach to developing and achieving its objectives.

Continual Improvement:

Recurring activity to enhance performance.

Correction:

Action to eliminate a detected nonconformity.

Corrective Action:

Action to eliminate the cause of a nonconformity and to prevent recurrence.

Customer:

Person or organization that could or does receive a product or a service that is intended for or required by this person or organization.

Customer Satisfaction:

Customer's perception of the degree to which the customer's expectations have been fulfilled.

Defect:

Nonconformity related to an intended or specified use.

External Provider:

External supplier provider that is not part of the organization.

Feedback:

Customer satisfaction> opinions, comments, and expressions of interest in a product, a service, or a complaints-handling process.

Grade:

Category or rank given to different requirements for an object having the same functional use.

Improvement:

Activity to enhance performance.

Infrastructure:

System of facilities, equipment and services needed for the operation of an organization

Interested Party:

Stakeholder, person, or organization that can affect, be affected by, or perceive itself to be affected by a decision or activity.

Management:

Coordinated activities to direct and control an organization.

Management system:

Set of interrelated or interacting elements of an organization to establish policies and objectives, and processes to achieve those objectives.

Mission:

The organization's purpose for existing as expressed by top management.

Nonconformity:

Non-fulfilment of a requirement.

Objective:

Result to be achieved.

Organization:

Person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

Outsource:

Arrangement where an external organization performs part of an organization's function or process.

Policy:

Intentions and direction of an organization as formally expressed by its top management.

Preventive Action:

Action to eliminate the cause of a potential nonconformity or another potential undesirable situation.

Procedure:

Specified way to carry out an activity or a process.

Process:

Set of interrelated or interacting activities that use inputs to deliver an intended result.

Provider Supplier:

Organization that provides a product or a service.

Quality:

Degree to which a set of inherent characteristics of an object fulfils requirements.

Quality Improvement:

Part of quality management focused on increasing the ability to fulfil quality requirements.

Quality Management System:

Management system related to quality.

Quality Management System Realization:

Process of establishing, documenting, implementing, maintaining, and continually improving the quality management system.

Quality Objective:

Objective related to quality.

Quality Policy:

Policy related to quality.

Quality Requirement:

Requirement related to quality.

Regulatory Requirement:

Obligatory requirement specified by an authority mandated by a legislative body.

Requirement:

Need or expectation that is stated, generally implied or obligatory Risk effect of uncertainty.

Statutory Requirement:

Obligatory requirement specified by a legislative body.

Strategy:

Plan to achieve a long-term or overall objective.

System:

Set of interrelated or interacting elements.

Top Management:

Person or group of people who directs and controls an organization at the highest level.

Traceability:

Ability to trace the history, application, or location of an object.

Vision:

Aspiration of what an organization would like to become as expressed by top management.

Work Environment:

Set of conditions under which work is performed.

3.2 Terms Related to Environmental Management System:

Compliance Obligations:

Legal requirements that an organization must comply with and other requirements that an organization must or chooses to comply with.

Environment:

Surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelationships.

Environmental Aspect:

Element of an organization's activities or products or services that interacts or can interact with the environment.

Environmental Condition:

State or characteristic of the environment as determined at a certain point in time.

Environmental Impact:

Change to the environment, whether adverse or beneficial, wholly, or partially resulting from an organization's environmental aspects.

Environmental Management:

Part of the Management System used to manage environmental aspects, fulfil compliance obligations, and address risks and opportunities.

Environmental Performance:

Performance related to the management of environmental aspects.

Environmental Policy:

Intentions and direction of an organization related to environmental performance, as formally expressed by its top management.

Life Cycle:

Consecutive and inter-linked stages of a product (or service) system, from raw material acquisition or generation from natural resources to final disposal.

Prevention of Pollution:

Use of processes, practices, techniques, materials, products, services, or energy to avoid, reduce or control (separately or in combination) the creation, emission, or discharge of any type of pollutant or waste, to reduce adverse environmental impacts.

Risk:

Effect of uncertainty.

Risks and Opportunities:

Potential adverse effects (threats) and potential beneficial effects (opportunities).

3.3 Terms related to OHSE Management System:

Acceptable Risk:

Risk that has been reduced to a level that can be tolerated by the organization having regard to its legal obligations and its own OHSE policy.

Hazard:

Source, situation, or act with a potential for harm in terms of human injury or ill health, or a combination of these.

Hazard Identification:

Process of recognizing that a hazard exists and defining its characteristics.

Health:

Identifiable, adverse physical or mental condition arising from and/or made worse by a work activity and/or work-related situation.

Incident:

Work-related event(s) in which an injury or ill health (regardless of severity) or fatality occurred or could have occurred.

Occupational Health and Safety (OHSE):

Conditions and factors that affect, or could affect, the health and safety of employees or other workers (including temporary workers and contractor personnel), visitors, or any other person in the workplace.

OHSE Management System:

Part of an organization's management system used to develop and implement its OHSE policy and manage its OHSE risks.

OHSE Policy:

Overall intentions and direction of an organization related to its OHSE performance as formally expressed by top management.

Risk:

Combination of the likelihood of an occurrence of a hazardous event or exposure(s) and the severity of injury or ill health that can be caused by the event or exposure(s)

Risk Assessment:

Process of evaluating the risk(s) arising from a hazard(s), considering the adequacy of any existing controls, and deciding whether the risk(s) is acceptable.

3.4 Terms related to the Asset Management System:

Asset:

Item, thing, or entity that has potential or actual value to an organization.

Asset life:

Period from asset creation to asset end-of-life.

Asset Management:

Coordinated activity of an organization to realize value from assets.

Asset Management Plan:

Documented information that specifies the activities, resources and timescales required for an individual asset, or a grouping of assets, to achieve the organization's Asset Management objectives.

Asset Management System:

Management system for Asset Management whose function is to establish the asset management policy and Asset Management objectives.

Asset Portfolio:

Assets that are within the scope of the Asset Management System

Asset System:

Set of assets that interact or are interrelated.

Asset Type:

Grouping of assets having common characteristics that distinguish those assets as a group or class.

Competence:

Ability to apply knowledge and skills to achieve intended results.

Critical Asset:

Asset having potential to significantly impact on the achievement of the organization's objective.

Documented Information:

Information required to be controlled and maintained by an organization (3.1.13) and the medium on which it is contained.

Effectiveness:

Extent to which planned activities are realized and planned results achieved.

Life cycle:

Stages involved in the management of an asset.

Monitoring:

Determining the status of a system, a process, or an activity.

Measurement:

Process to determine a value.

Organizational Objective:

Overarching objective that sets the context and direction for an organization's activities.

Organizational Plan:

Documented information that specifies the programs to achieve the organizational objectives.

Performance:

Measurable Result.

Stakeholder

Person or organization that can affect, be affected by, or perceive themselves to be affected by a decision or activity.

Strategic Asset Management Plan SAMP:

Documented information that specifies how organizational objectives are to be converted into asset management objectives, the approach for developing asset management plans and the role of the asset management system in supporting achievement of the asset management objectives.

3.5 Terms related to the Event Management System

Organization:

Person or group of people that has its own functions with responsibilities, authorities, and relationships to achieve its objectives.

Sustainability:

Degree of sustainable development in the context of the organization or event.

Sustainable development:

Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

Event:

Planned to gather with respect to time and a place where an experience is created and/or a message is communicated.

Event Management Cycle:

Stages and activities of an event (including products and services involved), from research, conception, and planning through to implementation, review, and post-event activities.

Event Organizer:

Entity that produces and/or manages all or some aspects of an event.

Event Owner:

Entity that commissions the event.

End User:

User taking the role of consumer.

Example: Being at the end of a value or delivery chain.

Attendee:

Organization and/or individual that takes part in an event for the primary purpose of receiving services or content.

Participant:

Organization and/or individual that takes an active part in the contents of an event.

Accessibility:

Usability of a product, service, environment, or facility by people with the widest range of capabilities.

Inclusivity:

Practice of fair treatment and meaningful involvement of all interested parties.

Note 1 to entry: Inclusivity refers to all interested parties, regardless of race, age, gender, color, religion, sexual orientation, culture, national origin, income, disability (mental, intellectual, sensorial, and physical) or any other form of discrimination.

Integrity:

Adherence to ethical principles.

Legacy:

Resulting remains of an event.

Legacy includes the enduring physical, economic, social, and environmental impacts of an event or events.

Legacy also includes non-material elements, including new capacities acquired because of events, e.g., new knowledge, training, standards, best practices, skills, organizations, systems, relationships, partnerships, and innovations.

Stewardship:

Responsibility for sustainable development shared by all those whose actions affect environmental performance, economic activity, and social progress, reflected as both a value and a practice by individuals, organizations, communities, and competent authorities.

Transparency:

Openness about decisions and activities that affect society, the economy and the environment, and willingness to communicate these in clear, accurate, timely, honest, and complete manner.

Supplier:

Organization providing products, services, or facilities.

4.0 Context of the Organization

4.1 Understanding the organization and context

NCPL determines the external and internal issues that are relevant to its purpose and strategic direction and those that affect its ability to achieve the intended result(s) and outcomes of its integrated Quality, Environmental, OHSE, Asset and Event Management (IMS). Such issues include the IMS conditions being capable of affecting the organization.

Information on such external and internal issues is being monitored and reviewed as part of NCPL's routine Management Review / Business Support Review (BSR) meetings.

4.1.1 Issues affecting NCPL's IMS:

| Internal Issues | External issues |
|----------------------------------|-------------------------------------|
| Market share | Customers & suppliers |
| Resources | Competition |
| Performance | Regulatory & Statutory |
| Capacity | Political |
| Values & Culture | Economic backdrop |
| Knowledge & Innovation | Technological IMS |
| Realization of value from assets | Contractual Environmental impact |

The above-stated internal and external issues highlight the significant challenges faced by NCPL's IMS. The focus of the IMS system is to address and mitigate the above challenges, consider the various risks and opportunities associated with them, and derive the appropriate actions needed to address them.

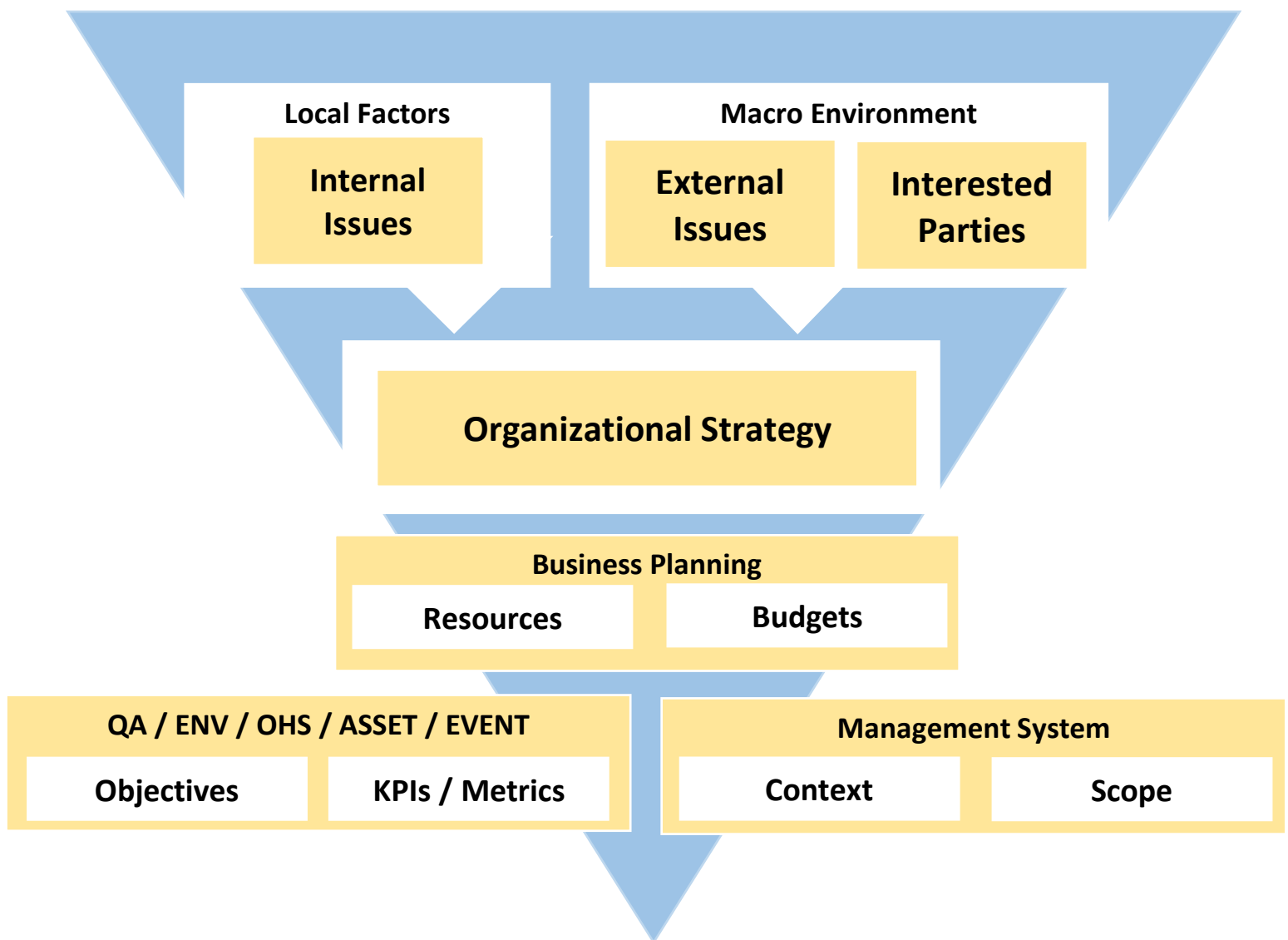
In addition to the IMS, the following documented information also describes the organizational context:

- Analysis of strategies, contractual, statutory, and regulatory commitments.
- Analysis of technology and competitive environment.

- Economic reports from relevant business sectors.
- Reports from technical experts and consultants.
- Analysis of customer focus survey reports for internal and external issues.
- Analysis of supplier evaluation reports.
- Meeting minutes (Management Review minutes), process maps and reports, etc.

NCPL uses the IMS input Hierarchy, as displayed in the chart below, to describe its operational context.

IMS Hierarchy Chart



NCPL recognizes that we have a unique set of interested parties whose needs and expectations change and develop over time. NCPL continuously reviews and monitors needs and expectations applicable to NCPL's operations and the IMS. Such needs and expectations broadly include those shown in the table below.

| Interested Parties | Needs & Expectations |
|---|---|
| Clients | Price, Reliability & Value |
| Stakeholders | Profitability & Growth |
| Employees | Shared values, Security, safe working spaces, participation, prevention of injury |
| Managers | Information & Resources |
| External Resources | Beneficial relationship |
| Event Related Personnel, Participants, Attendees, Supply Chain. | Refer to the Interested Parties Spreadsheet. |
| Statutory & Regulatory | Compliance & Reporting |
| Local Communities | Good Relationship |

To ensure NCPL's services meet relevant requirements, NCPL identifies and assesses the potential impact of any relevant needs and expectations from interested parties.

Where appropriate, NCPL ensures that services are aligned to deliver the requirements of NCPL's interested parties by converting relevant needs and expectations into requirements that become inputs to NCPL's IMS.

4.2 Determining the SCOPE of the IMS

NCPL has developed the SCOPE, considering boundaries and applicability of the IMS. When determining the SCOPE, NCPL has considered the following:

- The external and internal issues referred to in section 4.1.
- Relevant interested parties and stakeholders, and their relevant requirements as per section 4.1.

- The monitoring and review information about external and internal issues.
- The activities, products, and services.
- Its organizational units, functions, and physical boundaries.
- Its authority and ability to exercise control and influence.
- Asset management coordinated activities.
- Event Management coordinated activities.
- Its planned or performed work related activities.
- Interaction between the included management system requirements.

This document delineates NCPL's integrated Quality, Environmental, OHSE, Asset and Event Management System (IMS) including authorities, inter-relationships, and responsibilities of process owners and personnel that operate within the system.

Although NCPL recognizes that ISO 9001, ISO 14001, ISO 45001, ISO 20121, and ISO 55001 do not require a management system manual, we have decided to retain and update our IMS manual as our employees, clients, suppliers, and other stakeholders perceive it to add value to our operations. The scope statement contained within this manual is available to interested parties via our website.

This document also demonstrates the relationship between our management system and the sequence and interaction of NCPL's key processes.

Relevant activities, products, and services of NCPL within the SCOPE are included in the IMS. The SCOPE of the IMS is reviewed regularly as part of NCPL's Management Review / BSR meetings.

4.3 The IMS and its Processes

NCPL establishes, implements, maintains, and continually improves the IMS, including the process and procedures needed, and the subsequent impact, following the requirement of the mentioned ISO standards.

The IMS, in its entirety, is meant to serve as objective evidence that complies with section 4.4. NCPL, through the IMS, maintains documented information to support its processes' operation and retains documented information to ensure that the processes are being carried out as per the stated recommendations.

NCPL has established the processes needed for the IMS and the appropriate application throughout the organization and has made the following determinations:

- The inputs required and the outputs expected from these processes.
- The sequence and interaction of these processes.

- Determined and applied the criteria and methods (including monitoring, measurements, and related performance indicators) needed to ensure the effective operation and control of these processes.
- The resources needed for these processes and ensured their availability.
- Assigned the responsibilities and authorities for these processes.
- Addressed the risk and opportunities as determined by following the requirements of section 6.1.
- Evaluated these processes and implemented any changes needed to ensure that these processes achieve their intended results.
- To continually improve the IMS and supporting infrastructure of the organization.
- Maintain documented information to support the operation of its processes. (Please see operational procedures and forms for NCPL departments).
- Retain documented information to ensure the processes are being carried out as planned. (Please see relevant IMS records: meeting minutes, data regarding customer complaints, and supplier evaluation forms).

4.3.1 Sequence & Interaction of Processes Diagram:

The diagram below represents management processes, customer-related processes, and support processes at NCPL.

4.4 Sustainable Development Principles, Statement of Purpose, and Values

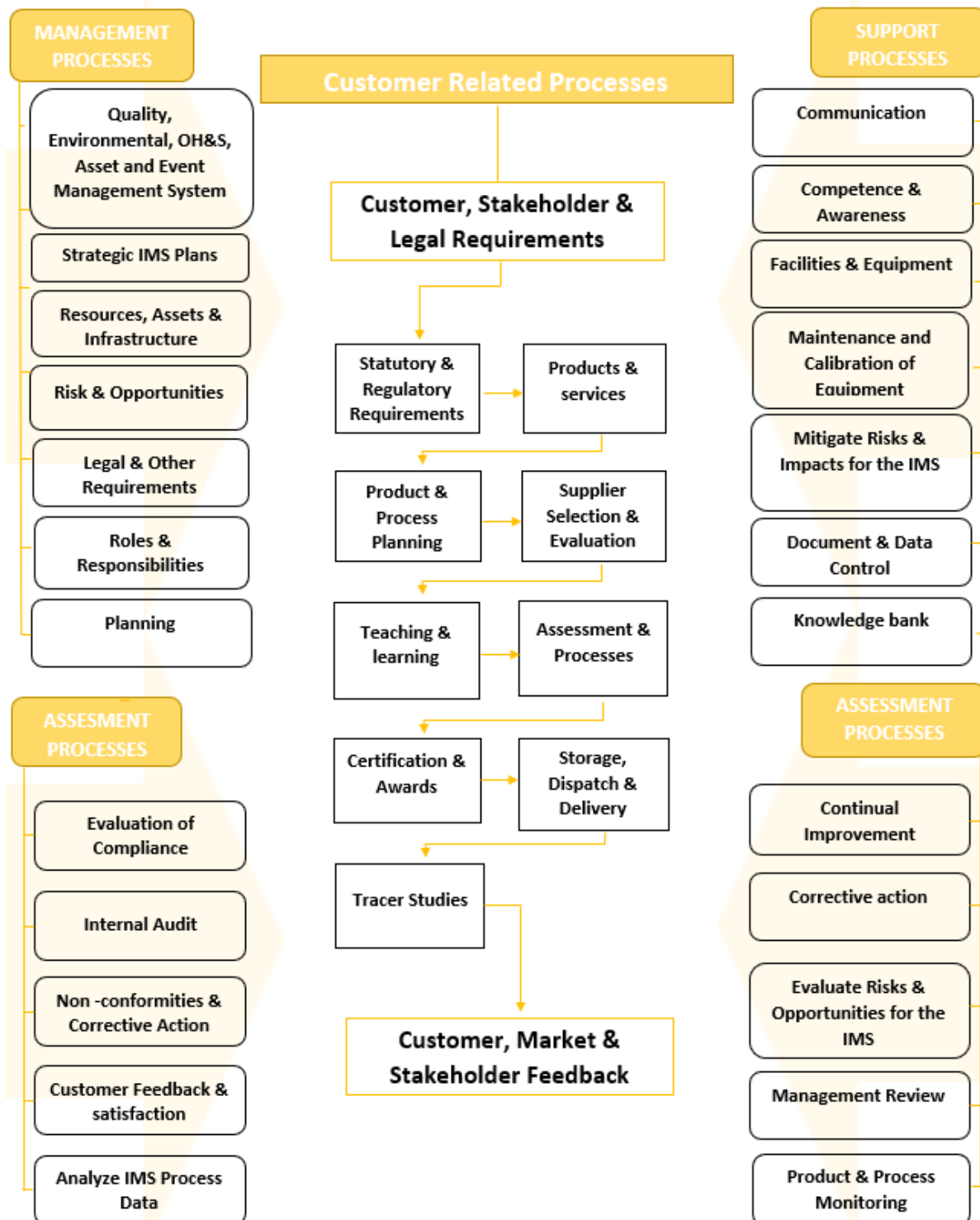
NCPL's principles, purpose and values provide a framework for setting its policies, objectives, and targets, as defined within the scope of its Event Sustainability Management System.

NCPL's governing principles of sustainable development regarding Event Management includes

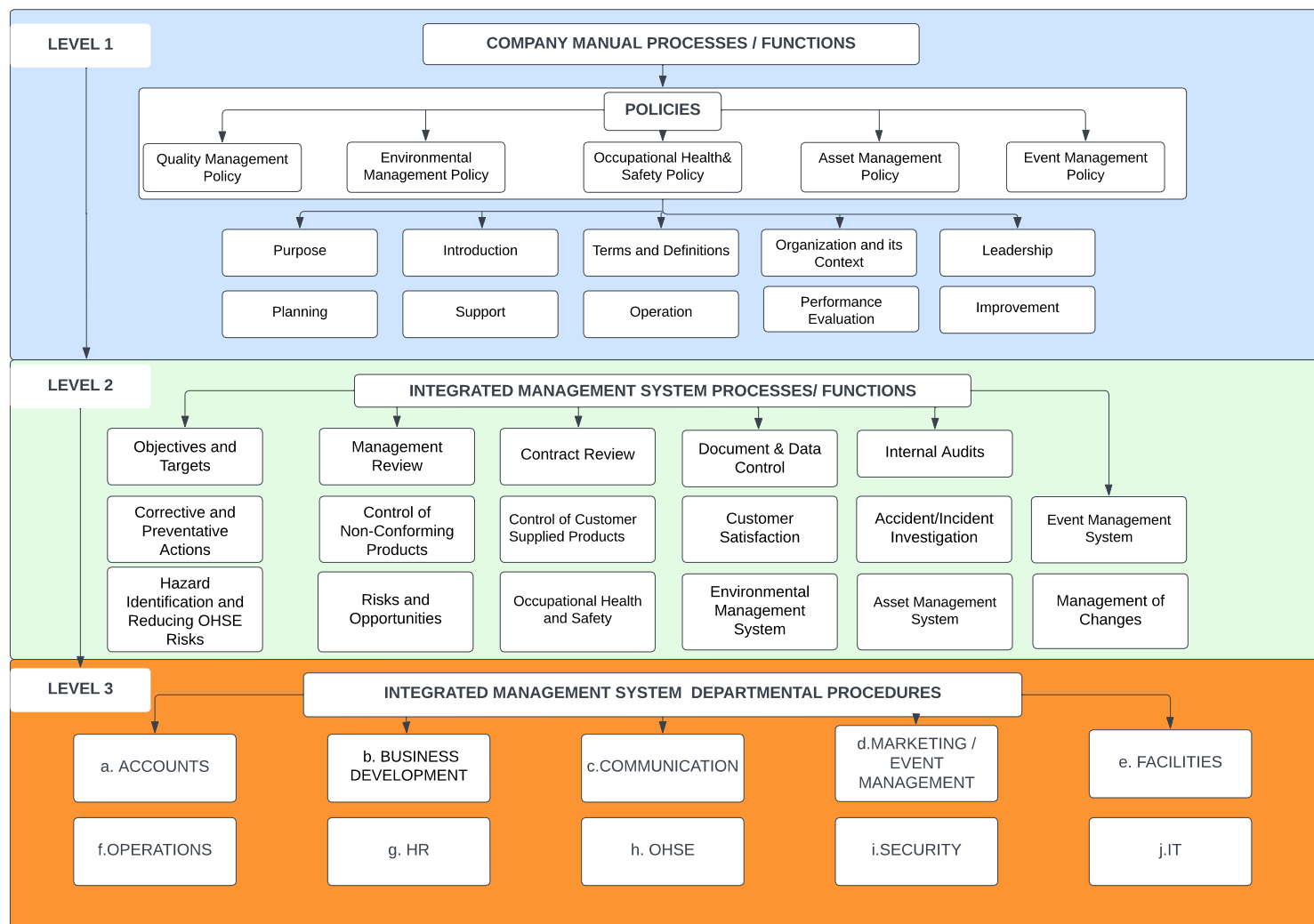
- Considerations for stewardship.
- Inclusivity.
- Integrity and transparency.

NCPL has defined and documented its primary purpose and values with respect to its activities, products and services that relate specifically to events.

4.5 Organizational Processes



4.6 INTEGRATED MANAGEMENT SYSTEM PROCESS FLOW CHART



5.0 Leadership - Management Responsibility

5.1 Leadership and Commitment

5.1.1 General:

Top management of Nassau Cruise Port Limited (NCPL) demonstrates leadership and commitment concerning integrated Quality, Environmental, Occupational Health and Safety (OHSE), Asset and Event Management System (IMS) by:

- Ensuring that the Quality, Environmental, OHSE, Asset and Event Management policies, the SAMP, and the IMS management objectives are established and are compatible with the organizational objectives.
- Ensuring the integration of the management system requirements into the organization's business processes.
- Ensuring that the resources for the Integrated Management System are available.
- Communicating the importance of effective IMS management and of conforming to the Integrated Management System requirements.
- Ensuring that the Integrated Management System achieves its intended results and outcome(s).
- Directing and supporting persons to contribute to the effectiveness of the Integrated Management System.
- Promoting cross-functional collaboration within the organization.
- Promoting continual improvement.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.
- Ensuring that the approach used for managing risk in IMS management is aligned with the organization's approach to managing risk.
- Taking accountability for the effectiveness of the Integrated Management System.
- Promoting the use of the process approach and risk-based thinking.

- Engaging, directing, and supporting persons to contribute to the effectiveness of the Integrated Management System.
- Taking overall responsibility and accountability for the prevention of work-related injury and ill health, as well as the provision of safe and healthy workplaces and activities.
- Developing, leading, and promoting a culture in the organization that supports the intended outcomes of the Integrated Management System.
- Protecting workers from reprisals when reporting incidents, hazards, risks, and opportunities.
- Ensuring the organization establishes and implements a process(es) for consultation and participation of workers.
- Supporting the establishment and functioning of health and safety committees.
- Directing and supporting the activities relating to the Asset Management System, including the lifecycle processes, to ensure NCPL obtain maximum value from their assets.
- Directing and supporting the activities relating to the Event Management System to ensure that they are undertaken in a sustainable manner, taking into consideration the impact on society, economic and environmental issues at the event location.

Customer focus

Top management demonstrates Leadership and Commitment concerning customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are determined, understood, and consistently met.
- The risks and opportunities that can affect the conformity of products and services and the ability to enhance customer satisfaction are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.

Policy

Top management has established Quality, Environmental, OHSE, Asset and Event Management policies within the IMS that:

- Are appropriate to the purpose of the organization, including the nature, scale, and environmental impacts of its activities, products, and services.
- Provides a framework for setting IMS management objectives.
- Includes a commitment to satisfy and fulfill legal and other applicable requirements.
- Includes a commitment to the protection of the environment, including prevention of pollution and other specific commitment(s) relevant to the context of the organization.
- Includes a commitment to continually improving the Integrated Management System to enhance IMS performance.
- Includes a commitment to fulfill its compliance obligations.
- Includes a commitment to provide safe and healthy working conditions for the prevention of work-related injury and ill health and is appropriate to the purpose, size, and context of the organization and the specific nature of its OHSE risks and OHSE opportunities.
- Provides a framework for setting the OHSE objectives.
- Includes a commitment to eliminate hazards and reduce OHSE risks.
- Includes a commitment to workers' consultation and participation and workers' representatives where they exist.
- Includes a commitment to leadership within the field of event sustainability management.
- References its statement of purpose and values.
- Include the organization's commitment to its governing sustainable development principles within its defined scope and takes into consideration the following:
 - Supply chain organizations (product, facility, and service providers).

- The Event Management cycle, from conception and planning through to implementation, review, and post event activities.
 - Output from engagement with interested parties (4.2).
 - The needs of end users.
 - Legacy issues.
- The Quality, Environmental, OHSE, Asset and Event management policies within the IMS are:
- Consistent with the organizational plan.
 - Consistent with other relevant organizational policies.
 - Appropriate to the nature and scale of the organization's assets and operations.
 - Available and maintained as documented information.
 - Communicated, understood, and applied within the organization.
 - Available to stakeholders and interested parties, as appropriate.
 - Implemented and periodically reviewed and, if required, updated

Organizational roles, responsibilities, and authorities

Top management ensures that the responsibilities and authorities for relevant roles are assigned and communicated within the organization.

Top management assigns the responsibility and authority for:

- Establishing and updating the SAMP, including asset management objectives.
- Ensuring that the asset management system supports the delivery of the SAMP.
- Ensuring that the Integrated Management System conforms to the requirements of the International Standard.
- Ensuring the suitability, adequacy, and effectiveness of the Integrated Management System.
- Establishing and updating the Asset Management Plan(s).

- Reporting on the performance of the Integrated Management System to top management.
- Ensuring the promotion of customer focus throughout the organization.
- Ensuring that the integrity of the Integrated Management System is maintained when changes to the IMS are planned and implemented.

Consultation and participation of workers

The organization establishes, implements, and maintains a process(es) for consultation and participation of workers at all appropriate levels and functions, and, where they exist, workers' representatives in the development, planning, implementation, performance evaluation, and actions for improvement of the IMS (OHSE) Management System.

The organization shall:

- Provide mechanisms, time, training, and resources necessary for consultation and participation.
- Provide timely access to clear, understandable, and relevant information about the Integrated Management System.
- Determine and remove obstacles or barriers to participation and minimize those that cannot be removed.
- Emphasize the consultation of non-managerial workers on the following:
 - Determining the needs and expectations of interested parties.
 - Establishing the OHSE policy.
 - Assigning organizational roles, responsibilities, and authorities, as applicable.
 - Determining how to fulfill legal requirements and other requirements.
 - Establishing OHSE objectives and planning to achieve them.

- Determining applicable controls for outsourcing, procurement, and contractors.
 - Determining what needs to be monitored, measured, and evaluated.
 - Planning, establishing, implementing, and maintaining an audit program(s).
 - Ensuring continuous improvement.
- Emphasize the participation of non-managerial workers in the following:
- Determining the mechanisms for their consultation and participation.
 - Identifying hazards and assessing risks and opportunities.
 - Determining actions to eliminate hazards and reduce OHSE risks.
 - Determining competence requirements, training needs, training and evaluating training.
 - Determining what needs to be communicated and how this will be done.
 - Determining control measures and their effective implementation and use.
 - Investigating incidents and nonconformities and determining corrective actions.

| Document reference number | Reference Procedure |
|---------------------------|-----------------------------------|
| NCPL-IMSP-013 | Occupational Health & Safety |
| NCPL-IMSP-010 | Accident / Incident Investigation |

6.0 Planning

6.1 Actions to address risks and opportunities

When planning for the IMS, NCPL has considered the following:

- External and internal issues, as stated in 4.1 and 4.2
- The scope of our IMS.

NCPL has determined risks and opportunities for the organization that need to be addressed through the IMS:

- To achieve the intended results(s) and outcomes.
- To enhance desirable effects and prevent or reduce undesired effects, including the potential for external conditions, including environmental, to affect the organization.
- To achieve continual improvement.
- Plan actions to address identified risks and opportunities.
- Evaluate the effectiveness of such actions, which shall be proportionate to the potential impact on the conformity of products and services.
- Identify potential unforeseen situations, including those which could have an environmental effect on the environment, the failure of an asset, a quality issue, or an injury to a worker or ill health.
- Processes needed to have confidence those are carried out as planned.

NCPL has maintained documented information for:

- Risks and opportunities that need to be addressed. Processes are needed to the extent necessary to have confidence that they are carried out as planned.
- When carrying out planning activities, NCPL has considered the operational adherence to, and the enhancement of, the governing principles of sustainable development relating to Event Management.

6.1.2 IMS Aspects

Within the defined scope of IMS, NCPL has determined the IMS related aspects, including environmental aspects of their activities and services and their impacts, considering a life cycle perspective.

- Change, including planned or new developments and new or modifies activities and services.
- Abnormal conditions and reasonably foreseeable emergency situations.
- NCPL has established a procedure for determining aspects and impacts. IMS aspect considered significant, have been communicated among our organization's various levels and functions
- NCPL maintains an environmental aspect and impact register as documented information and includes criteria used to determine its significant IMS aspects.

6.1.3 Hazard Identification, Risk Assessment, and Determining Controls

- Department Heads supported by managers determine the hazards and associated risks of activities, processes and services which are ongoing and proactive.
- The level of risk for each identified hazards is decided based on risk assessments (severity and probability).
- For identified hazards, an effective control and monitoring mechanism is applied to eliminate or control the associated risks these controls may be in the form of procedures, work instructions, flow charts, monitoring, training, external support, etc., depending on the level of risk.
- The results of risk assessment and the effects of controls are considered when setting the objectives.
- Each Department Head keeps the information concerning identification of hazard and risk assessments up to date for their respective departments.
- Hazard identification and risk assessments are carried out on a defines interval and when

there is a change in control and monitoring mechanism or an accident / incident.

- Hazard identification considers how work is organized, social factors, including workload, work hours, harassment, bullying, victimization, leadership, and the culture of NCPL, routine and non-routine activities and situations, people, and changes in knowledge of and information about hazards.

6.1.4 Compliance and Legal Obligations

NCPL has:

- Determined and have access to compliance and legal obligations related to NCPL Quality & Environmental aspects, hazards and risks related to Occupational Health and Safety (OHSE), Asset and Event Management.
- Determined how compliance and legal obligations apply to NCPL.
- Considered the identified compliance and legal obligations when establishing, implementing, maintaining, and continually improving NCPL's IMS.
- Maintains a risk register to manage risks and opportunities of NCPL's compliance obligations effectively.
- In countries where the law or its implementation does not provide for minimum environmental, social, or economic safeguards, an organization should aspire to achieve international best practice were deemed to not conflict with national law.

6.1.5 Planning Action

NCPL has plans in place to:

- Address NCPL's significant IMS, compliance obligations, and risks and opportunities are identified.
- Integrate and implement the actions into NCPL's IMS processes or other business processes.
- Determine up-to-date legal requirements and other requirements that are applicable to its hazards, OHSE risks, and Integrated Management System.

- Determine how these legal requirements and other requirements apply to the organization, what needs to be communicated and to ensure they are taken fully into account.
- Evaluate the effectiveness of these actions.

NCPL considers its technological options and financial, operational, and business requirements when planning these actions.

6.2 Quality, Environmental, OHSE, Asset and Event Management Objectives and Planning to achieve them

6.2.1 Establishing Quality, Environmental, OHSE, Asset and Event Objectives

NCPL has established IMS objectives at relevant functions and levels. While establishing objectives, NCPL has considered the organization's risks and opportunities, significant environmental aspects, compliance obligations, relevant stakeholders' requirements, and other financial, technical, legal, regulatory, and organizational requirements.

The IMS objectives are:

- Consistent and aligned with the IMS policies.
- Measurable where practicable.
- Monitored.
- Communicated.
- Reviewed and updated as appropriate.
- Considering the result of consultation with workers and where they exist workers representatives.

The IMS objectives take into consideration:

- Financial, operational, and business requirements.
- Legacy issues.

- Consideration of alternative options for improved event sustainability to find the best overall available solution(s),
- The greatest improvement practicably possible, within the objective's timescale and the organization's capacity to address it.
- Interested party feedback.
- Relevant supply chain issues. The organization retains documented information on the event sustainability and IMS objectives.

6.2.2 Planning Actions to Achieve NCPL IMS Objectives

When planning how to achieve its IMS objectives, NCPL has determined the following:

- What will be done.
- What resources will be required.
- Who will be responsible.
- When it will be completed.
- How the results will be evaluated, including indicators for monitoring progress towards achievement of its measurable IMS objectives.
- The method and criteria for decision making and prioritizing of the activities and resources to achieve NCPL's Asset Management Plans and objectives as defined in the IMS policies and Strategic Asset Management Plan (SAMP).
- The financial and non-financial implications of the Asset Management plan.
- Relevant requirements coming from outside the Asset Management plan.
- Appropriate time horizon and review period for the Asset Management plan.
- The processes and methods employed in managing NCPL's assets over their life cycles.

It has been considered how actions to achieve IMS objectives can be integrated into NCPL's business process.

6.3 Planning of Changes

When a need for changes to IMS is determined, the changes are carried out in a planned manner to maintain the integrity of the IMS.

The following are taken into consideration for the management of change:

- The purpose of the changes and their potential consequences.
- The integrity of the IMS.
- The availability of resources.

The allocation or reallocation of responsibilities and authorities.

| Document reference number | Reference Procedure |
|---------------------------|---|
| NCPL-IMSP-001 | Objectives & Targets |
| NCPL-IMSP-011 | Hazard Identification and Reducing OHSE risks |
| NCPL-IMSP-012 | Risks & Opportunities |
| NCPL-IMSP-014 | Environmental Management System |
| NCPL-IMSP-015 | Asset Management System |
| NCPL-IMSP-016 | Event Management System |
| NCPL-IMSP-017 | Management of Changes |

7.0 Support

7.1 Resources

NASSAU CRUISE PORT LIMITED (NCPL) has determined and provided the resources needed to establish, implement, maintain, and continually improve the IMS.

For this purpose, NCPL has considered:

- The capabilities of, and constraints on, existing internal resources.
- What needs to be obtained from external providers.

7.2 People

NCPL has determined and provided the persons necessary for effectively implementing its IMS and the operation and control of its processes.

The competence of workers that affects its IMS performance is determined and ensured that workers are competent, including, where applicable, actions taken to acquire and maintain necessary competence and effectiveness evaluation. Current and future competency and training needs are periodically reviewed.

7.3 Infrastructure

NCPL has determined, provided, and maintained the infrastructure necessary for the operation of its processes and to achieve conformity of products and services.

Infrastructure includes the following:

- Buildings and associated utilities.
- Necessary tools and equipment for the work undertaken.
- Transportation resources.
- Equipment maintenance resources.
- Information and communication technology.

7.4 Environment for the Operation of Processes

NCPL has determined, provided, and maintained the environment necessary for the operation of its processes and to achieve conformity of products and services.

A suitable environment is a combination of human and physical factors, such as:

- Social (e.g., non-discriminatory, calm, non-confrontational, availability of information).
- Psychological (e.g., stress-reducing, burnout prevention, emotionally protective).
- Physical (e.g., temperature, heat, humidity, light, airflow, hygiene, noise, ergonomics).

7.5 Monitoring and Measuring Resources

NCPL has determined and provided the resources (such as measuring instruments and competent inspection personnel) to ensure valid and reliable results when monitoring or measuring is used to verify the conformity of products and services to requirements.

Provides resources that:

- Are suitable for the specific type of monitoring and measurement activities being undertaken.
- Are maintained to ensure their continuing fitness for their purpose.
- Are calibrated at regular intervals as needed.

NCPL retains appropriate documented information as evidence of fitness for the purpose of monitoring and measurement resources.

7.6 Measurement Traceability

To provide confidence in the validity of measured results, measuring equipment are:

- Calibrated or verified, or both, at specified intervals, or before use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information.
- Identified to determine their status.
- Safeguarded from adjustments, damage, or deterioration that would invalidate the calibration status and subsequent measurement results.

- If the validity of previous measurement results has been adversely affected (when measuring equipment is found unfit for its intended purpose), appropriate action is taken as necessary.

7.7 Organizational Knowledge

NCPL has determined the knowledge necessary for the operation of its processes and to achieve conformity.

Organizational knowledge can be based on:

- Internal sources (e.g., intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience; the results of improvements in processes, products, and services).
- External sources (e.g., standards; academia; conferences; gathering knowledge from customers or external providers).
- Effective succession planning for personnel and processes for capturing individual and group knowledge are ensured.

7.8 Competence

NCPL has:

- Determined the necessary competence of persons doing work under its control that affects the performance and effectiveness of the IMS.
- Ensures that these persons are competent based on appropriate education, training, or experience.
- Where applicable, take actions to acquire the necessary competence and evaluate the effectiveness of the actions taken.
- Retained appropriate documented information as evidence of competence.
- Periodically reviewed current and future competency needs and requirements.

7.9 Awareness

NCPL has ensured that persons doing work under its control who can have an impact on the achievement of IMS objectives are made aware of:

- IMS policies and objectives.
- Significant environmental aspects.
- Their work activities and associated hazards, risks, and opportunities.
- Their ability to remove themselves from work situations considered presenting an imminent and danger to their life or health.
- Implications of not conforming to the IMS requirements.
- Their contribution to the effectiveness of the IMS, including benefits of enhanced IMS performance.
- Incidents and outcomes of investigations that are relevant to them.

7.10 Communication

NCPL has determined the internal and external communications relevant to the IMS, including:

- On what it will communicate.
- When to communicate.
- With whom to communicate.
 - Internally among the various levels and functions of NCPL.
 - Among contractors and visitors to the workplace.
 - Among other interested parties.
- How to communicate.
 - NCPL has taken into account diversity aspects (gender, language, culture, literacy, and disability) when considering its communication needs.
- Who communicates.
- When establishing its communication processes, NCPL has:
 - Considered its compliance, Legal, Governmental, and other obligations.

- Ensured that Quality, Environmental, Occupational Health & Safety (OHSE), Asset and Event Management information communicated is consistent with information generated within the IMS and is reliable.
- Ensured that NCPL shall respond to relevant communications on its IMS.
- Retained documented information as evidence of its communications, as appropriate.

NCPL has identified, with its interested parties, the most effective means of communication and has taken into account the interests of those different groups.

The communications include, where appropriate, the following:

- The organization's governing principles of sustainable development.
- The purpose of the event.
- A system for managing improved event sustainability.
- Issues, objectives, and targets.
- Guidance, best practice for achieving objectives and targets.
- Relevance to interested parties.
- Progress in relation to performance.
- Feedback from interested parties/stakeholders.

7.11 Internal Communication

Concerning internal communication NCPL has:

- Internally communicated information relevant to the IMS among the various levels and functions of the organization, including changes to the IMS, as appropriate; and ensured that NCPL's communication processes enable persons doing work under the organization's control to contribute to continual improvement.

7.12 External Communication

With respect to external communication, NCPL has externally communicated information relevant to the IMS, as established by the organization's communication processes and as

required by its compliance, legal, Governmental, and other obligations, including relevant stakeholders.

7.13 Documented Information

General

NCPL's IMS includes:

- Documented information such as procedures and records required by ISO 9001, ISO 14001, ISO 55001 & ISO 45001; and ISO 20121.
- Documented information such as procedures and records determined by NCPL's organization is necessary for the effectiveness of the IMS.
- The organization ensures that where appropriate, its suppliers contribute to its documentation.

7.14 Creating and Updating

When creating and updating documented information, NCPL has ensured appropriate:

- Identification and description (e.g., a title, issue date, revision number).
- Format (e.g., language, software version, graphics) and media (e.g., paper, electronic).
- review and approval for suitability and adequacy.

7.15 Control of Documented Information

Documented information is controlled to ensure:

- It is available and suitable for use where and when it is needed.
- It is adequately protected (e.g., from loss of confidentiality, improper use, or loss of integrity).

For the control of documented information, NCPL has addressed the following activities:

- Distribution, access, retrieval, and use.
- Storage and preservation, including preservation of legibility.
- Control of changes (e.g., version control).

- Retention and disposition.
- Documented information of external origin necessary for the planning and operation of the IMS has been identified and controlled.

Manuals, procedures, and formats are identified and controlled. Records are protected from unintended alterations.

| Document reference number | Reference Procedure |
|---------------------------|-------------------------|
| NCPL-IMSP-004 | Document & Data control |

8.0 Operation

8.1 Operational Planning and Control

NCPL has developed an IMS, which forms part of the Company's business processes and is compatible with its business strategy. NCPL has planned, implemented, and controlled processes intended to meet its IMS. The company, therefore, undertakes to do the following, as the only container terminal currently on New Providence, NCPL are required to provide port operating services. This is accomplished by:

- Identifying the services to be provided.
- Creating processes and acceptable standards for executing the processes.
- Determining the resources needed to achieve conformity to the service requirements.
- Implementing control of the processes following the criteria.
- Determining the requirements for products and services.
- Establishing criteria for the processes and product and service acceptance.
- Treating and monitoring risks and opportunities.
- Adapting work to workers.
- Determining and keeping documented information to the extent necessary to have confidence that planned arrangements are being effectively implemented.
- Consistent with a life cycle perspective, NCPL has:
 - Established controls, as appropriate, to ensure that Quality, Environmental, Occupational Health & Safety, Asset and Event Management requirements are addressed in the design and development process for the service.
 - Determine that Quality, Environmental, Occupational Health & Safety (OHSE), Asset and Event Management for the procurement of products and services, as appropriate.
 - Communicated relevant Quality, Environmental, (OHSE), Asset and Event Management requirements to external providers, including contractors, as applicable.

- Considered the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment, and final disposition of services and products of services, NCPL maintains documented information (records) to the degree this is possible given the practices of vendors in the region and the resources of the Company to have confidence that the processes have been carried out as planned.

NCPL ensures that outsourced processes are controlled as far as possible given the limitations of its region and regional partners, the type and extent of control or influence to be applied to the processes is defined within the IMS.

8.1.1 Eliminating Hazards and Reducing IMS Risks

NCPL ensures processes are maintained for the elimination of identified hazards and reduction of risks using the following hierarchy of controls:

- Eliminate the hazard.
- Substitute with less hazardous processes, operations, materials, or equipment.
- Use engineering controls and reorganization of work.
- Use administrative controls, including training.
- Use adequate personal protective equipment.

8.1.2 Management of Change

NCPL ensures implementation and control of planned temporary and permanent changes and reviews unintended consequences of changes, impacting IMS performance, including:

- New or changed products, services, and processes.
- Changes to legal and stakeholder requirements.
- Changes in knowledge or information about hazards and risks.
- Developments in knowledge and technology.
- Changes to existing workplace locations, organization, conditions, equipment, workforce.
- Consequences of unintended changes, taking action to mitigate any adverse effects as necessary.

8.1.3 Procurement

NCPL ensures control of the procurement of products and services to ensure their conformity to its Integrated Management System. This includes procurement processes with its contractors to capture risks arising from contractors and organization activities and operations.

Outsourced functions and processes are controlled to ensure such are consistent with legal and other requirements:

- Eliminate the hazard.
- Substitute with less hazardous processes, operations, materials, or equipment.
- Use engineering controls and reorganization of work.
- Use administrative controls, including training.
- Use adequate personal protective equipment.

8.2 Requirements for Products and Services

8.2.1 Customer Communication

Communication with customers includes:

- Providing information relating to its schedules and services.
- Handling inquiries, contracts, or orders, including changes.
- Customer feedback relating to its services, including customer complaints.

8.2.2 Determining the Requirements related to Products and Services

When determining the requirements for services to be offered to customers, NCPL ensures that:

The requirements for services related to Port operations and IT are defined, including:

- Any applicable statutory, contractual, and regulatory requirements.
- Those considered necessary by NCPL.
- Any Limitations of resources.
- NCPL can meet the claims for the services it offers.

8.2.3 Review of Requirements related to Products and Services

NCPL ensures that it can meet the requirements for services it offers to customers. A review may be performed before committing to supply services to a customer, including:

- Requirements specified by the customer, including the requirements for service delivery and post-delivery activities; requirements not stated by the customer but necessary for the specified service performance, when known.
- Requirements specified by NCPL.
- Statutory and regulatory requirements applicable to the services.
- Contract or order requirements differing from those previously expressed.
- If it is determined that the customer service request is different from the previously defined, then a further review may be carried out to determine whether the service can be provided.
- NCPL may confirm the customer's requirements before acceptance when the customer needs to provide a documented statement of their requirements.

NCPL retains documented information, as applicable:

- On the results of the review.
- On any new requirements for services.

8.2.4 Changes to requirements for Products and Services

NCPL has ensured that relevant documented information is amended and that relevant persons are made aware of the changed requirements when the requirements for services are changed.

8.3 Design and Development of Products and Services

NCPL does not design or develop any products and services under the scope of the certification; as such, this section is not relevant and is purposely left blank.

8.4 Control of Externally provided Processes, Products, and Services

General:

NCPL ensures that purchased products and subcontracted/outsourced processes and services conform to requirements.

NCPL determines the controls applied to purchased products and subcontracted/outsourced processes and services.

NCPL determines and applies criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external suppliers based on their ability to provide processes or products and services following requirements.

NCPL retains documented information on these activities and any necessary actions arising from the evaluations

8.4.1 Type and Extent of Control

NCPL has to the best of its ability, given the regional conditions, ensured that externally provided processes, products, and services do not adversely affect NCPL's ability to deliver conforming services to its customers consistently.

NCPL has:

- To the best of its ability ensured that externally provided processes remain within the control of its IMS.
- Defined both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output.

Taken into consideration:

- The potential impact of the externally provided processes, products, and services on NCPL's ability to consistently meet customer and applicable statutory and regulatory requirements.
- The effectiveness of the controls applied by the external provider.

- Determined the verification, or other activities, necessary to ensure that the externally provided processes, products, and services meet requirements to the best of their ability given the regional conditions.

8.4.2. Information for External Providers

NCPL ensures the adequacy of requirements before communicating to the external provider.

NCPL communicates to external providers its requirements for:

- The processes, products, and services to be provided the approval of:
- Products and services.
- The release of products and services

8.5 Projects Execution and Service Provision

8.5.1 Control of Service Provision

NCPL provides services under controlled conditions. Controlled conditions include, as applicable:

- The availability of work procedures, forms, operating manuals, etc., that defines:
- The characteristics of the services to be provided or the activities to be performed.
- The results to be achieved.
- The availability and use of suitable monitoring and measuring instruments.
- The implementation of inspection and Quality Control activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for services, have been met.
- The use of suitable infrastructure and environment for the operation of processes.
- The appointment of competent persons, including any required technical
- Qualifications related to the scope of activities.
- The validation, and periodic revalidation, of the ability to achieve planned results of the processes for service provision, where the resulting output cannot be verified by subsequent monitoring or measurement such as welding.
- The implementation of actions to prevent human error.
- The implementation of release, delivery, and post-delivery activities.

8.5.2 Identification and Traceability

NCPL uses suitable means to identify service activities and the status of inspection and testing when necessary to ensure service conformity.

NCPL identifies the status of inspection at various intervals.

NCPL controls the unique identification of the outputs when traceability is required and shall retain the documented information necessary to enable traceability.

8.5.3 Property belonging to Customers or External Providers

NCPL exercises care with property belonging to customers or external providers while it is under its control or being used by it.

NCPL shall identify, verify, protect, and safeguard customers' or external providers' property provided for use or incorporation into products and services.

When the property of a customer or external provider is lost, damaged, or otherwise found to be unsuitable for use, NCPL reports this to the customer or external provider and retains documented information on what has occurred.

NOTE: A customer's or external provider's property can include material, components, tools and equipment, premises, intellectual property, and personal data.

8.5.4 Preservation

NCPL preserves the outputs during service provision to the extent necessary to ensure conformity to requirements.

NCPL considers the need to provide information about potential significant environmental impacts associated with the transportation or delivery, use, end-of-life treatment, and final disposal of the byproducts of its services

Preservation includes identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

8.5.5 Post-Delivery Activities

NCPL meets requirements for post-delivery activities associated with the services.

In determining the extent of post-delivery activities that are required, NCPL has considered:

- Statutory and regulatory requirements.
- The potential undesired consequences associated with its services.
- The nature, use, and intended lifetime of its services.
- Customer requirements.
- Customer feedback.

NOTE: Post-delivery activities can include actions under warranty provisions, contractual obligations such as maintenance services, and supplementary services such as recycling or final disposal.

8.5.6 Control of Changes

NCPL reviews and controls change for service provision to the extent necessary to ensure continuing conformity with requirements.

NCPL retains documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

NCPL controls planned changes and reviews unintended changes' consequences, acting to mitigate any adverse effects as necessary.

8.6 Release of Services

NCPL implements planned inspections and monitoring arrangements at appropriate stages to verify that the service requirements have been met.

The release of services to the customer only proceeds once the planned arrangements have been satisfactorily completed unless otherwise approved by a relevant authority and, as applicable, by the customer.

NCPL retains records as documented information on the provision of services. These records include:

- Evidence of conformity with the acceptance criteria.
- Traceability to the person(s) authorizing the provision of services.

8.7 Control of Nonconforming Outputs

NCPL ensures that outputs that do not conform to their requirements are identified and controlled to prevent further non-conformity.

NCPL takes appropriate action based on the nature of the nonconformity and its effect on the services' conformity. This shall also apply to nonconforming services detected after the delivery of services, during or after the provision of services.

NCPL deals with nonconforming outputs in one or more of the following ways:

- Correction.
- Suspension of the provision of services.
- Informing the customer.
- Obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected.

NCPL retains documented information that:

- Describes the nonconformity.
- Describes the actions taken.
- Describes any concessions obtained.
- Identifies the authority deciding the action in respect of the nonconformity.

8.8 Emergency Preparedness and Response

NCPL has established, implemented, and maintained the processes needed to prepare for and respond to potential emergencies identified for the IMS.

NCPL has:

- Prepared to respond by planning actions to prevent or mitigate adverse environmental impacts and health and safety hazards from emergency situations, considering the needs and capabilities of relevant interested parties and ensuring their involvement.
- Respond to actual emergency situations.

- Act to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential environmental impact and health and safety hazards.
- Established a planned response to emergency situations, including the provision of first aid.
- Periodically test the planned response actions, where practicable.
- Periodically review and revise the processes and planned response actions after the occurrence of emergency situations or tests.
- As appropriate, provide relevant information and training related to emergency preparedness and response e, to relevant interested parties, including persons working under its control.
- Communicate and provide relevant information to all workers on their duties and responsibilities.
- Communicate relevant information to contractors. Visitors, emergency response services, government authorities, and as appropriate, the local community.

NCPL maintains records as documented information to the extent necessary to ensure the processes are carried out as planned.

| Document reference number | Reference Procedure |
|---------------------------|---------------------------------------|
| NCPL-IMSP-003 | Contract Review |
| NCPL-IMSP-008 | Control of Customer Supplied Products |
| NCPL-IMSP-019 | Purchasing Procedures |

9.0 Performance Evaluation

9.1 Monitoring, Measurement, Analysis, and Evaluation

General:

NCPL evaluates the performance and effectiveness of the IMS. For this purpose, the following has been determined:

- What needs to be monitored and measured.
- the criteria against which the Quality, Environmental, Occupational Health & Safety (OHSE), Asset and Event Management performance is evaluated and appropriate indicators.
- The methods for monitoring, measurement, analysis, and evaluation needed to ensure valid results.
- When the monitoring and measuring shall be performed.
- When the results from monitoring and measurement shall be analyzed and evaluated.
- That calibrated or verified monitoring and measurement equipment is used and maintained as appropriate.
- That it evaluates the Quality, Environmental, OHSE Asset and Event Management performance, and the effectiveness of the IMS.
- That it evaluates and reports on the process of managing risks and opportunities.
- That it determines:
 - The extent to which legal requirements and other requirements are fulfilled.
 - Its activities and operations related to identified hazards, risks, and opportunities.
 - Progress towards achievement of IMS objectives.
 - Effectiveness of operational and other controls.

- It communicates relevant Environmental IMS Health and Safety performance information internally and externally, as identified in its communication processes and as required by its compliance obligations.
- Records of the above are retained as evidence of the results.

9.1.2 Customer Satisfaction

NCPL monitors customers' perceptions of the degree to which their needs and expectations have been fulfilled. NCPL has determined the methods for obtaining, monitoring, and reviewing this information.

NOTE: Examples of monitoring customer perceptions can include customer surveys, customer feedback on delivered products and services, meetings with customers, market-share analysis, compliments, and warranty claims.

9.1.3 Analysis and Evaluation

NCPL analyses and evaluates appropriate data and information arising from monitoring and measurement.

The results of the analysis are used to evaluate:

- Conformity of products and services.
- The degree of customer satisfaction.
- The performance and effectiveness of the IMS.
- If planning has been implemented effectively.
- The effectiveness of actions taken to address risks and opportunities.
- The performance of external providers.
- The need for improvements to the IMS.

NCPL has ensured that calibrated or verified monitoring and measurement equipment is used and maintained, as and where appropriate.

Relevant IMS performance information is communicated both internally and externally, as identified in its communication process and as required by its compliance obligations; and

NCPL shall retain appropriate documented information as evidence of the monitoring, measurement, analysis, and evaluation results.

9.1.4 Evaluation of Compliance

NCPL has established, implemented, and maintains the processes needed to evaluate the fulfillment of its compliance obligations.

NCPL has:

- Determined the frequency and methods that compliance will be evaluated.
- Evaluate compliance and act if needed.
- Maintain knowledge and understanding of its compliance status, including legal requirements and other requirements.
- NCPL shall retain documented information as evidence of the compliance evaluation results.

9.2 Internal Audit

Audit Intervals:

NCPL plans and conducts internal audits at planned intervals to provide information on whether the IMS conforms to:

- NCPL's requirements for its IMS, including policies and objectives.
- The requirements of international standards are effectively implemented and maintained.
- Plans, establishes, implements, and maintains an audit program that includes the frequency, methods, responsibilities, consultation and planning requirements, and reporting, which shall take into consideration the importance of the processes concerned, changes affecting NCPL, and the results of previous audits.
- Define the audit criteria and scope for each audit.
- Select auditors and conduct audits to ensure objectivity and impartiality of the audit process.

- Ensure that the results of the audits are reported to relevant management, workers, and, if applicable, workers representatives and other relevant interested parties.
- Take appropriate correction and corrective actions without undue delay and continually improve its IMS.
- Retain documented information as evidence of the implementation of the audit program and the audit results.

9.3 Management Review – BSR Meetings

General:

Senior Management reviews NCPL's IMS at planned intervals to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction.

9.3.1 Management Review / BSR Inputs

The Management Review / BSR shall be planned and carried out taking into consideration:

- The status of actions from previous management reviews / BSR meetings.
- Changes in external and internal issues that are relevant to the IMS.
- Information on the performance and effectiveness of the IMS, including trends in:
 - Customer satisfaction and feedback from relevant interested parties.
 - The extent to which IMS objectives have been met.
 - Process performance and conformity of products and services.
 - Nonconformities and corrective actions.
 - monitoring and measurement results;
 - Audit results.
 - Progress against governing principles of sustainable development.
- The performance of external providers.
- The adequacy of resources.
- The effectiveness of actions taken to address risks and opportunities.
- Opportunities for continual improvement.

- The status of actions from previous Management Reviews / BSR.
- Changes in the needs and expectations of interested parties, including compliance obligations.
- Changes in its significant environmental aspects and external and internal issues relevant to the IMS.
- IMS management activities.
- Changes in profile of risks and opportunities.
- Fulfillment of compliance obligations.
- Relevant communication from interested parties and stakeholders, including complaints.
- Information on IMS performance, including:
 - Incidents, nonconformities, corrective action, and continual improvement.
 - Results of the evaluation of compliance with legal and other requirements.
 - Consultation and participation of workers.

9.3.2 Management Review – BSR Outputs

The outputs of the Management Review / BSR include decisions and actions related to:

- Opportunities for continual improvement.
- Any need for changes to the IMS.
- Resource needs.
- Conclusions on the continuing suitability, adequacy, and effectiveness of the IMS.
- Decisions related to continual improvement opportunities.
- Decisions related to any need for changes to the IMS, including resources.
- Actions, if needed, when IMS objectives have not been achieved.
- Opportunities to improve integration of the IMS management system with other business processes, if needed.
- Any implications for the strategic direction of the organization.

NCPL shall retain documented information as evidence of the results of Management Reviews/BSR meetings and shall communicate relevant outputs of Management Reviews to workers and workers representatives.

| Document reference number | Reference Procedure |
|---------------------------|-----------------------|
| NCPL-IMSP-002 | Management Review |
| NCPL-IMSP-005 | Internal Audit |
| NCPL-IMSP-009 | Customer Satisfaction |

10.0 Improvement

10.1 General

NASSAU CRUISE PORT LIMITED determines and selects opportunities for improvement, implements any necessary actions to meet legal, stakeholders, and customer requirements, enhances customer satisfaction, and implements necessary actions to achieve the intended outcomes of its IMS.

These include:

- Improving products and services to meet requirements as well as to address future needs and expectations.
- Correcting, preventing, or reducing undesired effects.
- Improving the performance and effectiveness of the IMS.

NOTE: Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation, and re-organization.

10.2 Incident, Nonconformity, and Corrective Action

When a nonconformity or incident occurs, including any arising from complaints and the IMS (Integrated Management System) deficiencies and other factors that might be causing or contributing to the occurrence of incidents, NCPL reacts to the incident or nonconformity in a timely manner as applicable:

- Identify and act to control and correct it.
- Deal with the consequences, including mitigating adverse Quality, Environmental, Occupational Health & Safety (OHSE), Asset and Event Management impacts.
- Evaluate, with the participation of workers and other relevant parties, as applicable, the need for action to eliminate the root cause(s) of the incident or nonconformity so that it does not recur or occur elsewhere by:

- Investigating and analyzing the incident or reviewing and analyzing the nonconformity.
- Determining the causes of the incident or nonconformity.
- Determining if similar incidents have occurred or nonconformities exist or could potentially occur.
- Implement any action needed.
- Review the effectiveness of any action taken, including corrective action.
- Identify any training and/or communication needs to be addressed.
- Risks are identified and managed with a focus on risk.
- Review and update existing risks and opportunities
- Assess risks that relate to new or changed hazards before acting.
- Make changes to the IMS, if necessary.
- Ensure, where appropriate, that suppliers contribute to conformity evaluation and to addressing nonconformity.

Corrective Actions are appropriate to the significance of the effects of the incidents and nonconformities encountered, including the Quality, Environmental, Occupational OHSE, Asset and Event Management impacts.

10.3 Preventive Action

NCPL has established processes to proactively identify potential failures in IMS performance and evaluate the need for preventive action. When a potential failure is identified, NCPL applies the requirements of 10.1 and 10.2.

10.4 Document Retention

NCPL shall retain documented information as evidence of:

- The nature of the nonconformities or incident and any subsequent actions taken.
- The results of any corrective action.
- The results of continual improvement

NCPL communicates relevant documented information to relevant workers, workers representatives, and other interested parties.

10.5 Continual Improvement

NCPL shall continually improve the IMS's suitability, adequacy, and effectiveness, to enhance IMS performance and promote a culture that supports the IMS, as well as promote workers' participation in implementing actions for continual improvement of the IMS.

NCPL shall consider the results of analysis and evaluation, and the outputs from Management Review – BSR meetings, to determine if some needs or opportunities may be addressed as part of continual improvement.

| Document reference number | Reference Procedure |
|---------------------------|---|
| NCPL-IMSP-006 | Corrective & Preventative Actions |
| NCPL-IMSP-007 | Control of Non-Conforming Product and Service |

