

## **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