

## 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