

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.

7.8 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.

7.9 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.

7.10 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.

7.11 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.

7.12 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.

7.13 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.

7.14 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.

7.15 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.

7.16 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