

## 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.

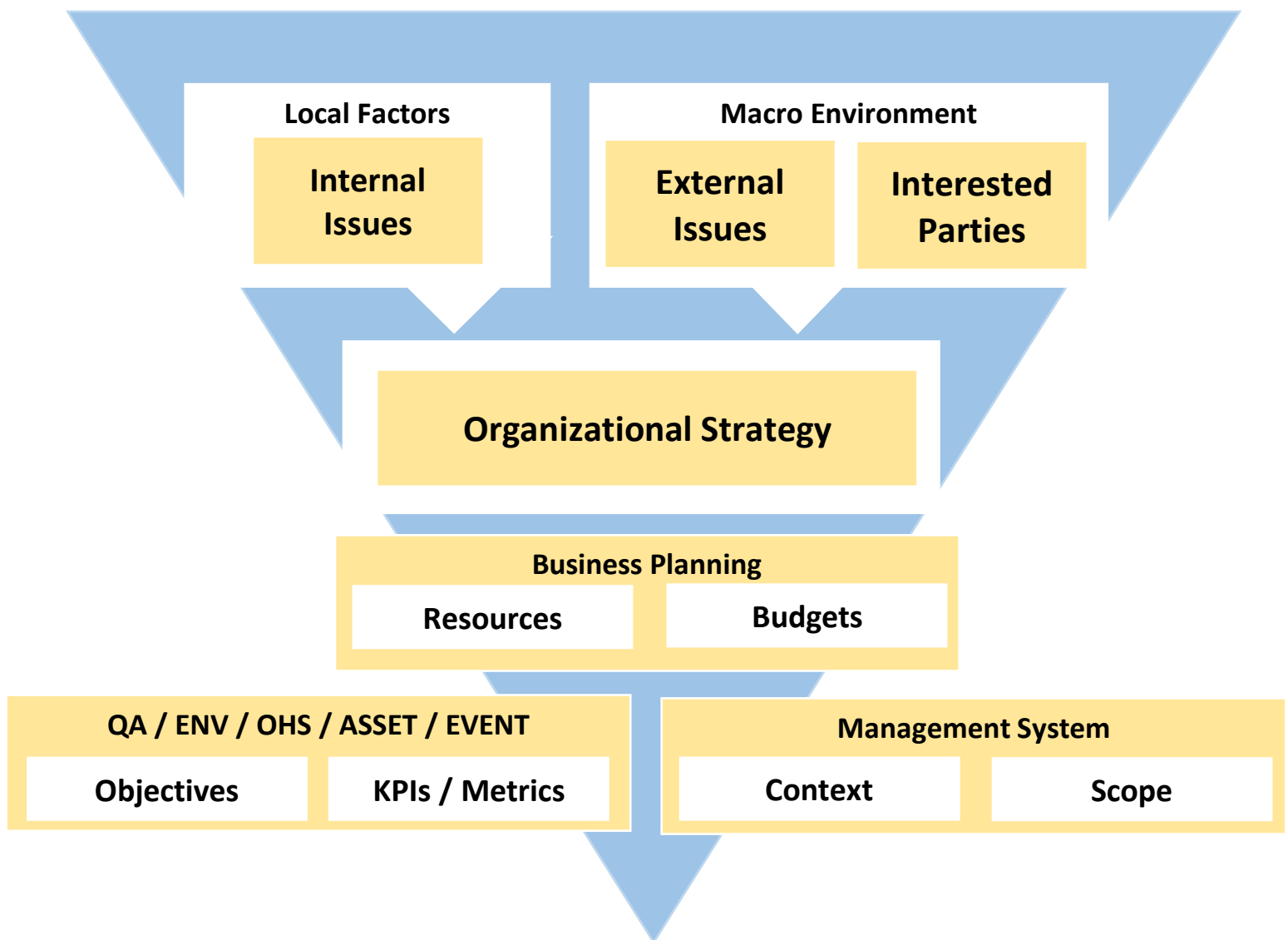
In addition to the IMS, the following documented information also describes the organizational context:

- 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.

<b>Interested Parties</b>	<b>Needs &amp; Expectations</b>
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.

### Organizational Processes

