

INTRODUCTION

Achieving ISO 20121:2012 certification enables NCPL to manage its event related activities in a sustainable manner, which means doing the least harm to local resources. It is applicable to all types of events including exhibitions, sporting events, annual meetings, and concerts.

1.0 Purpose

The Event Management System (EMS) procedures that follow, form a universal framework for managing NCPL's event activities, which takes into consideration the impact on society and society's expectations of events, with the objective of minimizing any adverse effects to the economic, environmental, and social structure at the event location.

2.0 Responsibility

The Heads of Departments and Managers are responsible for ensuring the procedures that follow are effectively implemented and maintained.

3.0 Procedures

The procedural elements of the Event Management System are as follows:

NCPL's Event Management Objectives

The key objectives and benefits that NCPL obtains from implementing the Event Management standard include the following:

- Bring Value for the organization and all its stakeholders from holding sustainable events.
- Promoting alignment across the organization to achieve organizational goals.
- Compliance with all relevant legal, Governmental, and regulatory requirements.
- Enhance credibility, public image, and confidence as NCPL monitors and evaluates the event impacts and aspects and positions themselves as leaders in the Event Management field.

Factors that Impact NCPL's Event Management System (EMS)

The context and scope of NCPL's EMS and the Internal and External issues that impact our ability to meet our objectives are defined in the Company Manual section 4.0 and relevant procedures.

NCPL is committed to defining our position in the marketplace and understanding how relevant factors arising from legal, political, economic, social, and technological issues influence our strategic direction and our organizational context for realizing sustainable events.

Stakeholders and Interested Parties

NCPL has identified all internal and external interested parties and stakeholders who impact the Event Management System and has documented their needs, expectations, and method of communications in the Company Manual and Procedures.

The identification of interested parties, where applicable, include the following:

- Event organizer.
- Event owner.
- Workforce.
- Supply chain.
- Participants.
- Attendees.
- Regulatory bodies.
- Community.

Reference: Stakeholder and Interested Parties' Matrix

Scope

The scope of the EMS is laid down in the Company Manual and Procedures.

The EMS framework process plan is shown in ***Sustainable Event Management Chart***

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.

NCPL's Leadership and Commitment

NCPL is committed to, and is proactively involved in, implementing, and maintaining our organization's Event Management System as defined in the Company Manual section 5.0 and relevant Procedures and includes:

- Leadership and commitment.
- EMS Policy.
- Organizational roles, responsibilities, and authorities.
- NCPL ensures that all necessary resources, responsibilities, and accountabilities are allocated for the continual improvement of the EMS.

NCPL's top management has ensured that the Event Sustainability Management System Policy and Objectives are established and are compatible with the organizations strategic direction.

Event Management Policy

Top management has established a Sustainable Development Policy that is contained in the company manual.

It contains NCPL's governing principles of Sustainable Development and Policy Objectives regarding event management and represents the foundation for all event related activities, products and services.

NCPL's policy and procedures take into consideration the following requirements:

- 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.

NCPL's Organizational Roles, Responsibilities & Authorities

NCPL's top management has assigned responsibility and authority for relevant roles for the functioning of the Event Management System to ensure that the EMS conforms to the ISO Standard and that the performance of the EMS is reported to top management.

The NCPL management structure, organigrams and the lines of communication and authority are contained in the Company Manual and relevant procedures.

Planning to Achieve our EMS Objectives

The planning requirements of the EMS are defined in the Company Manual section 6.0 and relevant procedures and include:

- Actions to address risks and opportunities.
- Issue identification and evaluation.
- Determination of legal requirements and other requirements.
- Event Sustainability Objectives and how to achieve them.

Planning: Actions to Address Risks & Opportunities

Planning actions to address risks and opportunities are contained in the Company Manual (CM) section 6.1,

- When planning for the Event Sustainability Management System, NCPL has considered the issues referred to in 4.1 and the requirements referred to in 4.2 and determine the risks and opportunities that need to be addressed to ensure the Event Sustainability Management System can achieve its intended outcomes and prevent, or reduce, undesired effects and
- Achieve continual improvement.
- When carrying out planning activities, NCPL has ensured operational adherence to, and the enhancement of, the governing principles of sustainable development relating to Event Management.

NCPL has incorporated risk-based thinking into our organization's culture. This includes the establishment of risk management procedures and processes to ensure the effective risk and opportunity management principles are undertaken throughout the lifecycle of our operations, processes, Event Management System, products, services, and activities by:

- Providing sufficient resources to carry out risk and opportunity management activities.
- Assigning responsibilities and authorities for risk and opportunity management activities.
- Reviewing information and results from audits and risk and opportunity management activities.

NCPL has considered the risks and opportunities arising from our EMS and its processes, our operations and supply chain and takes action to ensure that our EMS meets its intended outcomes, reduces undesired effects, and achieves continual improvement.

The NCPL risk management framework is contained in the Company Manual and Procedures.

Issue identification and Evaluation

- NCPL has established, implemented, and maintained an Event Management Plan to identify its sustainable development issues and to evaluate their significance associated with its event-related activities, products, and services within the defined scope of the management system.

The identification of issues has where applicable, encompasses the following:

- Activities at significant risk of causing harm to communities, when large crowds are gathered, such as crowd management, entering or exiting, anti-social behavior, medical emergencies, impact of noise and unacceptable sound levels, emergency evacuation, use of illegal drugs, as specified in the Event Management Plan.
- Environmental-resource utilization, materials choice, resource conservation, emissions reduction, biodiversity and nature preservation, releases to land, water, and air.
- Social – labor standards, health and safety, civil liberties, social justice, local community, indigenous rights, cultural issues, accessibility, equity, heritage, and religious sensitivities.

- Economic – return on investment, local economy, market capacity, shareholders value, innovation, direct and indirect economic impact, market presence, economic performance, risk, fair trade, and profit sharing.
- In addition to those sustainable development issues that NCPL can control, it has also considered issues that it can influence.
- The criteria used for the evaluation of significance has been documented and includes consideration of feedback from interested parties, and the identification of new emerging issues.
- The outputs of the procedure are documented, kept up to date and shared with relevant interested parties.

Legal and other requirements

- NCPL has established, implemented, maintained, and revised periodically a procedure to identify, and have access to, current and emerging legal and other requirements, to which the organization subscribes.
- In countries where the law or its implementation does not provide for minimum environmental, social, or economic safeguards, the organization should aspire to achieve international best practice were deemed to not conflict with national law.
- NCPL has ensured that the applicable legal requirements and other requirements to which it subscribes are considered and complied with in establishing, implementing, and maintaining its management system.

Event Sustainability Objectives and How to Achieve Them

NCPL has established event sustainability objectives at relevant functions and levels. These are contained in the Company Manual section 6.2 and relevant Procedures.

Reference: Event Planning and Supply Chain Management.

NCPL's Supporting Role

NCPLs' supporting role for the requirements of the EMS are defined in the Company Manual section 7.0 and relevant procedures and include:

- The provision of resources.
- Competency needs.

- Awareness.
- Communications, both internal and external.
- Documented information.
- Creating and updating.
- Control of documented information.

Resources

NCPL is responsible for providing the resources needed for the establishment, implementation, maintenance, and continual improvement of the Event Sustainability Management System. Resources shall include staffing, competency, training, infrastructure, technology, and finance.

Competence

NCPL has determined the necessary competence of person(s) doing work under its control that affects its event sustainability performance; and ensures that these persons are competent based on appropriate education, training, or experience.

NCPL reviews and updates training and development programs periodically to ensure essential competencies and associated training needs are identified and provided.

Awareness

Persons doing work under the organization's control are made aware of:

- The sustainable development policy.
- Their contribution to the effectiveness of the Event Sustainability Management System, including the benefits of improved event sustainability performance.
- The implications of not conforming with the Event Sustainability Management System requirements.

Communication

NCPL understands that defined channels of communications are required for the success of the EMS and clear procedures are in place to identify the process of communication, both internally and externally as contained in the Company Manual.

Documented information is not restricted to hard copy and appears in electronic format, email and web based, in accordance with the table below.

NCPL has determined the need for internal and external communications relevant to the event sustainability management system.

Reference: Communication Plan with Internal/External Stakeholders/Others.

Documented Information

All information requirements related to the relevant Event Management System, and the achievement of the organizational objectives, such as risks, roles, processes, stakeholders, and decision making, have been identified and addressed in the Company Manual.

Control of Documented Information

NCPL procedures for document and data control are aimed at preventing the risk of unintended use of obsolete documentation information and are contained in the Company Manual section 7.14

Documented information required by the Event Sustainability Management System and by this International Standard is controlled in accordance with Company Manual Procedures.

Operational Planning and Control

Requirements for Operational Planning and Control are defined in the Company manual section 8.0 and relevant procedures and include:

- Operational Planning and Control.
- Dealing with modified activities, products, or services.
- Supply chain management.

Operational Planning and Control

EMS procedures and controls are implemented by all applicable teams and departments using the appropriate Event Management processes.

NCPL ensures that all operational activities, including product and service outputs, meet the applicable safety requirements and regulatory standards as contained in the Company Manual section 8.0 and relevant Procedures.

Dealing With Modified Activities, Products, Or Services

Where new or modified activities, products, or services, or changing operational circumstances are encountered, issues, objectives, targets, and plan(s) are reviewed and amended where relevant to ensure that the best overall solution is delivered adhering to NCPLs statement of purpose and values and sustainable development policy.

Supply Chain Management

- NCPL has established the relevance of each of the objectives, targets, and plan(s) to individual suppliers, and includes sufficient and relevant information in tender or other documentation to enable its suppliers to demonstrate their capability to support the objectives. When requesting tenders or equivalent documents NCPL makes assessments based on the supplier's ability to meet or contribute towards objectives, targets, cost-effectiveness, and quality.
- If NCPL does not go through a tender process, it justifies the process and shows how they consider sustainable development issues when choosing suppliers.

Performance Evaluation

Requirements for Performance Evaluation are Defined in the Company Manual Section 9.0 and Relevant Procedures and Include

- Performance against governing principles of sustainable development.
- Monitoring, measurement, analysis, and evaluation.
- Internal Audit.
- Management Review

NCPL has established, implemented, and maintained a process for monitoring, measuring and evaluation of the performance of the EMS to improve its effectiveness, as contained in the Company Manual section 9.0

Performance Against Governing Principles of Sustainable Development

NCPL has established its approach to evaluating current and target performance against its statement of purpose and values and the governing principles of sustainable development relating to Event Management as contained in the Event Policy document and procedures.

Monitoring, Measurement, Analysis, And Evaluation

The requirements for monitoring, measuring, analysis and evaluation are contained in the company manual section 9.1 and relevant procedures.

Internal Audit

An internal audit is a systematic method to check organizational processes and requirements of the IMS as well as those detailed in the EMS 20121 standard.

The internal audit ensures that the processes in place are effective, and the procedures are being adhered to.

The NCPL's internal audit program is contained in the Company Manual and relevant Procedures.

Management Review

- The aim of the review is for Top Management to assess the performance of the Event Management System,
- To ensure it has been effective and suitable for the needs of the business.
- On completion of the management review meeting, NCPL's top managers, and support decide what is needed to continuously improve the EMS and satisfy the standard.
- NCPL records the meeting minutes within documented information.
- This information is communicated to the relevant interested parties and where applicable worker representatives.

The NCPL Management Review program is contained in the Company Manual and Procedures.

For the Event Sustainability Management System to continue to conform to this International Standard, NCPL ensures, through Management Review, that it remains aligned with its governing principles of Sustainable Development relating to Event Management.

The NCPL's management review program is contained in the Company Manual and relevant Procedures.

Improvement

Requirements for the Continual Improvement of The EMS are Defined in the Company Manual Section 10.0 and Relevant Procedures and Include:

- Nonconformity and Corrective actions.
- Continual Improvement.

Nonconformity and Preventive, Corrective Action

NCPL has implemented procedures for reacting, controlling, correcting, and preventing nonconformities, as contained in the Company Manual section 10 and relevant procedures.

The procedure defines the controls for reporting and establishing the root-cause of all types of accident, incident or near miss that may occur on our premises and the implementation of preventive and corrective actions. Any staff member who is involved in an accident, near miss or any dangerous incident must report the occurrence.

Continual Improvement

NCPL has established processes to continually improve the suitability, adequacy, and effectiveness of its Event Sustainability Management System.

Event Sustainability Management System Chart

