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	Title of Document <b>INTRODUCTION</b>	Revision No. <b>0</b>	Page <b>1 of 1</b>

## 2.1 INTRODUCTION

PNOC Industrial Park, as one of its operating departments, is included in the Quality Management System (QMS) of PNOC. This has been described in PNOC's Quality Manual. This IMS Policy Manual is established to complement the Quality Manual in terms of PNOC Industrial Park's Integrated Management System (IMS) for quality, health and safety, security, and environment (HSSE).

It describes PNOC's approach in managing its business and operations in the industrial park in accordance with the ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, and ISO 45001:2018 Occupational Health and Safety Management System requirements. It makes reference to relevant documents whether coming from PNOC or at the Park level, such as policies, procedures and instructions. It is meant to complement other existing PNOC policies.


## 2.2 OBJECTIVES OF THE IMS MANUAL

The IMS Policy Manual is created for the following purposes:

- 2.2.1 Describing the processes and interrelation among processes of PIP that affect the park's performance on quality, health and safety, security, and environment;
- 2.2.2 Communicating PIP policies and requirements to its personnel, locators, suppliers, and service providers, mother and sister companies, and other interested parties;
- 2.2.3 Providing a documented management system, which serves as basis for personnel training, system standardization, implementation, and auditing;
- 2.2.4 Providing continuity of the company's IMS and its requirements during changing circumstances;
- 2.2.5 Demonstrating compliance with the requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards, on which this IMS is based.


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Prepared by	Reviewed by	Approved by
C.B. Pena	E.R.S. Cruz	SVP G.M. Barleta
Department Manager	SMO Manager	SVP for Energy Business


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### 3.1 TERMINOLOGY


TERM	DEFINITION
<b>Acceptable risk</b>	– Risk that has been reduced to a level that can be tolerated by the organization having regard to its legal obligation and its own policy on HSSE
<b>Accident</b>	– Incident which has given rise to injury, ill health, or fatality, or damage to property
<b>Annual Audit Plan</b>	– a document which contains tentative schedules and actual dates of audit activities for the entire year.
<b>Audit</b>	– systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled
<b>Audit conclusion</b>	– outcome of an audit provided by the auditor or team of auditors, after consideration of the audit objectives and all audit findings
<b>Audit criteria</b>	– set of policies, procedures or requirements used as reference in the audit
<b>Audit findings</b>	– results of the evaluation of the collected evidence against audit criteria
<b>Auditor</b>	– person with competence to conduct an audit
<b>Continual improvement</b>	– recurring processes of enhancing the quality, health and safety, security and environmental performance
<b>Corrective action</b>	– action to eliminate the cause of a detected non-conformity or other undesirable situation and prevent its recurrence
<b>Context of the organization</b>	– Business environment – Combination of internal and external factors and conditions that can have an effect on an organization's approach to its products, services, and investments and interested parties
<b>Customer</b>	– organization or person who receives a product or service; for PNOC Industrial Park, customers are the park

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<b>TERM</b>	<b>DEFINITION</b>
	locators
<b>Customer satisfaction</b>	– customer’s perception of the degree to which their requirements have been fulfilled
<b>Documented information</b>	– meaningful data and other information and its supporting medium, i.e., procedure, drawing, report, standard, records, etc. The medium can be paper, magnetic, electronic or optical computer disc photograph, or master sample, or a combination thereof
<b>Documentation</b>	– a set of documents, for example specifications and records
<b>Environment</b>	– surroundings in which an organization operates, including air, water, land, natural resources, flora, fauna, humans, and their interrelation
<b>Environmental aspect</b>	– element of an organization’s activities, products and services that can interact with the environment (can also be referred to as environmental hazard; see Hazard)
<b>Environmental impact</b>	– any change to the environment, whether adverse or beneficial, wholly or partially resulting from environmental aspects, e.g. pollution or resource depletion
<b>Hazard</b>	– source, situation or act with a potential for harm in terms of human injury or ill health, or a combination of these. For PIP, the term hazard may encompass health, safety, security, and environmental (HSSE) hazards
<b>Hazard identification</b>	– process of recognizing that a hazard exists and defining its characteristic
<b>IMS policy</b>	– statement of overall intentions and direction with regard to quality, health, safety, security, and environmental performance, as formally expressed by top management
<b>Incident</b>	– work-related event in which injury or ill health or fatality, property damage or loss occurred or could have occurred.

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<b>TERM</b>	<b>DEFINITION</b>
<b>Integrated Management System (IMS)</b>	<ul style="list-style-type: none"> <li>– Integrated Management System; covers quality, health and safety, security, and environment</li> <li>– the part of the overall management system used to develop its IMS policy, direct and control the organization with regard to quality and manage its HSSE hazards and risks</li> </ul>
<b>Interested party</b>	<ul style="list-style-type: none"> <li>– person or organization that can affect, be affected by, or perceives themselves to be affected by a decision or activity</li> </ul>
<b>Jetty or Harbor</b>	<ul style="list-style-type: none"> <li>– refers to PNOG IP feedstock pier. This may also be referred to as port, harbor, or terminal.</li> </ul>
<b>Near-miss</b>	<ul style="list-style-type: none"> <li>– an incident where no injury, ill health, fatality or property damage occurs; may also be called near-hit, close call or dangerous occurrence</li> </ul>
<b>Non-conformity</b>	<ul style="list-style-type: none"> <li>– any deviation from work standards, practices, procedures, regulations, management system performance etc., that could either directly lead to defective product, substandard service, customer dissatisfaction, injury or illness, property damage, damage to the workplace environment, or combination of these.</li> </ul>
<b>Objective</b>	<ul style="list-style-type: none"> <li>– overall quality, health and safety, security, and environment performance goal, arising from the IMS policy, that an organization sets itself to achieve, and which is quantified where practicable. QESH Objectives are included in Annual Work Plans.</li> </ul>
<b>Park</b>	<ul style="list-style-type: none"> <li>– refers to the PNOG Industrial Park. Other documents may refer to it as PAFC Industrial Park, its previous name.</li> </ul>
<b>Performance</b>	<ul style="list-style-type: none"> <li>– measurable results of the IMS, related to the Park's control of the quality, health and safety, security and environmental aspects of its operations, based on its IMS policy, objectives and targets</li> </ul>
<b>Pollution prevention</b>	<ul style="list-style-type: none"> <li>– use of processes, practices, materials or products that</li> </ul>


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<b>TERM</b>	<b>DEFINITION</b>
	avoid, reduce or control pollution, which may include recycling, treatment, process changes, control mechanisms, efficient use of resources and material substitution.
<b>Procedure</b>	– specified way to carry out an activity or a process
<b>Process</b>	– set of interrelated or interacting activities, which transforms inputs into an output
<b>Process approach</b>	– the systematic identification and management of processes and their interaction that affect the Park's quality, environmental, health and safety performance
<b>Program</b>	– a document containing the planned activities, responsibilities, resource needs, means, and timeframe for achieving objectives
<b>Quality</b>	– degree to which a set of inherent characteristics fulfills requirements and expectations
<b>Risk</b>	– effect of uncertainty; combination of the likelihood of occurrence of a hazardous event or exposure and the severity of impact
<b>Risk assessment</b>	– process of evaluating the risk arising from a hazard, taking into account the adequacy of any existing control, and deciding whether or not the risk is acceptable
<b>Suppliers</b>	– refers to an organization or individual who is supplying PIP materials and services for its operations (also contractors or service providers)
<b>Workplace</b>	– any physical location in which work related activities are performed under the control of the organization
<b>Work Plan</b>	– Document containing the Park's objectives, targets, and programs

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## 1.0 ABBREVIATIONS AND ACRONYMS


Abbreviation/ Acronym	DEFINITION
<b>AFC</b>	– Alternative Fuels Corporation
<b>CA</b>	– Corrective Action
<b>CFEMD</b>	– Construction, Facilities and Equipment Management Division
<b>CSR</b>	– Corporate Social Responsibility
<b>EHS</b>	– Environment, Health and Safety
<b>EMS</b>	– Environmental Management System
<b>EMTSD</b>	– Environmental Management and Technical Services Division
<b>EPR</b>	– Emergency Preparedness and Response
<b>ERT</b>	– Emergency Response Team
	–
<b>HIRAC</b>	– Hazard Identification, Risk Assessment and Determining Controls
<b>HR</b>	– Human Resources
<b>HSSE</b>	– Health and Safety, Security, and Environment
<b>IAO</b>	– Internal Audit Office
<b>IMS</b>	– Integrated Management System
<b>IMR</b>	– Integrated Management System Representative
<b>IPCR</b>	– Individual Performance Commitment and Review
<b>ISO</b>	– International Organization for Standardization
<b>NC</b>	– Nonconformity or noncompliance

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<b>Abbreviation/ Acronym</b>	<b>DEFINITION</b>
O&M	– Operation and Maintenance
OHS	– Occupational Health and Safety
OPCR	– Office Performance Commitment and Review
OTP	– Objectives, Targets and Programs
PA	– Preventive Action
PDCA	– Plan, do, check, and act
PMT	– Performance Management Team
PIP	– Short for PNOC Industrial Park
PNOC	– Philippine National Oil Company
QMS	– Quality Management System
SMO	– Strategy Management Office
SPMS	– Strategic Performance Management System
SVP	– Senior Vice President

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## 4.1 PROFILE AND HISTORY

### 4.1.1 PHILIPPINE NATIONAL OIL COMPANY (PNOC) PROFILE

Through Presidential Decree No. 334, the Philippine National Oil Company (PNOC) was created on November 9, 1973, to provide and maintain an adequate and stable supply of oil. Focusing its efforts and resources in learning the ropes of the petroleum industry, PNOC rose to occupy market leadership in an industry thought to be the domain of multinationals. Its charter was amended to include energy exploration and development.

PNOC was a product of the times. It was the Philippines' response to the oil crisis that gripped the world in the 1970's. Before the oil embargo, there was easy and ready access to crude. But sudden upheavals in the global oil industry caught many, including the Philippines, unprepared and, therefore, vulnerable.


The Philippines' response was quick and strategic. PNOC successfully forged oil-supply partnerships with supplier countries. It later acquired refineries and petroleum transport and marketing firms with the aim of being a "total" energy company. With this thrust at the heart of the company's operations, it further initiated the exploration of the country's indigenous oil and non-oil energy resources. Its purpose was to build an energy sector that will bring energy independence to the country. Eventually, PNOC expanded its operations to include total energy development, including indigenous energy sources like oil and gas, coal, and geothermal.

Developments in the country as well as the global front made it imperative for the company to get more involved in new and renewable and alternative energy activities and projects. In 1993, PNOC also ventured into petrochemicals, setting up the Philippines' first petrochemical industrial estate in Limay, Bataan, the PNOC AFC Industrial Park.

PNOC continues to serve as the key institution in the exploration, development and utilization of indigenous oil and non-oil energy sources.

GCG Memorandum Order No. 2018-05 outlined the PNOC reorganization into an operating company and defined its new structure. This defines the Energy Supply Base (ESB) in Batangas and the Industrial Park in Bataan as its energy business operations.



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#### 4.1.2 PNOC ALTERNATIVE FUELS CORPORATION

The PNOC Alternative Fuels Corporation (PNOC AFC), formerly known as PNOC Petrochemical Development Corporation, amended its bylaws in July 2006 to make alternative fuels its primary purpose while retaining petrochemical development as its secondary purpose. Its mandate is to explore, develop and accelerate the utilization and commercialization of alternative fuels in the country. It shall have the primary responsibility over the biofuels project and to coordinate with the concerned agencies as directed by President Gloria Macapagal Arroyo during the National Economic Development Authority – National Anti-Poverty Commission Cabinet Meeting on August 8, 2006.

PNOC AFC handled the development, operation and management of the PNOC AFC Industrial Park, a petrochemical industrial estate which has an area of more than 530 hectares located in the province of Bataan.

Republic Act No. 10516 was signed and approved by President Benigno S. Aquino III on April 17, 2013. This is an act “Expanding the utilization of the Industrial Estate in Lamao, Limay, Bataan for businesses engaged in energy and energy-related infrastructure projects and other gainful economic activities in addition to petrochemical and related industries, amending for the purpose Presidential Decree No. 949.”

PNOC spearheaded the amendment of PD 949, which sought to lift the limited use of the property of PNOC Alternative Fuels Corporation (PAFC) in Limay, Bataan to petrochemical-related industries, and broaden its use to all energy and energy-allied activities that will promote its best economic use.


In 2014, PNOC Alternative Fuels Corporation (PAFC) was dissolved and the operation and administration of the Industrial Park in Bataan was transferred to PNOC.

In 2018, along with the reorganization of PNOC, the Park was then renamed into PNOC Industrial Park, managed and operated by the Park Management Department, under the SVP for Energy Business.

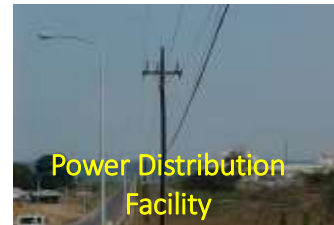
#### 4.1.3 THE PNOC INDUSTRIAL PARK

The PNOC Industrial Park is a fully integrated industrial complex that caters to a group of petrochemical and petrochemical-related plants co-located and interacting with each other at various levels of production. To date, around 120 hectares of land has been developed for the midstream plants of which three manufacturing plants are now in commercial operation.

Facilities such as raw and fire water distribution systems, a road network and drainage system, a power distribution system and a 1.3 kilometer feedstock pier are available for the investors/locators.

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## COMMON FACILITIES AND SERVICES



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## PNOC IP LOCATORS

### Petron Polypropylene Plant




### Philippine Resins Industries Incorporated



### NPC Alliance Corporation



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The PNOC Industrial Park is located in adjacent municipalities of Limay and Mariveles; Brgy. Batangas Dos, Mariveles, Bataan. Bataan Province is in the western portion of Luzon Island. It is 40 kilometers west of Manila across Manila Bay and around 140 kilometers by land. PNOC Industrial Park is strategically located near major ports and industrial growth areas like the Subic Bay Freeport and the Clark Development Zone to the north, the Bataan Export Processing Zone to the south and the CALABARZON Growth Area to the southeast.

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## 4.2 Factors, Issues and Interested Parties

### 4.2.1 Internal factors and interested parties

At this time, the biggest internal factor that affects the Park's IMS and business operation is the final leg of transition to being a department of PNOC. The following are some of the major changes:

1. The Top Management is now the SVP for Energy Business of PNOC;
2. Corporate support processes are provided by PNOC Mother;
3. To become GOCC personnel, Park personnel shall undergo screening, hiring and placement processes according to Civil Service Commission and policies of relevant oversight committees;
4. Reorganization shall take place following PNOC's organization and structure;
5. Requirements to GOCCs that were previously not applicable to the Park shall now be complied with;


PNOC's QMS shall include the Industrial Park. PNOC's QMS Policy, corporate Mission, Vision and Values shall apply to the Industrial Park, along with relevant system procedures and overarching policies of PNOC. The interface with relevant divisions or departments in the Head Office shall be established.

Due to the nature of its operation, the Park shall maintain environment, safety, health and security management system, incorporated into the QMS. Thus, the IMS will still be implemented.

### 4.2.2 External factors and interested parties

Being a GOCC, government agencies and their policies greatly affect the Park. The Park is required to comply with the mandates and regulations of the Department of Energy and the Commission on Audit.

The operation of the Park and the Locators are required to follow the conditions of their Programmatic Environmental Compliance Certificate (PECC) and the Park Guidebook. Requirements of the Department of Environment and Natural resources (DENR) and EMB are of utmost importance. For occupational safety and health, the DOLE-OSH standards, the Fire Code of the Philippines and other relevant regulations are the main considerations. The Jetty administration is governed by the Philippine Ports Authority (PPA), and the Jetty security by the Office for Transportation Security (OTS). Other regulatory bodies and their requirements are managed under Legal and Other Requirements procedure.

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The host community, neighboring barangays, and relevant local government units (LGU's) are also given utmost importance. Social responsibility/ community relations programs are being implemented annually.

Any party who would express their interest to the Park's processes and management system shall be considered and dealt with accordingly.

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### 4.3 Scope of the IMS

#### 4.3.1 This IMS shall cover

**Name:** PNOC Industrial Park - PNOC Park Management Department

**Business:** Management of Facilities and Administration of Industrial Park

(Raw and fire water distribution system operation and maintenance, road network and drainage maintenance, power distribution system maintenance, jetty operation and administration, locator management and park administration)


**Address:** Brgy. Batangas Dos, Mariveles  
Bataan, Philippines

#### 4.4.1 Standards

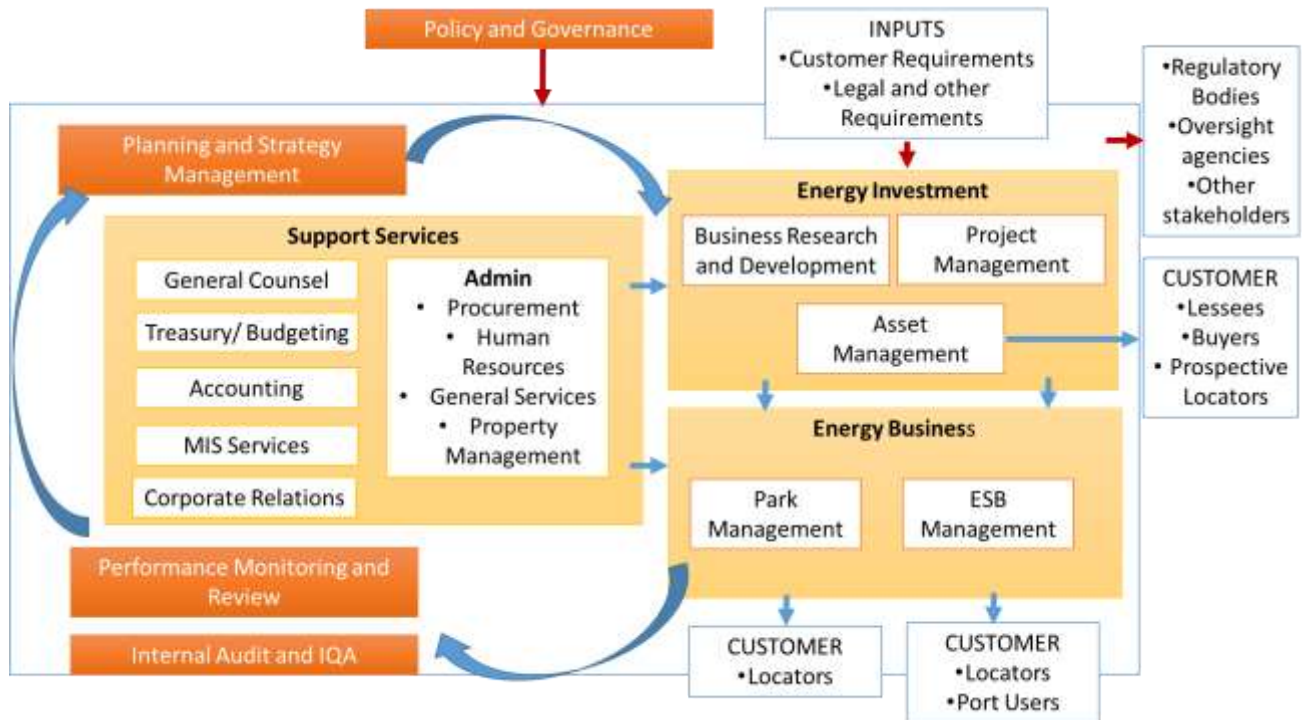
- ISO 9001:2015 Quality Management System
- ISO 14001:2015 Environmental Management System
- ISO 45001:2018 Occupational Health and Safety Management System

### 4.4 PNOC Industrial Park's Business Process and IMS Processes

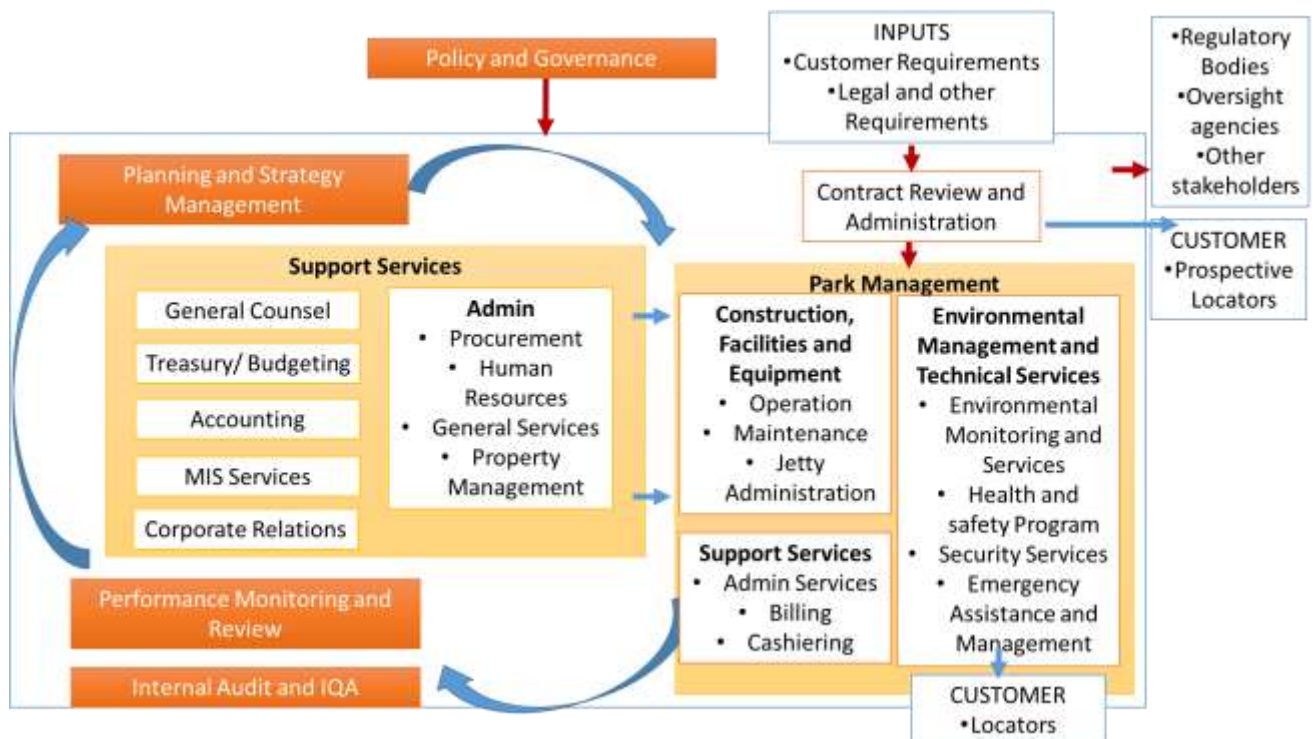
The Business Process Map shows the relationship within PNOC IP processes, their interface with support and management processes with PNOC Mother, and external providers. The business processes shall be elucidated further in subsequent parts of this Manual.

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### PNOC QMS AND BUSINESS PROCESS MAP




### PNOC IP IMS AND BUSINESS PROCESS MAP



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#### 4.4.1 Industrial Park Administration and Operation

PNOC Industrial Park is operated by the Park Management Department, which is divided into the Environmental Management and Technical Services Division (EMTSD), Construction, Facilities and Equipment Management Division, and Support Services Division, as illustrated in the Table of Organization. PNOC IP, cognizant of its strategic role in the highly competitive global market offers diverse services to its direct clients and the community in general. These are:

##### 4.4.1.1 Environmental Management and Technical Services

- Environmental Monitoring and services
  - Programmatic Environmental Compliance Certificate (PECC)
  - Air and Water Quality Monitoring
  - Eco-profiling study
  - Solid Waste Management
  - Support to agro-forestry based watershed rehabilitation program
  - Maintenance of adequate buffer zone throughout periphery of property
- Health and Safety Program
- Security Services
- Emergency Assistance and Management

##### 4.4.1.2 Construction, Facilities and Equipment Management


- Operation (Raw and Fire Water System)
- Facilities and Equipment Maintenance
- Jetty Administration

##### 4.4.1.3 Support Services

- Property Management (field purchasing and warehousing)
- Cashiering
- Personnel Administration
- Local business permits and licenses

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Prepared by	Reviewed by	Approved by
<b>C.B. Pena</b> Department Manager	<b>E.R.S. Cruz</b> SMO Manager	<b>G.M. Barleta</b> SVP for Energy Business

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## 5.1

## PNOC MISSION AND VISION

### Our Vision

PNOC by 2030: By 2030, PNOC has provided vital energy resource/development and energy infrastructure, conducive to a clean environment and balanced and sustainable economic growth.

### Our Mission

Through the efforts and initiative of a world class professionals dedicated and competent workforce, PNOC is committed to:

- Develop and implement projects and programs in a financially prudent and responsible manner aimed at increasing the country's self-sufficiency level in oil, gas and other energy sources;
- Foster sustainable and environment-friendly sources of energy and promote energy efficiency and conservation; and
- Maintain the highest standards of service and corporate governance.

### Our Core Values

- **SERVICE** (*Mapaglingkod*):  
Puts the interest of the Filipino people above self
- **INTEGRITY** (*Mapagkakatiwalaan*):  
Honest and transparent in dealing with stakeholders
- **PROFESSIONAL EXCELLENCE** (*May mataas na kakayahan*):  
Always seeking continuous improvement; aspiring for high work standards and achievements
- **ACCOUNTABILITY** (*May pananagutan*):  
Assuming responsibility for all actions
- **TEAMWORK** (*May pagkakaisa*):  
United in purpose



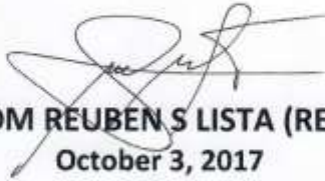
	Title of Manual <b>IMS POLICY MANUAL</b>	Document No. <b>PIP-05</b>	
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## PNOC QUALITY POLICY

The Philippine National Oil Company (PNOC), the government's premier energy company, is committed to ensuring energy security by providing vital energy infrastructure for the country. Our vision is that by year 2030, we have provided vital energy infrastructure, conducive to a balanced, and sustainable growth of the economy.

Anchored on excellence and efficiency, we aim to contribute to sustainable development through the efficient use of resources, while providing the highest quality of service for all.

We further commit to comply with the requirements of ISO 9001:2015 in the implementation of our Quality Management System (QMS), while continuously working on its improvement and communicating our Quality Policy to our employees, stakeholders, and partners.

  
**ADM REUBEN S LISTA (RET)**  
October 3, 2017  
Rev 2

	Title of Manual <b>IMS POLICY MANUAL</b>	Document No. <b>PIP-05</b>	
	Department/ Process Owner <b>PARK MANAGEMENT</b>	Effective Date <b>August 12, 2019</b>	
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## PNOC HSE POLICY

PNOC shall operate its energy businesses with highest regard to health and safety, security and environment (HSSE). We shall establish HSSE management system, manned by our capable and empowered employees, workers, and joined by our business partners.

We shall comply with all applicable health, safety, security and environmental laws, standards and regulations.

We shall employ suitable technology and best practices to maximize opportunities and minimize the adverse impacts of our operations.

We shall endeavor to prevent pollution and environmental damage, prevent work-derived injuries and illnesses, manage and reduce HSSE risks, and protect the interest of our employees, clients and locators, and stakeholders.

Through the HSSE Committee, we shall encourage communication, consultation and participation among our employees, locators and relevant stakeholders.

We shall always seek opportunities to continually improve our adherence to the commitments cited in this policy.

Endorsed by


Graciela M. Barleta  
SVP for Energy Business

Date:

Approved by

Adm. Reuben S. Lista, Ret.  
PNOC President and CEO

Date:

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## 5.2 QMS/ IMS POLICY

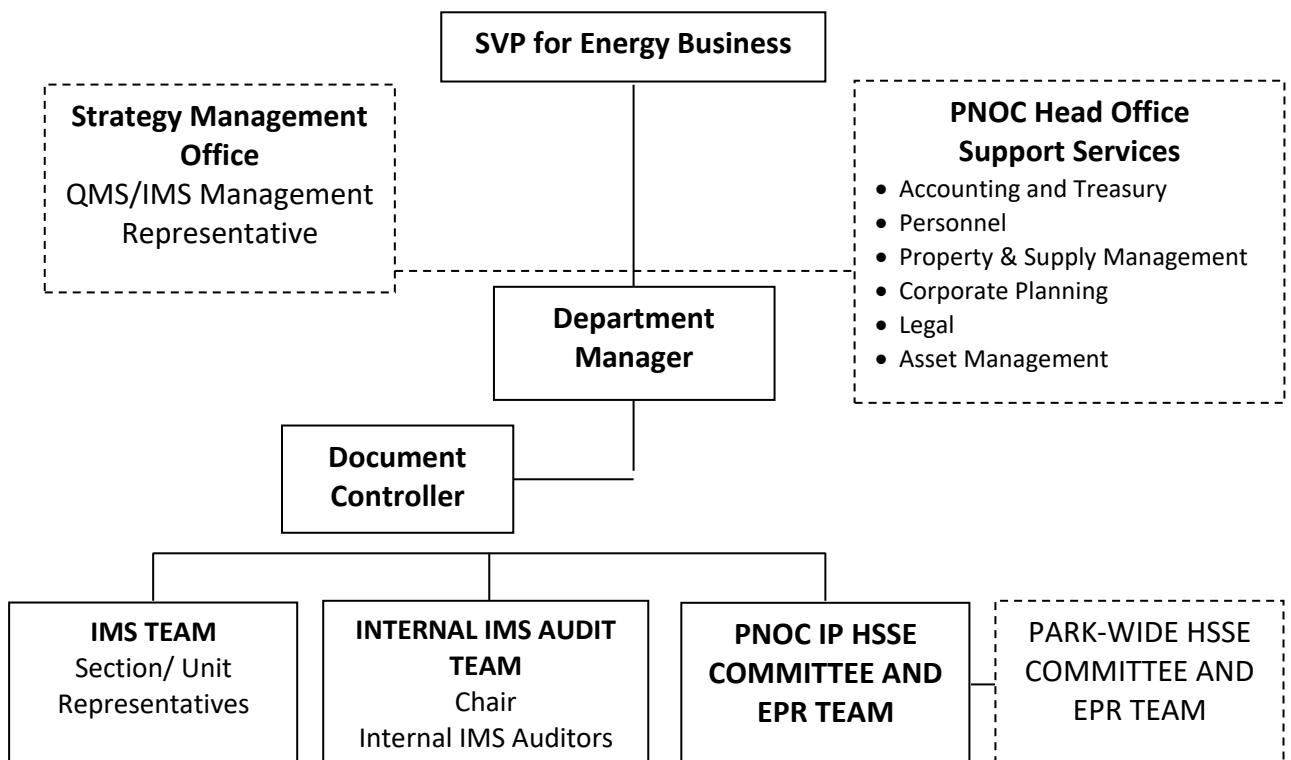
PNOC Industrial Park shall comply with the QMS Policy of the PNOG Mother. This shall be complemented with ESH commitments, and together may be referred to as the Park's IMS Policy. This IMS Policy shall contain the commitments of the Park to quality, health, and safety, security, and environmental compliance, and continual improvement. All Park Personnel shall understand this policy and pursue to incorporate this in their respective activities. Locators, suppliers, service providers and other relevant parties shall be made aware of this policy so they can be encouraged to participate in its realization. PNOG IP, through the Department Manager, may participate in the review and updating of the QMS/ IMS Policy.


## 5.3 ROLES, RESPONSIBILITIES AND AUTHORITIES

PNOC Industrial Park's organizational structure, through a GCG memorandum, has been optimally designed to support the facilities management and park administration. The roles, responsibilities, and authority of each person shall be defined in the Job Description (JD). Additional or special tasks may be defined through special orders (SO) or memorandums. Specific duties and tasks may be defined in procedures, work instructions, and guidelines.

The SVP for Energy Business (Refer to PNOG Industrial Park Table of Organization) shall have the ultimate responsibility over the Park and its IMS. A support structure shall be created for matters related to the IMS (see figure below). Appointment of personnel shall be covered in a Special Order (SO).

PNOC INDUSTRIAL PARK - IMS TEAM STRUCTURE



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The following shall be the responsibilities and authorities related to the IMS:

5.3.1 SVP for Energy Business

5.3.1.1 Directs and manages the activities of the IMS Team in establishing, implementing, and maintaining the IMS in accordance with ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018

5.3.1.2 Ensures provision of resources needed for the effective implementation, maintenance, and improvement of the IMS

5.3.1.3 Authorizes the IMS Policy

5.3.1.4 Authorizes members of the IMS Team

5.3.1.5 Authorizes improvement plans

5.3.2 PNOC Strategy Management Office Manager

5.3.2.1 Reviews IMS documentation to ensure alignment with PNOC policies and determine extent of compliance with standard requirements

5.3.2.2 Endorses the Park's IMS Policy to the Board of Directors. The IMS Policy provides the overall directions and commitment of the company on the quality of its services and HSSE performance

5.3.2.3 Administers Customer Satisfaction Survey and processes the results

5.3.2.4 Reports IMS performance to PNOC Management

5.3.3 Department Manager

5.3.3.1 Heads the IMS Team's activities, such as IMS training, documentation, HIRAC, IMS reviews, and audits (see responsibilities of IMS Team)

5.3.3.2 Facilitates the Management Review, the main goal of which is to review the implementation of the IMS to ensure its continuing suitability and effectiveness


5.3.3.3 Monitors and reports to the IMR the progress of IMS Team members whenever there are projects or programs

5.3.4 Document Controller

5.3.4.1 Ensures that only duly approved documents are registered in the central IMS Documentation

5.3.4.2 Facilitates availability, distribution, and accessibility of IMS documents to authorized users

5.3.4.3 Ensures storage and protection of IMS documents from physical damage or loss

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- 5.3.4.4 Ensures security and confidentiality of classified information
- 5.3.4.5 Ensures that no uncontrolled document or obsolete documents circulates and used inadvertently
- 5.3.4.6 Controls the reproduction, release, and borrowing of IMS documents
- 5.3.4.7 Facilitates/ supervises the control of records by the authorized custodians.

### 5.3.5 IMS Team – Division Heads and Unit representatives

- 5.3.5.1 Conduct, review, and update the HSSE hazard identification, risk assessment, and control planning
- 5.3.5.2 Write, review, and update IMS documentation for their respective sections/ units, including OPCRs and IPCRs, procedures and support documents
- 5.3.5.3 Cascade and promote IMS Policy, OPCRs and IPCRs, procedures and work instructions in their respective section/ unit

### 5.3.6 Internal IMS Audit Team

The Internal Audit Team shall, in coordination with the Internal Audit Office (IAO), determine the implementation, effectiveness, continuing suitability, and improvement areas of the IMS.


### 5.3.7 Internal IMS Audit Chair

- 5.3.7.1 Coordinates the activities of the Internal Audit Team from audit planning, preparation, implementation, reporting of results, and follow up
- 5.3.7.2 Establishes the Audit Plan and schedules
- 5.3.7.3 Makes necessary arrangements for the conduct of the audit
- 5.3.7.4 Serves as the spokesperson of the Internal Audit Team during opening/ closing meetings, and management review
- 5.3.7.5 Resolves conflicts in the Auditors' findings and opinions, evaluates the evidence and makes the final decision
- 5.3.7.6 Collates internal audit results and prepares the Audit Report
- 5.3.7.7 Monitors the progress and actions taken on the audit findings
- 5.3.7.8 Recommends trainings needed for the Internal Audit Team

### 5.3.8 Internal IMS Audit Team Members

- 5.3.8.1 Prepare audit checklists



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5.3.8.2 Conduct Internal IMS Audits and follow up audits based on the documented procedure and approved Audit Plan

5.3.8.3 Submit to the Audit Leader the audit results and records, including filled up checklists, other forms of audit evidence, and nonconformity reports.

5.3.9 HSSE Committee (Refer to HSSE Table of Organization)

5.3.9.1 Establish, review and update policies and procedures for environment, security, and safety and health

5.3.9.2 Communicate established HSSE policies and procedures to relevant personnel, locators, suppliers and other parties

5.3.9.3 Conduct monthly PNOC HSSE meeting

5.3.9.4 Conduct monthly Park-wide HSSE meeting with locators

5.3.9.5 Conduct regular HSSE inspections

5.3.9.6 Monitor HSSE compliance of PNOC Industrial park and locators

5.3.9.7 Conduct incident investigation

5.3.9.8 Recommend corrective or preventive actions for HSSE-related incidents and nonconformities

5.3.10 Emergency Response Organization Team (Refer to Table of Organization)

5.3.10.1 Identify potential HSSE accidents and emergencies, and assess the level of risk

5.3.10.2 Establish procedures for emergency preparedness, response, and mitigation

5.3.10.3 Ensure availability of resources (people, equipment and external support) for emergency response. This may include identification and procurement of necessary equipment, inspection and maintenance, and training for use.

5.3.10.4 Respond appropriately to incidents within the Park's jurisdiction

5.3.10.5 Facilitate training of Emergency Response Organization Team, and other personnel, including conduct of drills.

5.3.10.6 Record, investigate and take appropriate actions after emergency drills or actual emergency


5.3.11 All personnel

5.3.11.1 Be aware of policies and procedures that are relevant to their jobs

5.3.11.2 Implement policies and procedures assigned to them and maintain records

5.3.11.3 Participate in the realization of objectives, targets, and programs



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5.3.11.4 Make suggestions for improvement

5.3.11.5 Report incidents or communications (internal or external) that may affect the IMS


#### 5.4 WORKER PARTICIPATION AND CONSULTATION

PNOC Industrial Park shall encourage worker participation and provide a channel for consultation in matters relating to HSSE. Aside from the Park HSSE Committee, PNOC IP shall have its own HSSE Committee which shall be the venue for employee participation and consultation. Employees shall have a representative to the HSSE Committee and conduct HSSE Committee meeting at least once a month.

Employees shall be protected from reprisal when reporting incidents or any HSSE concern. They shall be involved in risk assessment, incident investigation, and shall be consulted when establishing HSSE policies.

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Prepared by	Reviewed by	Approved by
C.B. Pena	E.R.S. Cruz	SVP G.M. Barleta
Department Manager	SMO Manager	SVP for Energy Business

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## 6.1 Strategic Plans and Objectives, Targets, and Programs (OTPs)

Corporate strategic plans shall be defined to support the PNOC Mission and Vision. These shall be reviewed and redefined annually, normally towards the fourth quarter of each year. The Department Manager, EMTSD Division Head, CFEMD Division Head, and key personnel shall represent the Industrial Park in the Annual Strategic Planning. In here, they establish the Strategic Plan for the Park.

Guided by PNOC's Strategic Plan and the Major Final Output (MFO) that they have committed to the GCG, PNOC IP shall define objectives, targets, and programs. These shall be documented in their Office Performance Commitment and Review, and cascaded into the Individual Performance Commitment and Review.

## 6.2 Quality and HSE Risks and Opportunities

### 6.2.1 Failure Mode and Effects Analysis (FMEA)


PNOC IP shall use the FMEA model in identifying risks related to its business operations, HSSE, and the IMS. The results shall be the basis for controls and actions that need to be incorporated into the IMS. Additional control measures shall be identified to lower the risk, or as opportunities for improvement.

### 6.2.2 Hazard Identification and Risk Assessment

PNOC Industrial Park shall develop the health and safety, security, and environment (HSSE) portion of the IMS based on a comprehensive identification and assessment of HSSE hazards/ aspects, considering a life cycle perspective. The procedure on Hazard Identification, Risk Assessment, and Determining Controls (HIRAC) shall cover:

- Work organization, social factors, culture, and leadership issues;
- Activities, processes and services under the direct control or influence of PNOC Industrial Park;
- Planned new developments;
- Factors within and outside of the Park that may affect environment and health and safety performance of PNOC IP, including human factors, external factors, and design of facilities and workplace;
- Modifications to existing activities, products and services.

The IMS Team shall be trained on HSSE concepts, as well as the procedure for HIRAC. The IMS Team shall agree on the risk assessment criteria and shall ensure consistency in ratings. Representatives shall then conduct the HIRAC associated to their respective activities and areas.

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### 6.3 Planning Actions

Based on the results of hazard identification and risk assessment, necessary controls shall be established or further improved. As far as possible, a preventive and proactive approach shall be adopted.

6.3.1 For health, safety and security risks, the following hierarchy shall be considered:

- Elimination
- Substitution
- Engineering controls
- Signage, warnings, and or administrative controls
- Personal protective equipment

6.3.2 For environmental aspects, especially pollution sources, the following may be the equivalent hierarchy of controls:

- Elimination
- Reduction
- Reusing and recycling
- Treatment
- Proper disposal


### 6.4 Planning and Management of Change

Changes shall be introduced to the IMS in such a way that the benefits will be maximized and the least disruption to the IMS will be caused. This shall be done through effective planning of changes.

When necessary, tools such as Potential Problem Analysis (PPA) or Strength, Weaknesses, Opportunities, and Threat (SWOT) Analysis shall be conducted. The existing FMEA and HIRAC registers shall be reviewed. New ones may have to be established in case of new processes.

### 6.5 Legal Compliance

6.5.1 PNOC shall identify and access legal and other requirements related to HSSE hazards and risks of running the Industrial Park. Compliance to legal and other requirements shall be a primary consideration in the IMS, particularly in

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objectives setting, training, operational control and monitoring and measurement.

6.5.2 PNOC shall designate personnel to be in charge of compliance to legal and other requirements relevant to environment, health and safety, pier operations, and park administration. They shall be in charge for compliance to relevant requirements of the following agencies:

6.5.3 Department of Environment and Natural Resources – Environmental Management Bureau (DENR-EMB)

6.5.4 Department of Labor and Employment – Bureau of Working Conditions (DOLE-BWC)

6.5.5 Philippine Ports Authority

6.5.6 Office for Transportation Security (OTS)

6.5.7 Department of Energy (DOE)

6.5.8 Relevant local government units (LGUs)

6.5.9 Other agencies identified in the List of Legal and other Requirements

6.5.10 The designated personnel shall determine specific requirements that PNOC needs to comply with, such as practices, permits, licenses, reports and other requirements. A list of applicable legal and other requirements shall be prepared and maintained. This shall be filled up and updated at least quarterly.


6.5.11 Other requirements such as industry codes, agreements with LGU or NGO (non-government organization), external customer requirements, and the likes may be maintained in separate file.

6.5.12 Relevant information on legal and other requirements shall be communicated to PNOC IP personnel, locators, service providers, and other interested parties. These people shall be enjoined to maintain and improve compliance status.

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Prepared by	Reviewed by	Approved by
C.B. Pena Department Manager	E.R.S. Cruz SMO Manager	SVP G.M. Barleta SVP for Energy Business

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## 7.1 RESOURCES

PNOC shall provide the resources for the operation and maintenance of the PNOC Industrial Park, and its IMS. It shall be included in the planning and allocation of annual budget.

## 7.2 CORPORATE SUPPORT SERVICES

Corporate support processes shall be provided by respective departments and division in the Mother, as follows. The description of processes and their interaction are described in the PNOC Quality Policy Manual and detailed in each department's procedure manual.

Department/ Office	Processes managed and services provided to PNOC IP
Internal Audit Office	<ul style="list-style-type: none"> <li>Internal audit of management and operations</li> </ul>
SMO – Corporate Planning	<ul style="list-style-type: none"> <li>Guidance in IMS implementation aligned with PNOC corporate planning processes, performance management and monitoring, management review and improvement</li> </ul>
SMO – Corporate Relations	<ul style="list-style-type: none"> <li>Manage external communication with customers and stakeholders</li> <li>Manage stakeholder relations</li> <li>Establishment and implementation of corporate social responsibility (CSR) and community relations program</li> </ul>
SMO – Management Information Systems	<ul style="list-style-type: none"> <li>Provision and maintenance of MIS, including internet, computers and peripheral devices</li> </ul>
Asset Management	<ul style="list-style-type: none"> <li>Handling of inquiries of prospective locators</li> <li>Locators contract management</li> <li>Handling of issues on illegal settlers on PNOC properties within or near PNOC IP</li> <li>Handles lease and other investment within the Park</li> </ul>
Accounting	<ul style="list-style-type: none"> <li>Accounting and processing of replenishment of petty cash fund, payment for outsourced services</li> </ul>
Treasury	<ul style="list-style-type: none"> <li>Fund management - releasing of checks/ cash for petty cash fund</li> </ul>
Admin – Property Management	<ul style="list-style-type: none"> <li>Material resource management, including inventory of PNOC properties</li> </ul>
Admin - Procurement management	<ul style="list-style-type: none"> <li>Procurement of goods, services, infrastructure</li> </ul>
Admin – Personnel Services	<ul style="list-style-type: none"> <li>Recruitment and placement of personnel</li> <li>Employee development</li> <li>Safekeeping of personnel records</li> </ul>



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Department/ Office	Processes managed and services provided to PNOG IP
	<ul style="list-style-type: none"> <li>• Processing of payroll (benefits and compensation)</li> </ul>
General Services	<ul style="list-style-type: none"> <li>• Transportation</li> <li>• Records management</li> <li>• Office services</li> </ul>

The need for these services are defined by the end users in the Park, endorsed by the division head/ chief, approved by the Department Manager, and then submitted to the appropriate unit in the Head Office.

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### 7.3 PARK SUPPORT PROCESSES

#### 7.3.1 Support Services Division

##### 7.3.1.1 Cashiering

- Management, safekeeping and replenishment of the petty cash fund
- Receiving of payment from Jetty users

##### 7.3.1.2 Administrative Services

- Processing of requests for procurement and maintenance of office equipment and supplies.
- Management of contracts governing company operations and preparation of legal submissions.
- General office services for the Park.

#### 7.3.2 IMS and HSSE Awareness

PNOG Industrial Park shall have a system for provision of trainings needed for the IMS and other purposes of the Park. This shall include orientation of personnel, locators, suppliers, service providers, visitors, and others. Topics shall include but may not be limited to:

##### 7.3.2.1 IMS Policy

##### 7.3.2.2 Relevant portions of the objectives, targets and programs


##### 7.3.2.3 HSSE rules and regulations

##### 7.3.2.4 Technical skills

##### 7.3.2.5 Other relevant procedures and work instructions

##### 7.3.2.6 Current events, issues and developments that may be useful to the IMS

##### 7.3.2.7 IMS-related trainings such as standard appreciation, documentation, audit trainings

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## 7.4 COMMUNICATION

### 7.4.1 Internal Communication

Park Management Department shall ensure that appropriate internal communication processes are established – from management to personnel and personnel to the management.

Policies, instructions and IMS relevant information shall be disseminated in forms of memoranda, IMS procedure or verbal instructions from the officers, supervisor, engineers, the Department Manager, and even higher management. Communication channels such as telephone, e-mail, bulletin boards and group meetings shall be optimized. PNOC Industrial Park shall also have monthly staff meetings where operations, administration, HSSE, and other issues shall be discussed.

Valid concerns or suggestions for the improvement of the IMS shall be recorded and where appropriate, shall be integrated in the IMS procedures and instructions.


### 7.4.2 Participation and Consultation

PNOC Industrial Park shall have its HSSE Committee which shall be the venue for employee participation and consultation for matters related to health and safety, security, and environment. Employees shall have a representative to the HSSE Committee. The HSSE Committee shall meet at least once a month. Employees shall be encouraged to participate in HSSE programs and shall be protected from reprisal when reporting hazards, incidents, and giving suggestions for improvement.

### 7.4.3 Customer Communication

PNOC Industrial Park's customers are the locators. The Park shall ensure that appropriate communication channels are available in order to maintain mutually beneficial relationship with them. Some of these channels are:

- PNOC, Office of the SVP for Energy Business
- PNOC website – contains information about PNOC Management, the Park and its features, which may be useful for prospective locators

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- PNOC Industrial Park front liners such as Department Manager, EMTSD Division Head, CFEM Division Chief, Security Officer/ Harbor Officer/ PFSO, Shift Engineers, Environmental Management Specialist or Safety Officer.

The Park shall have a procedure for receiving, handling and responding to locators' complaints and concerns. All Park personnel and security guards shall also be trained to receive customer communication properly and relay these to the concerned action party. Critical issues shall be forwarded to the SVP for Energy Business

#### 7.4.3.1 EXTERNAL COMMUNICATION


Receiving of external communications related to operations and HSSE shall be handled directly by the Department Manager. The issues shall be forwarded to relevant persons for validation, response and necessary action. Official outbound communications shall be approved by the SVP for Energy Business.

With respect to significant environmental aspects or health and safety hazards, The Park shall allow external communication only for the following purpose or situations:

- Regulatory bodies – particularly those that require such information and performance reports.
- Suppliers, contractors and consultants – whose service for PNOC may be associated with significant environmental aspects and hazards. Significant aspects and hazards, together with rules and regulations relevant to their activities shall be discussed during Contractor Orientation.
- Neighbors and external help – during emergencies and accidents (Refer to Emergency Preparedness and Response)
- Other external party – only when approved by the Department Manager or higher management.

Other external communication such as requests for information, interview, or speech, complaints or inquiries that may touch on significant environmental aspect shall be reviewed, validated, answered and acted upon on a case-to-case basis. These may need approval or coordination with the SMO – Corporate Relations or higher management.



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## 7.5 DOCUMENTED INFORMATION

### 7.5.1 QMS AND IMS DOCUMENTATION

PNOC IP shall maintain its IMS documentation, aligned with PNOC Mother's QMS Documentation. The Park shall subscribe to the Mother's Quality Policy, QMS Policy Manual, common system procedures, and overarching policies and procedures.

The Park shall also maintain IMS documentation needed for the operation of its IMS and park management activities.


### 7.5.2 CONTROL OF DOCUMENTED INFORMATION

PNOC IP shall follow the PNOC Mother's procedure for control of documented information. The Park's Document Controller and document users shall ensure the documents are used properly and protected from damage, loss, or unauthorized use.

Every employee shall be responsible for his or her own record keeping. Each division shall designate a staff responsible for central filing and archiving of records. A master list of records shall be prepared for immediate reference on the implementation of the records control system. Record retention shall comply the requirements of the National Archives of the Philippines (NAP).

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## 8.1 OPERATION PLANNING

PNOC Industrial Park shall establish Risk Management and Quality Plan (RMQP) which will be the primary reference for sections and units that provide services to Locators. This shall be done after identifying the risk and opportunities in each process, establishing the preventive measures and identifying necessary corrections when problems occur.

The RMQP shall contain the following information:

- 8.1.1 Defined processes, products and services
- 8.1.2 Quality standards/ control measures
- 8.1.3 Relevant operational control document
- 8.1.4 Means of detection, monitoring and assurance
- 8.1.5 Responsible unit or person
- 8.1.6 Support unit or person
- 8.1.7 Record and evidence of conformity
- 8.1.8 Potential problem and causes
- 8.1.9 Correction

## 8.2 DETERMINATION AND REVIEW OF REQUIREMENTS RELATED TO SERVICE PROVISION


Requirements and expectations of Locators shall be determined and documented on Locators Contract, PECC, and Park Guidebook. These include:

- 8.2.1 Locators requirements and expectations in terms of support infrastructure, utilities (raw and fire water), and other services;
- 8.2.2 Relevant regulatory requirements;
- 8.2.3 PNOC's mandate and corporate requirements.

## 8.3 CONSTRUCTION, FACILITIES AND EQUIPMENT MANAGEMENT

PNOC operates and maintains Park Facilities such as:

- Raw and fire water systems
- Common infrastructure such as grounds, perimeter, roads, lighting and power distribution system
- Jetty

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### 8.3.1 CONTROL OF PARK MANAGEMENT SERVICES

PNOC Industrial Park shall ensure that service provision and relevant support processes are controlled and accomplished according to PNOC Industrial Park's quality criteria. Control of processes for service provision shall include:

- Availability of RMQP which contains the specifications for materials and processes;
- Availability of documented procedures, work instructions or guidelines for operation, maintenance, administration, and other processes;
- Use of suitable and properly maintained equipment;
- Availability and use of monitoring and measuring devices, along with the necessary verification and/ or calibration;
- Regular inspection, verification, and monitoring of processes
- Constant communication, monitoring and coordination with the Locators and service providers;
- Control of nonconforming outputs and services, e.g. correction of deviation from RMQP and response to concerns and complaints of Locators.

## 8.4 ENVIRONMENTAL MANAGEMENT AND TECHNICAL SERVICES (EMTS)

### 8.4.1 HEALTH AND SAFETY


PNOC Industrial Park shall designate a Safety Officer who shall be mainly responsible of implementing safety and health procedures, programs and maintaining OHS legal compliance in the Park, including the Jetty Facilities.

### 8.4.2 SECURITY GROUP

Security control is of equal importance. The Park shall employ a reputable and reliable security team which shall be in charge of protecting the Park's personnel and properties. They shall coordinate with the locators, service providers, and other relevant interested parties on HSSE matters.

### 8.4.3 ENVIRONMENTAL MANAGEMENT SERVICES

PNOC Industrial Park shall have an Environmental Management Specialist and accredited Pollution Control Officer (PCO). The EMS shall ensure that programs and

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activities are implemented as required in the Park's Programmatic Environmental Compliance Certificate (PECC), agreements with the locators, and with the nearby communities.


Solid and hazardous waste management, coastal cleanup, chemical control, wastewater, and air quality management, among others shall be part of environmental programs.

## 8.5 HSSE OPERATIONAL CONTROL

PNOC Industrial Park shall ensure that appropriate operational controls are established to manage significant hazards and risks to health, safety, security, and environment. Operational controls shall also address legal and other requirements, aim to prevent illnesses, incidents and emergencies and support the accomplishment of the IMS policy, and OTPs.

Whenever possible, the choice of operational controls shall be based the following hierarchy. Any one or combination of the following may be used:

- Elimination of the hazard/ aspect through appropriate design of infrastructure equipment, tools, and methods
- Substitution with less hazardous or non-hazardous equipment, part, material, chemical, or method
- Engineering controls – use of physical barriers or protective mechanisms such as pollution control devices, secondary containment, machine guards, sensors and interlocks;
- Administrative controls
  - Personnel – shall be ensured competent as the job so requires
  - Authorization – only authorized personnel may do certain tasks. These are stipulated in job descriptions, appointments or Special Order, and Permit to Work.
  - Warning – color-coding, posters, signage, and other visuals shall be placed to inform and remind personnel of HSSE hazards and instructions.
  - Process – procedures, work instructions and guidelines shall be designed, standardized and documented.
  - Observation, inspection, investigation and reporting systems
- Personal protective equipment – depending on the identified hazards and risks, PPE needed for critical activities shall be determined and provided

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## 8.6 EMERGENCY PREPAREDNESS AND RESPONSE

PNOC Industrial Park shall identify potential emergencies that may affect the environment, people or properties. This shall be done through HSE Hazard Identification, Risk Assessment and Determining Controls.

Each significant emergency shall be covered with documented Emergency Response Plan and Procedures (ERP). The ERP shall cover procedures on preparedness, response, prevention and mitigation of adverse impacts.


The ERP shall include the following:

- 8.6.1 Establishment of the Emergency Response Organization (ERO) and training of its members
- 8.6.2 Provision of emergency equipment such as fire truck, fire hydrants and extinguishers, spill control materials, security, alarm, transportation and communication system
- 8.6.3 Response procedures including evacuation of affected area(s)
- 8.6.4 Communication to employees, locators and service providers of the appropriate course of action in case of emergencies.
- 8.6.5 Coordination and communication with external emergency support system and affected community
- 8.6.6 First aid and medical assistance.

For more effective and immediate response, emergency response procedures shall be tested in defined frequency, depending on the level of risk, and legal requirements. After a drill or an actual incident, the ERP shall be reviewed. Where necessary, improvement, corrections, or revision of the emergency response system shall be made.

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## 9.1 MONITORING, MEASUREMENT, AND ANALYSIS

Monitoring, measurement and analysis activities and requirements shall be defined for each process. These shall be carried out at appropriate stages of operation.

Monitoring methods, responsibility, timing and frequency, and resource requirements shall be established. Whenever possible, these shall be included in the documented procedures and work instructions.

Conformity of the monitoring and measurement devices shall be ensured. If needed, these shall be verified or calibrated. If monitoring and measurement activities are subcontracted, the selection of service provider shall be done through the procurement procedure.

### 9.1.1 Locators' Satisfaction and feedback


PNOC Industrial Park shall make use of appropriate means to determine the locators' perception of the level by which their requirements as customers have been met. Locators' satisfaction may be obtained through:

- Regular coordination meeting with locators
- Feedbacks received by service engineers, security guards and other personnel
- Customer satisfaction survey may be administered by the Head Office through the Strategy Management Office (SMO).

### 9.1.2 Business Process, Services and IMS Processes

PNOC Industrial Park shall monitor and where applicable measure business processes and associated services, as well as IMS processes. This shall be done through any or combination of the following means:

- Monitoring and tracking documents such as forms, logbooks, log sheets, check sheets, and survey sheets. These shall be used along with procedures or separately.
- Dimensional and electro-mechanical monitoring and measurement equipment such as voltmeters, thermometers, pH meters, pressure gauges.
- Ocular inspection
- Incident reporting and investigation
- Other testing, evaluation, and monitoring devices that may be deemed appropriate for certain processes

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- Verification, review and approval by immediate superior or the Park Department Manager.

As much as possible, all required checking and approval shall be completed before giving “go signal” for service delivery or project implementation. When standards are not achieved, corrections and corrective actions shall be initiated. Records of conformity shall be maintained. These records shall indicate the person who approved or authorized the release of product.

### 9.1.3 Objectives, Targets, and Programs

The Park Department Manager shall monitor the performance of each division and individual against corporate goals, as defined in the OPCR, DPCRs and IPCRs. Division Heads shall collate performance data required for report completion, data analysis, and action planning. Monthly and quarterly accomplishment reports shall be prepared and submitted to the Head Office. These shall be collated and submitted to PNOC Strategy Management Office.

### 9.1.4 HSSE Performance


PNOC Industrial Park’s HSSE performance indicators shall be monitored and measured. Monitoring and measurement shall be focused on processes and items related to significant HSSE risks, relevant legal and other requirements, HSSE objectives, targets and programs, and their operational controls.

### 9.1.5 Evaluation of Compliance to Legal and Other Requirements

PNOC Industrial Park to evaluate the compliance with the legal and other requirements applicable the operation of the Park and its facilities. Compliance monitoring and evaluation shall be designated to relevant personnel. Evaluation activities shall include comparison of data with legal standards, application and renewal of permits and licenses, preparation and submission of required reports, and assisting regulatory inspections. Any non-compliance to the applicable legislation and regulations shall require a corrective action.

## 9.2 Internal IMS Audit

PNOC Industrial Park, through its Internal IMS Audit Team, shall conduct internal IMS audit at least once a year. This is to determine whether the IMS conforms to planned

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arrangements such as those defined in the policy, objectives and targets, control plans, procedures, to the requirements of the ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 standards, and other requirements of the IMS. This is also to ensure that the IMS is effectively implemented and maintained.

PNOC Industrial Park shall maintain an internal audit program based on the status and importance of the processes to be audited, associated ESH risks, and results of previous audits. The frequency, and schedules, scope, and criteria for auditing shall be set in agreement with concerned parties.

Auditors conducting the audits shall not audit their own work to ensure the objectivity and impartiality of the audit process. Internal Auditors shall be appropriately trained.

The results of the audit shall be reported to the SVP for Energy Business. This shall be included in the agenda of the Management Review. The management of the audited area shall ensure that actions are taken to eliminate the detected nonconformities and their causes without undue delay. Audit follow-up shall be done to see actions taken on internal audit results. Implementation and effectiveness of the actions shall be verified.

### 9.3 Management Review

The review of the IMS shall be conducted by the Park's Management Review Committee. The review shall determine the continuing suitability, adequacy and effectiveness of the IMS. The review shall also include the identification of improvement opportunities and need for possible changes to the IMS in light of new developments that may affect the implementation and maintenance of the system.


The Management Review Committee shall be composed of:

Chairman:	SVP for Energy Business
Co-chair:	Manager, Strategy Management Office
Facilitator:	Department Manager
Review Committee Member:	Strategic Management Office Manager Admin Services Manager

IMS Team members or PNOC Management or key personnel may be invited to the Management Review when necessary.

#### 9.3.1 Review Methods



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Management Review of the IMS shall be conducted at least once a year. To allow the management to carry out a meaningful review, necessary information and data shall be collected and made available during the review process. The Department Manager shall also attend the corporate Management Review in the Head Office, when required.

### 9.3.2 Review Inputs


The agenda for the management reviews shall include, but not limited to the following:

- 9.3.2.1 Follow-up actions from previous management reviews;
- 9.3.2.2 Changes in internal and external issues that can affect the IMS, including changes in the HIRAC;
- 9.3.2.3 Performance and effectiveness of the IMS, including:
  - Customer satisfaction and feedback
  - Progress on OPCR and IPCR
  - Operations and business performance and service conformity
  - Environmental performance
  - Safety and health performance
  - Progress of corrective actions
  - Communication from employees, relevant stakeholders, including complaints
  - Compliance to legal and other requirements
  - Results of audits (internal and external)
  - Performance of external providers
- 9.3.2.4 Adequacy of resources
- 9.3.2.5 Effectiveness of actions taken to address opportunities and risks
- 9.3.2.6 Opportunities for improvement

### 9.3.3 Review Outputs

Management review shall decide and act on the following:

- 9.3.3.1 Improvement of the effectiveness of the OTPs and the IMS and its processes
- 9.3.3.2 Improvement of services related to customer requirements
- 9.3.3.3 Improvement of HSSE performance of the company
- 9.3.3.4 Need for changes in any element of the IMS;
- 9.3.3.5 Decision and actions when IMS objectives are not met;


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9.3.3.6 Resources needed for the above-mentioned improvements

The minutes of the meeting shall be maintained in accordance with the documented procedure for records control. Copy of the minutes shall be distributed to relevant parties. Records of the review process shall be maintained. Where appropriate, the Management Review Committee shall require Corrective Action for nonconformities.

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## 10.1 INCIDENT OR NONCONFORMITY

Nonconformity shall be defined as any deviation from standards, specifications, procedures, regulations, management system requirements, or customer requirements. This could either directly or indirectly lead to inefficient operation, defective product or service, customer complaint, property damage, damage to the environment, or combination thereof.

The following are the possible nonconformities during the implementation and maintenance of the IMS:

- 10.1.1 Use of substandard services, materials, or equipment
- 10.1.2 Ineffective procedures or processes
- 10.1.3 Noncompliance to relevant legal and other requirements
- 10.1.4 Objectives and targets not achieved or programs not implemented as planned
- 10.1.5 Breakdown of park facilities, pollution control facilities and other equipment that resulted in substantial delay in operation, damage to properties, and/ or noncompliance to legal requirements
- 10.1.6 Unsatisfactory performance of suppliers against prescribed criteria during performance evaluation
- 10.1.7 Problems identified by Park Management during IMS review


PNOC Industrial Park shall document and implement procedures for identifying and addressing nonconformity to the company's IMS. Nonconformities, as defined above, shall be documented using the appropriate corrective request.

An incident is a work-related event that has or could have led to injury, ill health, or pollution. Although it is possible for an incident to occur without nonconformity, these shall be reported, investigated and addressed with proper action.

## 10.2 INCIDENT INVESTIGATION

There shall be a procedure for recording, timely investigation and analysis of incidents in order to:

- 10.2.1 Determine causes and contributory factors
- 10.2.2 Identify need for corrective action
- 10.2.3 Identify opportunities for preventive action and/or continual improvement
- 10.2.4 Communicate results of the investigation

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### 10.3 APPLICATION OF CORRECTIVE ACTION

The procedure for corrective action shall include:

- 10.3.1 Responsibility and authority for reporting nonconformity;
- 10.3.2 Documenting corrective action;
- 10.3.3 Handling the incident or nonconformity through immediate actions and/pr dealing with the consequences;
- 10.3.4 Investigating the extent of the problem, determining the cause(s), and determining previous occurrence or possible recurrence;
- 10.3.5 Determination and initiation of corrective action;
- 10.3.6 Implementation of appropriate corrective action;
- 10.3.7 Recording and communicating the results of corrective actions taken
- 10.3.8 Review and verification of the implementation and effectiveness of action taken

Corrective action shall be appropriate to the nature and magnitude of the problem to the performance of the Park. The management shall review information on the corrective and preventive action taken, including customer complaints, HSSE incidents, and concerns from external interested parties to determine whether actions are appropriate and/or further actions are necessary.

The FMEA shall be reviewed for new or modified risks and opportunities after applying corrective actions. Changes in the system as a result in the corrective and preventive actions taken shall be reflected in the relevant documented procedures of the company.

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