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Message from the President and CEO



At JHMC, we recognize the critical importance of safeguarding Baguio's largest forest cover. Our certification to ISO 14001:2015 underscores this dedication to implementing an effective Environmental Management System that not only meets regulatory requirements but also enhances our operational efficiency. By adopting this internationally recognized standard, we are taking proactive steps to minimize our environmental footprint and promote a culture of sustainability. Through careful management and conservation efforts, we aim to ensure that future generations can enjoy and benefit from this precious forest reserve.

This initiative marks our commitment towards advancing sustainability. As the recognized administrator of the John Hay Special Economic Zone, our dedication focuses on the judicious management, collaboration, inclusivity and protection of the forest watershed. We are dedicated to aligning our actions with these vital principles.

Our comprehensive approach will steer our organization towards minimizing environmental impacts while improving operational efficiency within the John Hay Special Economic Zone (JHSEZ) and the John Hay Reservation Area (JHRA). By following this strategic framework, John Hay Management Corporation (JHMC) will maintain its integrity and dedication to these goals.

We acknowledge that economic, social, and environmental objectives are interconnected, and our sustainability efforts must advance in all three areas concurrently. For these goals to be realized, we know that building strong partnerships with local communities, businesses, and governmental entities is key. Together, we can cultivate a dynamic ecosystem that promotes economic prosperity, protects the environment, and enhances the quality of life for all involved.

As we strive to forge a future for Camp John Hay as a benchmark for sustainable development, we encourage your active involvement and support. Rest in knowing that we at JHMC, are committed to creating a lasting legacy that will benefit generations to come.

INTRODUCTION

The John Hay Management Corporation (JHMC) Environmental Management Systems Manual (EMS Manual) is the highest level documented information which serves as a guide and provides direction in enhancing the *corporation's environmental performance across its applicable functional areas of responsibility.*

To ensure the effective implementation of its Environmental Management Systems (EMS) and fulfill its responsibilities in environmental protection and stewardship, JHMC has developed this EMS Manual in alignment with ISO 14001:2015: Environmental Management Systems – Requirements with Guidance for use. This manual provides a structured and systematic approach to help JHMC achieve its desired outcomes in an organized manner.

The purpose of this EMS is to encompass the environmental aspects that JHMC has direct control over, as well as those that it can influence, taking into consideration the life cycle perspective. It outlines the principles, practices, and procedures that JHMC has established and maintained to effectively address and manage its significant environmental aspects and compliance obligations. Additionally, it enables JHMC to identify and control risks, capitalize on opportunities, and meet the needs and expectations of its stakeholders.

In line with the principle of continual improvement, the JHMC EMS Manual will undergo review, evaluation, and enhancement by JHMC. This ensures that the manual remains updated to incorporate changes in policies, regulations, processes, activities, management, procedures and technological advances. Documents and Records Control Committee (DRCC) will be responsible for controlling the current and updated version of the manual. The JHMC EMS Core Team, will ensure that the manual is always current, with the incorporation of all necessary approved revisions and modifications.

JHMC Profile

Background

Camp John Hay, situated in Baguio City, proudly carries the title of being the Summer Capital of the Philippines. It holds historical significance as the former vacation and recreational haven for American servicemen during their tenure in the country. The Camp is named in honor of John Milton Hay, who served as the Secretary of State under Presidents William McKinley and Theodore Roosevelt. This iconic camp remains embedded within the fabric of a lush forest watershed, holding great ecological importance for the City of Baguio, as the largest, comprising more than 50% of its remaining forest cover.

In 1991, American military presence in the Philippines ended, leading to the enactment of Republic Act. No. 7227, also known as the Bases Conversion and Development Act of 1992. This legislation facilitated the establishment of the Bases Conversion and Development Authority (BCDA), with the main mandate to oversee the conversion of former military bases into productive and beneficial endeavors. The BCDA assumed ownership and control of Camp John Hay, ensuring its transition into a new era of purposeful utilization and national economic growth.

Pursuant to Presidential Proclamation No. 198 series of 1993, *the Camp John Hay Reservation was turned over to the Bases Conversion and Development Authority (BCDA). Subsequently, Executive Order (EO) 103 issued on June 29, 1993, with amendments made by EO 31 series of 1998 established the John Hay Poro Point Development Corporation (JPDC) as a subsidiary and implementing arm of BCDA. The primary purpose of JPDC is to efficiently manage and develop Camp John Hay into a multifaceted center for environmental, economic, and social progress in Northern Luzon and the country in general.*

By virtue of Executive Order 132 on October 3, 2002, the John Hay Poro Point Development Corporation (JPDC) underwent a division, resulting in the creation of two distinct corporate government entities: the John Hay Management Corporation (JHMC) and the Poro Point Management Corporation (PPMC). This division was aligned with the directives of Presidential Proclamation 420 issued on July 5, 1994, which designated John Hay as a Special Economic Zone. Furthermore, Executive Order 62 established the policies and guidelines to effectively implement the provisions of Republic Act 7227. Certain portions of the John Hay Special Economic Zone (JHSEZ) were leased out with the specific objective of transforming Camp John Hay into a comprehensive family – oriented tourism complex. This development also encompasses the establishment of a multi-purpose forest watershed and a center for human resource development.

According to its amended Articles of Incorporation (AOI) dated November 29, 2002, JHMC is mandated to develop, manage, own, lease, sub-lease and operate a wide range of establishments and facilities. These include restaurants, cafés, bars, golf courses, picnic groves, hotels, pavilions, gym, tennis courts and establishments and facilities of all kinds for educational, recreational, tourism, commercial, amusement, health and other purposes; to maintain and generally operate roads, water pump houses, power plants and other utilities in support of or in connection with the foregoing purposes and generally to carry out all activities necessary to convert, develop, and maintain the facilities and properties within and around the Camp John Hay for tourism, commercial, industrial, residential, nature reserve and human resource development center.

Section 2 Item 2.1.3 of EO 62 “*Prescribing Policies and Guidelines to Implement R.A. No. 7227,*” states that Camp John Hay *shall* be preserved, maintained, enhanced, and developed as a forest watershed and tourist destination. The natural attributes and character shall be maintained.

Section 6 of EO 62 further stipulates that “Environmental standards shall be strictly enforced by subsidiaries and attached authorities in their respective areas of responsibility.”

Chapter 7 of the Rules and Regulations of the John Hay Special Economic Zone (JHSEZ) pursuant to Presidential Proclamation No. 420 states the policy of maintaining a high degree of environmental quality, and applying all of Environmental Laws. Section 46 specifies the creation of an Environmental Management Office (EMO), which is now the Environment and Asset Management Department responsible for the monitoring and implementation of environmental and natural resources conservation and protection programs within the JHSEZ.

The JHMC Vision

By 2040, JHMC shall have transformed and developed Camp John Hay into a premier, sustainable, safe and enjoyable tourism destination in the North with preserved historical and cultural sites, promoting investments through innovative approaches, with improved economic opportunities and gender-responsive quality services while protecting the environment.

The JHMC Mission

As the steward of Camp John Hay, JHMC develops the estate into a premiere tourist and investment destination continuously contributing to the economic growth and sustainable use and protection of the forest watershed, with efficient and effective regulations.

The JHMC Core Values

The Core Values of JHMC was approved in 22 May 2023 through JHMC Board Resolution No. 2023-0522-109. This serves as a foundation on which Management provides the strategies to fulfill the mandate of JHMC and the employees perform their work, conduct themselves and interact with each other.

Stewardship
Passion for the Environment
Integrity
Commitment
Excellence
Spirituality

The JHMC Organizational Structure

The following page represents the organization structure of the JHMC. It is headed by a governing Board of Directors composed of eleven (11) appointive Members, President and Chief Executive Officer (PCEO) and Vice President and Chief Operations Officer (VPCOO). The PCEO and VPCOO manage seven (7) departments. The JHMC- Table of Organization was approved by virtue of GCG Memorandum Order No. 2013-45.

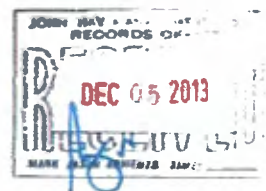


14 November 2013

HON. SILVESTRE C. AFABLE, JR.
Chairman

HON. JAMIE ELOISE M. AGBAYANI, M.D.
President and CEO

JOHN HAY MANAGEMENT CORPORATION (JHMC)
Cottage 624, JHMC, Camp John Hay,
Loakan Road, 2600 Baguio City



RE : APPROVAL WITH MODIFICATIONS OF THE
JHMC REORGANIZATION PLAN

Dear Chairman Afable and President/CEO Agbayani.

This refers to the letters of the JHMC dated 18 December 2012 and 10 June 2013 requesting for the Commission's approval of its Revised Table of Organization as of 28 August 2012, as approved and ratified by the BCDA Board under Resolution No. 2013-05-077 dated 23 May 2013. The last Technical Working Group (TWG) meeting between the GCG and JHMC on the matter was held last 09 July 2013.

Relative thereto, please be advised that the Commission has **APPROVED WITH MODIFICATIONS** the JHMC's Reorganization Plan. The Staffing Pattern of JHMC shall be its existing position titles using its current salary rates. The issues that JHMC has raised on its compensation structure will be addressed under the Compensation and Position Classification System once implemented.

Attached hereto for your reference is GCG MEMORANDUM ORDER No. 2013-45 embodying the Commission's resolution on the matter.

FOR YOUR INFORMATION AND GUIDANCE.

Very truly yours.


CESAR L. VILLANUEVA
Chairperson

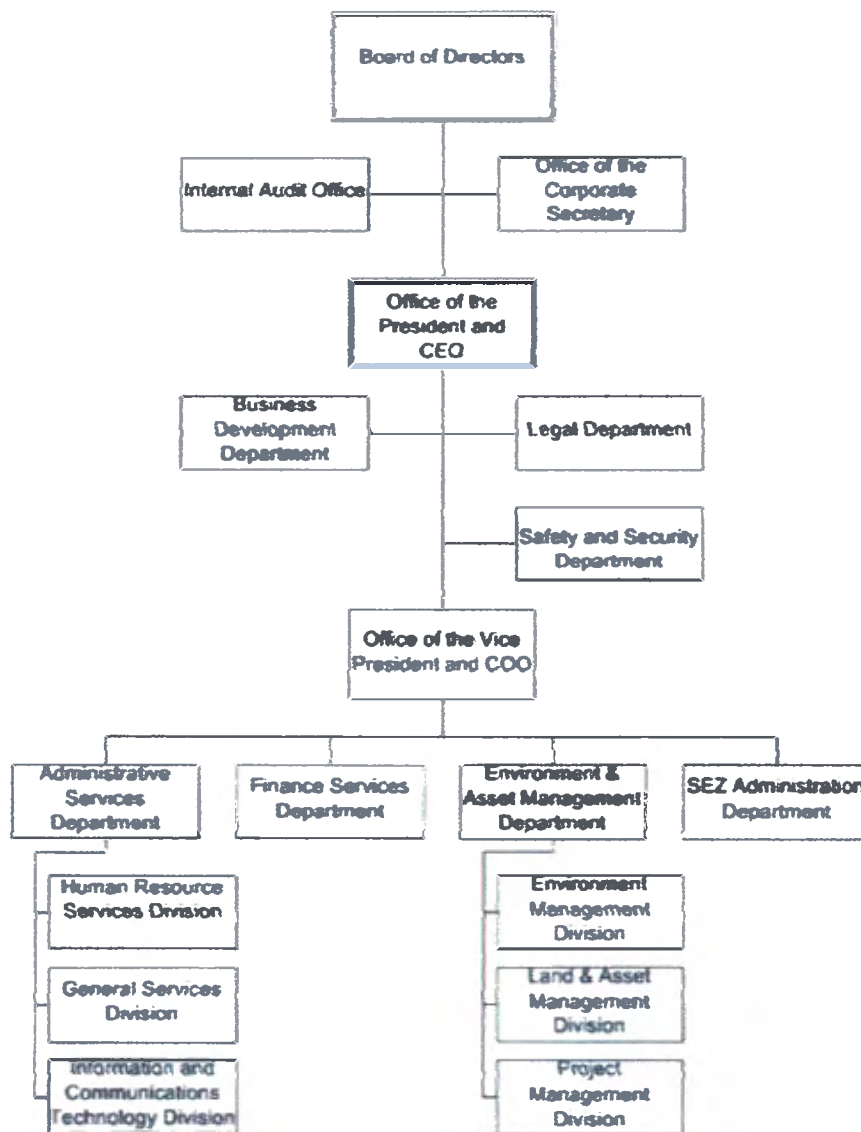

CESAR V. PURISIMA
DOF Secretary
009642

JHMC 

JHMC

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JOHN HAY MANAGEMENT CORPORATION
GCG APPROVED ORGANIZATIONAL STRUCTURE
FY 2013



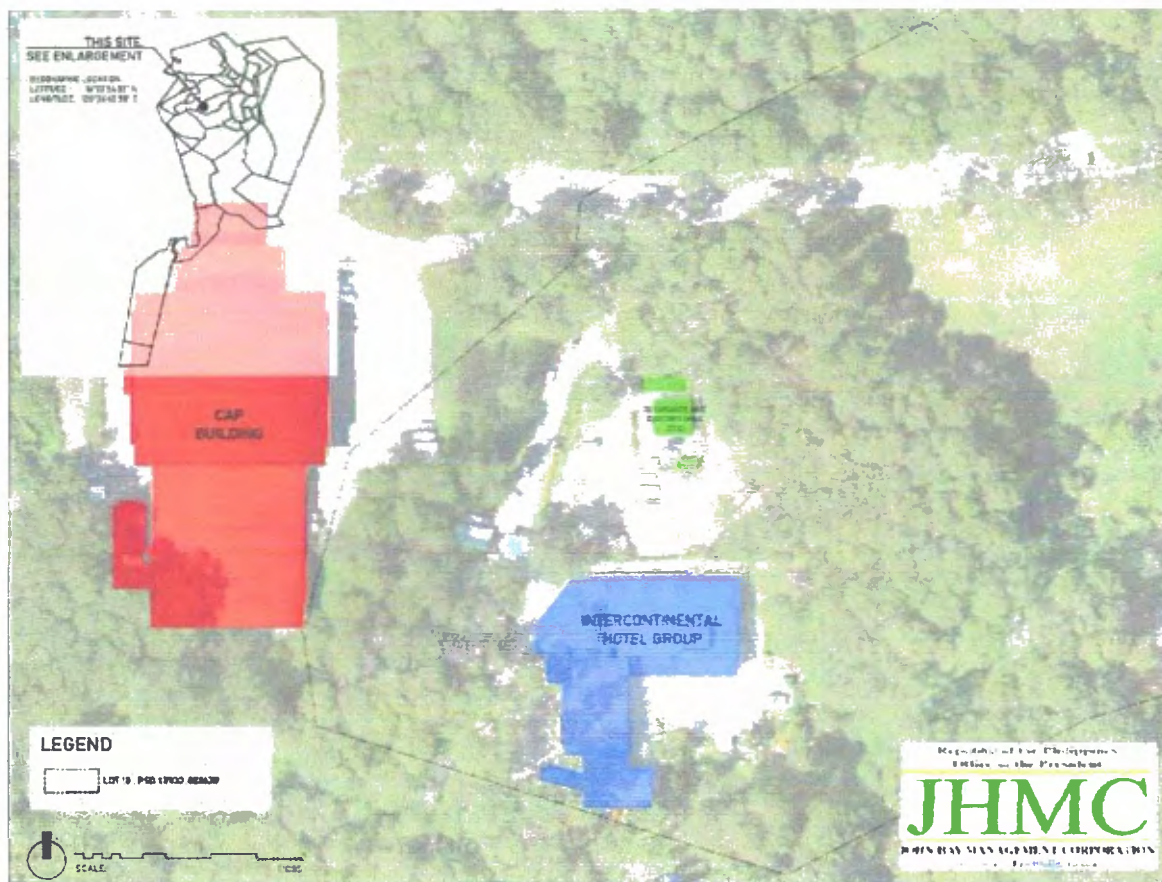
Approved by:


CESAR L. VILLANUEVA
Chairman *RVL*

JHMC Office Map of Boundaries

Reflected in the map below are green markings highlighting the specific areas of concern that are within the scope of the JHMC Environmental Management Systems.





1. Scope

This EMS Manual applies to **JHMC office and administrative operations, activities and services and the corresponding environmental aspects** that it has direct control over and influence considering the life cycle perspective. *This systematic approach ensures that we not only comply with applicable legal requirements but also align ourselves with the company's environmental policy. Moreover, the EMS provides tangible evidence of our effective control over our operations' significant environmental aspects, environment-related risks and opportunities. By following the guidelines outlined in this manual, we strive to minimize our environmental impact, promote sustainability, and foster a culture of responsibility. Together, we can create a harmonious coexistence with our environment, leaving a positive legacy for future generations.*

This Environmental Manual includes JHMC's Environmental Policy statement. The system commits to continual improvement and ensures that interested parties are considered. We provide leadership to manage the system and communicate it throughout our organization. *With a firm dedication to compliance, we ensure that all environmentally-relevant regulatory requirements are met. JHMC sets environmental objectives that drive the system forward, allowing us to make positive strides in our sustainability journey.* The system is planned, implemented and reviewed while considering the context of our organization and all significant aspects. Effectiveness is measured through internal audits, external audits and management review.

1.1 Interested Parties of JHMC and their Needs and Expectations

JHMC INTERESTED PARTIES	RELEVANT ENVIRONMENTAL NEEDS AND EXPECTATIONS
Internal Parties	
JHMC Board of Directors	Policies, Plans, Strategic Initiatives, Programs, guidelines, directives and decisions
JHMC Top Management (OPCEO, OVPCOO and ManCom)	Policies, Plans, Strategic Initiatives, Programs, guidelines, directives and decisions, _____
JHMC employees, fixed term and project-based employees	Environmentally responsible use of office (physical and financial) resources, human resource and technical guidance / assistance, information resources, reports, guidance to achieve environment objectives and plans
External Parties	
BCDA	Policies, Plans, Strategic Initiatives, Performance Agreement, technical and human resource assistance, <i>financial resources</i>
Governance Commission for Government Owned and Controlled Corporations (GCG)	Policies, Plans, Strategic Initiatives, Performance Scorecard, Technical and Human Resource assistance
JHSEZ Locators and Residents	Policies, Regulations, Programs, Guidelines, Licenses, Permits, Clearances, Certifications
Service Providers <i>related to the scope of the EMS (Janitorial, Gardening, Siphoning, Solid Waste Collection, Forest Care Services, Security, Pest Control, Hazardous waste treatment and disposal)</i> , Consultants, Contractors, suppliers, investors, event coordinators	Job Orders, Contracts, Directives, Performance Evaluation, Payments for related services, licenses, permits, clearances, certifications, communicate relevant JHSEZ regulations and guidelines, response and technical guidance to environment-related queries
Contractors for infrastructure projects in the JHSEZ	Job Orders, Contracts, Performance Evaluation, Payments for related <i>regulatory</i> services, Construction Environmental Management Plan
Tourists, clients, guests and visitors	Policies, Regulations, Programs, permits, clearances, certifications
DENR- CAR, EMB-CAR, CENRO-Baguiu City, WWRRDEC, <i>PENRO Benguet</i> , <i>CEPMO-LGU</i>	Compliance with applicable environmental regulations, MOA, Deed of Usufruct, Response and guidance to <i>technical</i> queries, reportorial and delivery of commitments
Other Government Agencies (DOT, DOH, LGU)	Response and guidance to queries

JHMC INTERESTED PARTIES	RELEVANT ENVIRONMENTAL NEEDS AND EXPECTATIONS
OGCC	<i>Agreement /contract, payment for special legal services, supporting documents for use as evidence in cases, assistance through formulation of legal strategy, assistance as collaborating counsel to attend hearings and handling of cases that have relevance to environment management</i>

The Environmental Management System (EMS) covers the applicable services within the following areas of responsibility of JHMC defined in the Scope of EMS which are:

- a) Administrative and General Office Management including those activities needing outsourced services and goods
- b) Repairs and maintenance works for JHMC Facilities and Equipment
- c) Construction and development within the John Hay Special Economic Zone (Locators, JHSEZ Residents)
- d) Management of Events at the Historical Core
- e) Vehicle Utilization and Management

This serves to demonstrate the organization's commitment to pollution prevention and continuous improvement of the EMS.

Users of this document are all employees of JHMC.

2. Normative References

In establishing the JHMC Environmental Management System described in this Manual, consideration was given to the provisions of the ISO 14001:2015 clauses which are:

- Clause 1 - Scope
- Clause 2 - Normative References
- Clause 3 - Terms and Definitions
- Clause 4 - Context of the Organization
- Clause 5 - Leadership
- Clause 6 - Planning
- Clause 7 - Support
- Clause 8 - Operation
- Clause 9 - Performance Evaluation
- Clause 10 - Improvement

3. Terms and Definitions

For the purpose of this Environmental Management Manual, JHMC references the terms and definitions listed in the ISO 14001:2015 standard and how terms were used in this Manual.

3.1 Terms related to organization and leadership

3.1.1 Bases Conversion and Development Authority (BCDA) - the parent company of the JHMC.

3.1.2 BDD - Business Development Department

3.1.3 Documents - refers to documented EMS procedures, Operations Manual, EMS forms **and** other procedures/ standards/ forms indicated in the Document Master List.

3.1.4 Document and Records Control Group - composed of JHMC employees responsible to establish, document, implement, and maintain the procedure for the control of documents and records.

3.1.5 EMD - Environment Management Division

3.1.6 EMS Core Team Leader (ETL) - Assigned with overall responsibility for overseeing the EMS.

3.1.7 Environmental Management Systems- It is part of JHMC's overall management system used to develop and implement its environmental policy and manage its environmental aspects. It includes management system includes organizational structure, planning activities, responsibilities, practices, procedures, processes, and resources.

3.1.8 FSD - Finance Services Department

3.1.9 GSD - General Services Division

3.1.10 GCG – Governance Commission for GOCCs

3.1.11 HRSD - Human Resource Services Division

3.1.12 ICTD - Information and Communications Technology Division

3.1.13 Interested Party - person or group concerned with or affected by the environmental performance of JHMC.

3.1.14 JHRA - John Hay Reservation Area

3.1.15 JHSEZ - John Hay Special Economic Zone

3.1.16 LAMD - Land and Asset Management Division

3.1.17 Mancom - Management Committee of JHMC

3.1.18 SEZAD - Special Economic Zone Administration Department

3.1.19 SSD - Safety and Security Department

3.1.20 Top Management - an oversight group, which is composed of the Members of the JHMC- Board of Directors, President and Chief Executive Officer, Vice President and Chief Operations Officer and the Management Committee members for purposes of reviewing and maintaining the JHMC-EMS.

3.2 Terms related to planning

3.2.1 Articles of Incorporation (AOI) - refers to the JHMC-AOI, as amended on 29 November 2002.

3.2.2 Core Values - the foundation on which JHMC Management provide the strategies to fulfill the mandate of the service and how the employees perform their work, conduct themselves and interact with each other.

3.2.3 Documents - refers to documented EMS manual and procedures, Operations Manual, EMS forms and other procedures/ standards/ forms indicated in the Document Master List.

3.2.4 EP - EMS Procedure

3.2.5 Environment - *refers to the surroundings in which an organization operates, encompassing the air, water, land, natural resources, flora, fauna, humans, and their interrelationship and effect on biodiversity. It includes both the physical and biological elements that can have an impact on an organization's activities, products, and services.*

3.2.6 Environment Aspect - *refers to an element or component of an organization's activities, products, or services that can have a positive or negative impact on the environment. It includes factors such as energy consumption, waste generation and disposal, emissions, resource usage, and any other environmental factors that are influenced by the organization's operations. Identifying and evaluating environmental aspects is an essential step in developing strategies to minimize or mitigate their impacts as part of an effective EMS.*

3.2.7 Environmental Impact - *refers to the change or effect that an organization's activities, products, or services have on the environment. It involves assessing the potential consequences, both positive and negative, that these activities may have on various environmental factors such as air quality, water resources, biodiversity, climate change, and more.*

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3.2.8 Environmental Objectives and Plans - overall environmental goal, consistent with the environmental policy, that an organization sets itself to achieve.

3.2.9 Environmental Policy - Policy formally expressed by JHMC's Top Management establishing a framework for the EMS and expressing management's intentions toward its environmental performance.

3.3 Terms related to support and operation

3.3.1 Control of Documents - the system to ensure that all documents used within JHMC are controlled in accordance with the defined policies and procedures for controlling and maintaining JHMC documents.

3.3.2 Control of Records - the system of managing, controlling, disposing and archiving records within JHMC.

3.3.3 Process - any activity, or set of activities that uses resources to transform inputs to outputs

3.3.4 Process Owner – individual JHMC employee in charge of, accountable and responsible for a specific task, activity, program or project.

3.4 Terms related to performance evaluation and improvement

3.4.1 CAPA - Corrective and Preventive Action

3.4.2 Environmental Performance - measurable results of an organization's management of its environmental aspects, *through the accomplishment of its environmental objectives and plans as well as fulfillment of its legal / compliance obligations.*

3.4.3 Management Review - periodic review of EMS activities conducted by the top management. The Management Review considers the adequacy, effectiveness, and suitability of the EMS and directs changes to the EMS as necessary to achieve the goals for the EMS including the policy commitment to continual improvement.

3.4.4 NCMT- Non- Conformity Monitoring Tool is a recording and monitoring of issued request for preventive and corrective actions.

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3.4.5 Nonconformity - any non-fulfillment of a requirement of ISO 14001: 2015 and / or the JHMC EMS which includes: adverse findings of a regulatory compliance obligation or EMS audit; discovery of noncompliance with an environmental law, regulation, or other requirement; failure to achieve environmental objectives and targets within established timeframes; substantial nonconformity with the Environmental Policy; or any other failure to meet the requirements of the EMS as described in the EMS Manual and Procedures.

3.4.6 Training and Education Group - responsible to facilitate all EMS competency trainings and other interventions and activities, cascading, communicating and training of ISO 14001:2015 to JHMC personnel, reviews the results of competence evaluation conducted for employees performing functions that affect the JHMC-EMS and ensure that employees are aware of their roles and responsibilities relative to the attainment of the JHMC vision and JHMC mission, environmental policy, objectives, and plans.

4. Context of the Organization

4.1 Understanding the organization and its context

The JHMC determines external and internal issues that are relevant to its purpose and ability to achieve the intended outcomes of its Environmental Management System. Such issues include environmental conditions being affected by or affecting the organization. In doing so, JHMC considers the following issues in the development of its EMS programs and activities:

- a) Consumption and depletion of natural resources
- b) Generation of solid wastes
- c) Generation of hazardous wastes
- d) Degradation and contamination of water quality
- e) Maintenance of air quality
- f) Infrastructure development in the JHSEZ
- g) Forest protection and enhancement of biodiversity

Taking into account the mentioned factors, JHMC will actively oversee and execute programs, procedures, and strategic initiatives aimed at minimizing and averting pollution and environmental damage that contribute to global climate change. Throughout the implementation of its Environmental Management Systems (EMS), JHMC will remain dedicated to its mission, vision, and core values.

4.2 Understanding the needs and expectations of interested parties

JHMC shall determine, through annual reviews, the interested parties relevant to the JHMC EMS, their needs and expectations and which among the relevant needs and expectations are compliance obligations.

4.3 Determining the scope of the JHMC - Environmental Management System

JHMC determines the boundaries and applicability of its EMS to establish its scope considering the external and internal issues affecting the EMS; compliance obligations; its organizational units, functions and physical boundaries; its activities and services; and its authority and ability to exercise *direct* control and influence.

Within the defined scope, the activities and services of JHMC within it need to be included in the EMS.

The scope of JHMC's EMS shall be maintained as documented information, through this EMS Manual (see Section 1) and is available to interested parties by accessing its website.

4.4 Environmental Management System

In order to attain the desired results and meet its environmental objectives and plans, such as improving environmental performance, JHMC establishes, implements, maintains, and continually improves its Environmental Management Systems (EMS). This includes managing and optimizing the various processes and their interconnections, in alignment with the guidelines and standards outlined in ISO 14001:2015.

JHMC considers the understanding of the organization and its context and the needs and expectations of interested parties in establishing and maintaining its EMS.

The Environment Management System of JHMC includes the following processes from which there are identified environment aspects:

JHMC UNIT / PROCESS	LOCATION
1. Administrative and General Office operations of all <i>functional units</i> of JHMC	<p><i>JHMC New Office Building</i></p> <p>JHMC Customs Clearance Area</p> <p><i>Historical Core</i></p>
● Administrative Services Department	
● Business Development Department	
● Community Relations Unit	
● Corporate Planning Unit	
● Environment and Asset Management <i>Department</i>	
● Finance Services Department	
● Internal Audit Office	
● Legal Department	
● Office of the Corporate Secretary	
● Office of the President and CEO	
● Office of the Vice President and COO	
● Safety and Security Department	
● Special Economic Zone Administration Department	
2. JHMC as the JHSEZ administrator and regulatory body in its authority to influence JHSEZ locators' and sublessees', JHSEZ residents', constructors', and service providers' activities which interact with the environment <i>and within the scope of the JHMC EMS.</i>	John Hay Special Economic Zone

5. Leadership

5.1 Leadership and commitment

The Top Management assumes responsibility for the effectiveness of the Environmental Management Systems (EMS). They are committed to providing the necessary resources to ensure that the Environmental Policy, as well as the Environmental Objectives and Plans, align with the organization's strategic direction and overall context.

The Top Management ensures that EMS requirements are integrated into JHMC's processes, and that it is achieving the intended results. It communicates the importance of an effective EMS, promotes continual improvement, and supports relevant management roles to demonstrate leadership to their areas of responsibility.

5.2 Environmental Policy

JHMC shall define, establish, implement and maintain an *Environmental Policy* that is within the scope of its EMS.

The Environmental Policy at JHMC will be effectively communicated to all personnel and relevant service contractors using appropriate methods of dissemination and communication. The policy will undergo regular reviews, revisions, and documentation as necessary, with the leadership of the EMS Core Team Leader, approved by the Top Management of JHMC, and documented by the DRCC.

This Policy represents the framework for planning and improving the EMS, and setting general and specific environmental objectives which:

- a) Is in harmony with purpose and context
- b) Is appropriate to the nature of the environmental impacts of its activities and services;
- c) Includes commitment to the protection of the environment, pollution prevention and those applicable to its operations
- d) Includes commitment to fulfill its compliance obligations;
- e) Commits to continual improvement of the EMS to further its environmental performance.

JHMC ENVIRONMENTAL POLICY

As the steward of Camp John Hay, JHMC is mandated to ensure the sustainable utilization of the forest watershed and implement efficient and effective regulation of Camp John Hay.

To minimize the adverse effects of its significant environmental impacts, we endeavor ourselves to:

- integrate resource conservation, ecological waste management, pollution control and prevention to be part of our daily operations;*
- carry out tasks in an environmentally responsible manner;*
- comply with applicable environmental regulations and related legal agreements to which JHMC subscribes;*
- collaborate with JHSEZ locators and residents, suppliers, contractors and relevant interested parties to pursue environmental protection;*
- provide an environmentally safe and healthy work environment to its employees; and*
- continually enhance the JHMC Environmental Management Systems*

Approved by:



President and CEO

5.3 JHMC Organizational roles, responsibilities and authorities

Responsibilities and authorities for relevant roles are assigned by the Top Management represented by its PCEO and communicated within the organization to ensure its effective implementation. These include roles and responsibilities for ensuring that the EMS conforms to ISO 14001:2015 and reporting on the performance of the EMS, to the top management.

Each employee at JHMC has a role to play in maintaining the Environmental Management System. Top Management's role and all JHMC personnel have specific responsibilities to ensure its effectiveness.

5.3.1 Top Management

The JHMC Top Management is responsible for:

- establishing and communicating the Environmental Policy to the organization; ensuring appropriate resource allocation to enable the effective operation and continual improvement of the EMS;
- defining and documenting the responsibilities relating to the Environmental Management System;
- ensuring adherence and effectiveness of the Environmental Management System (EMS), by actively participating in EMS Management Reviews and meetings. This involvement enables the continuing conformance and effectiveness of the EMS through effective corrective and preventive actions, as well as commitment towards improvement of overall environmental performance.*
- acting as the key towards a balanced decision-making in cases when disputes arise regarding EMS-related concerns*
- carry out decisions in the maintenance and continual improvement of the EMS through the Management Review;*
- prioritize and ensure that legal and other requirements are met with the aim of enhancing the Environmental Management System;*

5.3.2 Management Committee

Through management committee meetings, the Mancom reviews proposed environment protection related guidelines, policies, and procedures to ensure they align with our EMS goals.

5.3.3 Finance Services Department

The Finance Services Department (FSD) plays a crucial role in overseeing the financial processes at JHMC. The FSD ensures the provision of accurate and timely financial information to support the Top Management in making informed decisions regarding budgetary support for the Environmental Management System (EMS). By providing valuable financial insights, the FSD contributes to the effective management and allocation of resources for the EMS.

5.3.4 EMS Core Team

The EMS Core Team has the following responsibilities:

- a) *Identify and assess*, together with process owners, the environmental aspects of all *functional JHMC units'* activities, and services;
- b) *Determine* which environmental aspects are significant;
- c) *Establish and review* environmental objectives and plans (EOP);
- d) *recommend* resources necessary to meet ISO 14001:2015 requirements and the environmental objectives and targets;
- e) *Provide oversight to management to ensure the achievement of our environmental objectives and plans via monitoring the progress and implementing effective strategies;*
- f) Actively participate in the Management Review of the EMS; and
- g) Such other responsibilities as are described within this EMS Procedures and EMS Manual, or as assigned by the EMS Core Team Leader and Top Management.

5.3.5 EMS Core Team Leader (ETL)

The President and CEO appoints the EMS Core Team Leader through a Special Order. The EMS Core Team Leader will otherwise be known as ETL *assumes the important role of ensuring that our Environmental Management System (EMS) conforms with ISO 14001:2015 requirements. The ETL is key to maintaining the EMS, ensuring its effectiveness, and driving continuous improvement. The ETL carries out these responsibilities through various tasks and initiatives:*

- a) *lead the EMS Core Team in all planning activities. This involves establishing and implementing the Environmental Management System (EMS) in alignment with the ISO 14001 standard. The leader also plays a crucial role in monitoring the performance of the JHMC-EMS. By overseeing these aspects, the team leader ensures that the EMS functions effectively and contributes to the continuous improvement of environmental performance at JHMC;*
- b) *play a crucial role in verifying and leading the implementation of the EMS*
- c) *maintains organizational focus on continually improving the efficiency of the EMS*
- d) *maintaining registration to ISO through internal and external audits, and leads the monitoring of corrective actions resulting from those audits to ensure they are eventually closed out and effective together with the IEA.*
- e) *regularly reviewing the environmental policy and the effectiveness of the EMS, and ensuring that the necessary changes are made.*
- f) *is responsible for reporting on the performance of the EMS to the top management. This reporting serves as a basis for review and improvement of the EMS.*
- g) *undertakes measures and actions towards the conduct of an annual EMS management review to ensure the commitment of top management and the integration of the EMS with business strategies. This review aims to facilitate the effective implementation and continual improvement of the EMS aligned with the overall business goals.*
- h) *guide the EMS Secretariat towards proper coordination between and among the EMS Core Team, and all concerned JHMC units and personnel regarding the conduct of various EMS activities.*

5.3.6 Internal EMS Audit Group (IEA Group)

The IEA Group takes on several important tasks related to the Internal EMS Audit (IEA) Program.

- a) Prepares annual IEA Plan and Program, and *take charge of coordinating and implementing the program;*

- b) Identifies the resources *required for effectively* managing the IEA Program;
- c) *During the Management review process, the IEA Group provides valuable inputs regarding the findings of the Internal EMS Audits (IEA). This ensures that the management is well-informed and can make informed decisions based on the outcomes of the audits and assessment;*
- d) *plays a critical role in monitoring and maintaining records of the implementation of corrective and preventive actions, through the assistance of the EMS Secretariat, for findings identified during internal EMS audits and in the course of the units' regular operations. This helps to ensure that necessary actions are taken to address any issues and maintain compliance with environmental standards and EOP.*

5.3.7 Compliance Obligation and Monitoring Group

- a) It is responsible and accountable for regularly reviewing and monitoring the legal requirements and compliance obligations pertinent to the EMS.
- b) Provide inputs during management reviews regarding compliance monitoring and obligations
- c) *Coordinates with process owners to share the results of their monitoring efforts in keeping with legal and compliance obligations relative to the EMS. This collaboration enables the department, division, or process owner to properly manage the same within their control and operations. It strengthens the overall implementation of the EMS throughout the organization, fostering a culture of environmental responsibility and compliance.*

5.5.8 Training and Education Group (TEG)

The TEG is *key to empowering JHMC employees to actively contribute to JHMC's environmental goals and that every personnel understand their individual responsibilities and actively participates in the collective effort towards sustainability goals and the EMS.*

- a) promotes environmental awareness *among JHMC personnel;*
- b) *ensures that employees are informed and aware of their roles and responsibilities in achieving the goals of the EMS;*
- c) reviews the results of competence evaluation conducted for employees performing functions that *influence the EMS;*
- d) facilitates all EMS competency training programs and other interventions and activities;
- e) *recommends and identifies key personnel relative to the composition of the EMS core team;*
- f) shall be responsible for cascading, communicating and training of ISO 14001:2015 to JHMC personnel.

5.5.9 EMS Secretariat

Through their dedicated support and collaboration, the EMS Secretariat plays a vital role in assisting the ETL and contributing to the overall success of the EMS at JHMC.

- a) Coordinates with *and among the EMS Core Team and all concerned JHMC units and personnel* regarding the conduct of various EMS activities;
- b) Notifies the members of *the EMS core team on the schedule of EMS- relevant training programs, meetings, technical discussions and sessions;*

- c) actively supports the EMS Core Team Leader (ETL) by assisting in performing assigned duties and responsibilities. This collaboration ensures the smooth functioning of the Environmental Management System (EMS) and its continuous improvement;*
- d) Assists the ETL in facilitating the certification process, working closely to ensure that all necessary requirements are met and that the EMS aligns with accepted standards;*
- e) Monitors the consolidation of the output from different EMS Groups and JHMC units to help ensure that all teams are working together effectively towards achieving the EMS objectives;*
- f) Updates the ETL on EMS outputs and activities. This helps to maintain clear communication and ensures that the ETL is well-informed of any updates or changes that may impact the EMS implementation;*
- g) Act as clerk for the EMS related activities, meetings and events. This is to maintain proper records on the conduct of planning sessions, meetings and implementation of the EMS.*

5.5.10 Documents and Records Control Committee (DRCC)

The DRCC undertakes several critical tasks related to the control and management of EMS documents and records within JHMC. By diligently carrying out these tasks, they contribute to maintaining a well-organized and controlled document management system, promoting efficiency, accuracy, and facilitate environmental compliance within the organization.

- a) Establishes, documents, implements, and maintains a procedure for the control of documents and records. This ensures consistency and adherence to established protocols throughout the document lifecycle.*
- b) Maintains the Master copies and the master list of the EMS Manual and Procedures; and Distribution list of externally generated documents and references, for facilitation of access to relevant documents by concerned units.*
- c) Ensures that current versions of relevant documents are available at point of use. This guarantees that employees have access to the most recent and accurate information.*
- d) take measures to prevent the unintended use of obsolete documents and unauthorized use of relevant documents. By enforcing proper document control protocols, they ensure that employees rely on the most current and authorized information.*
- e) Ensures the traceability of documents, enabling effective tracking and management of document versions and revisions.*
- f) Coordinates with the training and education group, towards enhancement of EMS knowledge and be the forerunner in the promotion of awareness on the effective implementation of the control of documents and records procedure.*
- g) Coordinates enhancement of the EMS procedure for JHMC EP- 001 Control of Records and JHMC EP- 002 Control of Documents.*
- h) Closely collaborate with concerned EMS Core Team and JHMC units and personnel on matters concerning EMS records and documents management.*
- i) Consolidates the EMS-related records retention matrix of each unit and incorporates them in the corresponding EMS procedures.*

5.3.11 Department Managers, Division Heads and Officers

The Department Managers, Division Heads and Officers ensure adherence to ISO 14001:2015 guidelines and the JHMC EMS Manual and Procedures in daily operations, programs, projects and activities under their control in accordance with ISO 14001:2015 guidelines and JHMC EMS Manual and Procedures.

Specifically:

- a) *Lead their personnel towards implementing the Environmental Policy in relation to their unit's activities and areas of responsibility;*
- b) *Delegating responsibility and authority for the establishment, implementation, maintenance, and continual improvement of the EMS at their unit;*
- c) *Recommending the necessary resources to meet ISO 14001: 2015 requirements and EMS objectives and plans for their unit;*
- d) *Addressing and investigating EMS-related findings identified through inspections and monitoring, Internal EMS Audits and taking corrective and preventive action to mitigate any impacts.*
- e) *Periodically reviewing the EMS Manual and Procedures for their unit's suitability, adequacy, and effectiveness and addressing the need for change to policies, objectives, and other elements of the EMS in light of changing circumstances and the commitment to continual improvement.*

JHMC EMS Structure



6 Planning

6.1 Actions to address risks and opportunities

6.1.1 General

In planning the EMS, JHMC takes into account the context of the organization, the needs and expectations of interested parties (JHMC EP-006), and the scope of the EMS (see Section 1).

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This includes considering the risks and opportunities related to environmental aspects, compliance obligations, context of the organization, and needs and expectations of interested parties. By doing so, JHMC aims to ensure that the EMS can achieve its intended outcomes, prevent or reduce undesired effects, and achieve continual improvement.

Within the defined scope of the EMS, JHMC *identifies and determines* potential emergency situations, *that may have* an environmental impact. (JHMC EP-008 and JHMC EP-007) It shall maintain a documented information of its risks and opportunities related to environmental aspects that need to be addressed and processes needed in 6.1.1 to 6.1.4 to the extent necessary to ensure that they are carried out as planned.

6.1.2 Environmental aspects

*The JHMC conducts an identification process to determine the environmental aspects within the scope of their EMS. This process evaluates the significance or potential significance of these aspects, including activities that may have positive or negative environmental impacts. It encompasses various scenarios such as deviations from normal business operations, planned or new developments, modified activities, and emergency or accident situations. The JHMC has a prescribed method for this identification and evaluation process, outlined in the **JHMC EP-006 – Procedure for Identification and Evaluation of Environmental Aspects**. They communicate the identified significant environmental aspects to different levels of the organization and maintain documented information that includes their activities, environmental aspects, associated environmental impacts, criteria used to determine significance, and significant environmental aspects.*

6.1.3 Compliance obligations

*JHMC acknowledges the importance of complying with environmental protection requirements mandated by legislation and stakeholders. As part of their commitment, JHMC identifies and documents all applicable compliance obligations using the **JHMC EP - 007 Procedure for Determining the Context of the Organization, Interested Parties, and Compliance Obligations**. These compliance obligations are taken into consideration during the planning, implementation, and continuous improvement of the Environmental Management System (EMS). JHMC also maintains documented information of its compliance obligations to ensure accountability and transparency.*

6.1.4 Planning action

JHMC plans and implements actions: This means that JHMC does not just identify its significant environmental aspects and compliance obligations, but also takes steps to address them. This could involve reducing emissions, improving waste management, or implementing new environmental practices.

JHMC identifies these aspects through a process of assessment (JHMC EP 006 and JHMC EP 007), which takes into account factors such as the quantity and nature of the emissions, the potential for harm to human health or the environment, and the level of control that JHMC has over the aspect.

Compliance obligations are the legal and regulatory requirements that JHMC must meet in relation to its environmental impacts. JHMC identifies these obligations through a process of legal research, which takes into account the laws and regulations applicable in the country and locality.

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Risks and opportunities: These are the factors that could have a positive or negative impact on JHMC's ability to achieve its environmental objectives. JHMC identifies these risks and opportunities through a process of risk assessment, which takes into account factors such as the likelihood and severity of the impact, and the ability of JHMC to mitigate the impact.

Evaluates the effectiveness of these actions: This means that JHMC regularly reviews its environmental actions to ensure that they are effective in addressing its significant environmental aspects and compliance obligations. This could involve collecting data on emissions, waste, or other environmental indicators.

JHMC EP – 006, JHMC EP-007 and JHMC EP -009 are documented procedures accordingly; risks and opportunities related to the context of the organization; and integrates and implements them in EMS processes and evaluates the effectiveness of these actions.

6.2 Environmental objectives and planning to achieve them

6.2.1 Environmental objectives and plans

As part of the cycle of pollution prevention, environmental protection and continual improvement, JHMC continuously defines measurable and timed environmental objectives for the relevant functions and levels within the organization. The objectives are monitored in the context of *evaluation*, measurement and management review. (JHMC EP-003 – Internal EMS Audit)

Environmental objectives and plans are consistent with the Environmental Policy, and prescribed and communicated to all levels and relevant functions in the organization, including significant environmental aspects, management and resource preservation, the organization's requirements established by the JHMC itself, requirements arising from the process of internal and external communication, and the requirements of the compliance obligations.

The EMS Core Team, in collaboration with relevant process owners, takes responsibility for reviewing and updating environmental objectives and plans. The approval from the OPCEO is then sought. This ensures that the environment objectives and plans remain current and aligned with the organization's goals and priorities.

6.2.2 Planning actions to achieve environmental objectives

JHMC plans to achieve each defined Environmental Objective *and Plans* through the help of an established EMS Manual and Procedures, existing policies, operations manuals, *work instructions* and guidelines. By following the EMS Manual and Procedures and by striving to meet the environmental objectives and plans, JHMC is able to comply with the requirements of ISO 14001:2015.

In order to monitor the environmental objectives and plans, activities to achieve them, responsibilities, deadlines (frequency or timing), and resources for the realization of the objectives are defined and documented. Realization of the plans is regularly reviewed by each relevant JHMC Department / Division / Process Owner in order to monitor realization and to include new or modified situations, or at least during IEA and regular management review.

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7 Support

7.1 Resources

JHMC *enables and equips* the staff with the necessary knowledge and skills, organizational infrastructure, and financial resources for establishing, implementation, maintenance, and improvement of the EMS. Through its operational, budget and strategic planning, it determines and provides resources needed for establishment, implementation, maintenance, and continual improvement of the Environmental Management System.

7.2 Competence

The JHMC – HRD and as part of the JHMC EMS Training and Education Group, shall determine the essential competence of persons doing work under the organization that affects its environmental performance. It spearheads the formulation, implementation and monitoring of personnel-related policies, to ensure that employees are competent on the basis of education, training, or experience to efficiently and effectively perform their functions to the EMS. When necessary and applicable, take actions to acquire the required competence, and evaluate the effectiveness of actions taken. It shall retain and maintain employees' evidence of competence and other appropriate documented information through the Personnel 201 files.

In cases where it is deemed necessary and justified, the organization may hire competent external personnel and organizations from relevant fields for realization of EMS activities for which the organization does not have adequate resources.

The HRSD is responsible for identifying the needs and facilitating professional training of employees including fixed-term employees who carry out activities that may have a significant impact on the environment. It is responsible for planning and executing necessary actions to acquire necessary competence and evaluate effectiveness of these actions.

Record and evidence of accreditation, completion and / or attendance is kept by the HRSD.

7.3 Awareness

The JHMC through the OPCEO is primarily responsible in ensuring that all personnel doing activities within the control of JHMC shall be aware of its Environmental Policy, the significant environmental aspects and their related actual or potential impacts associated to their specific work, their contribution to the effectiveness of the EMS and its benefits, and the possible implications of not conforming with the EMS requirements including compliance obligations.

The JHMC shall maintain necessary documented information to ensure that the processes are being carried out as planned.

7.4 Communication

7.4.1 General

JHMC uses different forms and methods of internal and external communications, as well as communication to its interested parties. To name a few, through the JHMC intranet, electronic mail,

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meetings, memoranda. It ensures that there is a communication process in place regarding the effectiveness of its EMS. Generally, it determines what it will communicate, the reliability of information, timing, and method of communication as well as with whom it will be communicated, considering compliance obligations and consistency with the EMS.

7.4.2. Internal Communication

JHMC shall ensure that internally, between and among the various levels and functions of JHMC, information relevant to the EMS is communicated to enable personnel doing work under its control to contribute to its continual improvement.

7.4.3. External Communication

JHMC, through its PCEO, shall externally communicate information relevant to the EMS as determined in its Levels of Signing Authority, and as required by its compliance obligations.

External communication pertains to letters, notices, publications, Memorandum Circulars, information, education and communication (IEC) materials, website postings, locators' meetings, telephone calls, electronic mails, public consultations, focused group discussions (FGDs), signages and press conferences.

The Records Management Specialist receives all communications. Concerned / responsible personnel are then given and informed of these.

7.5 Documented information

Documented information of the Environmental Management System is carried out through the following documents:

- a) JHMC Record of Environmental Aspects
- b) JHMC Record of Compliance Obligations
- c) JHMC Risk Registry
- d) Environmental Objectives and Plans (EOP)
- e) Environment Objectives Realization Monitoring (EORM)
- f) Environmental Management System Manual
- g) Competence Records
- h) Evidences of Communication
- i) Information on performance monitoring of environmental objectives- logbook, monitoring forms, division or unit forms
- j) Calibration records for monitoring and measurement equipment – (weighing scales, particulate monitoring machine, and other equipment necessary for EMS activities)
- k) Internal EMS Audit Program Results
- l) Non-conformities and Corrective Action
- m) Documents, including records, required by ISO 14001:2015
- n) Documents, including records, for which JHMC has determined to be necessary based on its commitments in the EOP

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The JHMC Documents and Records Controller ensures that necessary EMS documents are identified by name, code, date of version, version number, and copy number and that JHMC –EP-001 and JHMC EP- 002 are observed.

8 Operation

8.1 Operational planning and control

At JHMC, we follow our EMS Manual, its related EMS Procedures and policies to manage our environmental aspects. We have specific objectives and plans in place for all our operations and activities that are linked to significant environmental aspects. To ensure effective management, we strictly adhere to the JHMC-EP-009 Operational Control Procedure for Significant Environmental Aspects.

8.2 Emergency preparedness and response

*To safeguard the environment, JHMC actively identifies, prevents, and mitigates possible negative impacts of its activities by adhering to JHMC-EP-008: **Emergency Preparedness and Response to Environment-Related Incidents**. This comprehensive EMS Procedure outlines the activities and responsibilities involved in handling potential hazardous situations, considering both their probability of occurrence and the severity of environmental consequences that may arise.*

JHMC also places great importance on employee training for the prevention and remediation of hazardous situations. Training programs are developed and implemented with a focus on equipping employees with the necessary skills and knowledge.

Additionally, JHMC ensures the availability of appropriate equipment essential for prevention and response in the event of a hazardous situations. Maintaining the right tools is integral to efficiently address any potential risks.

Annually or as the need shall arise, and following the occurrence of an emergency or accident situation, JHMC shall identify, review or revise the inventory of potential emergency or accident situations relating to its operations and activities and the environmental consequences arising from them. Any newly identified potential emergency or accident situations will be included in the revised EPR Planning Form (JHMC EP 008 – F01).

9 Performance evaluation

9.1 Monitoring, measurement, analysis and evaluation

9.1.1 General

JHMC consistently monitors and assesses the key activities of its operations that may have a significant impact on the environment, ensuring compliance with its environmental objectives and plans and operational controls. This is done through internal and external monitoring relative to environmental performance and compliance.

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Process owners and responsible personnel are in charge of monitoring and recording the environmental performance related to the set Environment Objectives and Plans. These records are maintained in the JHMC Environment Objectives Realization Monitoring.

Relevant legislations and compliance to environmental regulations are reported by the JHMC's Pollution Control Officer / Environment Officer. At the minimum, the Pollution Control Officer submits a quarterly Self-Monitoring Report to the EMB – CAR.

The JHMC – EMD (Environment Management Division) takes the responsibility of monitoring and ensuring that the operations and activities of locators within the JHSEZ are conducted in an environmentally responsible manner. This is achieved through the process of issuance of a Certificate of Environmental Compliance exclusive for JHSEZ locators.

The General Services Division of the Administrative Services Department oversees the monitoring and measurement of office resource and supply consumption. They also manage the acquisition, custody, accountability, utilization, maintenance, and disposal of movable properties such as supplies, furniture and fixtures, machinery, office equipment, and vehicles.

To ensure that environmental performance measurements are accurate, JHMC process owners are responsible for using and maintaining calibrated monitoring and measurement equipment relevant to their operations. This may include weighing scales, ambient air monitoring equipment and other appropriate tools.

The process owners and / or end users are responsible for monitoring and evaluating the performance of service providers, consultants and contractors to ensure compliance with applicable environmental standards.

JHMC maintains appropriate documented information as evidence of the monitoring, measurement, analysis and evaluation results.

9.1.2 Evaluation of compliance

The Compliance Obligation and Monitoring Group is responsible for evaluating compliance with legal and other requirements. They review, monitor, and maintain the Evaluation of Compliance on Environmental Obligations. During management reviews, they provide inputs regarding compliance monitoring and obligations. Their role is to ensure that activities and services at the operational level, carried out by responsible persons or process owners, comply with environmental needs, expectations, and applicable regulations. The results of the compliance evaluation are recorded in the JHMC Evaluation of Compliance on Environmental Obligations.

On the other hand, the ETL, IEA Group Leader, and IEA Group collaborate to plan and organize the IEA Program and IEA Plan. This audit includes the COM Group being assigned as the team in charge of examining legal compliance to existing environmental regulations and standards. The data for the audit is collected by reviewing existing documentation, making personal observations, and conducting interviews.

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An internal EMS auditor is a regular JHMC personnel with the assigned responsibility and authority in doing such. They are required to undergo standard internal auditing training for ISO 14001:2015.

To ensure objectivity and impartiality, internal auditors are selected in a way that avoids conflicts of interest. This means they are not allowed to audit their own work, guaranteeing unbiased evaluations. (JHMC EP - 003: Internal EMS Audit Procedure)

During the Internal EMS Audit, various elements are assessed including identified non-conformities that require corrective actions, identified potential non-conformities that require preventive actions, identified good practices, areas within the audit scope not covered, and recommendations for improvement of the EMS. JHMC conducts internal EMS audits at planned intervals to determine whether the EMS conforms to the planned arrangements and requirements of the JHMC EMS, and if it is being effectively implemented and maintained.

9.2 Management Review

The purpose of the Management Review element *within* the EMS is to *enable* the top management, at planned intervals, to review the suitability, adequacy, and effectiveness of the EMS. *It also allows them* to make decisions for change consistent with the Environmental Policy commitment to continual improvement. Management review agenda items may be discussed during scheduled ManCom and Board meetings.

The Management Review element of the EMS serves the purpose of allowing top management to periodically assess and evaluate the Environmental Management System (EMS) to ensure its suitability, adequacy, and effectiveness. By doing so, they can make informed decisions for improvement that align with the Environmental Policy commitment to continual progress. Ideally, the management review is to be conducted separately, but if necessary for better decision making, this may be incorporated during scheduled ManCom and Board meetings, where agenda items related towards better environmental performance needing higher level decision making are discussed.

The objective of the review will be to ensure continued EMS:

- a) Suitability – The quality of having properties that are right for the specific purpose. An Environmental Management System should be able to sustain the current performance levels of the organization, utilizing an acceptable amount of organizational resources.
- b) Adequacy – Sufficient to satisfy a requirement or meet a need. An Environmental Management System should be capable of satisfying applicable requirements, including those specified by the organization, the customer, and any applicable standards and/or regulations.
- c) Effectiveness – Adequate to accomplish a purpose; producing the intended or expected result. An Environmental Management System should enable the organization to meet its own needs, those of the customer, and those of other interested parties.

The EMS Management Review shall, among others, cover the following agenda:

- a) Matters arising from and follow-up actions from the previous Management review meeting;
- b) Results of IEA and evaluation of compliance with legal requirements relevant to EMS;
- c) Communication(s) from external interested parties, including complaints;
- d) Environmental performance of JHMC;

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- e) Extent to which the environmental objectives and *plans* have been met;
- f) Status of corrective and preventive actions;
- g) Changing circumstances, including, but not limited to developments in legal and other requirements related to JHMC's environmental aspects that could affect the EMS;
- h) Recommendations for continual improvement

Management review is participated by the Top Management (PCEO and VPCOO), Department and Division heads, and EMS Core Team with the ETL. This review meeting is coordinated by the EMS Secretariat. The outputs of the EMS Management review are recorded in the *Highlights* of all the Management review meetings and maintained by the EMS Secretariat. Upon complete review of all inputs and generation of the outputs, the PCEO will determine the continued suitability, adequacy, and effectiveness of the Environmental Management System and will make decisions related to continual improvement opportunities.

The top management conducts an additional management review in the following situations:

- a) Major non-conformities in operating and maintaining the EMS
- b) Changes in legal and regulatory requirements
- c) Major changes in activities, programs and equipment that are environmentally relevant
- d) Significant complaints from third parties

10 Improvement

10.1 General

Continual improvement is a permanent objective of the JHMC. As such, various inputs are considered for continual improvement such as the environmental policy, environmental objectives, audit findings, analysis of performance data, corrective and preventive action.

10.2 Non-conformities and Corrective Actions

The JHMC EMS Procedure on Corrective Action and Preventive Action provides the process to ensure that causes of detected non-conformities are eliminated in order to prevent recurrence. Corrective action addresses the corrective actions that are appropriate to the address the effects of the nonconformities.

A non-conformity is any failure to meet the requirements of the standards, internal documentation, environment- related regulations, contractual and other planned arrangements of the EMS.

A non-conformity may be observed through the conduct of internal EMS audits, an employee in the regular dispense of their activities, external audit, or through client reports, must be recorded in the *Request for Corrective and Preventive Action Form (E-RCPAF)*. The courses of action to control, contain and correct will be reflected in the E-RCPAF per the JHMC EP- 004 and JHMC EP – 005.

The procedure defined the requirements for the following:

- a) Reviewing non-conformities including environment-related complaints;
- b) Determining the causes of non-conformities;
- c) Evaluating the need for action to ensure that non-conformities do not recur;

- d) Determining and implementing actions needed;
- e) Records of the results of action taken; and
- f) Reviewing the effectiveness of the corrective action taken.

	Person responsible for implementation
Reviewing non-conformity	Internal EMS Auditor together with process owner where nonconformity occurred
Defining the scope of non-conformity by identifying all processes and environmental aspects affected by non-conformity	Internal EMS Auditor together with process owner where nonconformity occurred
Containment actions that immediately correct non-conformity or prevent recurrence	Person responsible or process owner in which non-conformity was discovered
Identifying cause of non-conformity and determining if similar nonconformities exist or could potentially occur.	Process owner
Deciding if it is needed to initiate corrective action depending on complexity of non-conformity	Process owner
Planning corrective action	Process owner
Implementing corrective action	Process owner
Reviewing the effectiveness of the corrective action taken	Internal EMS Auditor/s and COM Group

10.3 Continual Improvement

JHMC determines opportunities for improvement and enhancement of its environmental performance and implements necessary actions to achieve the intended outcomes of the EMS.