



# Integrated Management System Policy (IMSP- 11)

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## 1. Objective

JIO has established this IMS Policy as a road map to manage its operations in a safe, healthy, efficient, and environmentally responsible manner. This IMS Policy documents the quality and environmental management systems implemented in all its locations in the scope of the management system.

## 2. Scope

Operating and maintaining Highway 2000 East-West is defined as JIO’s scope of certification. The IMS applies to all JIOs’ departments and staff, at each location mentioned hereafter:

- Head Office: 2 Goodwood Terrace - Kingston 10 - Jamaica
- Portmore Toll Plaza: Portmore - St. Catherine - Jamaica
- Vineyards Toll Plaza: Vineyards - St. Catherine - Jamaica
- Spanish Town Toll Plaza: Spanish Town - St. Catherine - Jamaica
- May Pen Toll Plaza: May Pen - Clarendon - Jamaica

and for all following processes:

Processes	Needs / Activities
QMS / EMS	IMS Responsibility, Internal Audits, Management Review, Corrective Action, Management System Control
Toll Operation	Surveillance, Traffic Management, Toll Collection & Control, Sales
Maintenance	Routine Maintenance of Infrastructure and Systems
Admin & Finance	Accounting, Toll Control / Reconciliation
Human Resources Management	Administrative records, Training, Staffing, Performance Evaluation
Information Technology	Toll Systems Informatics and Administrative Computing Support
Fleet Management	Vehicle Maintenance, Monitoring, Scheduling

As a management decision, while no physical boundary exists to facilitate daily collaboration between the highway’s Developer and Operator, **JIO, lessee of the building**, shares occupancy of the Head Office location with TransJamaican Highway and is responsible for minor maintenance and waste management related to this facility.

With no effect on the ability of JIO to provide suitable customer service, non-applicability from the requirements of the standards is limited to clause 8.3 (ISO 9001:2015).

*Please see referenced documents (clause 5) for further details regarding the scope of the IMS.*

### 2.1. Understanding the organization and its context

The first component of the Highway 2000 Millennium Project, “**Highway 2000 East-West**” is a public tolled-road and a key infrastructure network in Jamaica, which has been developed by **TransJamaican Highway Ltd. (TJH - The Developer)** under a 35-years Concession Agreement (signed in November 2001, restated in January 2011 and a 2<sup>nd</sup> amendment signed in January 2020) with **National Road Operating & Constructing Company Ltd. (NROCC - The Grantor)**, on behalf of the Government of Jamaica.

This network is composed of two corridors, one 43.5 kilometres long between Kingston and May Pen and another 6.4 kilometres long between Portmore and Kingston and supported by four toll plazas: one in Vineyards opened in 2003, one in Spanish Town opened in 2004, then one in Portmore opened in 2006, and finally, one in May Pen opened in 2012.

**Jamaican Infrastructure Operator Ltd. (JIO - The Operator)** is a private company that has been incorporated to operate and maintain the Highway 2000 East-West infrastructure, under



an O&M Agreement first signed in September 2003 with TJH. The latest amendment signed in December 2021 released JIO from its responsibility to perform marketing, advertising, and public relations. The O&M Agreement defines the operational requirements and the scope of responsibilities. JIO, as the first tolled highway operator in Jamaica, has accumulated over a decade of experience and satisfied its obligations.

Since 2016, Jamaica North-South Highway Company Ltd. (JNSHC) started to operate the North-South Highway (between Kingston and Ocho Rios), a corridor with a potential impact in terms of loss of traffic and the customer-centric need to consider homogeneous practices. After several years of coexistence with this actor, there is no significant impact on JIO's daily operating activities. JIO's business remained robust, with secure and sustainable activity. With regular monitoring, and despite other major roadworks ongoing on alternative roads, no specific risk is identified for JIO. Notwithstanding, maintaining a high-quality standard of service and continuing as the leader in its activities represent a more obvious priority for JIO to prepare for potential opportunities, as an extension of its operational perimeter and/or any new public offer issued.

External/Expert Reports document reasonable evidence confirming that the Company provides services in compliance with international standards and best practices (Health & Safety, Quality, Environment, Financial Reporting, Operations). JIO has been certified to ISO 9001 (quality) and 14001 (environment) standards since 2008, and seeks to continue to as best as possible satisfy the needs and expectations of its relevant interested parties, identified as follows:

Relevant Interested Parties	Int. / Ext.	Needs and expectations
Highway users	External	High-quality standard of services: Surveillance/Monitoring, Response Time in case of Incident/Accident, Traffic Management
Developer (TJH) – Grantor (NROCC) & Toll Authority Shareholder	External	Compliance with O&M Agreement & Gazetted Toll Fares (by extension of Toll Road Act)
JCF – Emergency Services	External	Operational collaboration and efficiency
Certification Body	External	Compliance with ISO 9001:2015 and ISO 14001:2015
Financial Auditors	External	Compliance with IFRS rules
Communities & Interest Groups	External	Harmonious coexistence and sustainable development practices
External providers – Subcontractors	External	Quality of services – Environmental, Health, and Safety compliance
Employees – Staffs	Internal	Sustainable activity – Occupational, Health, and Safety compliance
Operator of Service Station at Old Harbour Interchange	External	Collaboration and efficiency in quality of services

## 2.2. Determining the scope of the IMS

Under the umbrella of our O&M Agreement, objectives and targets are defined and monitored not only to remain compliant with our contractual requirements but also to ensure a dynamic of continual improvement in our organization, encompassing activities to specifically address risks and opportunities.

## 2.3. The IMS Manual

The IMS Manual constitutes the highest level of IMS documentation and describes for employees, customers, partners, and other stakeholders, how JIO establishes, implements, and continually improves an effective IMS.



### 3. Policy

**This IMS Policy** encompasses two ISO Management System Standards that support JIO's commitment:

- ISO 9001:2015 Quality Management System (QMS)
- ISO 14001:2015 Environmental Management System (EMS)

**Our organization** is committed to delivering high-standard quality service and excellence, valuable for customers. We strive to be recognized by all relevant interested parties of the project as a responsible organization that conducts our business in a manner that provides safe working conditions and also preserves and protects the environment by minimizing the risk of pollution.

**Our commitment** to quality, safety, and environment is reflected through a focus on continual improvement of our processes and services, and compliance with regulatory requirements, industry standards and best practices, contractual obligations, and corporate initiatives.

**Management Team of JIO** firmly believes in and is committed to delivering excellence in customer service, providing a safe and healthy environment, preventing injury and ill health, and managing risks and opportunities with appropriate policies. To achieve these goals, we shall:

- Employ and maintain safe and effective Operations & Maintenance practices;
- Maintain procedures that deal effectively with any identified or potential non-conformance or non-compliance, following ISO 9001:2015 and ISO 14001:2015 guidelines and in compliance with legal requirements;
- Set Specific, Measurable, Achievable, Realistic and Time-bound (SMART) objectives and targets, covering all processes and including areas related to resource use, waste management, energy, and water conservation;
- Mitigate the environmental impact of our operations, manage wastes on premises, and globally enhance the environmental performance of the organization;
- Continually identify risks and opportunities and pursue strategies to mitigate and exploit each respectively to ensure that the interest of relevant interested parties and the company's IMS framework is protected and continually improved;
- Ensure appropriate training and motivation for employees and subcontractors to carry out tasks in an efficient, safe, and environmentally friendly manner while delivering the highest quality service to our customers;
- Respond to actual and potential complaints and communicate openly with relevant interested parties as it relates to the plans, programs, impacts, or hazards associated with the toll road operations, to improve customer satisfaction, safety, professionalism, and quality of our service.

In addition to the **Roles & Responsibilities** detailed in our IMS Manual for each key member of the IMS, it is worth indicating that our IMS Chief Officer is specifically empowered to support and guide the organization in compliance with the ISO standards and the internal/external audit processes.

**Definitions:** Please refer to IMS Manual and O&M Agreement (Amended & Restated).



## 4. Further information

### 4.1 Revision Table

REV	DATE	DESCRIPTION OF CHANGE	ISSUED BY	APPROVED
01	2012-07-06	First implementation. Reflect transition from QSE to IMS. Confirm JIO Management's commitment to IMS.	G. Samuels	JF. Doreau
02	2014-09-30	Update JIO Management commitment to IMS for 2014.	G. Samuels	C. Murray
03	2015-04-23	Update JIO Management commitment to IMS for 2015.	G. Samuels	T. Lamothe
04	2016-02-25	Update JIO Management commitment to IMS for 2016.	G. Samuels	T. Lamothe
05	2017-02-02	Update JIO Management commitment to IMS for 2017. Reflect changes for transition to the 2015 ISO Version.	G. Samuels	T. Lamothe
06	2017-08-17	Address non-conformance raised during the 2017 ISO Recertification/Upgrade Audit (particularly CAR #348).	C. Murray	T. Lamothe
07	2019-02-04	Update JIO Management commitment to IMS for 2019	C. Murray	T. Lamothe
08	2019-12-02	Minor update in sections 2.1, 2.2, 2.3 following MR#47	C. Murray	T. Lamothe
09	2020-12-23	Minor update in sections 2 & 3 following MR#51	MRC	A.Wollenweber
10	2021-11-23	Minor update in section 2.1 following MR#55	MRC	A.Wollenweber
11	2022-11-10	Minor update in section 2 following MR#59	MRC	A.Wollenweber

### 4.2 Terms & Abbreviations

In addition to the definitions mentioned in IMS Manual and O&M Agreement (Amended & Restated), there remain some special Terms & Abbreviations, e.g.

IMS:	Integrated Management System	EMS:	Environmental Management System
QMS:	Quality Management System	O&M:	Operations & Maintenance

## 5. Referenced documents

- IMS Manual
- Concession Agreement (Amended & Restated): [link to NROCC website](#)

## 6. Policy Contact

For any questions that you may have or for further information, please visit our website [www.h2k-jio.com](http://www.h2k-jio.com) or contact our IMS Chief Officer, Ms. Georgia Samuels, via [jio@h2k-jio.com](mailto:jio@h2k-jio.com).

For JIO,

**Angelika Wollenweber**  
Managing Director