



GENERAL MARIANO ALVAREZ WATER DISTRICT

INTEGRATED MANAGEMENT SYSTEM MANUAL

Type of Document:

Integrated Manual

Document No.

GMAWD-IM-ISO-001

Rev. no.

2

Page 1 of 43

Execution Date	Rev. No.	Revision Type	Change Description	Page Affected	Originator
Nov. 14, 2016	Ø	New	Newly established in accordance to the ISO 9001:2015 requirements.	-	ISO Facilitator
Dec. 26, 2019	Ø-A	Partial	Correction to the QMS Manual page 13 of 35 on section 5.2.10 and 5.2.11 regarding the details of work for Production and Maintenance Division as per management review.	2	ISO Facilitator
January 24, 2020	Ø-B	Partial	Additional quality policies as a result of discussion during the Management Review on December 17, 2019	2	ISO Facilitator
February 17, 2020	Ø-C	Partial	Considering the potential improvement (PI) as a recommendation on ISO 9001:2015 QMS Recertification Audit to review and align the Scope statement for better documentation.	4	ISO Facilitator
November 8, 2021	1	Complete	Integration of procedure in accordance to the ISO 9001:2015, ISO 14001:2015 and 45001:2018 requirements.	All	ISO Facilitator
December 23, 2021	1-A	Partial	Additional quality policies as a result of discussion during the Management Review.	2	ISO Facilitator
February 22, 2022	2	Complete	Considering the recommendation on Stage 1 Audit, to update the IMS Manual with documentation code and references.	All	ISO Facilitator

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General Mariano Alvarez Water District

February 21, 2022

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 2 of 43

TABLE OF CONTENTS

1.0 Introduction	4
1.1 Approval	4
1.2 GENERAL MARIANO ALVAREZ WATER DISTRICT: OVERVIEW	5
2.0 Description of the Company's Integrated Management System	6
2.1 Development of the IMS	6
2.2 Definition of Terms	6
3.0 Integrated Management System Documentation	8
3.1 Documentation Structure	8
4.0 Context of the Organization	9
4.1 Understanding the Organization and its Context	9
4.2 Review and Actions of the Internal and External Issues	10
4.3 Needs and Expectations of Interested Parties	10
4.4 Overview of the Integrated Management System & Exclusion	11
5.0 Leadership and Commitment	11
5.1 Leadership and Management Commitment	12
5.2 Policy	12
5.3 Responsibility, Authority and Communication	12
5.4 Participation and Consultation	16
6.0 Planning of the Integrated Management System	17
6.1 Actions to Address Risks and Opportunities	17
6.2 Environmental, Health and Safety Aspects and Hazards Assessment	18
6.3 Compliance Obligations	19
6.4 Quality, Environmental, Health and Safety Objectives and Programs	20
6.5 Planning of Changes	21
7.0 Support	22
7.1 Management Process	22
7.1.1 Human Resources	22
7.1.2 Infrastructure	23
7.1.3 Environment for the operation processes	24



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 3 of 43

7.1.4	Control of Monitoring and Measuring Equipment	24
7.1.5	Organizational Knowledge	25
7.1.6	Competence	26
7.1.7	Awareness	26
7.2	Communication	26
7.3	Control of Documented Information	27
8.0	Implementation and Operation of Integrated Management System	29
8.1	Operational Planning and Control	29
8.2	Determining Requirements of the Product	30
8.3	Control of Externally Provided Processes, products and services	30
8.4	Production and Service Provision	31
8.5	Release of Products and Services	32
8.6	Control of Nonconforming	33
8.7	Emergency Preparedness and Response	33
9.0	Monitoring and Measurement of IMS Performance	33
9.1	Customer Satisfaction	33
9.2	Internal Audit	34
9.3	Monitoring & Measurement of IMS Processes & Product	36
9.4	Analysis of Data	36
9.5	Management Review	36
9.6	Evaluation of Compliance	38
10.0	Improvement	39
10.1	Incident, Nonconformity and Corrective Action	39
10.2	Continual Improvement	40
11.0	Attachment 1: Quality, Environmental, Health and Safety Policy	41
12.0	Attachment 2: General Mariano Alvarez Water District Business Process	42
13.0	Attachment 3: General Mariano Alvarez Water District Organizational Structure	43

1.0 INTRODUCTION

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 4 of 43

1.1 APPROVAL

This manual is the primary document that defines the Integrated Management System (IMS) of GENERAL MARIANO ALVAREZ WATER DISTRICT in compliance to the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 standards

This Integrated Management System Manual demonstrates GENERAL MARIANO ALVAREZ WATER DISTRICT policies in ensuring the prevention of pollution to environment and safety in the whole organization and ensures quality of its products that meet the requirements of the customers. The Integrated Management System of GENERAL MARIANO ALVAREZ WATER DISTRICT is established in conformance to the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

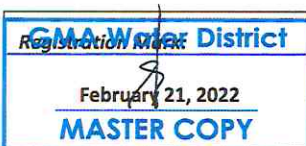
It is mandatory requirement that all employees adhere to the Integrated Management System.

Approved by:

Juliet M. Nacita
General Manger

Date: November 3, 2021

1.2 GENERAL MARIANO ALVAREZ WATER DISTRICT: OVERVIEW



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 5 of 43

1.2 GENERAL MARIANO ALVAREZ WATER DISTRICT: OVERVIEW

The General Mariano Alvarez Water District (GMAWD) was created in 1988 by virtue of SB Resolution No. 30-88 (dated May 24, 1988) and was issued Conditional Certificate of Conformance (CCC No. 393) by LWUA in April 14, 1989. The Board of Directors upon its creation were Concepcion C. Iglesias, Danilo L. Tuatis, Jesus R. Villamartin, Pablo P. Garachico and Engr. Cesario R. Mullet with Mr. Sabrino P. Aranda, General Manager.

The Municipality of General Mariano Alvarez (GMA) is situated approximately 42 km. south of Manila in the Province of Cavite. GMA Water District covers a service area of approximately 9.4 square kilometers, and contains twenty seven (27) barangays. The service area is generally residential and some commercial enterprises.

GMAWD took over the ownership, management and operation of GMA water supply system in 1991 by virtue of the Deed of Donation of six (6) deep wells and appurtenances of the NHA in favor of GMAWD.

Vision

Malusog at masaganang mamamayan bunga ng maayos at maunlad na patubig ng bayan.

Mission

Tumugon sa hamon ng panahon sa larangan ng patubig sa pinakamataas na antas at maging huwaran ng pantay, makatao at makakalikasang paglilingkod sa bayan ng General Mariano Alvarez.

Service Pledge

Kaming opisyal at kawani ng GMA Water District ay nangangako sa pagbigay ng mahusay na serbisyo sa mga mamamayan ng General Mariano Alvarez sa pamamagitan ng:

- Serbisyong matapat, magalang at mahusay;
- Pagpapadaloy ng sapat, malinis, at ligtas na tubig para sa kalusugan at kaayusan ng pamayanan;
- Pagtugon sa mga hinihiling na serbisyo ng mga mamamayan nang maagap at may kagalakan;
- Tuloy-tuloy na padaloy ng tubig sa pamayanan dalawampu't apat (24) na oras araw-araw; at
- Paggawa ng mga programang makatutulong sa kalikasan upang mapanatili ang daloy ng masaganang tubig na siyang buhay.

**Matapat na Paglilingkod
GMAWD sa INYO ay Kaloob!**

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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 6 of 43

2.0 DESCRIPTION OF THE COMPANY'S INTEGRATED MANAGEMENT SYSTEM

2.1 Development of the IMS

The Integrated Management System (IMS) of GENERAL MARIANO ALVAREZ WATER DISTRICT is developed through rigorous study of the existing system, applying improvements and various changes in compliance with the ISO 9001:2015 Standard.

GENERAL MARIANO ALVAREZ WATER DISTRICT maintains Integrated Management Systems that effectively control the business process of the company. The business process enables the organization to provide quality service in the most cost-effective manner and with the level of quality that meet customer requirements.

And also shall periodically monitor, evaluate and implement quality aspect control of the organization's activities and services and realize acceptable quality performance through continual improvement.

This Integrated Management System defines operating methods of controlling the Integrated management concerning work at each section for the purpose of embodying the company's Quality, Environmental, Health and Safety Policy as set by the Top Management.

2.2 Definition of Terms

- 2.2.1 Quality – is the totality of features and characteristic of a product or service that bear on its ability to satisfy stated customers need.
- 2.2.2 Audit – the systematic, independent, and documented process to objectively determine the fulfilment of audit criteria.
- 2.2.3 Customer Satisfaction – customer's perception of the degree in which the customer requirements have been fulfilled.
- 2.2.4 Continuous Improvement – recurring activity to increase the ability to fulfill the requirements.
- 2.2.5 Effectiveness – Extent to which planned activities are materialized and planned results achieved.
- 2.2.6 Corrective Action – action to eliminate recurrence of detected non-conformity or another undesirable situation.
- 2.2.7 Non-conformance – non-fulfilment of a specific requirement, either of the standard or company policy, procedure and other planned arrangements.
- 2.2.8 IMS Policy – statement by the company of its intentions and principles in relation to its overall intentions and direction with regard to quality, environmental, health and safety concerns, as formally expressed by the Top Management through the ISO Facilitator.
- 2.2.9 Quality, Environmental, Health and Safety Objective – overall goal, arising from the IMS Policy, that the company sets itself to achieve, and which are quantified where practicable.



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 7 of 43

- 2.2.10 Environmental Aspect – as element of the organization’s activities, products or services that can interact with the environment. This includes the company’s facilities, material and equipment’s.
- 2.2.11 Environmental Impact – any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organization’s activities, products or services.
- 2.2.12 OH&S Health and Safety Risk – combination of the likelihood of occurrence of a work-related hazardous event(s) or exposure (s) and the severity of injury and ill health that can be caused by the event(s) or exposure(s).
- 2.2.13 Participation – involvement in decision-making.
- 2.2.14 Consultation – seeking views before making decisions.
- 2.2.15 Injury and Ill Health – adverse effect on the physical, mental or cognitive condition of a person.
- 2.2.16 Hazard – source with a potential to cause injury and ill health.
- 2.2.17 Incident – Occurrence arising out of, or in the course of, work that could or does result in injury and ill health.
- 2.2.18 Prevention of Pollution – use of processes, practices, materials or products that avoid, reduce or control pollution, which may include recycling treatment, process changes, control mechanism, efficient use of resources and material substitution.
- 2.2.19 Life Cycle – consecutive and interlinked stages of a product (or service), from raw material acquisition or generation from natural resources to final disposal.

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

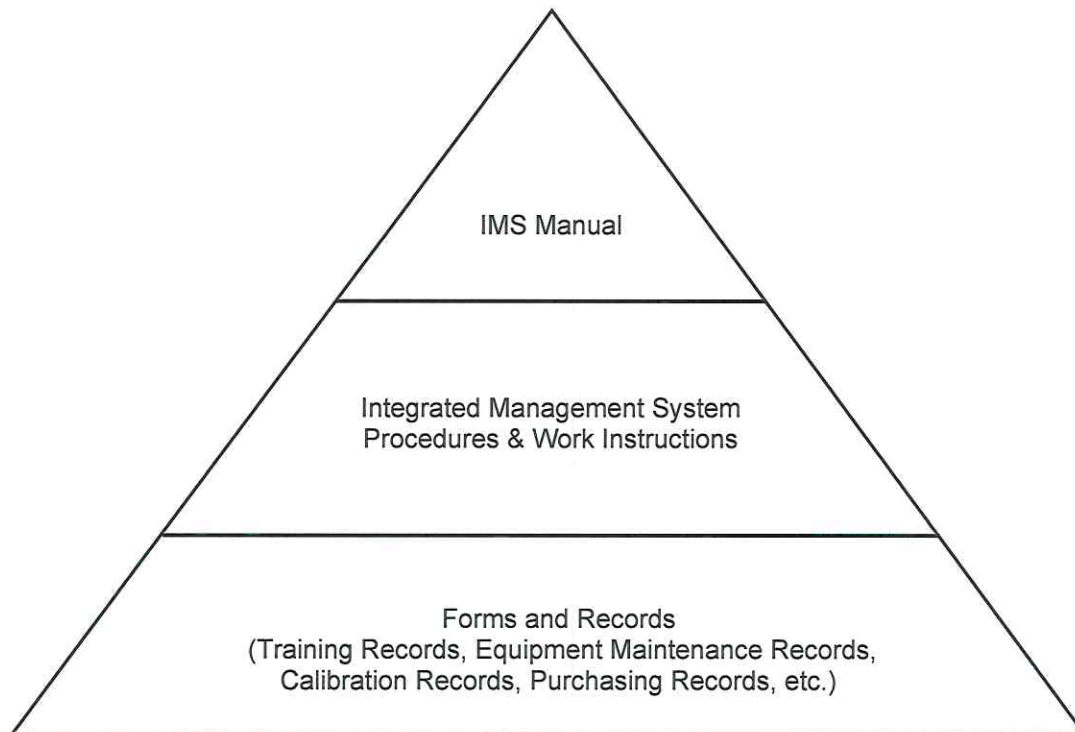
Revision Level : 2

Page : Page 8 of 43

3.0 INTEGRATED MANAGEMENT SYSTEM DOCUMENTATION

3.1 Documentation Structure

The documentation structure of the Integrated Management System is shown in the diagram below:



Level 1 – The IMS Manual describes the policies of the organization to meet and address the requirements of the ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 standard. It provides an overview of the whole Integrated management system of GENERAL MARIANO ALVAREZ WATER DISTRICT.

Level 2 – Integrated Management System Procedures & Work Instructions describes the operations that are carried out and maintained under specified conditions including details of the documented information that are part of the Integrated Management System and dependent on the complexity of the process, methods, training and competence of the personnel involved in the implementation of the procedures and work instructions.

Level 3 – Forms and records are aligned to this level, which is objective evidence to prove that a particular activity has been done and complied.



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 9 of 43

4.0 CONTEXT OF THE ORGANIZATION

4.1 Understanding the Organization and its Context

- 4.1.1 The Top Management, ISO Head, Department Managers and Division Managers used the SWOT Analysis in determining the Internal and External Issues that might arise in achieving the strategic direction of the organization.
- 4.1.2 The Top Management together with the ISO Head, Department Managers and Division Managers reviewed the output of the Department / Division SWOT analysis to determine the internal and external issues of the organization in achieving the strategic direction of the organization.
- 4.1.3 The diagram below depicts the SWOT analysis done by the organization and on how the Strengths, Weaknesses, Opportunities and Threats interact with each other to establish strategic options.

Internal Context External Context		STRENGTH	WEAKNESSES
		Issues related to value, culture, knowledge, and performance of the organisation.	
OPPORTUNITIES	Issues arising from legal, technological, competitive, market, cultural, social and economic environments whether international, national, regional or local	STRATEGIC OPTION (S-O)	STRATEGIC OPTION (W-O)
THREATS		STRATEGIC OPTION (W-T)	STRATEGIC OPTION (W-T)



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 10 of 43

- 4.1.4 Action has been formulated in such a way that the identified Strengths, Weaknesses, Opportunities and Threats have been considered to establish strategic option.

References:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 4.1 Understanding the organization and its context

Risk & Opportunities Procedure (GMAWD-IP-ISO-004)

4.2 Review and Actions on the Internal and External Issues

- 4.2.1 Actions relating to the identified internal and external issues have been accomplished by the Department Heads.

- 4.2.2 Actions have been identified in such a way that the identified Strength, Weaknesses, Opportunities and Threats have been considered.

4.3 Needs and expectation of the Interested Parties

- 4.3.1 The needs and expectations of the interested parties were identified by each department. The needs and expectations are the following:

Interested Parties	Needs (stated Services / Requirements)	Expectations (Implied Requirements)
Concessionaires	Water service, 24/7	Customer Satisfaction
Suppliers	Materials	Prompt/on-time delivery of quality materials
LWUA	Reports	On-time submission, update on statutory rules and regulations
LGU	Public Relations	Harmonious relations
NGO	Public Relations	Community relations
Other Gov't. Agencies	Public Relations	Harmonious relations

References:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 4.2 Understanding the Needs and Expectations of Interested Parties.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 11 of 43

4.4 Overview of the Integrated Management System and Exclusions

4.4.1 The Integrated management system described in this document applies to the process of collection, treatment, and distribution of drinking water and septage operation of GENERAL MARIANO ALVAREZ WATER DISTRICT. Inputs that are considered in planning and developing the IMS includes the requirements of the customers, processes for product realization, process interactions, criteria for product and process performance, and corresponding methods of measurements and analysis of product including the process for corrective action and continual improvement.

4.4.2 This manual is prepared to demonstrate and document our commitment to maintaining a high-level of quality and strong customer service within an environment that is focus on the customers and fosters continual improvement. It describes procedures that reflect our strategic decision to adopt a process approach across all areas of our operations in order to ensure compliance with international standards in addressing customer requirements and enhancing customer satisfaction.

4.4.3 Exclusion:

This clause of the standard is not included in the IMS 8.3 Design and Development.

The design for the service shall be based on the national standards set by the government agencies such as LWUA, DOH, DENR. The organization established Procedures and Work Instructions to ensure that all the product requirements compliance to the requirements of the customer.

The Integrated Management System of the organization shall be reviewed and revised, if necessary, to ensure the effectiveness in meeting its objectives and action plans. Review shall be done during management review meeting and on special meetings conducted to address urgent concerns that may affect the IMS. All revision that may occur on the system shall be recorded and shall follow the Control of Documented Information Procedure and other related procedures.

References:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 4.3 Scope of Integrated Management System.

Clause 4.4 Integrated Management System and its process



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 12 of 43

- 1) Establishing and promoting awareness and understanding of the Quality Policy to all level of organization.
- 2) Relevant quality objectives and plans are set, maintained and achieved.
- 3) Communicating the company goals and values on Integrated Management System.
- 4) Assessing the performance of the IMS through management reviews and identifying areas that need improvements.
- 5) Providing the necessary resources to fulfill the company's plan and objectives.
- 6) The planning of the IMS is carried out to meet the requirements specified in the ISO 9001:2015.
- 7) The integrity of the Integrated Management System is maintained when changes to the IMS are planned and implemented.

5.1.2 Quality issues are recognized and where appropriate, are controlled and managed.

5.2 Policy

5.2.1 The top management, headed by the General Manager, has established an Integrated Policy aligned to the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 and the Mission Vision of the water district.

5.2.2 The ISO Facilitator ensures that the Integrated Policy is communicated, understood and applied within the organization and that the policy is available also to interested parties.

5.2.3 See Attachment 1 for the IMS Policy

5.3 Responsibility, Authority and Communication

5.3.1 Office of the Board of Directors is the policy -making body of the district. It shall hold regular and special meetings to deliberate and establish policies regarding the systems and procedures for operation of the district. They shall issue resolutions for the implementation of the policies by the management of the district. They are also task to review the existing policies and make amendments thereto. The Board of Directors approves the Annual Budget of the district and acts as the Head of the Procuring Entity.

5.3.2 Office of the General Manager shall be responsible for the over-all operation and management of the district:

- 1) Manages complex operations and coordinates implementation of the annual and long-range work plans;
- 2) Direct major technical and administrative work activities; approve design plans and specifications and monitor the district's construction and capital improvement projects;
- 3) Sustain sound fiscal management and oversee financial operations;



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 13 of 43

- 4) Enhance and protect public image and position, ensure customer satisfaction and promote customer relations;
- 5) Build a strong organizational team providing guidance to employees regarding personnel related issues and day to day activities;
- 6) Maintain professional and technical competencies by attending educational workshops, organizational meetings and establishing professional networks;
- 7) Contribute to team effort by holding regular meetings, timely and effective performance feedback and involvement of appropriate employees in the decision-making process;
- 8) Work effectively with local and national regulatory agencies, consultants, developers, contractors and customers.
- 9) Provide adequate resources, set priorities and establish the organization in fulfilling the requirements for the implementation and deployment of the Integrated Management System.
- 10) Appoint the ISO Head
- 11) Implement the Quality, Environmental, Health and Safety Policy.
- 12) Ensure the Integrated Management System requirements are established, implemented and maintained in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Standard.

5.3.3 Office of the General Manager, Administrative, Human Resource, and Finance Services Division are responsible for the over-all management and supervision in employees' welfare and recruitment, property management and general service, financial monitoring and reporting, and ensuring proper implementation of administrative and finance services functions, in compliance to existing rules and regulations of regulatory bodies. Administrative Service Division is task with providing administrative and logistical support to the entire organization. Its function includes human resource management; supply and property management; transport management and general services management.

5.3.4 Finance Services Division is responsible for formulation, institutionalization and administration of fiscal policies, management of the over-all financial resources of the district, supervision of the revenue collections and disbursements and reporting the financial performance and condition to the Board of Directors and concerned agencies. Its functions include accounting, budgeting and cash management.

5.3.5 Commercial Services Department is the over-all management and supervision of the Customer Accounts and Services Divisions. It is responsible for the implementations of the Department's policies, attainment of targets for growth of service connection and projected sales, and to ensure compliance to Civil Service Commission ARTA. It is responsible for recommending



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 14 of 43

policies necessary to the Department and is also for the review and evaluation of water rates for restructuring.

- 5.3.6 Customer Accounts Division is responsible for directing and supervising all activities related to billing preparation such as computerized billing and data entries, meter reading, encoding and posting of water consumption, prompt and accurate processing of customer accounts, updating of customer master file and generation of the division reports.
- 5.3.7 Customer Services Division is responsible for the servicing (process requirement for service application; service contract for approved service application; dispatch and deliver water bills and notices of disconnection; disseminate information through issuance of notices regarding water interruption, promotional schemes for new service connections, updates of service policies and programs and other concerns), disconnection and reconnection and conduct of field inspection and investigation.
- 5.3.8 Engineering and Operations Department is responsible for the over-all management and supervision of Water Resources Division, the Maintenance Division and the Planning, Design & Construction Division. It is responsible for the formulation, institutionalization and administration of policies related to water production, water distribution, and maintenance and construction activities of the district. It sees to it that engineering activities are align and adhering to the mission and vision of the district.
- 5.3.9 Water Resources Division oversees the implementation of policies and strategies that pertain to water production and water resources development. Its functions includes collecting and monitoring of data, operational parameters of pumps and motors and water treatment facilities; providing safe and potable drinking by collecting water samples for regular bacteriological tests, as well as physical and chemical tests in all sources and reservoirs; monitoring and evaluation of pumping and static water level for deep well sources and water level for spring sources; operation and maintenance of the pump and motors in the pump stations; recommend locations for the development of new sources of water and initiate the protection and maintenance of watersheds.
- 5.3.10 Maintenance Division is responsible for the over-all equitable distribution of water supply through transmission and distribution lines. Its functions includes operating valves in the transmission and distribution lines; non-revenue water reduction; installation of new service connection; replacement of defective and installation of new valves and meters, gauges and fittings; perform relocation of service connection, distribution lines, meters and valves; perform joint inspection and investigation of illegal connection; render additional services and assistance in reconnection and disconnection of service connection and in reading and bill distribution.



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 15 of 43

- 5.3.11 Planning, Design & Construction Division is task with the over-all master plan of GMAWD's Water System Facilities. It is responsible for the planning, design, and construction and rehabilitation of pumping stations, reservoirs, office structures and major pipe laying projects, plans and identifies the future water and facilities needs of the district. The construction function is either by administration or by contract.
- 5.3.12 Pollution Control Officer (PCO)
- 1) Ensure the compliance of the company with government and non-government related rules and regulations national, international, local, community based and customer specific legal requirements.
 - 2) Recommend control needed for the elimination or mitigation of an incident that may cause pollution to the environment.
 - 3) Be responsible on proper storage and disposal of hazardous wastes generated by the company.
 - 4) Be responsible in handling all environmental matters required by the laws/standards upon the approval of the ISO Facilitator.
- 5.3.13 Safety Officer
- 1) Ensure the compliance of the company with regards to Basic Occupational, Safety and Health Standards and other appropriate safety legal requirements.
 - 2) Assist the PCO in all matters of Integrated Management System.
- 5.3.14 Fire Fighting Team
- 1) Generally in-charge in attending fire emergency cases that may occur in the company.
- 5.3.15 First Aid Team
- 1) Generally responsible to attend the injured / casualties during emergency cases.
- 5.3.16 Evacuation Team
- 1) Evacuation team generally responsible to ensure all employees have evacuated the area during emergency cases.
 - 2) The Team shall ensure that the employees follow evacuation routes without any panic.
- 5.3.17 Chemical Handling Team
- 1) Generally responsible in handling chemicals used by the company from storage to issue and disposal.
- 5.3.18 Waste Management Team
- 1) Generally in-charge in the managing and monitoring waste generated by the company.



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 16 of 43

5.3.19 Energy and Water Committee

- 1) Generally in-charge in the managing and monitoring energy and water of the company.

5.3.20 Atmosphere Control Committee

- 1) Responsible in identifying the equipment with exhaust systems up to the process of conducting the actual test emission in accordance with the law.

5.3.21 ISO Head shall be responsible in:

- 1) Ensuring the Integrated Management System requirements are established implemented and maintained in accordance with ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 standards.
- 2) Report the performance of the Integrated Management System to the General Manager and Board of Directors for review to ensure its effectiveness and suitability.
- 3) Ensure that Internal Audit and Management Review were being conducted on a regular basis.
- 4) Ensure non-conformances are resolved with the appropriate corrective action to correct any system deficiencies promptly
- 5) Liaison with third party certification body.

5.3.22 Division / Section Heads

- 1) Established and implement the set Integrated Management System.
- 2) Promotes the defined Quality, Environmental, Health and Safety Policy at all level of organization.
- 3) Ensure that Integrated Management System is understood and implemented within the respective areas and personnel are adequately trained.

Establish document and implement applicable procedures, working direction in support of the Integrated Management System

5.4 Participation and Consultation

5.4.1 Employees in each department are encourage to give suggestions during department meetings to improve the Quality, Environmental, Health and Safety Management System requirements.

5.4.2 Department Supervisors are encouraged to gather feedback during their department meeting.

5.4.3 Feedback can also be given to the representative of the EHS Committee who will present this during the management meeting. Minutes of the Meeting shall be recorded and maintained in accordance with Control of Documented Information Procedure.

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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 17 of 43

References:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 5.1 Leadership and Commitments
ISO 45001:2018 Clause 5.4 Participation and Consultation
Control of Position Description and Table of Organization Procedure (GMAWD-IP-HRD-003)
Communication Control Procedure (GMAWD-IP-OGM-001)
Safety Control Procedure (GMAWD-IP-EHS-011)

6.0 PLANNING OF THE INTEGRATED MANAGEMENT SYSTEM

6.1 Actions to address Risk and Opportunities

- 6.1.1 In determining the actions required for the Risks and Opportunities identified during the analysis of the context of the organization and the needs and expectations of the interested parties, the organization established a procedure in determining the required action.
- 6.1.2 All identified risks have been analysed by the Department / Division Manager using the Risk Assessment Registry.
- 6.1.3 All opportunities have been addressed during the performance of the Management Review under the continuous improvement agenda of the management review.
- 6.1.4 Monitoring of status of all actions taken for all identified risks shall be based on the Risk Assessment Registry which will be reviewed during the performance of the management review.
- 6.1.5 Monitoring of status of all opportunities shall be discussed during the performance of management review which will be performed at least twice a year.

References:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 6.1 Actions to Address Risks and Opportunities
Risks and Opportunities Procedure (GMAWD-IP-ISO-004)

6.2 Environmental, Health and Safety Aspects and Hazards Assessment

- 6.2.1 Environmental, Health and Safety aspects and hazards of company's activities, products and services are identified by applying the life cycle perspective and considered the following factors:

6.2.1.1 EHS

6.2.1.1.1 Solid waste and disposal and generation – by direct measurement

6.2.1.1.2 Material and supplies consumption – by direct measurement



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 18 of 43

- 6.2.1.1.3 Fuel, energy and water utilization – by direct measurement
- 6.2.1.1.4 Discharges to water – by direct measurement
- 6.2.1.1.5 Nuisance – by direct measurement and by consultation with personnel.
- 6.2.1.1.6 Routine and non-routine activities
- 6.2.1.1.7 Activities of all personnel having access to the workplace (including subcontractors and visitors)
- 6.2.1.1.8 Facilities at the workplace
- 6.2.1.2 **OH&S**
 - 6.2.1.2.1 How work is organized, social factors (including workload, work hours, victimization, harassment and bullying), leadership and the culture in the organization;
 - 6.2.1.2.2 Routine and non-routine activities and situations, including hazards arising from:
 - 6.2.1.2.2.1 Infrastructure, equipment, materials, substances and the physical conditions of the workplace;
 - 6.2.1.2.2.2 Product and service design, research, development, testing, production, assembly, construction, service delivery, maintenance and disposal;
 - 6.2.1.2.2.3 Human factors
 - 6.2.1.2.2.4 How to work is performed
 - 6.2.1.2.2.5 Past incidents, internal or external to the organization, including emergencies, and their causes;
 - 6.2.1.2.2.6 Potential emergency situations
- 6.2.2 This significance of the Company's environmental, health and safety aspects and hazards evaluated under normal, abnormal and emergency situations on the basis of a series of weighted factors to aid objective assessment.
- 6.2.3 Factors include:
 - 6.2.3.1 Regulatory risk
 - 6.2.3.2 Environmental, Health and Safety risk
 - 6.2.3.3 Business risk
- 6.2.4 The ranking of significant environmental, health and safety aspects and hazards in order of priority for improvements is assessed according to the magnitude of the



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 19 of 43

significance value together with ISO Facilitator's assessment of their business implications.

- 6.2.4.1 Be identified with respect to its scope, nature and timing to ensure it is proactive rather than reactive.
 - 6.2.4.2 Provide for the classification of risks and identification of those that are to be eliminated or controlled by measures as defined in Management Objectives & Programs.
 - 6.2.4.3 Be consistent with operating experience and the capabilities of aspects / impacts measurement employed.
- 6.2.5 The significant aspects and hazards of the Company's activities and services and the related environmental impacts are recorded in the Evaluation Aspects and hazards, which is used in reviewing and determining the Management Policy and Objectives.
- 6.2.6 The register is maintained by the ISO Facilitator, reviewed and management review meetings and whenever there are changes in the Company's activities, products and services to assess the need for updating.

ISO 14001:2015 & ISO 45001:2018 Clause 6.1.2 EHS Aspects and Hazards
EHS Aspects and Hazards Identification Procedure (GMAWD-IP-EHS-001)

6.3 Compliance Obligations

- 6.3.1 Compliance Obligations application to the environmental, health and safety aspects and hazards assessment of the company's activities are identified and maintained up to date by the PCO and SO. Regular consultation with regulatory authorities in regulatory requirements and access to the official publications are likewise done.

ISO 14001:2015 Clause 6.1.3 Compliance Obligations
ISO 45001:2018 Clause 6.1.3 Determination of Legal requirements and other requirements
Compliance Obligations Procedure (GMAWD-IP-EHS-004)



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 20 of 43

6.4 Quality, Environmental, Health and Safety Objectives and Programs

6.4.1 Quality Objectives

6.4.1.1 The quality objectives of the company shall be based on the mandates of the Top Management. This shall be based on the Company Quality Policy. To achieve these objectives, relevant department / divisions generate plans for Quality Objectives wherein the objective as well as the plan of activities are indicated. Resources and investments needed, accountable functions, target dates of start and completion, and the proposed roadmaps are also provided.

6.4.1.2 The Top Management, during the annual planning, established quality objectives of the organization. Information and data are considered from the following:

6.4.1.2.1 Customer Feedbacks / Complaints

6.4.1.2.2 Define customer needs and expectations

6.4.1.2.3 Supplier Performance

6.4.1.2.4 Product, process and people performance

6.4.1.2.5 Innovate products / service through continuous training upgrading

6.4.2 Environmental, Health and Safety Objectives

6.4.2.1 GENERAL MARIANO ALVAREZ WATER DISTRICT to document, implements, maintain and continually improve the environmental, health and safety objectives at each relevant functions and to all level of the organization.

6.4.2.2 In establishing and reviewing GENERAL MARIANO ALVAREZ WATER DISTRICT Environmental, Health and Safety Objectives, the following items are to be considered.

6.4.2.2.1 Environmental, Health and Safety Policy

The objectives shall be consistent with the policy.

6.4.2.2.2 Compliance Obligations

The environmental, health and safety objectives must meet and improve the environmental, health and safety performance as spelled out in legal requirements. These shall serve as the baseline for the setting of the objectives.

6.4.2.2.3 Significant Aspects and Hazards

The objectives shall consider the significant EHS aspects and hazards identified during the EHS Review.

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 21 of 43

6.4.3 The Environmental, Health and Safety Program includes the following:

- 6.4.3.1 What will be done?
- 6.4.3.2 What resources are required?
- 6.4.3.3 Who is responsible?
- 6.4.3.4 When it will be completed?
- 6.4.3.5 How to evaluate results?

References:

ISO 9001:2015 Clause 6.2 Environmental, Health and Safety Objectives Planning to achieve them

Environmental, Health and Safety Objectives and Programs Procedure (GMAWD-IP-EHS-007)

6.5 Planning of Changes

6.5.1 In addressing changes in the Integrated management system, the organization follows the succeeding steps to integrate the changes in the registered documented information:

6.5.1.1 Concerned Division shall inform the ISO Head for any proposed changes.

6.5.1.2 Inform Document Controller about the changes in the documentation.

6.5.1.3 The document controller shall follow the Control of Documented Information Procedure.

6.5.1.4 Concern department determines the implementation date.

6.5.1.5 Concern Division implements the new procedure.

6.5.2 In handling changes emanated from the continual improvement program of the organization, the ISO Head and the Division head shall spearhead the implementation and maintenance of the changes. The process shall be in accordance with the continual improvement procedure.

6.5.3 The ISO Head together with the Division Head shall discuss any changes occurred in the Integrated Management System during the performance of the management review.

6.5.4 The following shall be discussed during the management review:

6.5.4.1 The purpose of the changes and their potential consequences

6.5.4.2 The integrity of the Integrated Management System

6.5.4.3 The availability of Resources

6.5.4.4 The allocation of responsibility and authorities



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 22 of 43

References:

ISO 9001:2015 clause 6.3 Planning of changes
Control of Documents procedure (GMAWD-IP-ISO-008)
Management Review Procedure (GMAWD-IP-ISO-002)
Continual Improvement Procedure (GMAWD-IP-ISO-007)

7.0 SUPPORT

7.1 Management Process

7.1.1 Human Resources

- 7.1.1.1 GENERAL MARIANO ALVAREZ Water District ensures that it provides sufficient staffing for the effective operation of the management system, as well its identified processes.
- 7.1.1.2 Staff members performing work affecting the quality of service are competent on the basis of appropriate education, training, skills and experience.
- 7.1.1.3 The top management is aware of the importance and the vital role of each personnel in the organization. The management invests on personnel development by providing series of training needed for the assigned activity and achieves the maximum potential to do such activity. The management also ensures that all personnel are aware of the relevance and importance of these activities in the accomplishment of the quality objectives.
- 7.1.1.4 The General Manager has the over-all responsibility and authority for the management and control of the entire GENERAL MARIANO ALVAREZ WATER DISTRICT.
- 7.1.1.5 Department / Division Managers shall be responsible to manage their respective departments / divisions and ensure that services are delivered to clients with a mark of quality.
- 7.1.1.6 HRM shall be responsible for the over-all activities of personnel administrative function of the entire GENERAL MARIANO ALVAREZ WATER DISTRICT.
- 7.1.1.7 The General Manager shall be responsible for the final review and approval of Annual Training Plan.
- 7.1.1.8 HRM shall be responsible for the development of Annual Training Plan and ensure the overall coordination to guarantee systematic and on-time implementation of the training program.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 23 of 43

- 7.1.1.9 All Department/Division Manager shall be responsible for identifying their personnel's training needs and submit the same to the Human Resource Management for review and consolidation.
- 7.1.1.10 HRM shall conduct Training Needs Analysis to all departments/division every year. The following shall be the sources of TNA: Result of Performance Appraisal, Departmental Input, Industry Practice, Management Direction, Survey, Process Performance.
- 7.1.1.11 Trainer can evaluate the effectiveness of the training either by written report after training or verbal question and answer. However, for the case of question and answer, the trainer shall establish the questions and record the result to the concerned individual trainee.
- 7.1.1.12 Training results shall be recorded in the individual training history.

Reference:

ISO 9001:2015 Clause 7.1.2 People
ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Clause 7.2 Competence
ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Clause 7.3 Awareness
ISO 9001:2015 Clause 7.1.6 Organizational Knowledge
Human Resource Management Procedure (GMAWD-IP-HRD-001)
Competence, Training and Awareness Procedure (GMAWD-IP-HRD-002)

7.1.2 Infrastructure

- 7.1.2.1 The Top Management takes responsibility for ensuring the work environment is adequately supported by existing utilities, work facilities or support services necessary to achieve conformity to client requirements.
- 7.1.2.2 No unusual requirements exist beyond normal office, warehouse and distribution needs. Infrastructure needs shall be subject to annual planning or management review as needed. This infrastructure includes, but is not limited to:
- 7.1.2.2.1 Buildings, workspace and associated utilities
 - 7.1.2.2.2 Process equipment; both hardware and software
 - 7.1.2.2.3 Supporting services such as transport and communication
- 7.1.2.3 Administrative Services Division shall be responsible for determining the needed infrastructure for GENERAL MARIANO ALVAREZWATER DISTRICT. Any Department requesting for additional requirement should request approval to the General Manager.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 24 of 43

7.1.2.4 All infrastructures issued for whatever purpose it may serve shall be subjected to preventive maintenance in accordance with Preventive Maintenance & Repair Control Procedure.

References:

ISO 9001:2015 Clause 7.1.3 Infrastructure
Preventive Maintenance and Repair Control Procedure (GMAWD-QP-PRD -004)
Equipment Management System Procedure (GMAWD-QP-ADM-006)
Property Management Control Procedure (GMAWD-QP-ADM-004)
Tools and Equipment Control Procedure (GMAWD-QP-MAD-004)

7.1.3 Environment for the operation of processes

7.1.3.1 Work Environment that GENERAL MARIANO ALVAREZ WATER DISTRICT requires to carry out its operations shall be determined and provided. Proper lighting and adequate ventilation shall be provided. Air conditioning shall also be provided where necessary.

7.1.3.2 Safety Rules and Regulations to maintain efficiency in operation shall be documented and communicated to all associates. More specific description of the work environment requirements shall be included in the quality plans and relevant procedures.

Reference:

ISO 9001:2015 Clause 7.1.4 Environment for the operation processes

7.1.4 Control of Monitoring and Measuring Equipment

7.1.4.1 GENERAL MARIANO ALVAREZ WATER DISTRICT determines the monitoring and measurement to be undertaken and the monitoring and measuring equipment needed to provide evidence of conformity of service/product to determine requirements.

7.1.4.2 GENERAL MARIANO ALVAREZ WATER DISTRICT established processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the monitoring and measurement requirements.

7.1.4.3 Where necessary to ensure valid results, measuring equipment are:

7.1.4.3.1 Calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification is recorded.



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 25 of 43

7.1.4.3.2 Adjusted or re-adjusted as necessary

7.1.4.3.3 Identified in order to determine its calibration status

7.1.4.3.4 Safeguarded from adjustments that would invalidate the measurement result

7.1.4.3.5 Protected from damage and deterioration during handling, maintenance and storage.

7.1.4.4 In addition, the organization assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected.

7.1.4.5 Records of the results of calibration and verification area maintained according to Control of Documented Information Procedure.

Reference:

ISO 9001:2015 Clause 7.1.5 Monitoring and Measuring Resources
Property Management Control Procedure (GMAWD-QP-ADM-004)

7.1.5 Organizational Knowledge

7.1.5.1 GENERAL MARIANO ALVAREZ WATER DISTRICT also determines the knowledge necessary for the operation of its processes and to achieve conformity of products and services. This may include knowledge and information obtained from:

7.1.5.1.1 Internal sources, such as lessons learned, feedback from subject matter experts, and/or intellectual property;

7.1.5.1.2 External sources such as standards, academia, conferences, and/or information gathered from customers or suppliers.

7.1.5.2 This knowledge shall be maintained, and made available to the extent necessary.

7.1.5.3 When addressing changing needs and trends, GENERAL MARIANO ALVAREZ WATER DISTRICT shall consider its current knowledge and determine how to acquire or access the necessary additional knowledge.

Reference:

ISO 9001:2015 Clause 7.1.6 Organizational Knowledge
Competence, Training and Awareness Procedure (GMAWD-IP-HRD-002)



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 26 of 43

7.1.6 Competence

7.1.6.1 GENERAL MARIANO ALVAREZ WATER DISTRICT will identify and provide adequate training needs for all its personnel who perform activities that affect the quality and its environmental, health and safety aspects.

Reference:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 7.2 Competence
Competence, Training and Awareness Procedure (GMAWD-IP-HRD-002)

7.1.7 Awareness

7.1.7.1 All levels of personnel in the company are properly oriented and trained on the tasks they are expected to perform. They should also be aware on the importance of proper implementation of the Quality, Environmental, Health and Safety Management System and effect of poor performance on quality products, on other employees, customer satisfaction, operating costs and the economic well-being of the company, including the possibility that the progress generates adverse environmental, health and safety effects.

Reference

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 7.2 Awareness
Competence, Training and Awareness Procedure (GMAWD-IP-HRD-002).

7.2 Communication

7.2.1 Communication process covering both internal and external communication was established to ensure that necessary information reaches the concerned party.

7.2.2 Internal Communication:

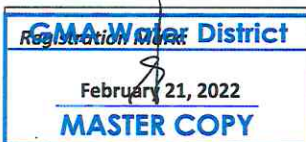
7.2.2.1 The normal communication methods shall be by means of meeting, memo, e-mail, messenger app, departmental briefing and awareness training.

7.2.2.2 The person who initiates the flow of information shall ensure that the communicated information is documented. Minutes of the meeting shall be accomplished if meetings were held.

7.2.3 External Communication:

7.2.3.1 Community Relations and Legal Services shall handle communications with external parties.

7.2.3.2 Water interruptions are announced via flyers, text broadcast and social media.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 27 of 43

7.2.3.3 To enhance its communication with customers, the water district has established the Public Assistance and Complaints Desk (PACD) where customer's inquiries and complaints can be addressed.

7.2.3.4 Administrative Complaints shall be handled based on due process.

Reference:

ISO 9001:2015 Clause 7.4 Communication

ISO 14001:2015 Clause 7.4 Communication

ISO 45001:2015 Clause 7.4 Communication

Communication Control Procedure (GMAWD-IP-OGM-001)

Customer Focus Procedure (GMAWD-QP-CSD-005)

7.3 Control of Documented Information

- 7.3.1 Control of Documented Information Procedure was established to describe the requirement for controlling internal and external documents, as well as establishing a system for document preparation, review, approval, registration, distribution, retrieval, disposal, numbering and traceability relating to ISO 9001:2015, ISO 14001:2015 and 45001:2018 requirements.
- 7.3.2 Documents are approved for adequacy prior to issue.
- 7.3.3 Documents are reviewed, and where necessary, updated and re-approved.
- 7.3.4 The nature of revision in the document is clearly identified.
- 7.3.5 Current versions of relevant documents are available at point of use.
- 7.3.6 Documents remain legible and readily identifiable.
- 7.3.7 Obsolete documents, which are retained for any purposes, are prevented from unintended use through proper marking.
- 7.3.8 All Department / Division / Section Managers shall be responsible for the identification of new procedure or procedures for amendment.
- 7.3.9 The ISO Head shall be responsible for reviewing and verifying the document approved by the section if it complies with the ISO 9001:2015, ISO 14001:2015 and 45001:2018 requirements respectively.
- 7.3.10 Documents, before issuance to the user and concerned section are reviewed and approved by proper authorities in accordance with the Control of Documented Information Procedure.



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 28 of 43

- 7.3.11 All documents shall be registered in DCC and shall be reproduced according to the number of departments listed in the Distribution List.
- 7.3.12 The DCC shall preserve and maintain the master copies without damage and unauthorized release until its retention and preservation period.
- 7.3.13 The DCC shall preserve separately the obsolete master copies of documents as IMS records.
- 7.3.14 Obsolete and/or revised document and compliance obligations are retrieved and replaced promptly from all department/section issued upon. These obsolete controlled documents shall be disposed by DCC. Only obsolete original copy shall be kept by the DCC until its preservation period expires. Disposal shall be through shredding or recycling if it does not contain any confidential data.
- 7.3.15 Legibility of the document shall be maintained by using permanent ink in all the documents.
- 7.3.16 The document audit shall be performed by the ISO Head during the scheduled internal audit to check the document control of all divisions.
- 7.3.17 Documented information for identifying, filing, storing, maintaining and disposing of records was established and maintained. Records are handled, retained and stored in manners that prevent damage and deterioration.
- 7.3.18 All Department / Division / Section concerned shall be responsible for registering the list of their IMS records.
- 7.3.19 The DCC shall be responsible for maintaining the Master Record Control Register from the List of Records submitted by all Department / Division / Section.
- 7.3.20 The DCC shall be responsible for preserving of all records after their maintenance period.
- 7.3.21 The ISO Head shall be responsible for the approval of records submitted by the concerned section for registration in DCC.
- 7.3.22 Records shall be preserved for a specified period of time in such a way that they are readily retrievable for future reference. The integrity and legibility of the data input shall be protected by not using pencil in the data recording. Erasures shall be done by crossing out the word then the responsible person shall affix his/her signature. Liquid eraser shall not be used to ensure traceability of the origin of the erasures.

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 29 of 43

7.3.23 The proper disposal shall be done by shredding or recycling while the document data shall be disposed by crossing them out. Records/documents that contain technical data of the product shall be also subjected for disposal.

7.3.24 All documents pertaining to the disposal of record shall be maintained and safeguarded from unintended reproduction and use.

Reference:

ISO 9001:2015 Clause 7.5 Documented Information

Control of Documented Information Procedure (GMAWD-IP-DCC-001)

8.0 IMPLEMENTATION AND OPERATION OF INTEGRATED MANAGEMENT SYSTEM

8.1 Operational Planning and Control

8.1.1 In order to ensure that applicable requirements are met, all processes from receiving of requirements to delivery of service shall be identified, and these processes shall be carried out under controlled conditions in accordance with the standard operating procedures and the established Citizens Charter of the GENERAL MARIANO ALVAREZ WATER DISTRICT.

8.1.1.1 Concerned department/divisions/sections shall ensure that services are delivered with quality and in consonance with established procedures.

8.1.1.2 Review of the overall performance of the IMS is conducted during scheduled internal audit to ensure consistency with the documented procedures and Management Review includes the identification of potential non-conformities and its prevention, opportunities for improvement for quality policy.

Reference:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 8.1 Operational Planning and Control

Pumping Station Daily Operation Procedure (GMAWD-QP-PRD-001)

Project Works Implementation Procedure (GMAWD-QP-MAD-003)

Budget Control Procedure (GMAWD-QP-FIN-002)

Energy and Water Management Procedure (GMAWD-IP-EHS-006)

Waste Management Control Procedure (GMAWD-IP-EHS-012)

Chemical Control Procedure (GMAWD-IP-EHS-003)

Atmosphere Control Procedure (GMAWD-IP-EHS-002)

Health and Safety Control Procedure (GMAWD-IP-EHS-011)

8.2 Determining Requirements of the Service

8.2.1 Concerned department/division/section providing services to customers shall determine requirements related to the service to offer. Procedures were established for services offered by the Water District and requirements to avail such services are defined.



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 30 of 43

8.2.2 Concerned department / division / section shall review the requirements and ensure its completeness prior to processing of service. Service shall not be provided unless requirements are satisfied.

8.2.3 Concerned department / division / section shall communicate any of the following to its customers:

8.2.3.1 Service Information

8.2.3.2 Amendments of service requirements

8.2.3.3 Response to customer feedbacks

8.2.3.4 Response to Administrative Complaints

8.2.4 Customer Complaints shall be handled by the Customer Service Division.

8.2.5 Administrative Complaints shall be handled by the Admin Service Division based on due process.

Reference:

ISO 9001:2015 Clause 6.2.1 Customer Communication

ISO 9001:2015 Clause 8.2.2 Determining the Requirements for products and services

ISO 9001:2015 Clause 8.2.3 Review of the Requirements for products and services

ISO 9001:2015 Clause 8.2.4 Changes to Requirements for Products and Services

Communication Control Procedure (GMAWD-IP-OGM-001)

New Water Service Application and Other Services Procedure (GMAWD-QP-CSD-001)

Customer Focus Procedure (GMAWD-QP-CSD-002)

8.3 Control of Externally Provided Processes, Products and Services

8.3.1 Purchasing procedure provides the guidelines on the requisition and purchase of all goods and services of the GENERAL MARIANO ALVAREZ WATER DISTRICT.

8.3.2 Requesting Department / Division / Section shall prepare Purchase Request and submit to Administrative Services Division who shall endorse the PR to the BAC to identified the Mode of procurement in accordance with Bidding Control Procedure.

8.3.3 Supply Property Management Section shall monitor all purchase orders against delivery using the Purchase Request Monitoring.



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 31 of 43

- 8.3.4 BAC shall be responsible for checking the quantity and description as shown in the invoice delivery receipt if these conform to the PO.
- 8.3.5 BAC shall be responsible for the accreditation, evaluation, approval and disqualification of suppliers.
- 8.3.6 Administrative Services Division shall be responsible for the supplier performance evaluation.
- 8.3.7 BAC shall be responsible for the registration and disqualification of a potential and existing supplier and also be responsible for maintaining and updating the "Approved Supplier's List".
- 8.3.8 All existing suppliers shall be considered accredited but monitoring of performance shall be implemented.
- 8.3.9 Administrative Services Division shall compute for the weighted points for each criterion as well as the total points garnered by each supplier and recommend for the retention or disqualification of supplier.
- 8.3.10 Administrative Services Division shall inform the supplier on their performance rating on a quarterly basis.

Reference:

ISO 9001:2015 Clause 8.4 Control of Externally provides processes, products and services

ISO 45001:2018 Clause 8.1.4 Procurement

External Providers Accreditation & Performance Evaluation Control Procedure (GMAWD-IP-ADM-009)

Procurement Control Procedure (GMAWD-IP-ADM-008)

Bidding Control Procedure (GMAWD-QP-ADM-007)

8.4 Production and Service Provision

- 8.4.1 In order to ensure that applicable requirements are met, all processes from receiving of requirements to delivery of service shall be identified, and these processes shall be carried out under controlled conditions in accordance with the standard operating procedures and the established Citizens Charter of the GENERAL MARIANO ALVAREZ WATER DISTRICT.
- 8.4.2 Concerned department/division/section shall ensure that services are delivered with quality and in consonance with established procedures.



Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 32 of 43

8.5 Release of Products and Service

- 8.5.1 Products and materials are properly handled to prevent it from damage/deterioration.
- 8.5.2 GENERAL MARIANO ALVAREZ WATER DISTRICT has provided designated storage areas for finished products to prevent damage or deterioration. To detect deterioration, the conditions of stock are assessed at appropriate intervals through routine monitoring.

Reference:

- ISO 9001:2015 Clause 8.5.1 Control of Production and Service Provision
- ISO 9001:2015 Clause 8.5.2 Identification and Traceability
- ISO 9001:2015 Clause 8.5.3 Property belonging to customers or external providers
- ISO 9001:2015 Clause 8.5.4 Preservation
- ISO 9001:2015 Clause 8.5.5 Post-Delivery Activities
- Pumping Station Control Procedure (GMAWD-QP-PRD-001)
- Water Quality Control Procedure (GMAWD-QP-PRD-002)
- Planning and Estimate Control Procedure (GMAWD-QP-MAD-001)
- Construction and Maintenance Control Procedure (GMAWD-QP-MAD-002)
- Project Works Implementation Procedure (GMAWD-QP-MAD-003)
- Tools and Equipment Control Procedure (GMAWD-QP-MAD-004)
- New Water Service Application and Other Services Procedure (GMAWD-QP-CSD-001)
- Meter Reading Control Procedure (GMAWD-QP-CSD-002)
- Billing Control Procedure (GMAWD-QP-CSD-004)
- Cashiering Control Procedure (GMAWD-QP-FIN-001)
- Budget Control Procedure (GMAWD-QP-FIN-002)
- Disbursement Control Procedure (GMAWD-QP-FIN-003)
- Preparation of Financial Statement Control Procedure (GMAWD-QP-FIN-004)
- Service Vehicle Control Procedure (GMAWD-QP-ADM-001)
- Service Vehicle and Office Equipment Maintenance Control Procedure (GMAWD-QP-ADM-002)
- Warehouse Control Procedure (GMAWD-QP-ADM-003)
- Property Management Control Procedure (GMAWD-QP-ADM-004)
- Housekeeping Control Procedure (GMAWD-QP-ADM-005)
- IT Control Procedure (GMAWD-QP-ADM-010)

8.6 Control of Non-Conforming Product

- 8.6.1 A procedure was established to detect and manage non-conformances on the implementation of the Integrated Management System.
- 8.6.2 Nonconforming services shall be handled in one or more of the following ways:
 - 8.6.2.1 By taking action to eliminate the detected nonconformity
 - 8.6.2.2 By authorizing its use, or acceptance under concession of a relevant authority where applicable, by the customer/interested party.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 33 of 43

8.6.2.3 By taking action to preclude its original intended use or application

8.6.2.4 By taking action appropriate to the effects, or potential effects, of the nonconformity after the service has been delivered.

Reference:

ISO 9001:2015 Clause 10.2 Nonconformity and Corrective Action

Control of Non-Conforming Services Procedure (GMAWD-IP-ISO-005)

Corrective Action Procedure (GMAWD-IP-ISO-006)

8.7 Emergency Preparedness and Response

8.7.1 The Emergency Response Committee (ERC) of GENERAL MARIANO ALVAREZ WATER DISTRICT is formed to ensure that potential accidents, and emergency situations have been given preventive measures. Responses to mitigate potential environmental impacts are documented also through the different Emergency guidelines from the committee.

Reference:

ISO 14001:2015 & ISO 45001:2018 Clause 8.2 – Emergency Preparedness and Response

Emergency Preparedness and Response Procedure (GMAWD-IP-EHS-005)

9.0 MONITORING AND MEASUREMENT OF IMS PERFORMANCE

9.1 Customer Satisfaction

9.1.1 The Customer Services Division shall be responsible for receiving and acknowledging the receipt of the complaints and coordinate the investigation to all concerned department / division / section.

9.1.2 Customer Satisfaction can be measured through the following:

9.1.2.1 Quality Performance indices

9.1.2.2 Promptness of service to clients

9.1.2.3 Surveys/Questionnaires to clients

9.1.2.4 Rating coming from the clients

9.1.3 The Head of Customer Services Division ensures the conduct of public assessment of service twice a year or as the need arises, checks data analysis, recommends course of action, if needed, and submits the survey results and recommendations to the General Manager.

9.1.4 The Customer Services Division shall analyze the data tabulated and generate charts and figures.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 34 of 43

- 9.1.5 The Customer Services Team members conduct the survey in their respective designated areas within the established time frame. They shall tabulate the data daily and report to the Division manager any complaint/commendation/reports expressed by the respondents during the survey.
- 9.1.6 The Information Officer collects and summarizes content of suggestion boxes, monitors negative publicities about the agency in internet forums, social media, and the tri-media, and reports the negative publicities to immediate supervisor.
- 9.1.7 The General Manager issues further instructions as he may see fit with respect to the results of the survey and feedback summary.
- 9.1.8 All Department /Division Managers shall ensure implementation of instructions of the General Manager with respect to the results of the survey.

Reference:

ISO 9001:2015 Clause 9.1.2 Customer Satisfaction

ISO 9001:2015 Clause 8.2.1 Customer Communication

Communication Control Procedure (GMAWD-IP-OGM-001)

Customer Focus Procedure (GMAWD-QP-CSD-003)

New Water Service Application and Other Services Procedure (GMAWD-QP-CSD-001)

9.2 Internal Audit

- 9.2.1 Internal Audits is planned to implemented, verify and to determine the implementation and effectiveness of the Integrated Management System. To continually improve the documented procedures for the performance of Integrated Management System an internal audit shall be carried out. Taking into consideration the status and importance of processes, areas to be audited as well as the results of previous audits.
- 9.2.2 Internal Audits shall be conducted within the organization at least twice a year or as need arises depending on the implementation of the IMS to measure the effectiveness of the established integrated management system.
- 9.2.3 The ISO Head shall select and train the lead auditor and auditors, quality team, and shall maintain the record of certifying auditor qualification.
- 9.2.4 The auditors of GENERAL MARIANO ALVAREZ WATER DISTRICT must have attended and completed the internal auditing training course conducted by a qualified trainer.
- 9.2.5 The ISO Head shall prepare the Annual Audit Plan, have it reviewed and approved by the General Manager. It also includes matters such as training, non-conformances, corrective



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 35 of 43

action, customer complaints or the degree of importance depending on the IMS and process performance monitoring during the implementation and review on the effectiveness of the IMS.

- 9.2.6 The ISO Head shall approve the Detailed Audit Itinerary.
- 9.2.7 The auditor shall conduct the verification and investigation on the basis of the objective evidence to the specified requirement and record on the checklist.
- 9.2.8 The auditor shall record and summarize the audit contents and the non-conformances found during the audit based on the checklist, documented Integrated Management System and SO standard.
- 9.2.9 Upon completion of the audit and before the closing meeting, the audit team shall have an auditor's wrap-up meeting to evaluate the audit results and prepare the corrective action request (CAR) to the non-conformances found during the audit and all other agenda in the review input in the standard.
- 9.2.10 After the audit team meeting, the lead auditor shall hold a closing meeting and present the audit results and ensure the results are understood and accepted by the audited sections.
- 9.2.11 The auditor shall verify the closing of the non-conformance based on the committed implementation date in the CAR.
- 9.2.12 The ISO Head shall verify effectiveness of the action taken and report it to the General Manager. The report shall be presented during the management review meeting.
- 9.2.13 The term of validity of the qualification of the auditor is one (1) year, and shall acquire the re-qualification process one month before the expiration date of the qualification provided had participated in an audit for more than 2 times for 1 year, otherwise, he will undergo the qualifying process of new auditor.

Reference:

ISO 9001:2015 Clause 9.2 Internal Audit
Internal Audit Procedure (GMAWD-IP-ISO-003)

9.3 Monitoring and Measurement of Processes & Services

- 9.3.1 Departments/Division/Section shall monitor and measure the performance indicators of their processes to ensure conformance with the Integrated Management System requirements. When targets are not met, correction and corrective action shall be taken, as appropriate.



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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 36 of 43

- 9.3.2 The GENERAL MARIANO ALVAREZ WATER DISTRICT shall employ a monitoring system to measure and verify that the service requirements are met and are carried out under controlled condition during all stages of service realization process.

Reference:

ISO 9001:2015 Clause 9.1.1 General (Monitoring, Measurement, Analysis and Evaluation)
New Water Service Application and Other Services Procedure (GMAWD-QP-CSD-001)

9.4 Analysis of Data

- 9.4.1 The analysis and collection of data shall focus on the areas of customer satisfaction, service performance trends, internal audit results and non-conformance found during the execution of the service. The results of the analysis can contribute to the improvement of the IMS and measurement of the quality objectives.

Reference:

ISO 9001:2015 Clause 9.1.3 Analysis and Evaluation
Management Review Procedure (GMAWD-IP-ISO-002)
Suppliers Providers Accreditation & Performance Evaluation Procedure (GMAWD-IP-ADM-009)
Customer Focus Procedure (GMAWD-QP-CSD-005)

9.5 Management Review

- 9.5.1 Management Review is established to effectively manage the conduct of a Integrated Management Review System to check and ensure the effectiveness and suitability of the Integrated management system being implemented by the entire GENERAL MARIANO ALVAREZ WATER DISTRICT.
- 9.5.2 The review shall be done twice a year. This shall be undertaken in accordance with the management review procedure
- 9.5.3 To allow the management to carry out meaningful evaluation of the IMS, necessary information and data shall be collected and made available during the review process. The agenda for the management review shall include the following:

9.5.3.1 Review Input

9.5.3.1.1 The status of actions from previous management reviews

9.5.3.1.2 Changes in internal and external issues that are relevant to the integrated management system, the needs and expectations of interested parties, including compliance obligations, its significant aspects and hazards.



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 37 of 43

9.5.3.1.3 Information on the performance and effectiveness of the integrated management system including trends in:

9.5.3.1.3.1 Review of Quality, Environmental, Health and Safety Policy

9.5.3.1.3.2 Customer Satisfaction and Feedback from relevant interested parties

9.5.3.1.3.3 The extent to which quality, environmental, health and safety objectives have been met.

9.5.3.1.3.4 Process Performance & Conformity of products and services

9.5.3.1.3.5 Incident, Nonconformities and corrective actions

9.5.3.1.3.6 Monitoring and Measurement Results

9.5.3.1.3.7 Result of Participation and Consultation

9.5.3.1.3.8 Fulfillment of its compliance obligations

9.5.3.1.3.9 Audit Results

9.5.3.1.3.10 Performance of External Providers

9.5.3.1.4 The Adequacy of resources

9.5.3.1.5 The effectiveness of the action taken to address risks and opportunities

9.5.3.1.6 The effectiveness of the action taken to address risks and opportunities

9.5.3.1.7 Relevant communication(s) from interested parties, including complaints

9.5.3.1.8 Opportunities for Improvement

9.5.3.2 Review Output

9.5.3.2.1 Decisions and actions related to:

9.5.3.2.1.1 Opportunities for improvement of IMS Implementation

9.5.3.2.1.2 Any need for changes to the Integrated Management System

9.5.3.2.1.3 Actions, if needed when environmental, health and safety objectives have not been achieved

9.5.3.2.1.4 Resources Needed

9.5.4 Special committee meetings can be held if the General Manager needs the committee, or if the ISO Head or any member of the committee suggests special matters to the General Manager. In the case, the committee meeting can only be held if the General Manager has reviewed and approved it.

9.5.5 ISO Head shall notify the committee members to hold the committee meeting at least a week before the actual meeting. Members shall prepare needed documents and materials before holding the regular committee meetings.

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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 38 of 43

9.5.6 The General Manager shall decide the schedule, responsible members for the decided corrective action, and notify them to complete the corrective action within the due date under the cooperation of section concerned if needed.

9.5.7 The ISO Head / Department & Division Managers shall monitor the status of the resolution during the meeting.

Reference:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 9.3 Management Review
Management Review Procedure (GMAWD-IP-ISO-002).

9.6 Evaluation of Compliance

9.6.1.1 Policy

9.6.1.1.1 It is the policy of GMA Water District to establish, implement and maintain documented procedure(s) to evaluate compliance to applicable compliance obligations of the company.

9.6.1.2 Control

9.6.1.2.1 Compliance to compliance obligations based on the List of Compliance Obligations shall be reviewed and updated by the PCO, SO and ISO FACILITATOR with the approval of the Top Management on a regular basis.

9.6.1.3 Strict compliance to these compliance obligations shall be implemented.

Reference:

ISO 14001:2015 & ISO 45001:2018 Clause 9.1.2 Evaluation of Compliance
Compliance Obligations Procedure (GMAWD-IP-EHS-004)



Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 39 of 43

10.0 IMPROVEMENT

10.1 Incidents, Nonconformity and Corrective Action

10.1.1 Corrective Action Procedure was established to investigate and determine the causes of the problems and nonconformities occurring to all quality, environmental, health and safety assurance stages such as in dealing with suppliers, monitoring, measurement, production process, customer complaints, internal and external audit and any system improvement processes of GENERAL MARIANO ALVAREZ WATER DISTRICT. This procedure also involves the process of taking the follow-up activities to prevent and eliminate recurrence of the nonconformance or problems encountered.

10.1.2 The concerned department/division/section that received the CAR shall record the cause of nonconformity, corrective action, and the date for completion of corrective action after the analysis of the cause of nonconformity and shall establish the corrective action and shall return it to the requesting section (auditor) for verification of the implementation of the corrective action given.

10.1.3 The prepared CAR shall be reviewed by the requesting section head and the CAR form shall be forwarded to ISO Head for approval before recording in CAR Control Register.

10.1.4 The CAR No. shall be given by the DCC and the original copy of the CAR shall be sent to the concerned dept. after recording it in the CAR Control Register. Upon closing the CAR, the original copy shall be sent to the DCC while the duplicate shall be disposed.

10.1.5 The effectiveness of the action taken shall be close after one (1) month of implementation to determine if the established corrective action is suitable and verify if it is continuously being implemented.

10.1.6 The ISO Head shall be responsible for finding the status of the total controlled CAR recorded in the CAR Control Register every month and report them in the scheduled management review.

Reference:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 10.2 Nonconformity and Corrective Action

Corrective Action Procedure (GMAWD-IP-ISO-006)

Health and Safety Control Procedure (GMAWD-IP-EHS-011)



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Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 40 of 43

10.2 Continual Improvement

10.2.1 The Concerned Department shall identify the subjects that needs improvement such as but not limited to the following:

- 10.2.1.1 Customer's Satisfaction
- 10.2.1.2 Effect of the Integrated Management System
- 10.2.1.3 The efficiency of each department process
- 10.2.1.4 The quality of goods and accompanied service
- 10.2.1.5 Risks and Opportunities

10.2.2 Concerned Department shall collect information/data with regards to the following:

- 10.2.2.1 Quality, Environmental, Health and Safety Policy
- 10.2.2.2 Quality, Environmental, Health and Safety Objectives
- 10.2.2.3 Evaluation result of Integrated Management System
- 10.2.2.4 Data analysis (customer's satisfaction, conformance of items, tendency of process and products including its status, supervision of the suppliers, market tendency, competitors)

10.2.3 The Top Management together with the ISO Facilitator shall review the continuous improvement programs every conduct of Management Review.

Reference:

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Clause 10.3 Continual Improvement
Management Review Procedure (GMAWD-IP-ISO-007)

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Integrated Management System Manual

Document No.	:	GMAWD-IP-ISO-001
Revision Level	:	2
Page	:	Page 41 of 43

11.0 ATTACHMENT 1: INTEGRATED QUALITY, ENVIRONMENTAL, HEALTH AND SAFETY POLICY

INTEGRATED QUALITY, ENVIRONMENTAL, HEALTH AND SAFETY POLICY

GENERAL MARIANO ALVAREZ Water District, a service-oriented and socially conscious public utility agency, professionally managed by highly motivated workforce, define quality as conformance to our customer's needs, both internal and external, and conformance to all quality parameters required by international and statutory standards. With this in mind, we strive to be a positive force in the water industry while providing professional and ethical water management services with a total commitment to maximum customer satisfaction.

In order to achieve this goal, we think and act as a team to give our customers the best service that we can give. Towards this end, we commit:

- a. To meet, if not exceed the standards set by the Philippine National Standard for Drinking Water (PNSDW).
- b. To communicate our integrated policy with our customers, and all other interested parties and encourage our employees to embrace quality as their personal commitment to GENERAL MARIANO ALVAREZ WATER DISTRICT.
- c. To identify areas for continual improvement by conducting a regular review of the Integrated QEHS Management System and subjecting the performance of GENERAL MARIANO ALVAREZ WATER DISTRICT to regular internal audit.
- d. To comply the requirements provided under the provisions of RA 9275 of the Clean Water Act of 2004 and the Supreme Court Mandamus of 2008 ensuring environmental protection and proper management of waste and waste water disposal and sanitation.
- e. To adopt digital and technological innovations in coping up with the fast changing business process, modern equipment facilities as well as personnel advancement and competitiveness.
- f. To hasten preparedness in times of natural and man-made adversities; reduce the effects of these calamities to water system facilities; and manage the risk of water supply shortage, interruptions and water quality.
- g. To prevent pollution on land, water and air.
- h. To comply with the guidelines on environmental, health and safety (EHS) standards for GMAWD employees and workplace required by implementing government agencies.

Approved by:

JULIET M. NACITA
General Manager

Date: February 21, 2022

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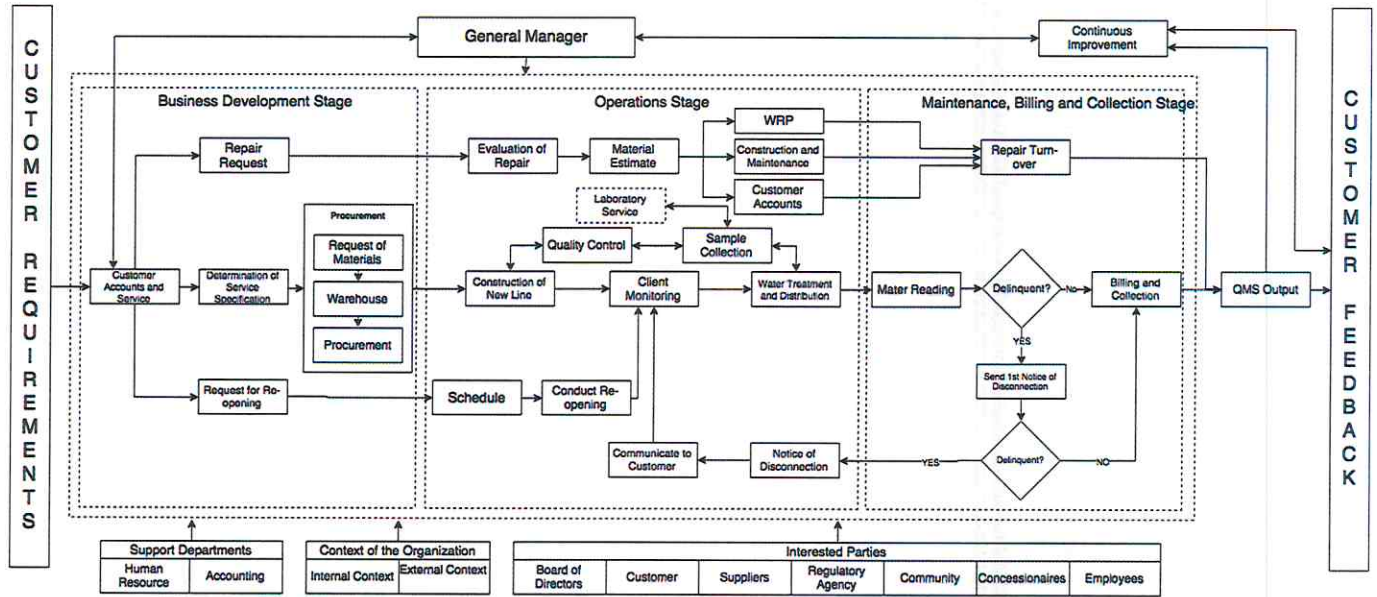
Integrated Management System Manual

Document No. : GMAWD-IP-ISO-001

Revision Level : 2

Page : Page 42 of 43

12.0 ATTACHMENT 2: GENERAL MARIANO ALVAREZ WATER DISTRICT BUSINESS PROCESS



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