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ERTO Integrated Management System Policy

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1 Purpose and Scope

The policy of Egis Road and Tunnel Operation Ireland Limited (ERTO) is to operate a profitable business based on sound management principles and best practice in:

- Quality management
- Occupational health and safety management
- Environmental management
- Asset management
- Information security management

in order to fulfil its obligations to Clients and Stakeholders.

2 Principles

ERTO's main goal is to Provide the Service to the Client in accordance with the above. This is achieved through the implementation of an Integrated Management System (IMS) that:

- Supports the overall business strategy and achievement of our business goals, in the context of the company's operations
- Delivers quality services to satisfy Client and Stakeholder requirements and expectations.
- Meets, at a minimum, company statutory and regulatory obligations
- Conforms to international standards ISO 9001:2015, ISO 14001:2015, ISO 27001:2017, ISO 45001:2018 and ISO 55001:2014.

Our business policy and objectives are based on the following key principles:

- Customer focus
- Management commitment
- Fulfilment of legal requirements and other requirements
- Safe and healthy working conditions
- Prevention of injury and ill health
- Elimination of hazards and reduction of OH&S risks
- Protection of the environment
- Prevention of pollution
- Energy efficiency
- Sustainability
- Optimal asset management and security
- Staff involvement (consultation and participation) and empowerment
- Fulfilment of stakeholder expectations
- Partnership approach to suppliers
- Financial business targets
- Confidentiality, integrity and availability of information
- Continual improvement of the IMS

3 Implementation

Through support of these principles, all Staff at all levels ensure the following:

- Current and future needs and expectations of Clients and Stakeholders are fully understood at all levels of the organisation, and good customer relations are fostered within all customer interface activities.
- ERTO Senior Management demonstrates full and active support for the IMS by taking accountability for the effectiveness of the IMS and provision and support of necessary resources. ERTO Senior Management seeks to continually improve the IMS through achievement of the IMS objectives and monitors the effectiveness of the IMS through regular management reviews.
- The IMS objectives and programmes for their achievement have been defined and communicated within the organisation, and their progress is monitored. The IMS objectives support the implementation of this IMS Policy, reflect planning decisions which are key to our IMS, and trigger continual improvement of our activities.
- Management functions at all levels demonstrate a best-practice leadership approach to ensure that IMS processes are followed as prescribed, that the focus is on customer needs, the IMS Policy and the company objectives, and that a safe, healthy, eco-friendly, secure and supportive working environment is created and maintained.
- All staff receive the necessary training, support and empowerment to achieve customer and business objectives and are given support in their own career aspirations.
- Staff, at all applicable levels and functions, are consulted on and participate in development, planning, implementation, performance evaluation and actions for improvement of the IMS, in particular in the area of occupational health and safety.
- The primary focus of staff at all levels is on compliance with relevant statutory and regulatory duties and that they adhere to their defined roles in delivering the contractual requirements of the Client and meet expectations and company business targets.
- ERTO ensure that the IMS is proactive in terms of approach to hazards, risks and opportunities. We are committed to preventing incidents and nonconformities, and we ensure that mechanisms for reduction of IMS risks and management of IMS opportunities are effective.
- Occupational health and safety hazards, together with associated occupational health and safety risks pertaining to work locations and activities, are identified, evaluated and, so far as is reasonably practicable, eliminated. Where this is not possible, necessary controls are implemented to reduce risks to an acceptable level.
- Suppliers and subcontractors are assessed and selected on the basis of ERTO's needs, and their own business management systems and business culture.
- Partnerships are fostered with selected suppliers to establish mutually beneficial relationships.
- All business activities, including the selection and use of resources, are planned and carried out with due regard to their potential effect on the environment
- Significant aspects and their potential impact on the environment are assessed and controls established in order to minimise negative effects on the environment under the company's authority.

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- All business activities are planned and carried out with a view to preventing pollution of the environment and minimising the impact on local communities and wildlife habitats.
- Carbon dioxide emissions are reduced as far as practicable through efficient management of energy, through purchase of energy from the most cost-effective and sustainable sources and procurement of energy-efficient plant and equipment.
- Good sustainability practices are followed, promoted and implemented in order to reduce the long-term impact of ERTO's activities on the environment and by adopting the Brundtland Commission's definition of sustainability as 'development that meets the needs of the present generation without compromising the ability of future generations to meet their own needs'.
- Necessary resources, processes and competent staff is provided to implement the Employer's Asset Management Policy, and that ERTO's Asset Management System delivers all contractual requirements and facilitates achievement of asset management objectives.
- The Employer's asset management objectives, defined in the Employer's Asset Management Policy, are incorporated into the ERTO's Asset Management System and communicated to all Asset Management System Stakeholders.
- Asset management decision-making criteria, as defined in ERTO's Asset Management System, are applied to all asset management decisions made by ERTO to ensure operating conditions are met, risks minimised, and safety and continuity of service is guaranteed for all Stakeholders.
- A standard for secure use of information and communication systems is established and operated to protect data and determine the code of conduct for users, system administrators, management and ERTO Information Security personnel.
- Information security objectives are defined within the IMS, and processes for achievement of these objectives are established in order to safeguard confidentiality, integrity and availability of physical and electronic information assets, and to ensure that regulatory, operational and contractual requirements are fulfilled.

This policy is communicated to all Staff and is available on the Dublin Tunnel website (<http://dublintunnel.ie>) and Jack Lynch Tunnel website (<http://jacklynchtunnel.ie>).

The IMS Policy, as well as associated objectives and performance measures, are reviewed at annual Management Reviews of the IMS and at any other time as appropriate, so as to reflect any changes to company policy and objectives.

Signed:



Gareth Brown
Tunnel Director

4 References

- Integrated Management System Manual (ERTO_1_MAN-001)
- Transport Infrastructure Ireland Asset Management Policy

5 Glossary of Terms

DT	Dublin Tunnel
ERTO	Egis Road and Tunnel Operation Ireland Limited
IMS	Integrated Management System
ISO	International Organisation for Standardisation
ISO 9001	ISO standard for quality management systems
ISO 14001	ISO standard for environmental management systems
ISO 45001	ISO standard for occupational health and safety management systems
ISO 55001	ISO standard for asset management systems
ISO 27001	ISO standard for information security management systems
JLT	Jack Lynch Tunnel
MTCC	Motorway Traffic Control Centre
OH&S	Occupational Health and Safety
OMTCC	Operation and Maintenance of Tunnels and Traffic Control Centre

6 Revision History

Version	Description of Changes
1.0	Front page, headers and footers reformatted Removed watermark
2.0	Additions for ISO 27001 and ISO 55001. Minor edits.
2.1	Changed " <i>This policy is communicated to all staff and is available to the public via the company website – www.erto.ie</i> " to " <i>This policy is communicated to all staff.</i> ", as per NCR-067-2016
3.0	General review of aims and goals to address findings from preliminary ISO 27001 and 55001 certification audits. ISO standard references completed with issue dates. Added new section to indicate document references for IMS Objectives. Section 2 updated
3.1	Full review and update
4.0	General revision and update. Update to ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.
5.0	Full review, formatting updates.

7 Approvals

Amended by (Name)	Title	
Guillaume Tourrette	Compliance Manager	
Reviewed by (Name)	Title	
Gareth Brown	Tunnel Director	
Approved by (Name)	Title	Date Approved
Gareth Brown	Tunnel Director	09/09/2020