
	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	1 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	<b>Oversight Agencies/Offices</b> <i>(DOTr, OTS, DENR, LLDA, NDRRMC)</i>	Safety, Security, and Environmental reports other related requirements per orders and directives	Prompt submission of requirements and reports as per given target of submission	Yes	Non-compliance to the directives that may cause delays of projects, plans, and tasks of the oversight agencies/offices related to the safety and security of rail transport system	
2.	<b>Top Management</b> <i>Office of the Administrator, DA for Administrative, Finance, and AFCS</i>	Implemented Safety and Security Policies, Guidelines, and Procedures	Compliance of the SSD to all safety and security rules and regulations issued by oversight agencies including monitoring of LRTA personnel and other stakeholder's observance to the safety and security	Yes	Failure in the observance of the required safety, security, and environmental rules and regulation which may lead to loss of agency's properties and exposure	Improved performance in providing safe and secured operation of the LRTA

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	2 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
			policies, guidelines, and procedures of the LRT		of LRTA personnel and other stake holders to incidents accidents	
3.	HRMD – Training Section	<ul style="list-style-type: none"> <li>SSD Training program, Schedules, List of SSD participants to attend trainings and orientation</li> </ul>	<ul style="list-style-type: none"> <li>Accurate and prompt submission of the training program, schedules, and lists of SSD participants</li> </ul>	Yes	<ul style="list-style-type: none"> <li>Delays of trainings and orientation to be conducted that may cause lack of knowledge of SSD personnel to execute their function while on duty</li> </ul>	<ul style="list-style-type: none"> <li>Improved skills of SSD personnel in their field of expertise to maintain the safe and secured operations of the LRTA</li> </ul>

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	3 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
		<ul style="list-style-type: none"> <li>Assistance during conduct of orientations, trainings, and drills</li> </ul>	Competent and skilled SSD personnel to assist during orientations, trainings, and drills	Yes	Incognizance of the newly hired personnel and Contractor's workers on the safety and security rules, protocols, and emergency procedures of the LRTA that may cause incident and/or accident in the workplace or during emergencies	Safety and secured workplace for all LRTA personnel and stakeholders
4.	Business Development and Public Relations Division (BDPRD)	Response/resolution to safety and security related complaints and suggestions by the passengers	Prompt response/resolution to safety and security related complaints and consideration to suggestions by	Yes	Complaints and suggestion may not be aligned to the implemented LRTA safety policies, rules and regulations	Improved customer satisfaction

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	4 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
			passengers			
5.	Medical Unit	OH&S related reports including health declaration report in case of sickness due to biological disease/s	Thorough coordination of the SSD on Occupational Health and Safety concerns and medical emergencies of the LRTA	Yes	Non-adherence of the LRTA to the issued Health protocols	Minimal cases of Biological disease/s inside the LRTA
6.	Operations Department (OCC, SOD, TOD)	Coordination in addressing safety, security, and environmental related concerns and incidents in the revenue line	Prompt action and assistance on the Safety, Security, and Environmental (incidents, accidents and emergencies) related issues and concerns raised by passengers as well	Yes	Exposure of all LRTA revenue line personnel on duty and other stakeholders to hazards and accidents	Improved safety and security workplace and operations at the revenue line

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	5 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
			as inspection of facilities, monitoring of activities and passenger flow at the revenue line			
7.	Engineering Department / Line 2 RSISD	Safety Requirements	Safe and unhampered work on Engineering Projects/maintenance, renovations, rectifications, and inspection	Yes	Work stoppage and/or occurrence of incident/accident during activities due to neglect of safety requirements	Continuance and safe work activities, safe and secured operations of LRTA Line 2
8.	Finance Department / Accounting Division	Summary of Violation Report (Contracted Security Provider)	Prompt and updated submission of Violation Report Summary	Yes	Delay in submission of violation/information reports submitted by on duty CSO	Enhanced security and protection of all LRTA personnel and stakeholders against

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"




	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	6 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
						attack by a hostile state or other hostile party on LRTA premises resulting in the loss of life or destruction of property
9.	Concession Agreement Management Team (CAMT)	Review/comments on the submitted Safety-related KPIs	Timely submission of comments on the submitted Safety-related KPIs	Yes	Delays in receiving pertinent information and KPIs submitted by CAMT	Improved assessment of submitted KPIs issues and concerns
10.	Supplier/General Services Division/Warehouse	Delivery of various emergency rescue equipment, PPEs, and Security equipment	Proper coordination of SSD on the delivery of emergency rescue equipment, PPEs, and Security equipment	No	Improper operation during emergencies which may cause exposure of the responders and rescuers in dangers and hazards	Better protection of responders/ rescuers against health and/or safety risks and decrease the number of preventable

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"






	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	7 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
						hazards during emergency operations
11.	Contracted Security Providers	Payment, Contract Agreement with the LRTA	Timely/efficient processing of payments	Yes	Multiple violations of the Contracted Security Providers based on TOR	Improved quality of security thru monitoring of numbers of security personnel to relieve unguarded post, deployment, and security equipment
12.	Non-Rail Revenue Contractors (Advertising/marketing agencies, Food stall)	Contract/agreement with LRTA Line 2	Safe and secured work area	Yes	Violation of Safety and Security rules and regulations during work and activities inside the LRTA	Harmonized, safe, and secured activities for Rail Revenue and Non-rail revenue operations

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"


	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	8 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
	<i>clients, and LRTA vacant space lessee)</i>				Line 2	
13.	<b>Other External agencies</b> <i>(PNP, AFP, MMDA, OTS, BFP, NDRRMC)</i>	Implemented Safety and Security related guidelines and procedures issued by external agencies	Close coordination of SSD on the implementation of security and/or safety related guidelines and procedures (turnover of apprehended suspects, emergency preparedness and rescue operations, etc.)	Yes	Misperception in the execution of process and procedure during response to safety, security and environmental related incident, accident, and even emergencies that may lead to more exposure to hazard and incident	More comprehensive and coordinated response to incident and emergencies

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"





	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
		Page No.:	9 of 9
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Safety and Security Management	Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
14.	Passengers	Provision to safe, reliable and convenient journey	Prompt response to Security and Safety related concerns	Yes	Unsatisfied passenger/s on provided services of the LRTA	Improved customer satisfaction and higher revenue income

Prepared by:  Chua Jimmy Loste Digitally signed by Chua Jimmy Loste Date: 2022.10.17 11:17:14 +08'00' <b>JIMMY L. CHUA</b> Manager, Safety and Security Division	Reviewed by:  Kabigting Enrique Domingo Fernandez Digitally signed by Kabigting Enrique Domingo Fernandez <b>DOMINIC F. KABIGTING</b> OIC, Administrative Department Management Representative, QMS Core Team	Approved by:   <b>ATTY. JOSE JOBEL V. BELARMINO</b> Officer-In-Charge, Deputy Administrator for Administrative, Finance and AFCS Concurrent Manager, Legal Department
--	---	---

Documents that do not bear fresh LRTA's official document stamp are considered "Uncontrolled"

