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## 1. NORMATIVE REFERENCES


The documented information of the LRTA Integrated Management System (IMS) for Light Rail Transit (LRT) Operations and Maintenance Management for the Depot and Stations of the Line 2 System is normatively referenced to the following international standards:

- **ISO 9001:2015** - Quality Management Systems (QMS) Requirements, which defines the criteria for an effective quality management system and includes principles such as customer focus, leadership, engagement of people, process approach, improvement, evidence-based decision making, and relationship management. The standard has been amended to include considerations of climate change, emphasizing the importance of addressing environmental impacts and risks within the organization's quality management system. This ensures that organizations integrate climate-related risks and opportunities into their strategic and operational planning, promoting sustainability and resilience.
- **ISO 9000:2015** - Quality Management Fundamentals and Vocabulary, providing the essential terms and definitions used in quality management to ensure consistency and clarity in communication.
- **ISO 45001:2018** - Occupational Health and Safety Management Systems (OHSMS) Requirements, which establishes a framework to ensure the health and safety of workers by identifying hazards, assessing risks, and implementing appropriate control measures to prevent accidents, injuries, and illnesses in the workplace.
- **Republic Act 11058 s. 2018** – An Act Strengthening Compliance with OSH Standards, enforcing the occupational safety and health standards by mandating employers to provide a hazard-free work environment. It also imposes penalties for violations. At LRTA, compliance with RA 11058 ensures that all employees, including train operators, maintenance personnel, and administrative staff, are protected from occupational hazards through proper training, risk assessment, and safety policies under IMS.
- **Occupational Safety and Health Standards (OSHS)** – These standards, established by the Department of Labor and Employment (DOLE), provide a comprehensive set of safety and health regulations that employers must comply with to ensure a safe and healthy working environment. The OSHS covers essential areas such as hazard prevention, personal protective equipment (PPE), emergency response, workplace sanitation, ergonomics, and employee welfare programs. In compliance with OSHS, LRTA implements strict workplace safety protocols, regular

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risk assessments, and employee health programs to protect its workforce and passengers from occupational hazards.

- **CSC-DOH-DOLE Joint Memorandum Circular (JMC) 01-2020** – OSH in the Public Sector, establishing OSH guidelines specifically for government agencies and public sector workers. Given that LRTA operates as a government-owned and controlled corporation (GOCC), adherence to this JMC strengthens workplace safety measures, medical and emergency response systems, and employee wellness programs.

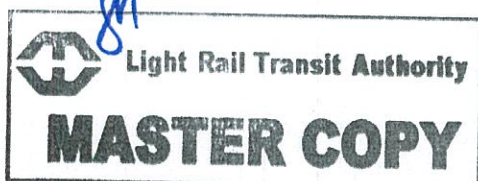
## 2. TERMS AND DEFINITIONS

The terms and definitions used in this Integrated Management System (IMS) Manual for **Light Rail Transit (LRT) Operations and Maintenance Management for the Depot and Stations of the Line 2 System** are normatively referenced from ISO 9001 and ISO 45001 standards.


In addition to these standards, the following terms are specifically used in the LRTA's IMS:

Accident	Unintended event or series of events that results in death, injury, loss of a system or service, or environmental damage
Accountability Structure	Sets of accountabilities, liabilities or obligations
Advisory	An official document that provides advice
AFCS	An Automatic Fare Collection System to be introduced by the DOTr for the System and for any other transit system as determined by DOTr
AFCS Concession Agreement	The agreement entered into on 31 March 2014 by DOTr and the AFCS Concessionaire for the purpose of providing the AFCS
AFCS Concessionaire	Means Automatic Fare Collection Services Inc., the entity selected by DOTr to develop, install and maintain the AFCS, to operate the AFCS Clearing House and to do all things incidental thereto pursuant to the AFCS Concession Agreement or such other person that the Grantors may appoint succeeding to its functions, rights and obligations up to the end of the term of the AFCS Concession Agreement, which

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	may be extended by the Grantors
AFCS Staff Card User	Personnel who use POS, TVM, SC and CCS-RO (Teller, Cashier, Sr. Cashier, Station Supervisor and SASCU personnel)
Agenda Folder	The compilation of documents, presentations and reports from various departments, divisions, units, and offices, which is collated by the Office of the Corporate Board Secretary for distribution to the Board Members three (3) working days prior to the LRTA Board Meeting. The agenda folder shall be used by the LRTA Board Members as reference materials and guide in making proper decisions, actions and directions with respect to the items of the agenda of the LRTA Board Meeting. It also refers to the Agenda folders that contains the compilation of Management Review input documents for the distribution to the members of ManCom.
Alpha List Data Entry	Is a BIR program used to calculate the revenue and tax returns for private and public-sector companies in the Philippines.
Alpha List Validation Module	Is a program used to validate and convert the file for BIR e-Submission
Annual Corporate Planning Call	Refers to the memorandum issued calling for the conduct of the series of corporate planning activities.
Annual Procurement Plan	Document that the agency must prepare to reflect the necessary information on the entire procurement activities for goods and services and infrastructure that it plans to procure for the calendar year or fiscal year.
Annualization	Is the process of consolidating the employee's compensation income for the entire year and calculating the withholding tax for the year to arrive at the remaining tax payable or tax refund that should be paid by the employee or refunded by the employer.
Authority	Refers to the Light Rail Transit Authority or interchangeably referred to as "LRTA" or "the Authority."
Automatic Gates	Used to enter and exit the system
Automatic Train Operation	Automatically drives the trainset to achieve

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	operational performance
Bids and Awards Committee (BAC)	An organization created in a government agency that is responsible for the bidding process such as a pre-qualification of the submitted proposal, determining qualified bidders and awarding of contract.
Board Agenda	A list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon. It may, but is not required to include specific times for one or more activities.
Board Resolution	A written statement found in the board minutes that describes/actions made by the Board of Directors during the meeting.
Board of Directors	The collegial body that exercises the corporate powers of the Authority.
Board Meeting	The meeting ideally held at least once every month in which matters, issues and concerns requiring notation, action, direction, approval, instruction and/or decision by the LRTA Board are passed upon by the LRTA Board Members.
Brake Operating Unit	A system component of a trainset that provides and regulates pressure of pneumatic brakes when service brake, parking brake and emergency brake are applied
Budget Calendar	Program of activities and deadlines/timeline set by the Department of Budget and Management (DBM) for the entire budget preparation/process
Budget Call	Issuance by the DBM prescribing guidelines, specific procedures and forms to be accomplished in the preparation of agency budget estimates. It also contains the budget calendar.
Budget Forms	Prescribed DBM forms to be accomplished by various departments/divisions to facilitate the submission of agency budget estimates/proposals.
Budget Utilization Slip	NGAS-prescribed form for the allocation of funds for specific transaction/expense
Capital Spare	Refers to major involving stock movement, historical consumption, issuance and deliveries of capital spares sorted at Central Warehouse.

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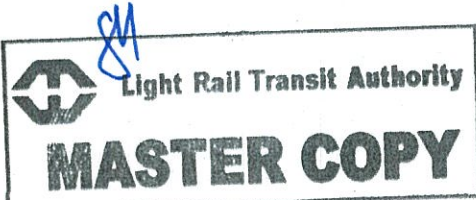





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Card Incident Report Form	Form used for consolidated defective SVC/Concessionary Card to be forwarded to AFPI.
Card Payment	Means the fee charged to passengers availing SVC/Concessionary Card.
Card Usage Fee	Interchangeably used for the term <b>"Card Payment"</b>
Career Service	Positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable, by competitive examination, or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.
Cash Deposit Slip	The form is in quadruplicate copy issued by the authorized bank that shows the breakdown of the consolidated sales per shift. This is used when depositing daily sales to the authorized bank
Cash In Transit Form	This form is used to record the breakdown per denomination and the total amount of paper bills issued by the Cashier D for payment of the incoming change fund coin delivery. The form is in duplicate copy, with one copy each for the Cashier D and the Cashier C.
Cash Room Turnover Report	Form prepared by outgoing Cashier D that reflects total cash in vault, cards, coupons, and other valuable equipment inside the cash room for checking of the incoming Cashier D.
Cash Transfer Slip (CTS)	This is a form that shows breakdown of consolidated sales of bills and coins of both POS and TVM per shift. This is usually in duplicate copy.
Catenary Wires	Overhead wires that support in the delivery of traction power to trainset
Central Computer System-Rail Operator	An AFCS system application
Certificate of Due Diligence	A certification indicating that the subject property is specifically the actual requirement in the construction, verified as the actual classification and use of the lot. It also contains details of the property to be acquired and certified by the ROW Team Leader
Certificate of Project Completion and Acceptance	Certificate issued by the PMO to the contractor certifying that the project has been satisfactorily completed and in accordance with the Plans and

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	Specifications of the Contract and shall start the Defects Liability Period
Change Fund	These are coins used to issue change to passengers who do not pay the exact amount in purchasing tickets. These coins are either loaded in the Ticket Vending Machines (TVM) or allocated to Station Tellers.
Claim for Reimbursement	Repayment for money spent by passenger for medical expenses incurred of injured passenger/s at the revenue line.
Collection Report	A monthly collection report on space rental.
Comparatively at Par	A predetermined reasonable difference or gap between point scores of candidates for appointment established by the PSB.
Complaint Form	This is a form generated by the Public Relations (PR) Division that is accomplished by passengers in filing their complaints.
Concessionary Card	Beep™ Card that has been registered for use by a passenger authorized by law to have discounted fare (Senior Citizen, PWD, etc).
Concessionary Card Masterlist	Complete list of all approved concessionary card application across all PTO's
Consolidated Blacklist Reporting Form	Used for list of all requested staff card/ concessionary card for blacklisting
Consumption	Refers to usage of capital spares in a particular time period.
Contract of Service (CS)	Hired as either Consultant and/or administrative support staff personnel.
Contact Wire Splice	Catenary parts used to reconnect or join two contact wires
Contactless Card	Fare media (SJT, SVC, Concessionary Card)
Container Replacement Report (CRR)	This form is used to record all card loading and replenishment activities performed to the TVM.
Convention	Refers to those conducted for purposes of sharing, discussing, or disseminating ideas or information on the developments in a particular field or fields of interest and/or for common appreciation and resolution of certain issues which include those conducted by professional organizations or groups of

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	common interest where government employees are members.
Co-branded Card	Contactless card issued by a particular company authorized by AFPI.
Corrective Maintenance	Maintenance which takes place on a non-routine basis, usually after the equipment has failed.
Coupon Allocation Form	This is a duplicate form issued to the Station Teller by the Cashier D that details the number and color of coupons allocated to station tellers during train breakdown.
Corporate Operating Budget (COB)	A detailed projection of all estimated income and <i>expenses</i> based on forecasted rail revenue during a given period, usually one year.
Customer Satisfaction Survey	A measure of how products and services supplied by a company meets or surpasses customer expectation.
Daily Sales Reconciliation Report	Prepared to reconcile TVM and POS Sales vs Sales Collection Report (SCR).
Daily Subsistence Allowance (DSA)	Money received from employer when an employee is on official business away from the office to cover charges for lodging, meals, gratuities, transport cost from place of lodging to the first place of official business, and vice versa, and other payments made for personal services rendered.
Damaged Card/s	Contactless card/s with visible physical damage.
Damage Contactless Card	Card with visible physical damage.
Data Backup	A process of duplicating data to allow retrieval of the duplicate set after a data loss event.
Defective Card/s	Contactless card/s unreadable at station devices.
Defects Liability Period	It is the period wherein the project completed is subject for contractor obligations and responsibilities in undertaking repair works on any defect or failure that may occur during the term period specified in the contract.
Delivery Inspection and Acceptance Report	Standard Form of the Authority to be used by the inspection team to facilitate the inspection and acceptance of a delivery item and will serve as basis for payment, if accepted, or replacement, if rejected.
Delivery Lead Time	The time at which an order is placed until the delivery of the requested item/s.

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Delivery Receipt	Form used for Contactless Card deliveries and other related items.
Depot	A rail-connected logistic support facility which includes stabling yard, system maintenance facilities, workshop and permanent way maintenance service.
Disbursements	Constitute all cash paid during a given period either in currency (cash) or by check or through LOI authorizing/advising to debit a particular designated government bank account. It may also mean the settlement of payables/obligations by cash or by check or by LOI. It shall be covered by disbursement voucher, petty cash voucher or payroll and other documents to support a particular claim for payment.
Disbursement Voucher	NGAS-generated form used to issue payments of goods delivered/services rendered by Suppliers/Contractors
Discounted Monitoring Form	Form used to monitor passengers purchasing discounted ticket.
Disposal	The action or process of discarding or putting away government properties that use at the end of their life cycle and have become unserviceable or are no longer needed. It may be sold, donated, transferred and condemned (destruction of property) whichever mode of disposal applicable and deemed most advantageous to the government
Duggel Bag	A cylindrical bag which contains all cash collection per cash room for deposit on the following banking day. Usually, there are six duffel bags per cash room to adequately accommodate all ticket sales for every shift.
eSubmission	Enables the taxpayer to submit their attachments electronically via e-mail/web facility
Educational Tours	Where students in different schools all over the country shall be riding the train and be educated as it moves along the significant areas within the train routes as well as in the LRT Line 2 Depot, to include the maintenance area for technical students, or other areas of the LRT Line 2 System that would further complement the educational tour/ program.
Emergency	Refers to any incident that threatens the life and

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	safety of passengers and employees as well as the assets of any area of LRT Line 2 System.
Emergency Plan	The plan that sets all the guidelines and procedures to be followed in cases of emergency.
Emergency Scene	Is the area that was recommended by the On-Scene Coordinator as the designated boundaries to where the emergency situation has occurred and to where the response personnel shall proceed.
End-user Custodian Slip	Form used by the Head of the Office to report the assignment and issuance of PPE's of respective staff as End-user Custodian which shall be used in their daily duties and functions
Engineering Inspection Report	Form used by RSISD for inspection and validation of maintenance activities.
Entry Mismatch	Result of analysis on contactless card with entry bit already. For SV, it is possible of having unfinished previous transaction.
Environmental Planning	It is a process of gathering, analysing and dispensing internal and external information for strategic and tactical purposes.
Equipment Report Card	AMD record used for updating the status condition of PPEs; reflects description, property number, acquisition and other information regarding the acquired asset.
Exception Report	Standard form of the Authority to notify the supplier for replacement purposes and used for rejected items after the inspection of delivered items have been undertaken
Exit Mismatch	Contactless card with no entry bit upon exit. For SV, it can be possible that train fare was newly deducted by AG.
Familiarization tour	Refers to a paid educational tour at LRT Line 2 depot that includes a train ride from Santolan to Recto. May also be referred to as "Educational Tour".
Fare Media	Means the physical device/s issued in the form of contactless cards for stored value ridership or a contactless smart media for single journey ridership that are authorized to be used with the AFCS.
Feedback	Opinions, comments and expression of interest in a product, a service or a complaints handling process.

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Final Demand Letter	Notice/letter sent/issued to lessees demanding payment of their rental obligations including penalty/interest or amount overdue to avoid any legal action with ten (10) days grace period.
First Level Positions	It shall include clerical, trades and crafts, and custodial service which involve sub-professional work in a non-supervisory or supervisory capacity.
First Notice Letter	A reminder letter sent/issued regularly to lessee/client to pay financial obligation (rental fee, water and power consumption, etc.) before due date or five (5) days upon receipt of notice through registered mail.
Fish Plate	A short piece of steel, lapping a rail joint, secured to the side of two members, to connect them end-to-end.
Foreign Travel Authority (FTA)	Also known as Foreign Travel Order. This is an order or authority issued to a government employee leaving the country regardless of nature and duration.
Frontline Service-Related Complaints	Complaints of this nature include any comment or observation on train, station and security personnel in dealing with passengers such as discourtesy, arrogance, shortchanging, wrong issuance of tickets and door-pinning.
Gateway	A node that serves as an entrance to another network, and vice-versa. Gateways are most commonly used to transfer data between private networks and the Internet.
General Appropriations Act	Refers to the legislative authorization that contains the new appropriations in terms of specific amounts of Personnel Services (PS), maintenance and other operating expenses (MOOE) and capital outlays (CO) authorized to be spent for the implementation of various programs/projects/activities of all departments for a given year.
Global Parameter	These are parameters that are defined and maintained at the Level 4-Central Clearing House and downloaded to Public Transport Operator's (PTO) CCS RO whenever there is a change that occurred and is approved in the particular parameter.
Good for Settlement	Transactions which passed the Central Clearing House (CCH) Transaction Validation Rules and shall be reconciled and settled on a T+1 basis.

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Guideway/ Girder Ads	Intersection traversed by LRT Line 2 System. Potential area mostly found at secondary roads with high pedestrian and motorist traffic volume.
Hauling	Refers to the process of pulling/pushing of a defective train at the main line.
Hazard	Source with a potential to cause injury and ill health
Help Desk	The central point of contact between the End-user and KMITD Technical Services Personnel; a typical service desk that manages incidents and service request.
High Speed Circuit Breaker	Is a protective device which protects DC electrical circuit from damage caused by excess current, typically resulting from overload or short circuit from rectifier unit and load side thru catenary wires.
Hazard Identification, Risk Assessment, and Control (HIRAC)	A systematic approach aimed at ensuring workplace safety by proactively identifying potential hazards, evaluating the associated risks, and implementing effective control measures to prevent accidents, injuries, and illnesses.
IMS Manual	The IMS Manual is a documented guide that outlines the scope, structure, and processes of an Integrated Management System (IMS) within an organization. It serves as a reference for managing operations in alignment with multiple standards, such as ISO 9001 (Quality Management) and ISO 45001 (Occupational Health and Safety). The IMS Manual provides guidance on implementing and maintaining the system, ensuring consistency and compliance across the organization.
Incident	Past hazardous event
Incident Report	A formal recording of facts related to an incident.
Incident Train	The train that was involved in an emergency situation.
Incident Train Driver	The operator of the train that is involved in an emergency situation.
Inspection Team	Group of personnel which composes mainly the safety and security office, maintenance personnel from the relevant section(s) of the contracted maintenance agency, and engineering personnel.
Integrated Management System	An Integrated Management System (IMS) combines

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(IMS)	multiple management systems into a unified framework that addresses the requirements of different standards, such as Quality (ISO 9001), Occupational Health and Safety (ISO 45001), and Environmental Management (ISO 14001). It streamlines processes and resources, improves efficiency, and ensures consistent performance across various operational areas.
Internet Service Provider	An organization that provides services for accessing, using, or participating in the internet.
Inventory	Term used for supplies on hand in order to support the operation process.
Inventory Custodian Slip	Form used by the AMD Office to report the assignment and issuance of PPPs (with the amount of less than Php 15,000 per line item) to the Head of the Office as custodian of PPEs, which shall be used in their daily functions and operations.
Inventory and Inspection Report Unserviceable Property	For semi-expendable materials and equipment and non-expendable supplies
Index of Payments	Is used to record payments made to each employee, supplier and other agency creditors.
Leaflet Distribution	The act of distributing a advertising sheet (flyer/leaflet) handed out to passenger.
Lease Contracts	Legal agreement between LRTA (lessor) and lessee that allows the lessee to use a property owned and manage by the lessor for a period of time. It also outlines and details the obligation and responsibilities of both parties.
Legal Opinion	A written explanation/statement by a lawyer, judicial officer, or legal expert as to the legality (or illegality) of an action, condition, or intent.
Lessee	Refers to the user or renter of the leased commercial and advertising spaces. It is also referred to as the second party in the agreement.
Lessor	Refers to a person who leases or lets a property, to another commercial and advertising spaces to a person or firm. It is also referred to as the second party in the agreement
Linear Meter	Measurement used to determine length of cable/ wire
Load Break Switch	Is a disconnect switch that has been designed to

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	provide making or breaking of specified currents.
Lock-in-Period	The period when the terms of contract with the Telecommunications Provider ends.
Long Term Activity	Non-rail business activity that has a validity of not less than one (1) year.
Lost Time Incident (LTI)	An accident or injury that results in an employee being unable to perform their regular work duties for a certain period of time, typically beyond the workday in which the incident occurred. This can involve time lost due to medical treatment, recovery, or any form of absence from work resulting from the injury.
<a href="mailto:lrtamain@lrta.gov.ph">lrtamain@lrta.gov.ph</a>	The official e-mail account of LRTA.
LRT Line 1 PPP Project	Is a Public-Private Partnership Project with the objective of providing an efficient and reliable rail-based mass transit system for Metropolitan Manila and extending to the province of Cavite
LRT Line 1 PPP Project Concession Agreement	Contract which aims for the Project's Concessionaire to establish the most efficient and effective operation and maintenance of the existing system and the engineering, procurement and financing of the Cavite Extension.
LRT Line 1 PPP Project Grantors	<p>The LRTA and the DOTr are co-Grantors and the Concession Agreement only refers to their joint (i.e. combined) responsibilities as defined through an internal MOU.</p> <p>Generally, the fundamental distinction is that the LRTA is responsible for technical evaluation, monitoring and reporting performance on a monthly basis to the DOTr and the DOTr is responsible for the monthly financial audit of charges and for charging on a quarterly basis.</p>
LRT Passengers	Riders who board/alight at the LRT Trains, to their intended commuters' destination.
LRV Trains	The light rail vehicle used or designed to transport passenger on land through the rail system.
Main Line	Refers to the operational area of train service; it also refers to the tracks on which revenue trains normally operate with passengers.

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Malware	Software designed to infiltrate or damage a computer system without the owner's informed consent. It is portmanteau of the words "malicious" and "software". The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code.
Market Research	The process of gathering, collecting and analysing information about a certain product or service. It enables the firm to maximize resources and manages allocation of budget.
Market Research Matrix	A document that summarizes the RFQs received from the suppliers who submitted their proposal.
Mode of Payment	Refers to the term or the manner in which the client pays its obligation, whether monthly, quarterly or annually by way of cash or check.
Monitoring and Control Workstation (MCW)	The MCW provides access to monitor and control all station equipment throughout the line, and is usually located at the LRTA Depot.
Monthly Alphabetical List of Payees (MAP)	Is a summary list of payees for suppliers of goods and services that are paid for the month.
Mopping	Harvesting all captured SJTs at the Automatic Gates.
Near-Miss	An event or situation in which an accident, injury, or damage could have occurred, but was narrowly avoided. It is essentially a "close call" where a hazardous situation was identified or managed before it led to a negative outcome.
Network Attached Storage	A data storage device connected to the LRTA computer network and is accessible to an authorized group of clients
Next-in-Rank Position	Refers to a position which by reason of the hierarchical arrangement of positions in the agency or in the government is determined to be in the nearest degree of relationship to the higher position as contained in the System of Ranking Positions (SRP).
Non-Career Service	Positions expressly declared by law to be in the non-career service; or those whose (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to the duration of a particular project who

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	which purpose employment was made.
Nominee	Refers to those officials or employees formally nominated by their immediate superior and recommended by their Division/Department Manager.
Not Good for Settlement	Transactions which did not pass the Central Clearing House.
Notice of Inspection	For use to notify concerned offices on the schedule of inspection of delivered items.
Observation Report Form	Form used by L2 RSISD for the observation, inspection and monitoring of the on-going implementation of rehabilitation projects up to the turnover by the PMO-Rehabilitation Project.
Occupational Health and Safety Management System (OHSMS)	An Occupational Health and Safety Management System (OHSMS) is a set of procedures and policies that aim to ensure the safety, health, and well-being of employees within an organization. It focuses on identifying, assessing, and controlling risks related to workplace hazards, in compliance with standards such as ISO 45001:2018. The goal of an OHSMS is to prevent work-related injuries and illnesses and to promote a safe working environment.
Office Equipment	Are properties such as IT Equipment and accessories, medical equipment, electronic equipment, and other equipment used in the performance of work in the office.
Office Fixtures	Are properties owned by LRT such as modular partitions, air conditioning unit (split type and window type, centralized), telephone unit, fire extinguisher which are affixed to the building
Office Furniture	Are properties owned by LRTA such as tables, chairs, cabinet, etc.
Office Order	This shall be used to cover issuance of policies, rules, regulations, procedures and guidelines issued for implementation, compliance and enforcement of all the different offices/ units of the Authority.
Offsite Storage	A backup process or facility that stores backup data or applications external to the organization or core IT environment.
Onsite Storage	A backup process or facility that stores backup data or applications on premise to the organization or core IT

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	environment.
On Scene Coordinator	The most senior personnel near the incident site who will initially act as coordinator or first responder at the emergency scene.
Operator/Device Configuration/Local Parameter	These are parameters that can be updated or configured by the users or PTO's and serves as the source for the Device (Gates, TVMs, POS) Configuration Data, which are required to be downloaded to the device.
Operations Control Center	Responsible for the supervision of all operations-related activities.
Order of Payment	A document issued that initiates the issuance of an official receipt in favour of a payee who pays a certain amount of money to cover a particular payment of rental fees and other receivables.
Occupational Health and Safety (OHS)	Refers to the field of study and practice that focuses on ensuring the safety, health, and well-being of workers in the workplace. It involves the identification, prevention, and control of hazards that could cause accidents, injuries, illnesses, or fatalities in various work environments.
Occupational Health and Safety Management System (OHSMS)	A structured framework that enables organizations to manage workplace safety and health effectively. It integrates policies, procedures, and practices into the overall management system to prevent work-related injuries and illnesses, ensuring a safe and healthy working environment.
Patron Display Unit	Displays transaction information to the patron.
Penalty Clause	Penalties established and approved to defer lenient custodianship
Personal Use	When an employee uses social media as themselves, not officially representing the LRTA.
Personnel Actions	Any action denoting the movement or progress of personnel in the civil service such as original appointment, promotion, transfer, reinstatement, reemployment, detail, reassignment, secondment and demotion.
Petty Cash Fund (PCF)	Fund established by the agency for non-recurring, emergency and petty cash expenses; replenished every month, shall be made through PCV and shall

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	not be used for payment of regular expenses.
Petty Cash Voucher	Used to record petty cash payments made to each employee, supplier and other agency creditors.
Point Machine	Used to change the point on crossover and points where trains change tracks.
Point of Sales	Provides all the necessary fare media card-related services such as sales, add-value and upgrade.
Policy/Procedural/System/Infra-Related Complaints	These are complaints which are associated with or in relation to the implementation of the existing policies, procedures, guidelines and regulations of the Authority with respect to fares, ticketing system, operating schedules, safety and security policies and other operational concerns, and or lack of, or defective trains, stations and facilities.
Press Release	A written communication that reports specific, but brief information about an event, circumstance or other happening. It is typically tied to a business or organization and is provided to media through a variety of means.
Preventive Maintenance	Maintenance which is undertaken on a routine basis before an item deteriorates outside its design tolerance.
Primary Key Performance Indicators (KPI)	Means KPIs 1 to 4 of the Concession Agreement for the LRT Line 1 Extension, Operation and Maintenance Project. For the period from the Bid Submission Date to the Effective Date, the Grantors will measure and report on the performance of the Existing System as against the four (4) Primary KPIs. Should the KPI targets for a Primary KPI not be met on the Existing System during the thirty (30) days before the Effective Date, the relevant KPI target(s) will be reduced to the average performance achieved during the thirty (30) day period before the Effective Date. The original KPI target for the relevant Primary KPI(s) will be re-instated for the Existing System eighteen (18) months from the Effective Date.
Project Final Inspection Report	Inspection conducted by the PMO with the contractor in order to check and validate that the project completed is in accordance with the Plans and Specifications of the approved contract.

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Project Inspection and Turnover Report	Inspection requested by PMO with the LRTA Final Acceptance Team after the Defects Liability Period, which determines the turnover of Project Deliverables to be accepted by the Authority thru the Asset Management Division and serves as reference in recording in the books by the Accounting Division Office.
Project Procurement Management Plan (PPMP)	Refers to the procurement plan of a specific program/project/activity (PAP) of the agency.
Properties	The assets or real properties acquired and owned by LRTA to include the structural component such as those underneath the stations/terminals, perimeter fence enclosing the LRT Line 2 compound.
Property Acknowledgement Receipt	Form used by the AMD Office to report the assignment and issuance of PPE's (with the amount of greater than Php 15,001 per line item) to the Head of the Office as custodian which shall be used in their daily functions and operations.
Property Tag	Sticker tag attached to the asset to serve as a reference during technical support.
Provisional Service	Refers to a partial line operation using other available crossovers.
Public Transport Operator	Operator of LRT/MRT Lines, e.g., Line 1, Line 2 and MRT3
Purchase Order (PO)	A document that authorizes a purchase transaction. When accepted by the seller, it becomes a contract binding on both parties. It contains the items' descriptions, quantities, prices, discounts, payment terms, date of performance or shipment, other associated terms and conditions, and identifies the supplier/payee.
Purchase Request (PR)	A document generated by the end-user (e.g., department, division, office etc.) to notify the Procurement Division of items it needs to procure.
Quality Management System (QMS)	A Quality Management System (QMS) is a structured framework that defines the processes, procedures, and responsibilities for achieving quality objectives within an organization. It ensures that products and services consistently meet customer requirements and comply with relevant regulations. A QMS is

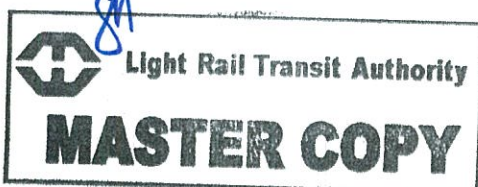
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	aligned with international standards such as ISO 9001:2015, which focuses on continual improvement, customer satisfaction, and risk-based thinking.
Railborne	Rail-mounted Maintenance Machine that can travel on rail like UNIMOG, Multi-purpose Vehicle with flat car and trolley.
Rail (Track)	A rolled steel shape, commonly a T-section, designed to be laid end to end to two parallel lines on cross ties or other suitable supports to form a track for railway rolling stock.
Recommended Order Quantity (ROQ)	The re-order quantity which is based on the historical data or projected consumption schedules for a given period and subject to funds availability.
Registry of Budget Utilization	A summary/report that shows the charges to the given budget on a particular year/period
Rehabilitation Project	Light Rail Transit Authority Projects conceptualized and bid out by the L2 RSISD wherein after the award, PMO-Rehabilitation Project takes over for the implementation.
Reordering Level (ROL)	A pre-determined level of inventory which triggers a replenishment order.
Replacement cards	SVC delivered by AFPI as replacement for confirmed defective cards.
Report of Debit Authority Issued	Summary of all debit advices to depository bank containing instructions to debit payroll account and credit to individual accounts of employees; instructions to debit the Sinking Fund account for principal loan payments, loan interest payments, gross receipt tax payments, and other related financial obligations of the Authority.
Request for Quotation (RFQ)	A contract or proposal that is obtained from a supplier who wishes to bid for a specific item or services.
Revenue Hour	Business hours of the LRT Line 2 System
Revenue-Related Complaints	Refers to door-pinning incidents, accidental falls, slippages, being accidentally trapped in the elevator and other similar incidents.
Revenue Service	Refers to all transit operations on the main line for passengers' service.
Rectifier Substation	Supplies electrical traction power to LRT 2 systems.
Rectifier Transformer (RT)	Rectifier Transformer a dedicated step down

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	transformer that transform voltage from 34.5KVAC to 585VDC (Mainline) and 34.5KVAC to 117V for the 1120KVA Rectifier Unit (Workshop).
Right-of-Way (ROW)	Legal right established by usage or grant, to pass along a specific route through grounds or property belonging to another.
Ring Main Unit	Used in a secondary distribution system. It is basically used for an uninterrupted power supply. Alongside, it also protects secondary side transformer from the occasional transient currents
Risk	Combination of the probability of occurrence of harm and the severity of that harm
Safety and Security Related Complaints	Complaints that refer to door-pinning incidents, accidental falls, slippages, being accidentally trapped in the elevator and other revenue related incidents
Safety KPIs	Means KPIs 17 to 20 of the Concession Agreement for the LRT Line 1 Extension Operation and Maintenance Project as detailed at paragraph 5 [Safety (Safety KPIs) to this Part 3 [Service Level Requirements with Key Performance Indicators for the Existing System and the Extended System) to Schedule 6 [Concessionaire Responsibilities for the Operations and Maintenance Activities)
Second Level Position	Involve professional, technical and scientific work in a non-supervisory or supervisory capacity up to Division Chief level or its equivalent.
Secondary KPIs	Means KPIs 5 to 16 of the Concession Agreement for the LRT Line 1 Extension Operation and Maintenance Project. This Secondary KPI compliance procedure is intended as a proactive mechanism that does not seek to penalize but rather identify areas of non-compliance allowing the Concessionaire time for remedial action
Secretary's Certificate	A document that is signed and sealed by the Secretary of the Corporation that states that the Board of Directors has voted to delegate authority to specific individual or group and whether they have right to further delegate that authority.
Service Level Agreement	Contract between the LRTA and the AFCS

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	Concessionaire, AFPI.
Settlement Amount	Concessionaire's and PTO's payment obligation through the transfer of funds.
Settlement File Form	AFPI form for settlement.
Short Term Activity	Non-rail business activity that has a validity of less than one (1) year
Signage	The design or use of signs and symbols to communicate a message to a specific group, usually for the purpose of marketing or a kind of advocacy
Signaling System	Refers to the Automatic Train Control system that the Line 2 is using. It comprises three (3) sub-systems the: Automatic Train Protection (ATP), Automatic Train Operation (ATO) and Automatic Train Supervision (ATS).
Simulator Room	Area located in Recto Station where the Train Driving Simulator is being housed for training purpose.
Single Journey Ticket	Fare media exchanged for money that allows a passenger to travel in a Light Rail Line on a single trip, on a single day.
Single Line	Process of allowing one train to run safely on one track in both directions when the adjacent track is impassable.
Spam	The practice of sending unwanted electronic communication messages, commonly through e-mail and frequently with commercial content, in large quantities to an indiscriminate set of recipients.
Spare Auxiliary Transformer	Auxiliary Transformer provides the step down voltage from 34.5KVAC to 6.6KVAC for the station.
Special Allocation	Tickets allocated and endorsed by station keeper for turn over to regular shift 1 personnel for mutual selling.
Special Order	This shall be issued to cover designation, reassignment or special assignment of personnel of the Authority, including creation of committees, task forces and other bodies, for the purpose of undertaking special/specific task/activities within a specified period.
Special Repair	Activities performed by the Maintenance Provider other than preventive and corrective works of LRT 2

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	systems.
Square Feet per Spot	Measurement used to determine standard size for advertising billboards, streamers posters and banners, per air time or per feature or per exposure.
Staff Card	Personalized stored value card that is issued to an LRTA employee which is used to access AFCS equipment in the performance of their assigned functions.
Stakeholders	A person or group of people with an interest or concern in a company: customers (proponents), management, employees, other offices (internal and external).
Stakeholder's Analysis	Is a key/tool used to identify and classify people who have power and/or influence over an organization's plans and programs.
Static Inverter (SIV)	Is a system component of trainset that provide and regulate power (220VAC) to the auxiliary equipment (ex: pneumatic compressor unit, air-conditioning unit, passenger lights, etc.) and re-charged battery (110VDC).
Station	The terminal, building, or structure where the rail vehicle or train stops to load and unload passengers.
Station Branding	A business activity whereby for proper consideration, product names, logos, trademarks, pictures and other similar advertising materials are placed in whole or in part of the station.
Station Computer	Device that provides control and monitoring of the AFCS equipment in the station.
Station to station	Refers to the movement of train on both tracks through an interlocking zone with defective signalling
Stock	Refers to the quantity of materials held in at central warehouse to be used in the maintenance of LRT System.
Stock Number	A designed unique code for each item stored at central warehouse.
Stock Numbering System	A type of inventory system that assigns a unique stock number to each item in order to identify its System. Discipline, Major Group and Sub-Group assembly designation.
Storage Facility	Location and/or equipment where data backups are

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	stored and kept.
Stored-Value Card	Contactless card with monetary value that is evidenced in an electronic record that represents a claim on a Fare Media Issuer in the AFCS.
Strategic Planning	Is a systematic process of envisioning a desired future, translating this desired future (Vision) into broadly defined, but measurable goals or objectives and setting strategies or broad course of action to achieve these objectives. The result of this activity will be the six-year plan of the Authority in accordance with the Philippine Development Plan (PDP).
Structural	Includes the areas/ spaces along the LRT Line 2 System or Stations/ Terminals such as: structural/ inside and outside concrete and metal panel parapet walls, roof eaves, post, pillars/columns, I-beam steel, turnstiles, elevator overhead glass, metal panel columns, girders, pier coping, concourse wall, canopies and perimeter fence at the depot area; LRV Trains, such as: inside LRV Train Cars (upper level side cover panel), inside and outside train body, train wall.
Switch Point	A movable rail section by which vehicles are directed from one track to another. Also called a point or a switch.
Synchronous Digital Hierarchy	Is an international technology standard that utilizes light-emitting diodes (LED) or lasers for synchronous optical fiber communication.
System Administrator	A person employed to maintain, and operate a computer system or network. System administrators may be authorized members of the KMIT Division.
System Designation	Refers to the system and discipline where stock item is designated.
Telecommunication	The transmission of signs, signals, messages, words, writings, images and sounds or information of any nature by wire, radio, optical or other electromagnetic systems.
Terms of Reference	Defines the purpose and structures of a project, committee, meeting, negotiation, or any similar collection of people who have agreed to work together to accomplish a shared goal.

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Thermal Paper	Paper roll placed inside the Ticket Vending Machine where valuable information is printed.
Third Level Position	Generally requires either Career Service Executive Eligibility (CSEE) or Career Executive Service Eligibility (CESE). This includes Undersecretary, Assistant Secretary, Bureau Director, Assistant Bureau Director, Regional Director, Assistant Regional Director, Chief of Department Services and other offices or equivalent rank.
Ticket Allocation	The activity of loading cards in magazines and Change Fund in coin hoppers to all TVM.
Ticket Replenishment	The activity of loading cards in magazines and Change Fund in coin hoppers to all TVM when the inventory is low.
Ticket Sales Report	Prepared to reconcile the actual cash collected with the data uploaded from the station computers. <ul style="list-style-type: none"> <li>Form is initially used to indicate the various tickets and change fund that are allocated. Subsequently, after end of the shift, the form shall be filled up to indicate the quantity of cards sold, unsold cards, discounts and other information that pertain to the sales transactions of a particular teller.</li> <li>Form is in quadruplicate copy with distribution as follows: <b>white</b> – COA, <b>yellow</b> – Treasury, <b>pink</b> – TIMU, <b>blue</b> – Teller.</li> </ul>
Ticket Turnover Report	Summary of captured cards pulled out from exit gates, excess cards from TVM, and loose cards from station tellers' remittance.
Ticket Vending Machines	Machines located in the unpaid area of the station to facilitate unmanned sales of SJT and SVC as well as providing SVC related services such as card analysis and Top-up
Track Circuits	Refers to the electrical circuit along the main line and in the depot which detects the presence of a train and provides speed codes
Track Circuit System	System that injects signal to the tracks that used to detect the train location
Track Walkway	Refers to the walkway located between the mainline tracks.

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Train's Airconditioning Unit	A system component of a trainset that provides ventilation, cooling and control humidity in the passenger compartment and in the driver's cab.
Train Monitoring System (TMS)	A system component of trainset that provides and displays the data and location of faults of all systems (ex: SIV failure, VVVF failure, Compressor failure for pneumatic, BOU failure, Air-conditioning failure, etc.).
Trainset Fault	Anything that fails or failure in the trainset that leads to sudden stop of the operations and performance of trainset.
Trunked Radio System	A two-way radio system that uses a control channel to automatically direct radio traffic. Two-way radio systems are either trunked or conventional, where conventional is manually directed by the radio user
Traditional media	Any form of mass communication available before the advent of digital media. This includes television, radio, newspapers, books and magazines.
Unpaid Areas	Areas/spaces in the LRT Line 2 stations/terminals before the turnstile gates or passengers waiting or paid area.
Unreadable Contactless Card	Card status that can no longer be read by the AFC devices
Unserviceable Asset/Properties	A resource/s which is considered obsolete, no longer needed, forfeited/seized/inclained, valueless, can no longer be repaired or reconditioned, or whose maintenance cost to repair more than outweighs the benefits and services that will be derived from its continued use. It also includes unused items that has become dangerous to use because of long storage or use of which determined to be hazardous.
User Access Table	A parameter for access/restriction on AFCS devices
Value Coupon	Coupon that is issued to the passengers in exchange for their contactless cards during service disruption due to train breakdown. Value coupons come in different colors, namely: yellow, white, blue, green, orange, and pink.
Viaduct	Refers to the permanent way which include the overhead catenary system, track rail and walkway.

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Virtual Private Network (VPN)	A communications network tunneled through another network and dedicated for a specific network.
Website	A collection of related web pages, including multimedia content, typically identified with a common domain name, and published on at least one web server.
Working Condition	The various factors and environment under which employees perform their jobs. These conditions encompass a wide range of elements that can significantly impact an employee's health, safety, and overall well-being.
Workplace	Place under the control of the organization where a person needs to be or to go for work purposes.
Work Material Report	For expendable materials, supplies and consumables including spare parts, empty container, and remnants from destroyed or damage fixed assets.


### 3. ACRONYMS AND ABBREVIATIONS

ABR	Annual Budgetary Requirement
AC	Alternating Current
ACU	Air-Conditioning Unit
AD	Accounting Division
AFCS	Automated Fare Collection System
AFOR	Audit Findings and Observation Report
AFPI	AF Payments, Inc.
AG	Automatic Gates
AMD	Asset Management Division
AP	Access Point
APAC	AMD Property Accountability Clearance
APLS	Audio Paging Local System
APGS	Audio Paging General System
APP	Annual Procurement Plan
ASAD	AFC System Administration Division
AT	Auxiliary Transformer
ATO	Automatic Train Operation
ATO-LFU	Automatic Train Operations-Line Feed Unit
ATP	Automatic Train Protection

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ATS	Automatic Train Supervision
BAC	Bids and Awards Committee
BDPRD	Business Development & Public Relations Division
BOU	Brake Operating Unit
BSAAC	Beneficiaries Selection Awards and Arbitration Committee
BUS	Budget Utilization Slip
CA	Concession Agreement
CAB	Change Advisory Board
CAF	Coupon Allocation Form
CAMT	Concession Agreement Management Team
CBRFF	Consolidated Blacklist Reporting File Form
CCH	Central Clearing House
CCS-RO	Central Computer System-Rail Operator
CDJ	Cash Journal
CDS	Cash Deposit Slip
CKDJ	Check Disbursement Journal
CRDJ	Cash Receipts and Deposit Journal
CRTR	Cash Room Turnover Report
CTS	Cash Transfer Slip
CBRF	Consolidated Blacklist Reporting Form
CCS-RO	Central Computer System-Rail Operator
CIR	Card Incident Report or TIR
CIRF	Card Incident Report Form
CMG	Concession Monitoring Group
CRR	Container Replacement Report
CS	Contract of Service
CSC	Civil Service Commission
CSC-RW	Contactless Smart Card-Reader Writer
CSEE	Career Service Executive Eligibility
CTS	Cash Transfer Slip
DC	Direct current
DDL	Dynamically Linked Library
DETR	Defective Expired Ticket Report
DF	Disconnect Feeder
DIAR	Delivery Inspection and Acceptance Report
DM	Disconnect Main
DR	Delivery Receipt
DRF	Document Request Form
DS	Disconnect Spare

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DSA	Daily Subsistence Allowance
DSL	Digital Subscriber Line
DSRR	Daily Sales Reconciliation Report
DV	Disbursement Voucher
EB	Emergency Brake
ECC	Environment Clearance Certificate
ECS	End-user Custodian Slip
EDB	Electrical Distribution Board
EDSA	Epifanio Delos Santos Avenue
EFPS	Electronic Filing and Payment System
EO	Executive Order
EQRTs	Emergency Quick Response Teams
ER	Exception Report
ERC	Equipment Report Card
ESK	Extension Supply Contactor
FGD	Focus Group Discussion
FSA	Full System Acceptance
FTA	Foreign Travel Authority
G01	MERALCO Incoming Switchgear Panel 1 (34.5KVAC)
G02	MERALCO Incoming Switchgear Panel 2 (34.5KVAC)
G03	34.5KVAC Switchgear for Auxilliary Transformer (AT)
G04	34.5KVAC Switchgear for Rectifier Transformer 1 (RT1)
G05	34.5KVAC Switchgear for Rectifier Transformer 2 (RT2)
GDRAMS	GOCC Devt Recording and Monitoring System
GFS	Good for Settlement
GL	General Ledger
GSIS	Government Service Insurance System
HIRAC	Hazard Identification, Risk Assessment, and Control
H01	6.6KVAC VCB Incoming Panel
H02	6.6KVAC VCB Feeder Panel 1
H03	6.6KVAC VCB Feeder Panel 2
IAC	Inspection and Acceptance Committee
ICS	Inventory Custodian Slip
ICT	Information and Communications Technology
IIRUP	Inventory Inspection Report of Unserviceable Properties
IMT	Information Management Team
IP	Index of Payments
IR	Incident Report
ISP	Internet Service Provider

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ISFs	Informal Settler Family/ies
JEV	Journal Entry Voucher
KPI	Key Performance Indicator
LBS	Load Break Switch
LRMC	Light Rail Manila Corporation
LRT	Light Rail Transit
LRTA	Light Rail Transit Authority
LTI	Lost Time Incident
LRTS	Light Rail Transit System/s
MAP	Monthly Alphalist of Payees
MC1	Motor Car with Driver's Cab 1
MC2	Motor Car with Driver's Cab 2
MCW	Monitoring and Control Workstation
NAS	Network Attached Storage
NFB	No Fuse Breaker
NGAS	New Government Accounting System
NGFS	Not Good for Settlement
NVC/DM	Non-Vital Communication Diagnostic Module
OFFE	Office Furniture, Fixture and Equipment
OPI	Opportunity for Improvement
OCC	Operations Control Center
OHS	Occupational Safety and Health
OHSMS	Occupational Safety and Health Management System
PANMN	Pantograph Motor NFB
PANUM	Pantograph up NFB
PAO	Passenger Assistance Office
PAR	Property Acknowledgement Receipt
PARDS	Passenger Assist Railway Display System
PAS	Public Address System
PC	Property Card
PCF	Petty Cash Fund
PCV	Petty Cash Voucher
PDA	Personal Digital Assistant
PDU	Patron Display Unit
PIDS	Passenger Information Display System
PMT	Performance Management Team
POS	Point of Sales
PPE	Property Plant and Equipment
PPELC	Property, Plant & Equipment Ledger Card

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PPP	Public-Private Partnership
PR	Purchase Request
PRTC	Philippine Railway Training Center
PTO	Public Transport Operator
PWD	Person With Disabilities
QM	Quality Manual
QMS	Quality Management System
QRTs	Quick Response Teams
RAP	Relocation Action Plan
RCI	Report of Check Issued
RDAI	Report of Debit Authority Issued
RFA	Request for Action
RMU	Ring Main Unit
ROL	Reordering Level
ROQ	Recommended Order Quantity
ROW	Right Of Way
RPCPPE	Physical Count of Property, Plant & Equipment
RPRD	Revenue and Production Reconciliation Division
RR	Receiving Report
RSAU	Regional Special Action Unit
RSD	Rail Service Desk of AFCS Concessionaire for Level 1 to 3 Maintenance
RSS	Rectifier Sub-Station
RT	Rectifier Transformer
RTGS	Real Time Gross Settlement
SAP	Systems Applications and Products- from CCS-RO component
SAWT	Summary Alphabet of Withholding Tax
SASCU	System Administration and Standards Compliance Unit
SCR	Sales Collection Report
SC	Station Computer
SCRO	Senior Community Relations Officer
SCIF	Staff Card Issuance Form
SCRF	Staff Card Request Form
SCT	Standards Compliance Team-
SDH	Synchronous Digital Hierarchy
SER	Signaling Equipment Room
SF6	Sulphur Hexafluoride Circuit Breaker
SFF	Settlement File Form
SG	Security guard/personnel on-duty deployed at the revenue line

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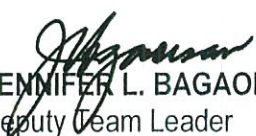
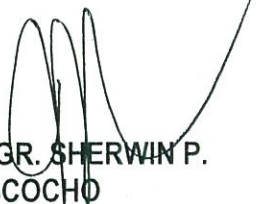


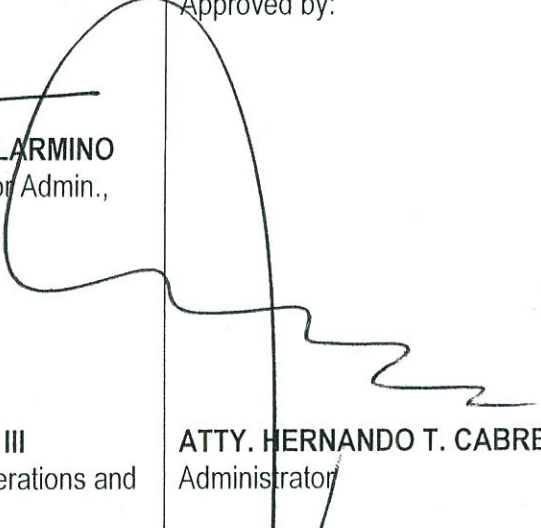
SI	Sales Invoice
SIC	Site Incident Controller
SIV	Static Inverter
SIVCN	SIV Control NFB
SJT	Single Journey Ticket
SLA	Service Level Agreement
SLSP	Summary List of Sales and Purchases
SMC	Site Main Controller
SMT	System Management Team
SRP	System of Ranking Positions
SVC	Stored Value
TASC	Ticket Allocation and Sales Collection Team
TCD	Traffic Control Division
TCERF	Ticket Coupon Exchange Refund Form
TE	Technical Evaluation
TGM	TVM and AG Management
TMS	Train Monitoring System
TIM	Ticket Inventory Management Team
TIR	Ticket Incident Report
TMSCU	Ticket Management and Sales Collection Unit
TOR	Terms of Reference
TSD	Technical Services Division
TSPA JV	Telefonicka, Inc, STIB, Pacific Consultants International, Inc., Autre Porte Technique Global, Inc. Joint Venture
TSR	Teller Sales Report
TVM	Ticket Vending Machine
UAT	User Access Table
UCN	Unit Cooler NFB
UPS	Uninterruptable Power Supply
VPN	Virtual Private Network
VVVF	Variable Voltage Variable Frequency
WDC	Waste Disposal Committee
WMR	Waste Material Report

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Prepared by:   <b>JENNIFER L. BAGAOISAN</b> Deputy Team Leader IMS Core Team   <b>ENGR. SHERWIN P. BISCOCHO</b> Team Leader, IMS Core Team	Reviewed by:   <b>ATTY. JOSE OBEL V. BELARMINO</b> OIC, Deputy Administrator for Admin., Finance and AFCS Services   <b>PAUL Y. CHUA PhD CESO III</b> Deputy Administrator for Operations and Engineering	Approved by:   <b>ATTY. HERNANDO T. CABRERA</b> Administrator
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