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7. SUPPORT

7.1 Resources

7.1.1 General

Resource management is essential in the operations of LRTA to ensure the establishment, implementation, maintenance, and continual improvement of both the QMS and OHSMS. LRTA ensures that the necessary resources, including human, technological, and infrastructural assets, are available to address customer satisfaction, operational safety, and health requirements.

Resources are determined based on corporate planning, customer feedback, risk and opportunity assessments, corrective and preventive actions from management reviews, audits, and improvement plans of the Authority. The capabilities of internal resources, as well as the need for external providers, are also considered.

7.1.2 People

LRTA values its personnel as key assets and is committed to providing the necessary human resources to effectively implement the QMS and OHSMS. This includes ensuring personnel are competent and trained to fulfill their responsibilities in both quality management and occupational health and safety. LRTA undertakes regular assessments of human resource requirements and ensures a safe and healthy work environment for all employees to support effective operations and the control of processes.

7.1.3 Infrastructure

LRTA ensures that the infrastructure needed to produce high-quality services and maintain safe operations is provided and maintained. This includes rolling stock, facilities, workstations, ICT systems, and safety equipment necessary for both customer satisfaction and the prevention of work-related injury and ill-health.

7.1.3.1 Rolling Stock and Interrelated Systems
The Rolling Stock and Interrelated Systems Division (RSISD) provides trainsets and necessary workplace infrastructure to support both

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operational efficiency and safety. Manpower and scheduling depend on the number of trainsets available, while safety protocols ensure that operational systems are safe for workers and passengers.

7.1.3.2 Information and Communications Technology (ICT) Systems

The Knowledge Management and Information Technology Division (KMITD) supports QMS and OHSMS through the provision and maintenance of ICT infrastructure that aids in decision-making, communication, and monitoring of safety performance. Data backups and security measures are in place to protect critical information.

7.1.4 Environment for the Operation of Processes

LRTA promotes a positive work environment that supports employee well-being, satisfaction, and safety. The work environment is managed to ensure effective and efficient operations while minimizing health and safety risks.

7.1.4.1 Teamwork and Knowledge Sharing

LRTA fosters a collaborative environment that encourages teamwork, knowledge-sharing, and continual improvement of safety and quality practices.

7.1.4.2 Safe and Conducive Work Environment

A safe and conducive work environment is maintained through workplace standards that support both operational efficiency and employee health and safety. Safety risk assessments, hazard controls, and emergency preparedness are prioritized in work area design and operation.

7.1.5 Monitoring and Measuring Resources

7.1.5.1 General

LRTA determines and provides resources necessary to ensure valid, reliable monitoring and measurement in both quality and safety performance. Resources are maintained to ensure continued fitness for purpose in verifying product conformity and maintaining safe operations.

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Measurement traceability is a key component in ensuring the accuracy and reliability of monitoring and measuring devices used for quality control and safety assessments. LRTA calibrates or verifies equipment at specified intervals, and controls are implemented to safeguard against damage or deterioration.

7.1.6 Organizational Knowledge

Organizational knowledge is developed and managed to support the effective operation of both the QMS and OHSMS. Internal and external sources of knowledge are utilized to enhance operational performance and safety. The Planning Department, through the KMITD, coordinates the acquisition, storage, and sharing of knowledge to ensure compliance with quality and safety standards.

7.2 Competence

LRTA commits to ensure that all employees possess the necessary competencies to perform their duties in line with the IMS for quality and safety. Competence is achieved through education, training, and experience. The Human Resource Management Division (HRMD) identifies the qualification standards for personnel, ensuring compliance with the Civil Service Commission's (CSC) guidelines and the requirements of both ISO 9001 and ISO 45001.

The HRMD ensures that training programs address both quality and safety needs, developing the necessary skills for risk management, hazard identification, and safe operational procedures.

7.3 Awareness

All personnel are made aware of the Quality, Health and Safety Policy, relevant objectives, and their roles in contributing to the effectiveness of both systems. Awareness activities include recitations during the Flag Ceremony, training sessions, safety briefings, performance reviews, and internal communications. The benefits of enhanced quality and safety performance, as well as the consequences of non-conformance, are emphasized during these sessions.

7.4 Communication

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LRTA ensures effective internal and external communication regarding both the QMS and OHS. This includes clear guidelines on:

- **What** is communicated (quality objectives, safety risks, incidents, trainings, awareness, etc.);
- **When** to communicate (during incidents, audits, management reviews);
- **With whom** to communicate (employees, contractors, stakeholders);
- **How** communication occurs (meetings, reports, electronic systems);
- **Who** communicates (department/division heads, safety officers, etc.).

7.5 Documented Information

7.5.1 General

LRTA maintains documented information for the QMS and OHS to ensure effective control of processes, adherence to safety standards, and continual improvement. The documented information includes policies, procedures, work instructions, safety protocols, and risk assessments. LRTA adopts a structured approach to document control, ensuring availability, integrity, and security of information.

7.5.2 Creating and Updating

Documented information for both QMS and OHS is regularly reviewed, updated, and approved to ensure accuracy and relevance. Appropriate identification, format, and content requirements are adhered to in line with ISO standards.
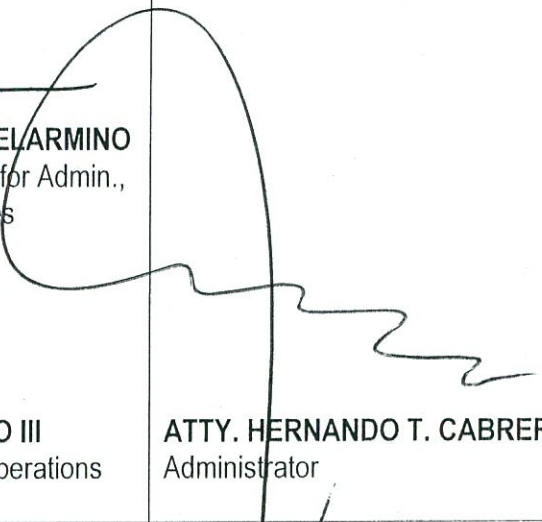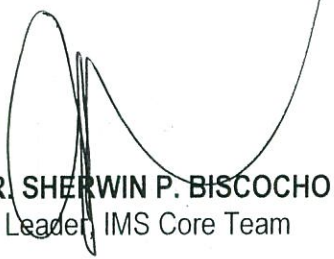
7.5.3 Control of Documented Information

The procedure for Control of Documented Information governs the creation, revision, approval, and distribution of all documented information related to the IMS. This ensures that critical documents related to both quality and safety management are securely stored, protected, and made available to relevant personnel when needed. Access controls prevent unauthorized changes to critical documents, and obsolete documents are systematically removed from use.

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