

## 1 OBJECTIVE STATEMENT

To offer the services in the following areas:

- Management System Certification
- Risk Assessments
- Incident Evaluation
- Legal Compliance Verification

Quality, safety and concern for the environment is our mission in our consideration towards the client, the end customer, stakeholders and society. Therefore our objectives are to provide our customers with service excellence and long-term partnership. The foundation for this is a sound economic basis and the interest in the development of a competent human resource.

As an accredited certification organization we are also monitored by the public and stakeholders of our clients. Therefore it is expected that we are meeting extraordinary requirements to present ourselves as a trustworthy and competent partner with our customers. Our measurements and expectations towards our clients' performance is connected to the capabilities of our own performance. Our means to demonstrate the recognition of importance of the expectations within our organization and externally from customers and stakeholders, we as top management team are committed to implement, maintain and optimize a management system in conformance to ISO 17021:2015 and the compliance thereto by all permanent and temporary members of EQCSA.

Consequently our partners, supporting us in the provision of our services are expected to:

- Satisfy the needs of our customers
- Cooperate within the organization and externally with our clients
- Work in a sound partnership relation with other interest groups
- Understand the needs and expectations of our accreditor
- Respect the expectations of society
- Satisfy the needs of our human resource.

### 1.1 THE NEEDS OF OUR CLIENTS

Our clients are the reason for the existence of our business. Without their desire to place contracts with us and the trust in doing so, the existence of ENVIRONMENTAL QUALITY CERTIFICATION SERVICES AFRICA (*Pty*) *Ltd* is at risk. Therefore all our service activities must contribute to the client's success, since it is the client, who is providing the income for our services. Consequently we have to treat our clients always as follows:

- 1 Competence, confidence and reliability are the basic principles of our business.
- 2 The needs of our clients are to be accurately determined and evaluated for their feasibility.

- 3 To satisfy our clients' needs have preference before all other commitments.
- 4 Are clients' needs not feasible, we have to explain objectively and rationally where the limits of feasibility are.
- 5 We measure our success against our client satisfaction and their recognition by their customers and clients.
- 6 All clients and other interested parties are treated equally. There is no preference to anyone.
- 7 Society is recognizing our contribution to economic sustainability for optimal benefits.

## 1.2 UNDERSTANDING OF PARTNERSHIP

Management has to maintain a working environment, which ensures that everybody can provide an optimal service to the client. The working environment should nurture the creativity and innovation of motivated employees and externally selected service providers. Therefore a value system applies based on the following ten principles:

- 1 Fairness and Equality
- 2 Tolerance
- 3 Openess
- 4 Motivation
- 5 Trustworthyness
- 6 Consensus
- 7 Flexibility
- 8 Liberty
- 9 Mistakes
- 10 Perspective

These ten key-principles should enable personnel to work together with openness, is motivated and creative and allows for the required flexibility to maximise the services to satisfy the needs of our client and other interested parties.

A creative and respectful environment motivates a person in an environment where decisions can be made by everyone and mistakes can happen. Where mistakes happen, it is the effort of all of us to ensure that through understanding and support optimal solutions can be achieved.

## 1.3 THE NEEDS OF OUR ACCREDITOR

The value of our certification services is linked to the approval of our accreditation organization. To ensure that our accreditor can maintain our accreditation we must understand the need of the established rules and regualtions, which ensure that the certification services provided have the required international reputation.

To support the accreditation body in their requirements to accredit us we must achieve the following:

- 1 Conformance to required standards and compliance to regulations

- 2 Independence and impartiality
- 3 Implementation and improvement of the ENVIRONMENTAL QUALITY CERTIFICATION SERVICES AFRICA (PTY) LTD quality management system.

#### 1.4 THE NEEDS OF OUR SHAREHOLDERS

Our commitment towards our shareholders is to manage a profitable company. The quality, independence and objectivity of our activities, however, shall not be compromised in the interest of profitability. Consequently the following must be kept in mind:

- 1 We are obliged to think and act effectively, economically and efficiently.
- 2 Sound investment is required to ensure the continuous improvement of our business processes in the interest of the business success.
- 3 Our shareholder must ensure our independence to make decisions even against profitability, should a client or potential client negatively affect our reputation as an independent certification body.

#### 1.5 THE NEED OF OUR WORKING ENVIRONMENT (BBEEE)

Although EQCSA is a small organization, we are concerned of the balance of human resource capabilities in conjunction with South Africa's population distribution. EQCSA is not defined as a "designated employer" in regard with the Employment Equity Act No.: 55 from 1998, we are, however, aware that we have a need to be prepared to establish the required foundation for our future growth in synchronization with our society. This is achieved through the following basic consideration within all activities of our organization:

- 1 Registration of auditors as needed in the future by selection and development for certification capability in line with the Equity Act and with focus on developing audit capacity within the previously disadvantaged groups. This can be achieved in connection with a reliable information source such as accredited training institutions, to ensure the availability of appropriately suitable human resources for development.
- 2 Support of and preference to the certification of companies with commitment and application of the requirements of the Equity Act, within the framework of the accreditation requirements by SANAS.
- 3 Review of the clients' human resource development requirements as established in international standards such as ISO 9001, 14001 or 45001 in line with the management system definition within the compliance capability of the equity act.

#### 1.6 THE NEEDS OF SOCIETY

A certified organization indicates capability to practice sound management to the interest and objectives of the relevant reference standard or combination thereof. Society must have trust that the certificated organization is committed to and serious about the objectives and policy statements. Society expects the certified organization to fulfill the requirements for certification with the required responsibility. In return Society will respect the certified organization and encounters their actions and expectations towards the certified organization with trust and confidence. The benefits are that the certified organization can practice their business activities to the interest of sustainability and undisrupted from mistrust and confrontation.

It is our responsibility to recognize Society's expectations, disregarding whether sectors of Society are involved, utilizing, are affected by, or just interested in, have to be considered for conformity assessment. This ensures that the certificate indicates all interested and affected parties' concerns and needs are evaluated within the certified organization's management practices and that the certified organization is capable to meet Society's expectations.

Society's voice is expressed and reflected in the following organizations:

- Government Authorities
- Non-governmental Organizations
- Interested Parties
- Consumer Organizations
- Media
- International Authorities and organizations

EQCSA demonstrates their trustworthiness to Society by ensuring that all personnel involved in the certification process are identified, competent and professional in all activities leading to the issue of a certificate.

Audit processes are understood by all involved and interested parties who for ethical reasons want to be informed of the applied methods and processes leading to the issue of a certificate.

Information discussed and obtained during audit services remains the property of the client and are treated with the utmost confidentiality. Confidentiality is also applied in all interactions with interested parties.

EQCSA has established procedures to ensure that queries and complaints can be preserved and response thereto is returned in an acceptable time, format and content to ensure that any complainant(s) has the confidence that their concern has been understood, accepted seriously and responded with commitment and satisfaction to the initiator(s).

## 2 STRATEGY

The success of achieving the above business objectives is continuous improvement of our business processes. Therefore we review our existing business objectives in adequate intervals or under changing conditions, revise them where necessary and establish new ones to ensure that we achieve continuously customer satisfaction. At the same time this will ensure that we will keep ourselves up-to-date with accreditors' expectations of a certification organizations' performance.

## 3 SCOPE

The following established quality management system is applicable to all activities carried out by ENVIRONMENTAL QUALITY CERTIFICATION SERVICES AFRICA (PTY) LTD. This includes all processes required to the preparation of our services, such as new developments and expansion of services, should the market demand require this.

## 4 LEGAL CORPORATE IDENTITY

**Name:** ENVIRONMENTAL QUALITY CERTIFICATION SERVICES AFRICA (PTY) LTD

**Registration Number:** 2000/010089/07

**Abbreviation:** EQCSA (Pty) Ltd

**Owners:** The owners of the company as registered are: **Mr. W A Richert**

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## 5 SCOPE OF SUPPLY

The main scope of supply of EQCSA is the certification services of management systems in compliance to the following INTERNATIONAL STANDARDS:

ISO 9001:2015 (ACCREDITED)  
ISO 14001:2015 (ACCREDITED)  
ISO 45001:2018 (ACCREDITED)  
HACCP (ISO 22000) (NON-ACCREDITED)  
ISO 50001:2018 (NON-ACCREDITED)  
Responsible Care (Responsible Care Practice Standards) (CAIA APPROVED)

For relevant scopes, please refer to the SANAS website under accredited organizations.

The certification process is established in the applicable process descriptions within this manual.

## 6 THE RELATIONSHIP WITH THE OTHER ORGANIZATIONS IN CERTIFICATION OPERATING IN SOUTH AFRICA.

It is important to recognize the existence of other certification organizations in South Africa. Certification services are provided to the industry under the principles of sound service quality. International certification services are guided by international standards and guidelines, supervised by accreditation bodies. To provide a high standard of service EQCSA is accredited by SANAS. Should SANAS not be in the position to provide the required scope of supply EQCSA is expecting SANAS support and recommendations for international supply by an adequate body. In return, EQCSA will support all SANAS efforts to maintain their reputation within the International Accreditation Forum.

EQCSA also recognizes the importance of good relationships with their competitors in the certification market. First priority is to ensure that competent services are delivered and the African industry is certified with recognition of international acceptance of performance. Where required this can be achieved in conjunction and cooperation with other certification organizations to ensure that competent and cost effective services are provided. Therefore EQCSA will always maintain a sound and ethical relationship with other certification organizations in the international market. This excludes the taking of advantages to the detriment of the certification environment and organizations resulting in deteriorating certification services in the global market place.

EQCSA will support all reputable certification bodies should they decide to withdraw from the African Market, by accepting their certifications, should a client seek continuation in certification from EQCSA and can demonstrate the satisfactory maintenance and improvement of the management system. In return, EQCSA is expecting the same from the certification industry, by ensuring that certifications are always maintained to internationally reputable standards of system compliance and performance.

EQCSA will therefore always be guided by the following principles towards the competition.

1. Open communication
2. maintenance of a conflict free environment
3. professional and ethical conduct towards the certification community
4. no pressure on clients seeking combined services from other organizations

5. sharing of expertise to the benefit of the certification service
6. development of resources to ensure that client needs can be satisfied by the market with competent certification processes.

Mnandi, 12 July 2022

WA Richert.