

	Quality Policy	
Document Type: Quality Procedure	System: Quality Management	Document Number: QP1003

Revision and Approval

Rev.	Date	Nature of Changes	Approved by
00	12/04/2021	Original issue.	<i>M de Jager</i>

Policy

Management is fully committed to the implementation and maintenance of the Gauteng Environmental Management Quality Management System (QMS) in line with the requirements and business principles of the ISO 9001:2015 International Standard. We regard the standard as a vehicle towards customer satisfaction and establishment of beneficial vendor and customer partnerships.

Management's role is the driving force behind the on-going maintenance of the system and its continued improvement. In addition to the ISO 9001:2015 requirements, we will also ensure that Local, National and International Regulations and Standards that govern the consultancy and the work we perform are respected and adhered to. Gauteng Environmental Management will review key aspects of the quality management system on a yearly basis and institute necessary changes or take actions to ensure that the quality management system remains fully integrated. Quality related issues also forms part of the management meetings.

Quality management systems will be integral throughout the organisation. Requirements will be flowed to all levels through quality manuals/documentation and management representatives. Regular interactions between representatives and department managers will also take place. Quality Documentation, Procedures, Policies and Objectives will be available to employees via the Intranet.

Gauteng Environmental Management will create an environment in which the customer's expectations and needs are anticipated, acknowledged and exceeded. Not only about meeting & exceeding but also about providing consistency in the product and service we deliver.

Gauteng Environmental Management has established quality objectives that relate to both the processes of the quality management system and the product/service. These objectives have been communicated to all employees. They are reviewed annually as a minimum but will also be discussed at the management meetings as and when applicable. Key objectives include:

- Maintain and improve the Quality Management System in accordance with the ISO 9001:2015 Standard.
- Supply training to all employees on the QMS by means of a Quality Roll out Campaign.
- Minimize risk hazards within all operations of the organisation.
- Expand Gauteng Environmental Management's client base to include clients from across South Africa's Borders.

The Quality Policy is displayed throughout the company and is available for all employees and interested parties to view. The Policy also forms part of the induction process whereby it is communicated and explained to new employees. The policy will be assessed on an annual basis for its effectiveness and continued suitability during the Management Review – or more frequently should there be significant changes impacting on the Business Management System.

The Quality Policy, company objectives; individual objectives and importance of our QMS is communicated to and understood by employees through ISO awareness training sessions and management instruction. Management system evaluated on regular basis to ensure that we are taking advantage of new methods and technology and that we continually review our adherence to local legislation, the code and Gauteng Environmental Management's

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management system. We are proud of the fact that our record of service is based on the establishment of long-lasting relationships and on-going strategic alliances with clients.

In order to remain key players in the Waste Management Service Industry– Gauteng Environmental Management has recognised the need for skilled employees as well as an equal employment opportunity company and strives to utilize and develop the skills and potential of all categories of our employees while continuously improving on the competence levels of all personnel doing work, affecting quality. Encourage active participation by the employees in the maintenance and improvement of the system by making it available and encouraging the use of non-conformances and suggestions for improvement. Enhance knowledge through training.

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