

SAYIREN BUSINESS PROFILE



1. SAYIREN TRADING AND PROJECTS CC – COMPANY PROFILE

	DETAILS	
LEGAL NAME OF FIRM/ ORGANIZATION & COUNTRY OF REGISTRATION	Sayiren Trading and Projects cc Place of Registration: South Africa	
CORPORATE PROFILE STATUS	Registration No: 2009/065543/23	Date of Registration: 31 March 2009
ADDRESS DETAILS	Head Office No 5 Marie Road Kibler Park Johannesburg	
CELL NUMBER	067 207 7814	
WHATSAPP NUMBER	071 200 1678	
TELEPHONE NUMBER	011 943 1621	
FAX	086 538 9172	
E-MAIL ADDRESS WEBSITE	sayiren@gmail.com / info@sayiren.co.za www.sayiren.co.za coming soon	
TYPE OF BUSINESS	CC Close Corporation	

1. COMPANY OFFICIAL TO WHOM ANY QUERIES SHOULD BE DIRECTED:

NAME	Ms. Irene Bugana
POSITION	Managing Director
TELEPHONE	067 207 7814
E-MAIL ADDRESS	saryiren@gmail.com info@sayiren.co.za

2. SAYIREN TRADING AND PROJECTS CC – BRIEF PRESENTATION

Sayiren Trading and Projects is a South African based company that was established in 2009 which specialize in Plumbing Maintenance in the regions of Gauteng, Limpopo and Mpumalanga. With over 10 years' experience and having over 4 qualified personnel, the company is ideally place to provide, in partnership with its clients, quality and world class end products.

Our range of services for General Building Maintenance related work are as follows.

- Installation of Geysers
- Installation and Maintenance of Toilet, shower, basin, Bath & sink
- Burst pipe
- Blocked drain
- Dislodge Septic tank

The mission of Sayiren Trading and Projects is to be amongst the best Plumbing maintenance companies in the regions. We have developed strong capabilities to serve both the public and private sector clients in the specified fields and in the process of registering in several professional bodies and database of service providers with Local Municipalities.

3. COMPANY RESOURCES

Sayiren Trading and Projects Technical Team

Sayiren Trading and Projects Plant and Equipment

QTY	PLANT & EQUIPMENT	OWNED/ HIRE
4	1 TON BAKKIE	OWNED
8	STEP LADDER	OWNED
4	TOOLS BOXS	OWNED
2	GENERATOR	OWNED
20	RODS	OWNED
1	18 TON TRUCK	HIRE

4. CLIENT TESTIMONIAL OF SATISFACTION

Sayiren Trading and Projects has many satisfied clients especially in the field of Plumbing Maintenance. With our extensive experience and range of expertise, we provide the client with the peace of mind that their project will be executed to the highest levels of professionalism and quality.

5. FIELDS OF SPECIALIZATION

The company has the qualified and best human resources in the region, with a strong team of Project managers, supervisors and skilled labourers our company is able to carry out and successfully completing maintenance projects resulting to client satisfaction. The main services offered by the company are:

The company has the necessary experience in the fields mentioned above as numerous projects were successfully completed. The company is able to operate on a wide range of condition and time depending on the type of work being carried out.

- Installation of Geysers
- Installation and Maintenance of Toilet, shower, basin, Bath & sink
- Burst pipe
- Blocked drain
- Dislodge Septic tank

6. BBBEE INVOLVMENT

Sayiren Trading and Projects cc is a Level 1` BBBEE SWORN AFFIDAVIT. Sayiren Trading and Projects is a 100% Black Women Ownership company and is committed to skills transfer and training for the development of its staff and communities where the project takes place.

7. PAST EXPERIENCE RECORD

A list of projects and clients undertaken by Sayiren Trading and Projects is listed below.

8. COMPANY APPROACH AND METHODOLOGY

Once established the Guaranteed Maximum Price will form the basis to proceed with the construction and renovations services. The following outline is a brief summary of the methodology Sayiren Trading and Project will follow to execute a project.

During the construction phase of the project, we will provide all management and related services as necessary to adequately supervise, monitor and coordinate the work of all subcontractors. Our Team will manage all conditions of the site work rules and will establish and monitor safety, security, cleaning and other conditions. The following items are also critical to a successful construction project and will be provided by Sayiren Trading and Project.

General Management and On-Site Staff

- The Sayiren Team will assign a Project Team at the jobsite for the coordination and initiation of the work.
- Our Team will establish lines of authority in order to execute the project on a coordinated and efficient basis and will prepare a chart graphically indicating those lines of authority.
- Our Team is accustomed to dealing with the upper management of sub- contractors, whether it is in the field or off-site. By obtaining the commitment of the senior management of our subcontractors, our Team will ensure the Client of having its work done by the finest personnel and having personalized attention dedicated to the project by each subcontractor.
- Our Team will establish, implement and maintain procedures to assure coordination among the architect, consultants, subcontractors, and all local municipal authorities, governmental agencies, utility companies, etc., who may be involved in the project.
- Our Team will prepare and develop an on-site record keeping system, which will be sufficient in detail to satisfy an audit by the owner. Such records shall include, but will not be limited to, daily logs, progress schedules, manpower breakdowns (daily by trade), financial re- ports, quantities, material lists, shop drawing logs, etc.
- Our Team will hold fortnight job meetings with the owner's representatives, subcontractors, architects and other necessary parties to discuss procedures, progress, problems, scheduling, and open items.
- Our Team will constantly review the adequacy of each subcontractor's supervision, personnel, equipment and the availability of necessary materials and supplies. When inadequate, our team will direct the necessary action to be taken by the subcontract involved.
- Our Team will assist the Client in obtaining the general building permits and Certificates of Occupancy as required, and will coordinate the obtaining of all legally required permits, licenses and certificates. We will assemble these documents from the contractors and deliver them at the completion of the work.
- Our Team will coordinate and execute all work until final completion and acceptance of the project by the Client, including a comprehensive final inspection to ensure that the materials furnished and work performance are in accordance with the contract documents.

Coordinate Testing and Inspection

Sayiren Trading and Project will develop and enforce a quality control system in order to ensure that the highest required standards of construction are met. Our Team will develop a checking and testing procedure to ensure that all systems are adequately tested and balanced prior to their acceptance.

Our Team will coordinate all testing provided by others, as required by the technical sections of the specifications, and as required by the building code. Our Team will keep an accurate record of all tests, inspections conducted and test reports.

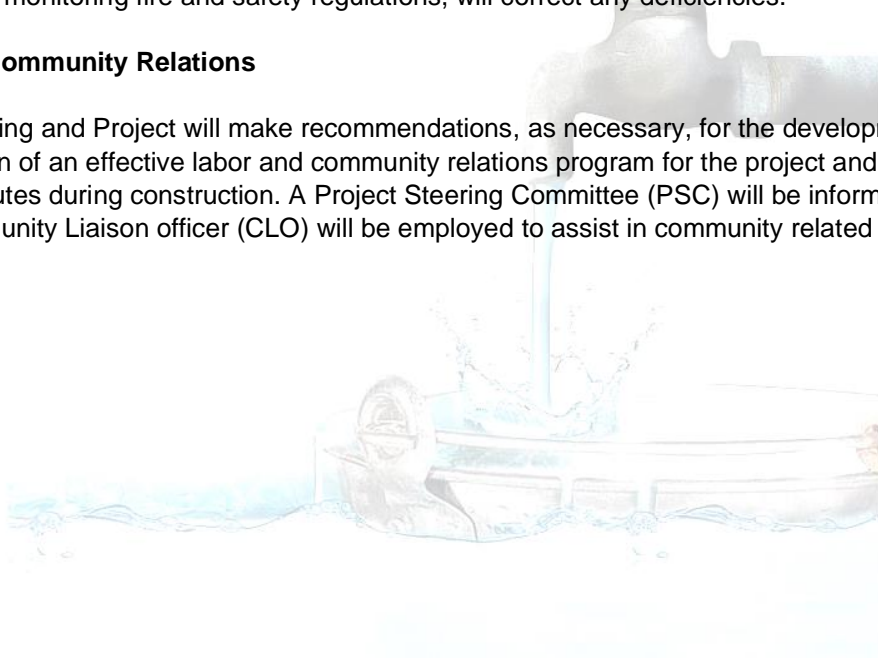
Our Team will coordinate the services of professional engineers, engineer-of-record and the architect, as required by the building codes, for work, if any, that would be performed for the owner directly.

Comprehensive Safety Program

Sayiren Trading and Project will prepare and submit to the Client a recommended comprehensive Safety Program, which complies with the requirements of Occupational Safety and Health (OSHA), as amended. During construction, the main contractor will monitor compliance by each employee, and subcontractor with its contractual safety requirements, and in collaboration with the project personnel charged with monitoring fire and safety regulations, will correct any deficiencies.

Labor and Community Relations

Sayiren Trading and Project will make recommendations, as necessary, for the development and administration of an effective labor and community relations program for the project and for avoidance of labor disputes during construction. A Project Steering Committee (PSC) will be informed together with a Community Liaison officer (CLO) will be employed to assist in community related matters.



9. OCCUPATIONAL HEALTH, SAFETY & ENVIRONMENT MANAGEMENT PLAN

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1.0 Introduction

2.0

The major need for instituting safe working procedures is the need to avoid personal injury and consequential suffering.

SAYIREN TRADING AND PROJECTS requires safety to be regarded as a prerequisite of all company operations and will be demonstrated at all times. As such it is our policy to develop and maintain a safe and healthy working environment not only complying with safety health and welfare measures as required by legislation, but also because of the need to act responsibly to prevent injury, ill health, damage and loss arising from its operation.

SAYIREN TRADING AND PROJECTS considers the promotion of Safety Health and Welfare to be an essential component of responsible management. Management at all levels within the company shall be held responsible and accountable for safety which shall be developed and maintained through close attention to design, methods, materials and equipment, and by motivation and training of people so that all employees do their utmost to follow safe work practices.

2.0 Scope

The scope of this Health, Safety & Environment Management Plan is:

- To define the project policy. for Project
- To define the responsibilities of various parties and individuals and the tasks assigned to them.
- To define the strategies to be adopted in order to ensure the plan is implemented.

3.0 Objectives

The principal objective of the project's health , safety & Environment program is to prevent personal injury and property damage, and to promote the health, safety and well-being of all persons in the workplace to achieve the ultimate goal of "0" injuries.

To achieve and maintain this principal objective, for Project will utilise the following occupational health, safety& environment controls:

- (i) Regular internal, external and compliance audits of the workplace to identify potential problem areas and adoption of plans for control of same;
- (ii) analysis of work procedures and systems to identify hazards and establish the reason for their existence;
- (iii) review of new equipment and substances prior to their purchase, installation and commissioning to ensure that all necessary safety standards are met;
- (iv) collation of past incidents that have resulted in personal injury or ill health and analysis of these accidents and/or hazards;
- (v) awareness of industry accident experience outside of SAYIREN TRADING AND PROJECTS and the action taken to prevent repetition;

- (vi) development of safe working practices and procedures embodying correct trade and technical practices with appropriate training in the use of these procedures;
- (vii) statement of goals for SHE performance;
- (viii) publication of goals to all concerned;
- (ix) effective means of measuring and assessing performance for comparison with original goals;
- (x) provision of effective corrective measures;
- (xi) Knowledge and observance of statutory requirements relevant to particular industry processes and locations.

The Manager shall approve corporate health, safety & environment objectives and will approve short term goals for improvements to be made to the health and safety program/plan. All goals shall be reviewed monthly and when approved by the Manager, distributed to all relevant persons.

4.0 Policy Statements

SAYIREN TRADING AND PROJECTS has policy statements, applicable to all Projects areas as referenced below:

Safety Policy
Environmental Policy
Drug and Alcohol Policy

The Policy statements are signed by the Manager of the Company and are a mandatory code of conduct for all SAYIREN TRADING AND PROJECTS employees and sub-contractors. Current copies of these policies shall be displayed in SAYIREN TRADING AND PROJECTS offices and SHE File

5.0 Safety Organisation

6.0 Safety Responsibilities

6.1 Project Manager

The Project Manager is the senior representative for the project, site and, as such, is the ultimate authority on all matters including SHE. His objective is to actively work towards the elimination of Company and Sub-contractor injuries. The aim is "0" injuries.

Responsibilities

- Accountable for overall development and implementation of Safety Management Plan on site.
- Responsible for ensuring the Safety Management Plan remains relevant to the progress of the Site.

- Accountable for the provision of adequate safety resources, services and facilities on site.
 - Responsible for ensuring the commitment and accountability of Company staff to the programme.
 - Accountable for overall safety performance.
- Methods
- Actively participate in both on-site and off-site Safety Meetings, inspections and audits.
 - Participate in the development of procedures and commercial terms and conditions for the Safety Management Plan with respect to sub-contractor pre-qualification, tender and award documentation.
 - Monitor safety performance, discipline unacceptable performance, reward good performance.
 - Review accident/incident statistics and all OH&S reports
 - Review implementation of Safety Management Plan.

Action Plan

- Attend Safety Meetings (or delegate responsibility)
- Chair Site Safety Management Meetings
- Sub-contractor kick-off meetings
- Sub-contractor progress meetings
- Audit/inspect workplaces with Supervisor and/or Labour personnel - progressively and at random basis.
- Initiate an Audit using Company or Sub-contractor staff on a regular basis.
- Review Safety Management Plan.
- Review accident/incident statistics - weekly
- Train and develop Company staff in all aspects of Safety Management Plan and up-to-date Company related safety issues.

6.2 Project Supervisor

The Manager is also the Project Supervisor due to the fact that this is a company with a small number of permanent employees. The Manager shall execute the responsibilities of the Project supervisor as well and shall be responsible for the day-to-day operations of the Contract and may deputise for the Project manager if required.

Responsibilities

- To ensure that all Supervisors/Leading Hands are familiar with the contents of the Safety Management Plan.
- To attend Safety Committee Meetings when required.
- To ensure that all Statutory Acts, Regulations and Codes of Practice are adhered to.
- To motivate and encourage Supervisors/Leading Hands by real commitment and personal involvements, not only through inspections, audits, investigations, etc. by actively participating at the workplace.
- Recognise, commend and regard, to both Supervisors and wages employees when justified, creditable performance milestones, initiative etc. with regard to all activities in Health and Safety.

- To ensure that all aspects of the Safety Management Plan are carried out to the standards and performance expectation the Company requires.

Authority

The Project Supervisor has the authority to advise or instruct any person on site in matters related to safety.

In some cases instruction will be given directly to workers and in other situations may be passed to, or through Supervisors or Subcontractor Supervisors or leading hands.

With respect to the subcontractors the Project Supervisor has the authority to suspend works in the case of serious breaches. He shall take such action in consultation with the Project Manager and Subcontractor Management.

In the case of non-cooperation from subcontractors on housekeeping, the Project Supervisor has the authority to engage labour to clear up on their behalf and charge the Sub-contractor accordingly. In emergencies the Project Supervisor has the authority to issue whatever instruction and take whatever action necessary to secure the safety of the works and the workers. The Project Supervisor is expected to take the initiative in improvement of all safety aspects rather than react only to situations and directions from others.

6.3 Supervisor / Leading Hand

The Supervisor / Leading Hand shall be responsible for the day to day operation of site activities in ensuring the dissemination of information passed down by Site Management to wages employees. Supervisor / Leading Hands are responsible to the Project Supervisor, and shall be responsible for safety at the workplace, thus ensuring that all activities are carried out in accordance with Statutory and SAYIREN TRADING AND PROJECTS requirements. These responsibilities shall include, but not be limited to the following:

Responsibilities

- Ensure that all personnel employed are suitable for the jobs for which they have been recruited.
- Organise site/places of work, so that work is carried out to the required standards with minimum risk to employees, equipment and materials.
- Know the requirements of all relevant SAYIREN TRADING AND PROJECTS Procedures, Site Safety Instructions and the contractor safety requirements.
- Give all Trades precise instructions on the responsibilities for correct working methods.
- Plan and maintain a tidy site/work area, arranging for the removal of debris at timely intervals.
- Ensure that all personnel under their control know what to do in the event of fire or other emergency.
- Prepare and complete all Accident/Incident Reports.
- Liaise with the Project manager or Safety Adviser on matters of Safety.
- Incorporate safety instructions as part of routing orders and see to it that they are obeyed.
- Prevent employees from taking unnecessary risks.

- Ensure that all new employees understand the Site Safety Management Plan and the provisions set down in the Site Safety Regulations and standard of work required.
- Organise and conduct suitable Training Sessions on a regular basis. These will be in the form of weekly Tool Box Meetings and daily Job Start Talks.

6.4 Safety Advisor

Aims and objectives

- Minimise minor injuries and pursue the concept that all accidents are preventable. Aim for target "0" injuries.
- To eliminate safety related disputes on the Site.
- To minimise the Company's potential liability by ensuring that the Company protects itself against assertion of breach of law regarding safety.
- To provide an effective safety resource to all Site and subcontractor employees

Responsibilities

- Give advice and assistance to Site Management for implementation and auditing of the Safety management Plan.
- Ensure all personnel are familiar with the contents of the Project Occupational SHE Management Plan in line with the requirements of SAYIREN TRADING AND PROJECTS Safety Program.
- Establish induction and training programs for all levels within the organisation.
- Audit the performance of all SAYIREN TRADING AND PROJECTS and Subcontractor personnel and make recommendations where applicable.
- Ensure all Accident/Incident Reports, statistical data, Tool Box Meeting Reports, are completed as required.
- Advise and assist the Project Manager and Supervisors on any matters of Safety & Health.
- Liaise with Management on any health & Safety matters as they arise.
- Report any dissatisfaction with the safety performance to the Project Manager.

Authority

The Safety Advisor has the authority to advise or instruct any person on site in matters related to safety.

In some cases instruction will be given directly to workers, and in other situations may be passed to, or through, supervision, or subcontractor Supervisor, Foremen, or Leading Hands.

Action Plans

- Conduct appropriate induction training for Site and Subcontractor personnel (ongoing).

- Inspect work place, reward good safety performance, take's appropriate remedial action on substandard safety items.
- Visit first aid facilities and follow up on all injuries with the object of preventing recurrence (daily).
- Implement and carry out safety inspections and system audits.
- Attend Site and subcontractor kick-off meetings addressing safety items first on the Agenda.
- Attend Project Management meeting.
- Attend Site Safety Meetings and site safety meetings of subcontractors.
- Audit weekly and monthly inspection reports.
- Coordinate incentive programmes
- Ensure the Project Safety Management Plan is up to date and matching any changed circumstances.
- Cause cessation of work in the immediate area where a safety hazard exists that may, or is likely, to cause injury to employees working in that area and to advise the relevant Supervisor as soon as practicable so that the unsafe situation can be remedied.

6.5 Employees

All employees have a responsibility for Health and Safety and are encouraged and motivated by management to PARTICIPATE in all aspects of the Health and Safety Program. It is recognised that the full involvement of all employees is vital for a successful SHE Program. All employees are required to:

- be responsible for their own health, safety & environment, and for that of other persons who may be affected by their actions or omissions.
- Co-operation in the fulfilment of the obligations placed upon the Company.
- comply with instructions given for their own Health and Safety.
- use protective equipment correctly.
- report any situation which could present a hazard and which cannot be immediately and simply corrected by the employee.
- report immediately to his/her Supervisor any incident or injury which arises in the course of daily activities.
- seek further information and advice from immediate Supervision, if in doubt about any matter relating to Health and Safety.
- attend and participate in health and safety meetings conducted by SAYIREN TRADING AND PROJECTS personnel.
- undertake training in relevant safety initiatives to ensure understanding and application of safe working practices.

7.0 Safety Management Plan

7.1 Execution of Health, Safety & Environment Plan

On award of the contract, SAYIREN TRADING AND PROJECTS shall develop in line with the safety plan of, Project Safety Execution Plan detailing each component part of the plan, i.e. What is to be done by when, who is responsible and what procedures/systems used.

Dates for these activities will be listed on a matrix and shall be included in all phases of the project planning. Management shall be accountable for ensuring that each phase is practically implemented and administered so as to achieve the objectives of the plan.

7.2 Project Interpretation

In order to facilitate the needs of the Project where one or more companies will be involved it will be necessary to develop an integrated control through a dedicated system over all activities. This will be attained by utilising a 'Compliance Matrix' approach which identifies client, legislative and subcontractor requirements for the project duration. Once identified SAYIREN TRADING AND PROJECTS will be able to examine both their Safety Plan requirements and their subcontractors, identifying areas of compatibility or otherwise. Areas of non-compatibility or client specific requirements for the project will result in either procedural development or adaptation of specific project procedures.

7.3 Presentation of Health and Safety Plan to Workforce

SAYIREN TRADING AND PROJECTS will present the contents of the occupational health and safety plan to its entire workforce involved in the project.

It has been SAYIREN TRADING AND PROJECTS experience on similar projects that the input of employees in the further development of the safety plan greatly enhances its effectiveness, and such employee participation will be encouraged at all stages of the work. This will take place initially at the employee induction, and will continue via the regular Tool Box Meetings and Job Start Talks.

8.0 Policies & Procedures

It is not intended for this Safety Management Plan to encompass all of the Company's safety requirements.

SAYIREN TRADING AND PROJECTS has comprehensive Safety Procedures which form the basis and absolute minimum criteria by which we operate. All site management are issued with a copy of the procedures and are familiar with the contents and aware of its importance and application within the organisation. SAYIREN TRADING AND PROJECTS Safety Procedures are detailed within the Operating Systems requirements contained within the Project management (Quality) Plan. The Contractor Safety Regulations and all statutory requirements also apply to this Safety Management Plan and shall be adhered to at all times. Irrespective of the application/source of the particular policy, procedure, regulation, code, etc. the higher standard will be applied.

9.0 Safety Induction Program

Before commencing work, All employees are required to participate in a Safety Induction Program. In addition to covering essential aspects of general safety, SAYIREN TRADING AND PROJECTS attempt to engender a cultural philosophy of positive attitude, commitment and ownership. The induction will cover items of general safety and include but not be restricted to:

- Work Permits
- Housekeeping

- Potential Hazards
- Personal Protective Equipment (PPE)
- Accident/Incident Reporting
- Alcohol and Drugs - Alcohol is a drug
- Emergency Procedures
- Specific Site Safe Work Practices and Procedures
- Contractor Safety Regulations and Emergency Procedures.
- SAYIREN TRADING AND PRJOECTS OHS Management Plan
- Overview of contract work, methodology and potential hazardous operations.

The Safety Induction Program is competency based requiring all participants to complete a site specific questionnaire at the completion of the program to ensure that all of the key elements have been understood by the employee. A refresher induction program is considered essential to continually enhance awareness of the company and client safety requirements and is conducted at the end of each twelve months service of the employee.

10.0 Safety Training

Site Supervisors have a responsibility for the prevention of injury, not because it has been arbitrarily assigned to them but because accident prevention and productivity are closely associated supervisor functions. The most direct and consistent method to develop the desired attitudes and commitment and to impart all of the necessary information about safety to supervisors is to provide instruction training.

11.0 Health & Safety Meetings

11.1 Toolbox Meetings

Toolbox Meetings are the means of communicating the Company's safety attitude to all employees. The aim of these meetings is for the Supervisor to explain and discuss safety related subjects and problems in a clear and concise manner so as to ensure understanding by all participants. To achieve this aim it is important to create an interest in the subject and a desire to learn because of the practical value to each employee.

The short duration talks are based on material supplied in Part 3 of the Safety Manual, or alternatively may centre on a particular Accident/Incident Report. The talks are intended to discuss safety in a constructive fashion and not to conduct a fault finding or complaining exercise. Suggestions by all participants are actively encouraged.

Meetings shall be conducted weekly.

11.2 DSTI's

DSTI's shall be conducted each morning by the Supervisor with his own crew. The format is to discuss the activities/tasks to be carried out for the day ahead. The Supervisor will not only discuss the technical aspects of the work but also what Safety Hazards which may exist and what precautions the crew should take to prevent incidences or injury.

11.3 Safety Committee

SAYIREN TRADING AND PROJECTS shall establish and implement an on-site Safety Committee to discuss on site safety requirements and problems. This Committee will consist of the Manager and Nominated Health and Safety Representatives. These meetings will be held on a frequency of once per month. In the event of a specific area of concern regarding safety, a special Meeting will be convened to deal with the problem at hand.

To assist in the management of meetings, proper Agendas will be set prior to each meeting and Minutes detailing action items and dates for action items to be completed will be implemented. Additionally, Minutes will be forwarded to nominated persons, i.e. Specific trade persons, Client Project Manager, etc. to deal with action items. Minutes of Meetings will be posted on Notice Boards and copies provided for project consideration and comment and SAYIREN TRADING AND PROJECTS senior management at Head Office.

11.4 Meeting Structure

Site Safety Committee

Chairman:	Alternate between Company Safety Advisor and Worker Safety Representative.
Membership:	Safety representative (including sub-contractor), Safety Advisor, Project Supervisor, Supervisor (as necessary).
Agenda:	Statistics Safety Issues/recommended resolutions Accident/Incident Reports Tool Box Meeting Reports Audit Reports Work programme
Frequency:	Monthly
Minutes:	Chairman responsible for Minutes, Minutes published or posted on all Noticeboards

Toolbox Meeting

Chairman:	Supervisor/Leading Hand
Membership:	All wages employees
Agenda:	Previous Minutes/Report back: Incident Reports Safety Topic Safety Issues
Frequency:	Weekly
Minutes:	Supervisor compiles Minutes, copies to Project Manager

DSTI's

Chairman:	Supervisor/ Leading Hand
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Membership:	All wages employees of the work crew
Agenda:	Tasks/activities for the day Potential hazards and risks Precautions necessary to prevent incidences/injuries
Frequency:	Daily before commencement of work
Minutes:	None

12.0 Workplace Inspections

The principle objective of work place inspections is to detect and eliminate unsafe acts, practices and conditions in the workplace before they can cause injury. Whilst Inspections provide the vehicle for systematic periodical checks they also provide a number of side benefits. They have an effect on communication in a work area, help to improve and facilitate industrial relations and enable employees through the Safety Committee to play a greater role in the maintenance of a safe working environment through participation.

Routine regular Inspections shall be performed by wage employees, elected Safety Representatives and Supervisors, and will be scheduled so that results can be reviewed regularly by Management and the Safety Committee. Significant performance improvement can be achieved simply by establishing a programme of Safety Inspections and acting on the results obtained. Feedbacks of the results of inspections to the Managers of the areas inspected are an essential part of the inspection process.

Inspections shall be conducted regularly and shall be principally the responsibility of the Project Supervisor who may be assisted by his deputy, Supervision, the Safety Adviser, Safety Representatives and nominated employees.

13.0 Safety Audits

All Occupational Health and Safety Legislation (whether it be the Construction Regulations, Occupational Health & Safety Act & Regulations), under which **SAYIREN TRADING AND PROJECTS** perform work imposes the obligation of "duty of care" on employers, employees and others.

"Duty of care" is a broad concept which essentially requires all reasonable and practicable action:

- By employers that will ensure the health and safety of employees at work.
- By employers to ensure the health and safety of persons not in their employment and member of the public (i.e. subcontractors and visitors)
- By persons in control of workplaces used by non-employees to ensure their health and safety (i.e. Client sites)

To fulfil out statutory and moral obligations the Company has developed Occupational Health and Safety policies, procedures and philosophies. We also have an obligation to ensure that all employees are aware and understand the Company Safety requirements.

The Workplace Safety Audit Program is the method by which the Company can measure the compliance and effectiveness of the Company Safety Program and its statutory obligations.

Objectives:

(a) To provide a measure of compliance with the provisions of all Occupational Health and Safety Acts, Regulations Codes of Practice and accepted industry standards and practices. To ensure that all SAYIREN TRADING AND PROJECTS health and safety requirements have been established, implemented and maintained at Project levels.

(b) To assist Branches and Projects to establish and maintain effective systems and procedures by which they can best manage the risks to health and safety of SAYIREN TRADING AND PROJECTS employees and others arising from the nature of the work performed., equipment materials and substances used and the work environment.

Format:

The Safety Audit will generally be undertaken/conducted by the Company Safety Manager or Company Safety Adviser. The project will be audited dependant on job duration, however, it is envisaged that there will be at least one audit conducted during the Contract Period.

14.0 Hazard Assessment

14.1 Job Safety Analysis

Performing a Job Safety Analysis (JSA) is one of the most powerful tools we have for identifying safety needs and requirements. Whilst most hazards are identified after an earlier accident, mistake or omission, a safety analysis examines the safety needs and requirements in a proactive manner. The fundamental importance of the Job Safety Analysis Program is that the analysis is conducted prior to the work commencing by the Project Supervisor in the job planning stages, so as to enable any identified hazards or risks to be engineered out of the job scope.

It is not uncommon that at some stages during the job, the scope of work will change to some degree. When this occurs, the original Job Safety Analysis needs to be reviewed and appropriate alterations implemented by the Field Supervisor.

The Job Safety Analysis system commences with the breaking down of an individuals or work groups job operations into various stages or units, sufficiently to identify any hazards or risks. This enables a planned preventive approach prior to work starting. For each project, a JSA must be completed for each task that is considered by the Supervisor and/or the person/s performing the work to be potentially hazardous or has a particular element of risk.

Examples of tasks which may require a Job Safety Analysis are:-

- Working at heights (where there is no work platform)
- Spading

- Tie-ins
- New or infrequently performed tasks
- Any task with a high accident potential
- Or sub-contractor

14.2 Fire Prevention

Prior to starting any Hot Work Process SAYIREN TRADING AND PROJECTS will undertake an analysis of all possible fire hazards (in conjunction with the requirements of the "Contractual Company"). Where combustible materials are found within the vicinity of the hot work area suitable protection is to be provided to prevent an uncontrolled situation. All hot work areas will have within easy reach, a suitable fire extinguisher, readily available for use. Fire extinguishers will also be provided in all offices, crib rooms, workshops and stores areas. In addition, all items of mobile plant or other designated equipment will be provided with a suitable fire extinguisher. All such fire extinguishers are to be inspected on a monthly basis, along with the required statutory bi-annual service.

All flammable and combustible materials are to be stored and handled with due regard to their fire characteristics. Flammable liquids are too stored in approved containers, in an approved flammable liquids storage area. Flammable and compress gasses are too stored in an isolated area and segregated according to their hazardous goods class with fuel gas separated by a minimum distance of 6 metres.

15.0 Personal Protective Equipment (PPE)

It is SAYIREN TRADING AND PROJECTS policy to remove or "engineer" out detected or potential hazards. Where this is not practicable, suitable protective equipment is provided to enable the job to be completed safety and satisfactorily.

The Company will provide all necessary equipment to protect employees personally against any hazards that are likely to be encountered in the course of their daily work activities. Potential hazards will be identified prior to the commencement of work by means of a Job Safety Analysis (JSA).

The wearing and use of PPE is mandatory and must be in accordance with both SAYIREN TRADING AND PROJECTS rules and regulations and will be monitored at all times.

16.0 Accident/Incident Investigation

16.1 Accident/Hazard Occurrence Reporting and Recording

SAYIREN TRADING AND PROJECTS considers the uniform reporting and recording of occupational injuries and disease and the collection, recording and analysis of data concerning these events, essential in determining and identifying:

- measures that need to be taken to prevent similar occurrences
- selection of correct priorities for preventative action, and
- elevation of the effectiveness of these controls and preventative measures

To ensure that all accidents are properly reported and recorded, SAYIREN TRADING AND PROJECTS will continually emphasise the fact that the main aim of reporting and recording accidents/injury is to obtain facts rather than to assign fault to individual employees. This approach will help ensure full reporting of all accidents/hazards.

16.2 Accident/Hazard Investigation and Analysis

SAYIREN TRADING AND PROJECTS promotes accident investigation procedures which are instrumental in determining the causes of accidents and make allowances for appropriate steps to be taken to eliminate or rectify such causes. Additionally, the program enables SAYIREN TRADING AND PROJECTS to gain immediate and delayed value from the investigations. The immediate value allows management to plan and implement corrective actions designed to prevent re-occurrence of similar accidents. The delayed action will further allow management to analyse accident/incidents events to determine repetitive factors and trends that are not revealed by a single accident investigation. To establish the above criteria SAYIREN TRADING AND PROJECTS will report, record and investigate all accidents and incidents in accordance with SAYIREN TRADING AND PROJECTS standard procedures.

16.3 Follow up on Corrective Actions

To ensure follow-up on corrective actions occur, the SAYIREN TRADING AND PROJECTS safety department will produce correct action report to each responsible person for review and status update.

16.4 Additional Requirements

In addition to other reporting requirements, "Contractual Company" shall be notified within (8) hours of the occurrence of all minor injuries. In the event of a serious injury or major equipment damage, the "Contractual Company" Superintendent shall be informed immediately.

17.0 Injury Management Program

SAYIREN TRADING AND PROJECTS is committed to preventing illness and injuries by providing a safe and healthy working environment for all its employees. It is recognised that injury or illness may still occur and therefore all incidents will be reviewed and steps will be taken to prevent recurrence. Believes that occupational injury management is of benefit to everyone and should commence as soon as possible following injury or illness, therefore early reporting of injury or illness is imperative. Every effort will be made to assist people in an early safe return to meaningful and productive work in consultation with treating practitioners.

A return to work program consistent with medical advice shall be followed. The Safety Adviser will assist in this process by providing the necessary link between treating practitioners and the workplace.

Employees are required to report all injuries no matter how minor to their supervisor, who will arrange for the necessary first aid treatment. All minor injuries should be treated by the nominated work area first aider using available SAYIREN TRADING AND PROJECTS resources. The first aider will also log all and any treatment on the appropriate first aid treatment record.

All personnel in the workplace have an important role to play to ensure the best possible outcome for their injured colleague's successful occupational rehabilitation and require everyone's involvement and commitment.

18.0 Environment

SAYIREN TRADING AND PROJECTS recognises the need to act in a responsible manner in protecting the environment and to this end will strictly comply with all statutory requirements, SAYIREN TRADING AND PROJECTS Environmental Management Plan environmental procedures.

Particular attention will be applied to the following issues:

- Generation of fumes and dust.
- Disposal of contaminated equipment, materials and chemicals
- Containment of fibres
- Emissions of gas and fumes
- Noise and hearing conservation
- Spills to water steams and sewage facilities

19.0 Subcontractor Selection

When selecting Subcontractors SAYIREN TRADING AND PROJECTS will review safety programs of those companies wishing to qualify and consider the levels of safety performance as an important aspect of the Company's pre-qualification. Feedback on areas that require improvement will be provided to the qualifying companies so as to ensure they meet strictly with the requirements of SAYIREN TRADING AND PROJECTS occupational health and safety plans.

The results of subcontractor health and safety audits will be strictly confidential. However, those participating will be informed that this information shall be readily available to the Safety Adviser for review and comment.

SAYIREN TRADING AND PROJECTS will include the management and, where practicable, the employees of subcontractors in the planning stages of this health and safety program. The inclusion of Subcontractors is seen as an important aspect of ensuring total control of all areas of the safety program.

To ensure that subcontractors are aware and conform to the SAYIREN TRADING AND PROJECTS procedures and rules regarding health and safety, the senior management of subcontracting companies have a responsibility to ensure them:

- (i) comply with the intent of the SAYIREN TRADING AND PROJECTS engineering safety policy and all relevant safety and health procedures and systems to ensure the prevention of injury, damage and fire;

- (ii) comply with the requirements of occupational health and safety acts, regulations and/or ordinances produced by regulatory authorities or other government bodies, and ensure that these requirements are observed by their employees at all times;
- (iii) ensure that all work is carried out in accordance with Risk Management Standards, proven industrial standards, and client's requirements;
- (iv) ensure that employees have the necessary skills, qualifications and mental ability to carry out the various tasks required of them; and

Project management will ensure that the senior management of contracting companies are informed of the above requirements.

20.0 Health and Safety Awareness, Publicity and Promotion

SAYIREN TRADING AND the communication of its management objectives and the promotion and publicity of its Safety programme as being essential in fostering a culture/climate which is conducive to the elimination of injuries/incidences. In view of this the Company sees that every efficient and effective safety control measure that is implemented communicates the Management's desire for a safe working environment.

To promote and publicise SHE within the work environment will utilise the following methods:

- Publicity display and distribute the Company Safety Policy to all employees
- Training in Occupational Health and Safety for Management supervision and wages employees
- Conduct Safety Inductions for all new employees
- Involvement of employees in Health and Safety programmes
- Prominent posting of Safety Targets, Safety Performance Indicators and Company Safety Goals at the work site. Performance indicators will include statistical achievement, attitude/commitment, audit and inspection results.
- Safety performance improvement through feedback and reward schemes. The safety reward schemes will not be target based; they will be established as a result of achieving particular elements of the Safety Performance Indicators.
- Issuing and displaying posters, stickers, bulletins, etc. on Notice Boards, in work areas and in lunch rooms etc.

21.0 Performance Targets

The company approach in relation to the measurement of safety performance is focused principally on Total Injury Management (TIM). TIM measures both lost time and medical treatment injuries as a total injury frequency rate.

To enable the organisation to effectively manage the safety function, systems to measure record and consolidate all near miss incidents and first aid visits have been formulated and implemented to complete the TIM cycle.

The contents of this Safety Plan will remain effective for the duration of the project. During this period it would be expected that a zero "0" Lost Time Injury rate will be accomplished. Every effort will be made to avoid serious injuries on site and to minimise first aid incidents.

APPROVAL

APPROVAL DATE:	
APPROVED BY:	
DESIGNATION:	
SIGNATURE:	



10. QUALITY MANUAL SYSTEM

ISO 9001:2008

QUALITY SYSTEM MANUAL

TOP MANAGEMENT APPROVAL

Managing Director :	
Operations manager :	
Quality Manager :	
Human Resource Manager :	
Site Manager :	

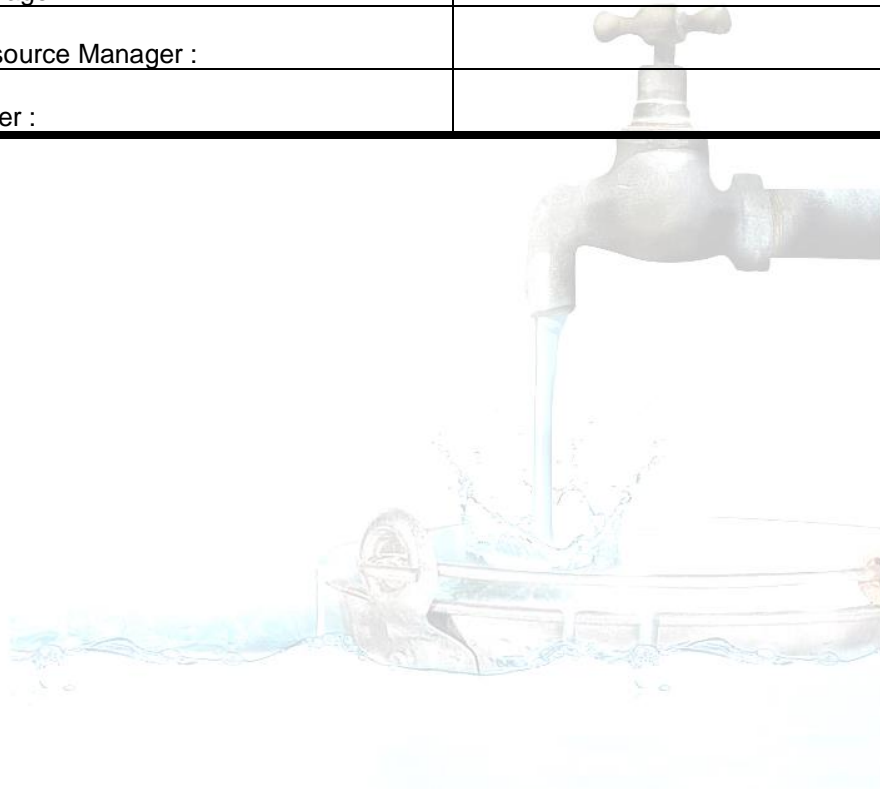
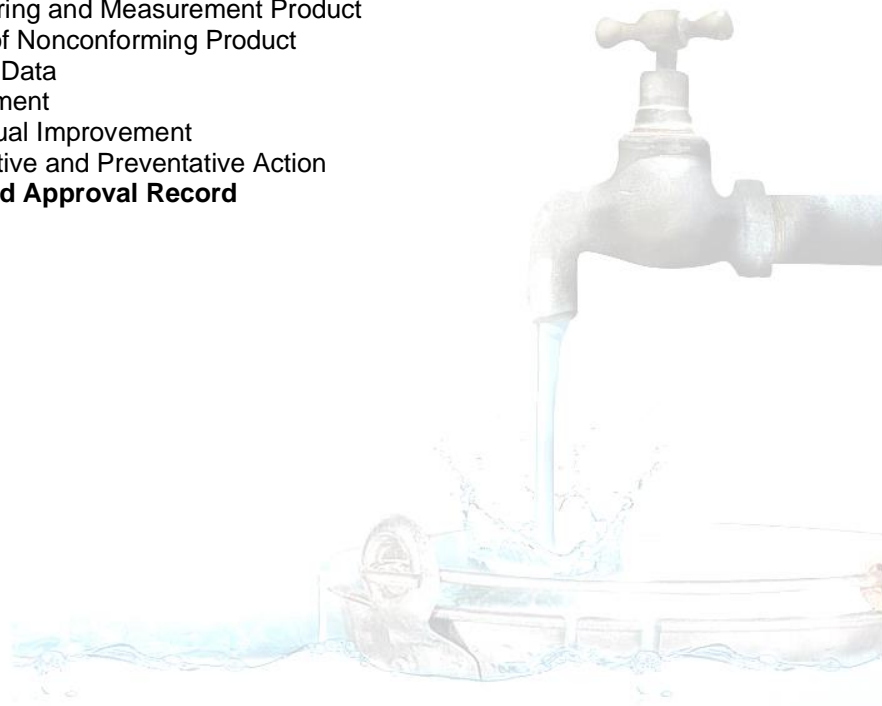


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1. GENERAL

1.1 Introduction

This document specifies requirements for the quality management system where Kura Uone Constructions:

- Demonstrates its ability to provide consistent product that meets customer and applicable regulatory requirements.
- Address customer satisfaction enhancement through the effective application of the system, including processes for continual improvement and the assurance of conformity to customer and applicable regulatory requirements.

1.2 Exclusions

Kura Uone Constructions is a service provider therefore is exempt from

- Preservation of Products (7.5.5)
- Design and Development (7.3)

1.3 Quality Policy Statement

We achieve customer satisfaction by continually improving processes, products and services to ensure they consistently meet or exceed customer requirements.

1.4 Standard References

The following external documents contain provisions which, through reference in this manual, constitute provisions of our QMS:

- ISO 9004:2001 Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2008 Quality Management Systems – Requirements
- ISO 9000:2000 Quality Management Systems – Guidelines for Performance Improvements
- ISO 10006:2000 Quality Management Systems – Guidelines to Project Management

1.5 Definitions and Abbreviation

Organization – the activity or result of distributing or disposing persons or things properly or methodically.

Supplier – Any Organization supplying materials or services.

Customer – Any Organization or Company utilizing the services or products of another.

Standards – Refers to the documents defined in the Standard Reference (1.4)

QMS – Quality Management System

2. COMPANY HISTORY

The Company incorporated 4 years ago by previously disadvantaged South African Individuals. Sayiren Trading & Projects has in business since 2006 and now employs more than twenty people throughout Mpumalanga, Limpopo and North West Province. It is a Micro Construction Company which is working towards establishing itself in the construction industry and has ventured into transportation, waste management equipment, labour hire, and industrial supplies.

3. COMPANY CONTACT INFORMATION

Telephone No : 011 943 1621/ 067 207 7814
Fax : 086 538 9172
Email : sayiren@gmail.com/ info@sayiren.co.za

4. QUALITY MANAGEMENT SYSTEM

4.1 General Requirements

The management system defined by this manual establishes, documents, implements and maintains a quality management system and continually improves its effectiveness and efficiency in accordance with the requirements of the standards (1.4). To implement the system, the organization has:

- Identified the process needed for the quality management system and their application throughout the organization.
- Determined the sequence and interaction of those processes
- Determined the criteria and methods needed to ensure that both the operation and control of these processes is effective.
- Ensured the availability of resources and information necessary to support the operation and monitoring of these processes
- Monitored, measured and analyzed these processes and
- Implemented actions necessary to achieve planned results and continual improvement of these processes

Sayiren manages all its processes in accordance with the requirements of the standards.

4.2 Documentation Requirements

4.2.1 General

The quality management system documentation includes:

- Documented quality policy and objectives
- Quality manual
- Documented procedures as required by ISO 9001:2008
- Documents needed to ensure the effective planning, operation and control of the processes
- Records as required
- Quality system requirements imposed by the applicable regulatory authorities

Hard copy versions of the quality management system documents are available for review by personnel, customers and regulatory authorities

The extent of documentation is in accordance with our size of organization, types of activities, complexity of processes and their interaction as well as the competence of personnel.

4.2.2 Quality Manual

A Quality Manual has been established and maintained that includes:

- The scope of the quality management system, including details of and justification for any permissible exclusions (1.2)
- The documented procedures established for the quality management system, or reference to them. Reference to these standards is clearly shown in procedures.
- A description of the interaction between the processes of the QMS

4.2.3 Control of Documents

Documents and records required by the quality management system are controlled. A documented procedure has been established to define the controls needed to:

- To approve documents for adequacy prior to issue
- To review, update as necessary and re-approve documents
- To ensure that the changes and the current revision status of documents are identified
- To ensure the relevant versions of applicable documents are available at points of use.
- To ensure that documents remain legible and readily identifiable
- To ensure that documents of external origin are identified and their distribution controlled
- To prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose.

4.2.4 Control of Quality Goods

All records are kept to provide evidence of to the requirements and the effective operation of the quality management system. Records are to be legible, readily identifiable and retrievable. A documented procedure has been established to define the controls needed for the identification, storage, protection, retrieval, retention and disposition. Records are available for review by customers and regulatory authorities in accordance with contract or regulatory requirements. QMS documents and data may be in hard copy and/or electronic media.

5. MANAGEMENT RESPONSIBILITY

5.1 Management Commitment

Top Management provides evidence of its commitment to the development, implementation and improvement of our QMS in very tangible ways:

Our quality policy statement (5.3) documents and communicates the importance of meeting or exceeding all applicable requirements (including customer, regulatory and legal requirements) through continual improvement of our processes, products and services. All managers demonstrate their commitment to the development and improvement of the QMS through the provision of necessary resources (6.1), through their involvement in the internal audit process (8.2.2), and through their proactive involvement in our continual improvement activities (8.5.1) where emphasis is placed both effectiveness and efficiency of our key QMS processes.

We ensure that our quality policy is understood, implemented and maintained at all levels of the organization through widespread printed distribution of our quality policy statement, and through periodic management review of the quality policy statement and corporate level improvement objectives (5.6). In addition, our quality policy and objectives are communicated and deployed throughout the organization through individual performance objectives established and reviewed during employee performance reviews.

5.2 Customer Focus

Top management ensures a proper customer focus is established and maintained through the following activities:

Customer complaints and other customer input/feedback are continually monitored and measured to identify opportunities for improvement (8.2.1). We continually look for other ways to interact directly with individual customers to ensure a proper focus to their unique needs/expectations is established and maintained: e.g. customer audits, customer visits, trade shows, joint planning sessions, etc.

These customer focused communications and interactions ultimately yield clear, explicit customer requirements and expectations in the form of a contractual agreement or customer order (7.2).

5.3 Quality Policy

Our quality statement (1.3) indicates commitment and focus on what is important to us as an organization: *Achieving customer satisfaction* and it prescribes the method by which we accomplish this; *by continually improving processes, products and services to ensure they consistently meet or exceed requirements*. Moreover, our quality policy statement acts as a compass in providing the direction and framework for establishing key corporate level performance measures and related improvement objectives.

We ensure that our quality policy is communicated and understood at all levels of the organization through documented training, regular communication, and reinforcement during annual employee performance reviews. Our quality policy statement is controlled by inclusion in this manual, and along with all policies contained in this manual, is reviewed for continuing suitability during management review meetings (5.6.2).

5.4 Planning

5.4.1 Quality Objectives

Our overall quality goal is to achieve our quality policy, and maintain the integrity of and continually improve a QMS compliant with ISO 9001:2000. Furthermore, we establish both corporate level and operational level improvement objectives that are measurable and achievable within a defined time period. Kura Uone's objectives include:

- Achievement of zero defects and 100% on time delivery performance
- Manage and control facilities, processes, quality systems and personnel to consistently and cost effectively produce products and furnish services that meet customer needs (7.5.1).
- Commitment to continuous process improvement

5.4.2 Quality Management System Planning

The QMS planning process involves the establishment and communication of our quality policy (5.3) and objectives (5.4.1) through issuance of this manual and its associated procedures, and through the provision of resources needed for its effective implementation (6.1). Accordingly, this manual constitutes our overall plan for establishing, maintaining and improving an effective QMS. Our management review process (5.6) and internal audit process (8.2.2) ensure the integrity of our QMS is maintained when significant changes are planned and implemented that affect our key QMS processes. The quality manager develops appropriate quality planning documents for specific projects or contracts wherever customer requirements exceed the capability or intent service realization and support processes described in our QMS (7.1).

5.5 Responsibility, Authority and Communication

5.5.1 Responsibility and Communication

The organizational chart has been established to show the interrelation of personnel in the organization. Job descriptions define the responsibilities and authorities of each of the positions on the organizational chart. The Managing Director sets direction and ensures the success of our business through the clear definition and communication of QMS responsibilities and authorities. Other members of Top Management include: the Operations Manager, the Site Manager and the Human Resources Officer. The interrelationship of Top Management and the other key personnel is depicted on our Organizational Chart. Job descriptions and the organizational chart are reviewed and approved by top Management for adequacy.

- To Management – Members of Top Management are ultimately responsible for quality of Sayiren services since they control the systems and processes by which work is accomplished. Top Management is responsible for Business Planning, development and communication of our quality policy (5.3), QMS Planning (5.4.2) including the establishment and development of objectives (5.4.1), the provision of resources needed to implement and improve the QMS (6.1) and Management Reviews.
- Management – All members are responsible for execution of the Business Plan and implementation of the policy, processes and systems described in this manual. All managers are responsible for planning and controlling QMS processes within their areas of responsibility, including the establishment and deployment of operational level objectives, and the provision of resources needed to implement and improve these processes (6.1). Managers also conduct employee performance reviews. Management with responsibility and authority for corrective action are notified promptly for non-conformities (8.5.2).
- Employees – All employees are responsible for the quality of their work and implementation of the policy and procedures applicable to processes they perform (8.2.3). Personnel responsible for product quality have the authority to stop production to correct quality problems (8.3). Employees are motivated and empowered to identify and report any known or potential threat and recommend related solutions through internal audits (8.2.2) and / or the continual improvement and corrective / preventive action processes (8.5).

5.5.2 *management Representative*

Senior management has appointed the quality Manager as the management representative who, irrespective of the responsibilities has the responsibility and authority for:

- a) Ensuring that processes of the quality management system are established implemented and maintained.
- b) Reporting to top management on the performance of the quality management system, including needs for improvement.
- c) Ensuring the promotion of customer requirements through Kura Uone Constructions
- d) Acting as liaison with external parties on matters relating to the quality management system.

5.5.3 *Internal Communication*

Processes are established for communication within the organization. Methods of communicating the effectiveness of the QMS include oral communication, Cell phones, and electronic mail (email). Management Review minutes, audit report summary and performance information are posted on bulletin boards. Monthly employee communication meetings cover the QMS and customer operating issues as well as improvement opportunities.

5.6 **Management Review**

5.6.1 *General*

Top Management conducts a management review meeting at least once annually to ensure the continuing suitability, adequacy, and effectiveness of our QMS. The primary inputs reviewed include data that measures the conformance and performance of our QMS and recommendations based on analysis of such data. Conformance is primarily assured through internal audits (8.2.2) and demonstrated through a review of internal audit results and our demonstrated ability to correct /

prevent problems. Performance is primarily assured through the deployment of corporate/ operational level objectives (5.4.1) and demonstrated through a review of our demonstrated ability to achieve desired results. The primary outputs of management review meetings are management actions taken (8.5) to make changes or improvements to our QMS and the provision of resources needed to implement these actions.

5.6.2 Review input

The following input is reviewed:

- Audits results (third party, customer audits, regularly audits, internal audits, special process and feedback)
- Feedback from customers (complaints, survey results, meeting minutes, issues resulting from customer communications)
- Process performance and service / product conformity
- Status of preventative corrective actions
- Follow up actions from previous management reviews
- Changes that could affect quality management system
- Any other recommendations for improvement
- Input from employees
- Other inputs / comments from attendees

5.6.3 Review Input

The output from the management review is meeting minutes, which include decisions and actions related to the:

- Improvement of the effectiveness of the quality management system and its processes
- Improvement of service / product related to customer requirements and
- Resource needs

6. RESOURCES

6.1 Provision of Resources

Management ensures that approved material and human resources which have been identified by top management during budget planning and quality planning are available in a timely manner. This refers to resources required for the implementation, maintenance and continual improvement of the processes of the QMS, for meeting customer requirements and achieving customer satisfaction. Also included are resource requirements for new projects and other quality related activities. Related expenses are included in the company's financial budget.

6.2 Human Resources

6.2.1 General

We believe that our employees are our most valuable resource and we do our best to help them achieve their full potential through continual education and training.

6.2.2 Competence, Awareness and Training

The organization has:

- Determined the necessary competence for personnel performing work affecting product quality
- Provided training or taken other action to satisfy these needs

- c) Evaluated the effectiveness of the actions taken
- d) Ensured that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives and
- e) Maintained appropriate records of education, training, skills and experience.

6.3 Infrastructure

The infrastructure needed to achieve conformity to product requirements has been determined, provided and maintained. Infrastructure examples may include, but not limited to:

- a) Buildings, workspace and associated utilities
- b) Process equipment, (both hardware and software)
- c) Supporting services (such as transport or communication)

The Site Supervisor has overall responsibility for managing our facilities and equipment maintenance programs

We provide employee benefits, job and schedule flexibility, interesting work and involvement of our employees in an empowered environment of continual improvement. We engender total participation by involving employees in internal audit (8.2.2) and improvement (8.5) activities. The Human Resources Management has overall responsibility for identifying, implementing and maintaining effective employee benefit and workforce involvement programs.

6.4 Work Environment

A work environment suitable for achieving product conformance is maintained. Requirements are determined during quality planning and documented in the quality plan. The work environment is managed for continuing suitability. Data from the quality system is evaluated to determine if the work environment is sufficient for achieving product conformance or if preventative or corrective action related to the work environment is required. The Operations Manager has overall responsibility for identifying, implementing and maintaining safety and environmental management systems, processes and controls needed to ensure service conformance and meet customer, statutory or regulatory requirements.

7. PRODUCT REALIZATION

7.1 Planning of product realization

Our QMS identifies, plans for and documents our product and service realization processes to ensure consistency with all applicable requirements, including customer requirements and related quality objectives and requirements for specific services, and any applicable statutory or legal requirements.

The output of product or service realization planning include the specific methods, facilities, equipment, people and materials or support services needed to achieve all desired results for a particular product, service or contract.

In planning product realization, the following has been determined

- a) Quality objectives and requirements for the service
- b) The need to establish processes, documents, and provide resources specific to the service
- c) Required verification, validation, monitoring, inspection and test activities specific to the product and the criteria for product acceptance.
- d) Records needed to provide evidence that the realization processes and resulting service meet requirements and
- e) The identification of resources to support the operation and maintenance of the service

7.2 Customer related processes

Achieving our quality policy “to meet or exceed customer requirements” requires that we determine, understand and consistently meet or exceed our customers’ requirements and expectation and that we establish effective communication systems with our customers with regard to service information, inquiries, contract or order handling and related changes, and customer feedback, including complaints. These efforts are described below. The Managing director has overall responsibility for developing and implementing effective customer related processes in accordance with the policies in this section and (8.2.1).

7.2.1 Determination of Requirements Related to the Product

Requirements related to the product have been determined, including:

- Requirements specified by the customer, including the requirements for delivery and post-delivery and activity
- Requirements not stated by the customer but necessary for specified or intended use, where known
- Statutory and regulatory requirements related to the product and
- Determination of any additional requirements determined by Kura Uone

7.2.2 Review of Requirements Related to the Product

Requirements related to the product are reviewed. Records of the review are maintained. This review is conducted prior to committing to supply a product to customer, and ensures that:

- Product requirements are defined
- Contract or order requirements differing from those previously expressed are resolved
- The organization has the ability to meet the defined requirements and
- Records of the results of review and actions arising from this review are maintained and
- Risks have been evaluated

Where the customer provides no documented statement of requirements, customer requirements are confirmed before acceptance. Where product requirements are changed it is ensured that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

7.2.3 Customer Communication

Effective arrangements for communication with customer relating to the following are determined and implemented:

- Product information
- Inquiries, contracts or order handling, including amendments and
- Customer feedback, including customer complaints

7.3 Design and Development

Not applicable to Sayiren Trading & projects

7.4 Purchasing

7.4.1 Purchasing Processes

Purchasing process is controlled to ensure purchased product conforms to specified purchase requirements. The type and extent of control is applied and purchased product is dependent upon the effect of the purchased product on subsequent product realization or the final product. The organization is responsible for the quality of all product purchased from suppliers, including customer designed sources. The controls applied are:

- a) An electronic register of approved suppliers and scope of the approval
- b) Periodic review of supplier performance
- c) The necessary actions to take for suppliers that do not meet requirements
- d) Identification of customer approval sources and
- e) The authority to disapprove the use of suppliers by responsible functions

7.4.2 Purchasing Information

Purchasing information communicated to our suppliers contain the appropriate data needed to clearly and fully describe requirements for purchased materials and services; including where appropriate, requirements for approval / qualification of product, procedures, processes/systems, equipment, qualification of personnel and quality management system requirements.

7.4.3 Verification of purchased product

The quality manager has overall responsibility for ensuring the quality of purchased products using one or more of the following methods

- a) Objectives evidence of product quality from suppliers
- b) Inspection and audit at suppliers premises when required
- c) Review if the required documentation
- d) Inspection of product upon receipt and
- e) Delegation of verification to the supplier, or supplier certification

7.5 Production and Service Provision

7.5.1 Control of production and Service Provision

We utilize a process focused – focused approach to plan and control operations and support services related to production and service provision. Our initial focus is to assure the quality of process inputs – that is, employees, material, facilities and equipment and methods. Employees must be equipped to perform the process properly through appropriate education, training and certification. Material must meet specified requirements and be properly identified, stored and issued. Equipment and facilities must be adequate, accurate, available and properly utilized. Work instructions and other important data must be current and correct. Methods must be appropriate and proven capable of accomplishing the desired results. The appropriateness of all these fundamental process inputs must be assured, and processes must be measured, monitored and controlled to assure effectiveness and/or identify opportunities for improvement controlled conditions are as applicable.

- a) The availability of information that describes the characteristics of the product
- b) The availability of work instructions as necessary
- c) The use of suitable equipment
- d) The availability and use of monitoring and measuring devices
- e) The implementation of monitoring and measurements and
- f) The implementation of release, delivery and post-delivery activities
- g) The accountability of all products during processing
- h) Evidence that all processes and inspections have been completed and documented
- i) Provision for prevention, detection and removal of foreign objects
- j) Monitoring and control of utilities and supplies and
- k) Criteria for workmanship, which is documented and clearly defined

7.5.2 Validation of Processes for Production and Service Provision

We define processes in which results cannot be verified by subsequent monitoring or measurement as “Special Processes: this includes any processes where deficiencies may become apparent only after the product is in use or the service has been delivered. As applicable, arrangements are established for: defining criteria for review and approval of the process; approval of equipment and qualification of personnel; use of specific methods and procedures; requirements for records and revalidation.

7.5.3 Identification and Traceability

Product is identified, where appropriate by suitable means throughout production realization. The status of the product is identified respect to measurement and monitoring requirements. Where traceability is a requirement, the unique identification of product is controlled and recorded. Established procedures are referenced elsewhere in this section.

7.5.4 Customer Property

Customer property includes customer owned material, tools (including returnable packaging), tooling (including test/ inspection tooling and equipment), and intellectual property. Care is exercised with customer property including intellectual while it is under control or being used. Customer property that is lost, damaged or otherwise found to be unsuitable for use is recorded and reported to customers.

7.5.5 Preservation of Product

Monitoring and measuring devices are used and controlled in a manner that ensures continuing suitability; this includes ensuring that the environmental conditions are suitable for the calibration, inspections, measurements and tests being carried out. We also define the processes employed for the on-going calibration, control and maintenance or monitoring and measuring devices including their identification, location frequency/method of checks, uses/acceptance criteria and the action to be taken when results are unsatisfactory. This applies mainly to the electrical power services provided by Kura Uone Constructions.

8. MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 General

The organization has planned and implemented the monitoring, measurement, analysis and improvement processes needed to:

- Demonstrate conformity of the product
- Ensure conformity of the quality management system and
- Continually improve the effectiveness of the management system

This includes determination of applicable methods, including statistical techniques, and the extent of their use.

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

As one of the measurements of the performance of the quality system, the organization monitors information relating to customer perception as to whether customer requirements have been met. The methods for obtaining and using information are determined.

8.2.2 Internal Audit

Periodic internal audits are conducted at planned intervals to determine whether the quality management system: conforms to the planned arrangements, to the requirements of this internal Standard, and to the quality management system requirements established by the organization; and

is effectively implemented and maintained. An audit program is planned that takes into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits.

The audit criteria, scope, frequency and methods are defined. Selection of auditors and conduct of audits ensures objectivity and impartiality of the audit process. Auditors do not audit their own work. The responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records, are defined in a documented procedure. The management responsible for the audited area ensures actions are taken without undue delay to eliminate detected non conformities and their causes. Follow up activities include the verification of the actions taken and the reporting of verification results.

8.2.3 Monitoring and Measurement of Processes

Suitable methods of monitoring and, where applicable, measurement of the quality management system processes have established. These methods demonstrate the ability of the processes to achieve the planned results. When planned results are not achieved, correction and corrective action is taken to ensure conformity of the product. In the event of process nonconformity, the organization:

- Takes appropriate action to correct the non-conformation process
- Evaluates whether the process of nonconformity has resulted in product nonconformity.
- Identifies and controls the nonconforming product in accordance with clause 8.3.

8.2.4 Monitoring and Measurement of Product

The characteristics of the product are monitored and measured to verify that product requirements in accordance to the planned arrangements. When key characteristics have been identified, they are monitored and controlled. Sampling plans are statistically valid and appropriate for use.

Plans preclude the acceptance of lots have known nonconformities. When required, the plans are submitted for customer approval. Products are not used until it has been inspected or otherwise verified as conforming to the specified requirements.

8.3 Control of Nonconforming Product:

Product that does not conform to product requirements is identified and controlled to prevent its unintended use or delivery. The controls and related responsibilities and authorities for dealing with nonconforming product are defined in a document procedure. Nonconforming product is addressed by one of the following manners;

- By taking action to eliminate the detected nonconformity
- By authorizing its use, release or acceptance under concession by a relevant authority and where applicable by the customer
- By taking action to preclude its original intended use or application

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained. When nonconforming product is corrected, it is subject to re-verification to demonstrate conformity to the requirements. When nonconforming product is detected after delivery or use has started, actions are taken appropriate to the effects, or potential effects, of the nonconformity. Procedures defining this process are located elsewhere within this section.

8.4 Analysis of Data

The determination of, collection and analysis of appropriate data is completed to demonstrate the suitability and effectiveness of the quality management system, and to evaluate where continual improvement of the effectiveness of the quality management system can be made. This includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provides information relating to

- a) Customer satisfaction
- b) Conformance to product requirements
- c) Characteristics and trends of processes and products including opportunities for preventative action and suppliers.

8.5 Improvement

8.5.1 Continual Improvement

The effectiveness of the quality management system is continually improved through implementation of the following:

- a) Quality policy
- b) Quality Objectives
- c) Audit Results
- d) Analysis of data
- e) Corrective and preventative actions and
- f) Management review

8.5.2 Corrective and Preventative Action

Corrective action is taken to eliminate the cause of nonconformance in order to prevent recurrence. Corrective actions are appropriate to the impact of the problems encountered. A documented procedure for corrective action is established defining requirements for:

- a) Reviewing nonconforming (including customer complaints)
- b) Determining the causes of nonconformities
- c) Evaluating the need for action to ensure that nonconformities do not recur
- d) Determining and implementing action needed
- e) Records of the results of actions taken and
- f) Reviewing corrective action taken
- g) Flow down of the corrective action requirement to a supplier, when it is determined that the supplier is responsible for the root cause.
- h) Specific actions where timely and/or effective corrective actions are not achieved

Revision and Approval Record

Date	Description	Change Agent	Rev No

