

QUALITY POLICY



The company hereby endeavours to develop and ensure quality delivery of products and services that meet all customer requirements on time, safely and within budget.

To achieve this, the necessary resources will be invested in resources, personnel, training and equipment. Implicit in this promise is our commitment to ensure that the highest standards are met and that we follow the formal procedures outlined in the for continual improvement of our systems.

Our quality performance is based on the following:

Provide services that meet or exceed the client's specified requirements at the agreed price and within schedule;

- Deliver our services through highly competent professionals while striving for innovative and creative solutions for our clients;
- Evaluate and continuously improve the processes by which we provide our services
- Relying on the commitment and dedication of highly competent team members;
- Focusing on quality of service, client satisfaction and meeting contractual requirements;
- Ensuring team members have the right level of resources, tools and training for the job;
- Assuring proper project management methodology, including technical and management reviews;
- Integrating quality into work methods, processes and procedures.
- Avoid delays doing our work right the first time.
- Observation of the company OHS, Environmental Management and Employment Equity Policy's throughout the process of Daily Management and Project Management

Objectives:

- Services provided are always consistent with client expectations.
- Client satisfaction is evaluated and maintained at the highest level possible.
- All team members are aware of and engaged in the QMS effort.
- All team members understand their roles and responsibilities.
- Project planning and management is conducted in accordance with QMS.
- Project deliverables are reviewed with the client and delivered as planned.
- Subcontractors and other purchased services/products perform to QMS terms.
- Performance improvement through project management and technical innovation.
- Quality improvement opportunities are evaluated and implemented.

HUMAN RESOURCES

The company ensures the provision of the resources needed for the success of a project. The Company must also ensure the availability of human resources, materials, methods, and equipment needed to achieve the project objectives.

- All required personnel are recruited, hired, developed, rewarded, and released in accordance with The Company policies and procedures.
- The competency of The Company human resources who perform work affecting service quality is based on appropriate education, training, skills, and experience.
- The Company management ensures that employees are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives.
- During the both the recruitment process and appointing of contractors, the Employment Equity Policy will be observed.

FINANCIAL MANAGEMENT

The Company follows a rigorous process to ensure effective management of accounts payable, accounts receivable, payroll and travel expense reimbursement. Each Project will have the appointed financial resource, managing the project financial status and will be available for reporting for the duration of the project, until project conclusion.

PROCUREMENT

- The Company ensures that purchased products and services, wherever necessary conform to specified requirements.
- Procurement will be carried out in accordance with the company Employment Equity Policy.

SUBCONTRACTING

- Subcontractors are selected on the basis of their ability to supply products and services that meet requirements.
- Subcontractors are provided with a Scope of Work and services are monitored throughout the duration of the contract.

PROJECT MANAGEMENT

Planning a project we take into account any work processes involved, documentation, resources, work environment, project management, safety, project execution and delivery, technical interchanges, invoicing, change management, and project closure.

- Facilitating on-going quality evaluations
- Monitoring project activities, scheduling, milestones, deliverables
- Evaluating contractor and subcontractor QMS
- Promoting awareness of client quality requirements with the project teams
- Exercising control over processes and delivery of services to ensure QMS requirements are met, and coordinating

Client requirements are analyzed to ensure a proper match when compared to capabilities and experience. This review ensures that the requirements are well defined and well understood, and that any uncertainties are resolved. Once this is resolved and the client’s expectations are clear to everyone involved, the project team will then develop the project plan.

Basic project process:

<p>Step 1 - First Contact * Make contact and confirm location * Provide advice if necessary * Confirmation of accommodation type, services and infrastructure</p>	<p>Step 6 - Travel to location * Packing of trucks * Travelling (crew and equipment)</p>
<p>Step 2 - Estimation * Provide estimate on brief * Discuss budget and finalize estimation * Approval of estimation</p>	<p>Step 7 - Set up * Erect and build services and facilities as per quote</p>
<p>Step 3 - Site Visit * Confirm lay of the land * Check availability and quality of water * Check whether electricity is required * Check influence of elements * Check access * Conduct an environmental study if required</p>	<p>Step 8 - Service period * Arrival of client and allocation of tents (entertainment / welcoming if necessary) * Delivering of services as per estimation. Includes cleaning, catering, laundry, entertainment</p>
<p>Step 4 - Confirm estimation and re-quote if necessary Step 5 - Project Preparation * Book Crew * Transport * Equipment & rental * Purchase equipment * Purchase consumables</p>	<p>Step 9 - Client Departure Step 10 - Taking down - transporting equipment ad crew back, breaking up camp and mitigating environmental impact if required.</p>

CONCLUSION

This manual establishes the approach, plans and procedures for the QMS.

The Company personnel are responsible for identifying and proposing changes that result in continual improvement in The Company QMS quality, effectiveness and efficiency.