



IB Mc Intyre & Co (Pty) Ltd.

INTEGRATED MANAGEMENT SYSTEM MANUAL “IMS”

Based on **ISO 9001:2008** and
ISO 14001:2004 Standards

Approved by	<u>Dennis G. Pullinger</u>
Issue Date	<u>15 January 2015</u>
Issued To	<u>Management Representative</u>
Controlled	<u>Yes</u>
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Revisions

Date	Section No	Page No	Comments	Approval	Signature
17 June 2010	All	All	Draft	<i>DGP</i>	<i>JCK</i>
2 July 2010	All	All	Rev 1	<i>DGP</i>	<i>JCK</i>
13 July 2010	All	All	Rev 2	<i>DGP</i>	<i>JCK</i>
21 July 2010	All	All	Rev 3	<i>DGP</i>	<i>JCK</i>
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22 June 2011	All	All	Rev 5	<i>DGP</i>	<i>PCB</i>
17 August 2011	All	All	Rev 6	<i>DGP</i>	<i>PCB</i>
7 February 2012	All	All	Rev 7	<i>DGP</i>	<i>PCB</i>
23 February 2012	All	All	Rev 8	<i>DGP</i>	<i>PCB</i>
21 December 2012	All	All	Rev 9	<i>DGP</i>	<i>PCB</i>
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15 January 2015	All	All	Rev 11	<i>DGP</i>	<i>PCB</i>

REVISION DATE: **15 JANUARY 2015**

SECTION I

General and Quality Management System

1.0 SCOPE: ISO 9001:2008 and ISO 14001:2004

The importation, assembly, packaging and distribution of hardware goods for the retail, mining and general industry markets world-wide.

Exclusions: ISO 9001:2008 Section 7.3, Design and Development.

Justification:

IB McIntyre & Co (Pty) Limited is not design responsible and has no design capability.

This exclusion may not affect the ability or absolve any responsibility to provide product that meets and applicable regulatory requirements.

SCOPE: ISO 14001:2004

IB McIntyre & Co (Pty) Limited provides a mechanism for environmental management throughout all areas and departments at the corporate locations which are Erf no. 104809 and Erf no. 24012 within decimal co-ordinates (latitude, longitude): -33.9230866, 18.4913222 at 8 Loop Street, Cape Town, 7405. The Environmental Management System is designed to cover environmental aspects which can be controlled and directly managed, and those **IB McIntyre & Co (Pty) Limited** cannot control or directly manage but can be expected to be influenced over time. **IB McIntyre & Co (Pty) Limited** meets all relevant laws and by-laws pertaining to the corporate identity and mercantile interactions.

No Exclusions

2.0 General Requirements

- a) **IB McIntyre & Co. (Pty) Ltd.**'s integrated management system has been established, documented, implemented and maintained as a way to improve continuously the performance of the organisation. The IMS Manual describes the quality and environmental policies and general company-wide structure and procedures for maintaining an integrated management system meeting the requirements of ISO 9001:2008 and ISO 14001:2004.
- b) **IB McIntyre & Co. (Pty) Ltd.**'s integrated management system is based upon a "process approach" to management, demonstrated by our commitment to:
 - Identify the processes needed for the effective operation of the integrated management system and their application throughout the organisation (see each MSP);
 - Determine the sequence and interaction of the integrated management system processes;
 - Determine the criteria and methods needed to ensure the effective operation and control of these processes;



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- Ensure the availability of resources and information necessary to support the operation and monitoring of these processes;
 - Monitor, measure and analyse these processes; and
 - Maintain outsourced processes as an integral part of the management system.
- c) **IB McIntyre & Co. (Pty) Ltd.** manages these processes in accordance with the requirements of [ISO 9001:2008](#) and [ISO 14001:2004](#). Figure 1: Processes, (page 7 27), provides a global view of the process linkages in our Integrated Management System.
- d) **IB McIntyre & Co. (Pty) Ltd.** maintains control over all **outsourced processes** that affect product conformity, including the type, nature and extent as outlined in each MSP. Special attention is paid to this to ensure that **IB McIntyre & Co. (Pty) Ltd.** meets all customer, regulatory and statutory requirements.



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3.0 Documentation Requirements

- a) **IB McIntyre & Co. (Pty) Ltd.** maintains a documented integrated management system as a means to ensure that processes, products and services conform to specified requirements and to minimize the environmental impacts of our activities.
- b) The IMS Manual is a controlled document that is reviewed and approved by Top Management, at least once a year.
- c) **IB McIntyre & Co. (Pty) Ltd.** identifies and controls documents and data in any media that relate to the requirements of [ISO 9001:2008](#) and [ISO 14001:2004](#).
 - 1) Approval of documents for adequacy by authorized employees prior to issue.
 - 2) Periodic review and revision of documents, including the processes for re-approval and re-issuing of documents. (Periodic review of documentation is also addressed in Management Review).
 - 3) Identification of changes to and the current revision status of documents, including approval dates and/or dates of revision.
 - 4) Tracking and controlling distribution of applicable documents to ensure that current/relevant versions are available at locations where related activities are performed.
 - 5) Legibility and ability to easily retrieve integrated management system documents.
 - 6) Identification and control of documents originating externally to **IB McIntyre & Co. (Pty) Ltd.**
 - 7) Identification and/or destruction of obsolete documents at all points of issue and points of use to prevent their unintended use.
 - 8) Orderly maintenance of documents and retention for a specified period.
 - 9) Establishing and maintaining methods and responsibilities for the creation and modification of various types of documents.
- d) **IB McIntyre & Co. (Pty) Ltd.'s** integrated management system is documented by the use of quality and environmental records. Records are valuable to **IB McIntyre & Co. (Pty) Ltd.** in the following ways:
 - 1) They provide evidence and assurance that the quality and environmental requirements for the product/service were satisfied and demonstrate conformance of the management system.
 - 2) They show the degree of implementation and success of the integrated management system.
 - 3) They provide a basis for measurement and feedback essential for continual improvement.



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- e) **IB McIntyre & Co. (Pty) Ltd.** has the following policies regarding records:
- 1) Records shall be legible, clearly identified and traceable to either the product or service involved, or to the management system activity they document.
 - 2) Records shall be filed, indexed, and maintained in a manner that provides for ready access or retrievability, and prevents loss, damage, or deterioration.
 - 3) Retention times shall be defined for all quality and environmental records.
 - 4) Records shall be an accurate and truthful representation of actual events, documented in a timely manner.
 - 5) All quality records are password protected. Employees involved in collecting data for records will be provided instructions and/or training to the degree necessary to ensure that the records are generated correctly.
 - 6) Records shall be made available for review by the customer (or the customer's representative) when specified in the contract.

4.0 Planning

a. Environmental Aspects

The Environmental Aspects Excel Spreadsheet is reviewed regularly. The Management Representative ensures that it is up-to-date and that aspects with significant impacts are considered in setting environmental objectives and identifying capital projects.

b. Environmental and Other Requirements

Review and evaluation of legislation and other requirements, as appropriate to the activities at the single company site in Maitland, are handled by means of environmental work instructions where legislation is directly related to an aspect of the process or other activity conducted by **IB McIntyre & Co. (Pty) Ltd.** This process or activity will be considered as being significant and so recorded in the Environmental Aspects Excel Spreadsheet.

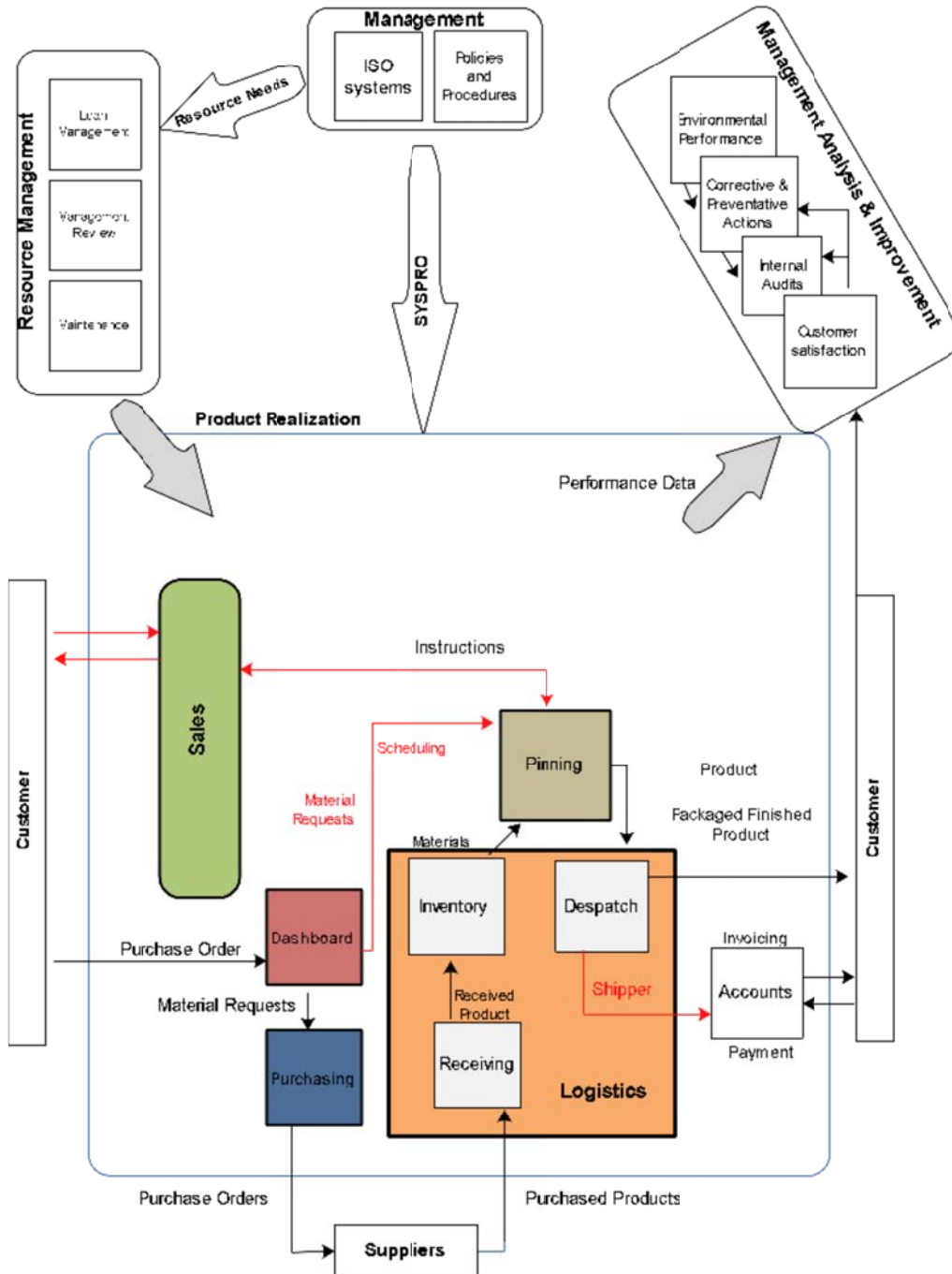
c. Objectives, Targets and Programmes

Company-specific objectives and targets are established. Objectives and targets are written for environmental aspects with a significance value of four or five, but they may be written for aspects with lower significance at the discretion of the Commercial Director of **IB McIntyre & Co. (Pty) Ltd.**



FIGURE 1: PROCESSES

ISO 9001 and ISO 14001



LEGEND: Bold and shaded processes represent key realization processes.



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5.0 Implementation and Operation

The environmental and management programme elements are reviewed bi-annually and changes made as necessary.

a) Roles, Resources, Responsibilities and Authority

The following roles and responsibilities have been designated for the control of the environmental management system operating [ISO 9001:2008](#) and [ISO 14001:2004](#).

b) Synopsis of Roles

- 1) The Management Representative is responsible for the routine monitoring of environmental performance.
- 2) The Management Representative is responsible for the documentation of the ISO system. The Financial and Admin Managers are responsible for Policies and Procedures.
- 3) The Management Representative is responsible for development and maintenance of the IMS system and carrying out the recommendations of Directors; and for integrating environmental considerations with those of health & safety.
- 4) The Internal Auditor carries out the internal and environmental audit programme and provides input from audits to the Management Representative to ensure maintenance of the programme.

c) Training, Awareness and Competence

Environmental and general information and training is provided to new employees during their orientation. Periodic information and training is also provided during routine safety and health meetings. On the job training ensures that employees perform their job tasks in a safe and environmentally responsible manner.

Training records are maintained by HR. They are maintained for an employee's term of service, plus one year.

d) Communication

General and Environmental issues and concerns are addressed during the routine meetings of Management Review.

Communications from external sources are directed to the Managing Director. Documentation is maintained by the Commercial Director.

IB McIntyre & Co. (Pty) Ltd.'s official website is used to communicate externally.



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e) System Documentation

Procurement/MSP's relate directly to the requirements of [ISO 9001:2008](#) and [ISO 14001:2004](#). Work Instructions (MSWI) provide information for carrying out operational tasks. Quality Records are generated from both MSP's and MSWI.

f) Emergency Preparedness and Response

The facility's Emergency Response Plan is established and reviewed and updated bi-annually.

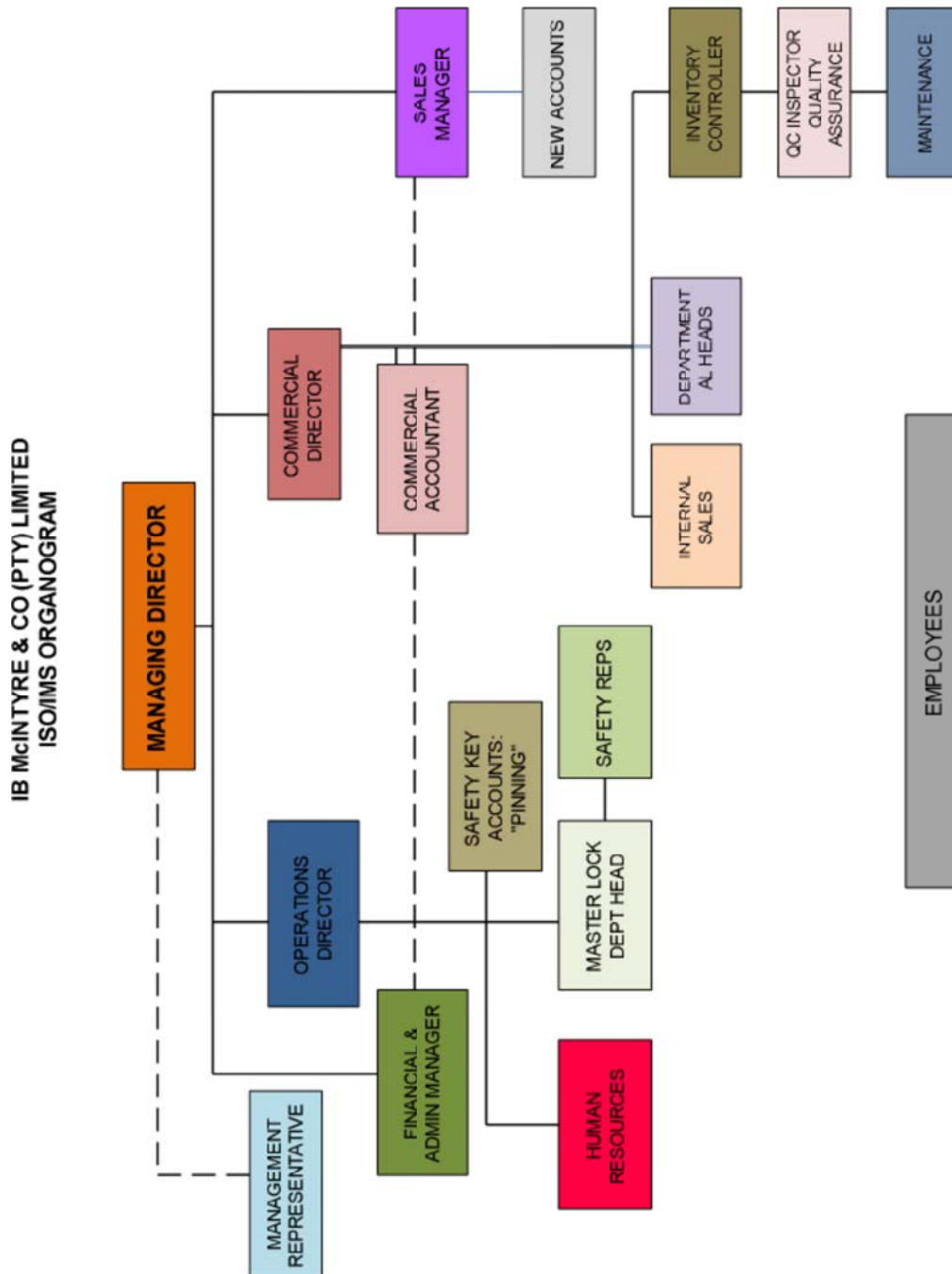


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FIGURE 2: ORGANOGRAM – SECTION 5 OF ISO 9001:2008





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6.0 Checking

a) Monitoring and Measurement

The on-going performance of the company, compliance with environmental legislation, reporting of the environmental aspects of the operations and the recording of targets, communications and improvements are monitored.

The Management Representative updates significant activities regularly.

b) Evaluation of Compliance

Records are maintained of all non-compliance with stated environmental policy and with requirements of the IMS.

c) Nonconformity, Corrective Action and Preventive Action

The Management Representative will utilize the Company nonconformity, corrective action and preventive action databases (CAR's), for: identifying and correcting nonconformity(ies) and taking action(s) to mitigate the impacts.

7.0 System Process Audit

A programme of planned and systematic audits is implemented to ensure compliance with all aspects of the IMS and to maintain its continued effectiveness.

8.0 Customer Focus

- a) Top Management at **IB McIntyre & Co. (Pty) Ltd.** ensures that customer needs and expectations are determined, converted to requirements, and met with the aim of enhancing customer satisfaction.
- b) **IB McIntyre & Co. (Pty) Ltd.**'s management ensures, through management reviews and communication with employees, that customer satisfaction is a continuous focus.

9.0 Quality and Environmental Policy



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SECTION II

Management Responsibility

Management Commitment

The commitment to the development, implementation and improvement of the IMS by **IB McIntyre & Co. (Pty) Ltd.**'s Top Management is reflected in our Company's quality and environmental policy and objectives.

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Dennis G. Pullinger
Managing Director



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**IB McIntyre & Co. (Pty) Ltd.
SHEQ POLICY**

IB McIntyre & Co (Pty) Ltd. supply large retail chains, mines and industry with top-quality hardware products and services.

Top Management is committed to comply with the requirements of ISO 9001:2008 and ISO 14001:2004 and continually improve the effectiveness of both the quality and environmental managing systems.

Top Management is committed to formulating and supplying products and services with due regard to quality and environmental impacts, in full compliance with relevant environmental regulation and any applicable codes of practice. We will:

Evaluate all products for environmental effects and to minimize the potential for pollution.

- Dispose of all solid or liquid wastes in accordance with the requirements defined by regulation.
- Work with our suppliers and customers in applying full lifecycle responsibility to our products.
- Review our environmental performance on a regular basis and develop and implement procedures to ensure continuous improvement.
- Develop and implement Risk Control incentives to minimize the potential consequences of accident and emergency situations.
- Monitor our energy consumption on a regular basis and implement appropriate energy reduction and efficiency improvement programmes.
- Establish objectives and targets to secure continual environmental improvements.
- Comply with applicable legal requirements, with other requirements to which **IB McIntyre & Co. (Pty) Ltd.** subscribes and which relate to environmental aspects.

To achieve these goals, measureable objectives and targets will be established in all relevant functions and at all levels of employment.

The policy will be renewed annually to ensure that targets are met. The policy will be communicated to all employees to ensure their full understanding and is available to the public upon request.

.....
**Dennis G. Pullinger
Managing Director**

22 December 2014

10.0 Management Review

a) General

Management conducts bi-annual reviews of the integrated management system (“Management Review”) at a minimum interval of 6 months. The review is a documented activity with the purpose of:

- Assessing the suitability, adequacy, and effectiveness of the integrated management system in achieving the quality and environmental policies and objectives, in meeting customer needs, in satisfying the requirements of **ISO 9001:2008** and **ISO14001:2004**, and in complying with relevant legislation and regulations.
- Evaluating the need for changes to the integrated management system, including the quality and environmental policies and objectives, in light of audit results, changing circumstances and the commitment to continual improvement.

b) Review Input

The Management Representative is responsible for ensuring that the necessary information is gathered to facilitate the Management Review. Inputs to the Management Review process include, but are not limited to, current performance data and potential improvement opportunities related to:

- Audit results;
- Customer feedback (including customer satisfaction measurement data and customer complaints);
- Process performance and product conformity;
- Status of corrective and preventive actions;
- Follow-up actions from previous management reviews;
- Changes that could affect the integrated management system; and
- Recommendations for improvement.

c) Review Output

The Management Representative creates written meeting minutes summarizing the Management Review activities, the conclusions reached and action items identified. These minutes are used to guide and improve the integrated management system at **IB McIntyre & Co. (Pty) Ltd.** by documenting:

- 1) Decisions made and actions planned to improve continuously the effectiveness of the integrated management system and related processes.
- 2) Decisions made and actions planned to continually improve our products to maintain a high level of customer satisfaction and consistently meet customer requirements.
- 3) Decisions made and actions planned for additional resources necessary for the effective operation of the integrated management system, including human resource, infrastructure and work environment needs.
- 4) Changes to **IB McIntyre & Co. (Pty) Ltd.’s** quality and environmental policies, objectives and targets (including those defined for product).



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SECTION III

Resource Management

11.0 Provision of Resources

- a) The resource requirements for the implementation, management, control and continual improvement of the integrated management system and activities necessary to enhance customer satisfaction are explicitly defined in Procedures and Work Instructions.
- b) Resources at **IB McIntyre & Co. (Pty) Ltd.** include human resources and specialized skills, infrastructure, technology, work environment and financial resources.
- c) It is the policy at **IB McIntyre & Co. (Pty) Ltd.** to identify competence and training needs and provide for the training of employees performing activities affecting quality or impacting the environment.
- d) Since any process task, as outline in the MSP Process Maps, could influence, directly or indirectly, the product quality, the competence of all employees must be assured.

12.0 Infrastructure

- a) To provide an information systems, <SYSPRO> <Y:/ReportsExtracts/Systems & Procedures UPLOADS> and <S:/I B McIntyre Systems & Procedures> that adequately improves quality.

13.0 Work Environment

It is the responsibility of each employee to identify and manage both the human and physical factors of the work environment that are necessary to achieve conforming product, comply with relevant legislation and regulations and prevent pollution.



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SECTION IV

Product Realisation

14.0 Planning of Product Realization

- a) Management is responsible for performing product quality and environmental planning (7.2.1 and 7.5.1). This planning includes:
- 1) Identification of the environmental aspects of **IB McIntyre & Co. (Pty) Ltd.**'s activities, products and services that can be controlled and over which **IB McIntyre & Co. (Pty) Ltd.** can be expected to have an influence in order to determine those that have or can have significant impacts on the environment and keeping this information up to date.
 - 2) Consideration of these environmental aspects in the definition, monitoring and updating of quality and environmental objectives and targets and requirements for products, projects or contracts.
 - 3) Determination and provision of the necessary processes, documents, resources, infrastructure and work environment to produce conforming product, comply with relevant legislation and regulations and prevent pollution.
 - 4) Identification of the appropriate verification, validation, monitoring, inspection and test activities, operating criteria and the criteria for the determination of acceptable product.
 - 5) Identification of the records needed to provide evidence that the processes and resulting product conform to customer, legislative and regulatory requirements.

15.0 Customer Related Processes

- a) Sales Representatives are responsible for ensuring that the following customer requirements are identified and incorporated into the processes of the integrated management system:
- specified customer requirements, including requirements for availability, delivery, and support (post-delivery activities);
 - requirements not specified by the customer but necessary for specified or intended use, where known; and
 - as indicated by the management representative, statutory and regulatory requirements applicable to the product.

- b) The Management Representative is responsible for identifying statutory, regulatory, legal and other requirements that **IB McIntyre & Co. (Pty) Ltd.** subscribes and which are applicable to the environmental aspects of processes, products, services and sales.
- c) **IB McIntyre & Co. (Pty) Ltd.** uses the following methods to identify customer requirements and additional requirements related to **IB McIntyre & Co. (Pty) Ltd.** processes, products, services and sales:
- Direct Conversations
 - Surveys
 - Conferences
 - Design (“Pinning”) Reviews
 - Contract Negotiations
 - Market Research
- d) Reviews of requirements related to the product are conducted, documented and coordinated with the customer.
- e) Sales Representatives have the primary responsibility for coordinating reviews of quotations, tenders, and customer orders for products and services prior to their issuance or acceptance and assigning responsibilities for their execution.
- f) Sales Representatives are responsible for coordinating, notifying and documenting order/contract amendments with the customer.
- g) Customer Communication

Sales Representatives have the primary responsibility for ensuring that communication with the customers of **IB McIntyre & Co. (Pty) Ltd.** is established and effectively maintained.

16.0 Design and Development (“Pinning”)

IB McIntyre & Co. (Pty) Ltd. maintains documented procedures appropriate to control individualised “pinning” of padlocks to verify that the resulting design meets specified requirements. “Pinning” is viewed at **IB McIntyre & Co. (Pty) Ltd.** as a creative activity involving conceptual elements.

17.0 Purchasing Process

Purchasing is responsible for ensuring that purchasing processes are controlled such that purchased products and subcontracted services that have a significant impact on the environment or the quality of **IB McIntyre & Co. (Pty) Ltd.** products conform to specified requirements. These control activities are conducted according to Supplier Selection and Evaluation (MSP 7.4-1).

- a) Purchasing is responsible for ensuring that purchase documents are reviewed and approved for adequacy of specified requirements prior to release.
- b) Verification through inspection is performed.
- c) Purchasing is responsible for ensuring that verification arrangements and the methods for product release are clearly defined in the purchasing documents in situations where verification is to be performed by **IB McIntyre & Co. (Pty) Ltd.** or the customer at the supplier's premises.
- d) **The following outsourced purchasing as of the 16th January 2015:**
 - **Mortice Lock Assembly - Altitude Work Force Solutions**
 - **Waste Management – Waste Plan**
 - **Security – Recall Security**
 - **IT – Destin Consulting**
 - **Couriers – Kargo National, Airoad Express, RTT, Value Logistics**
 - **Diesel Tank – PetroMonitor**
 - **Calibration – Clover Scales Incorporated**

18.0 Control of Production Provision

Establishment and maintenance of documented procedures and/or work instructions and requirements for the significant environmental aspects of products and services used by **IB McIntyre & Co. (Pty) Ltd.**, as well as communicating these procedures and requirements to suppliers and contractors.

19.0 Validation of Processes for Production and Service Provision

Process validation is performed to demonstrate the ability of the process to meet or exceed the planned results of form, fit and function fundamentals.

20.0 Identification and Traceability

IB McIntyre & Co. (Pty) Ltd. maintains identification and traceability using process records and purchase orders.

21.0 Customer Property

IB McIntyre & Co. (Pty) Ltd. exercises care with customer property and that property is identified, verified against specified requirements, protected and safeguarded. Customer property may also include intellectual property.

22.0 Preservation of Product

IB McIntyre & Co. (Pty) Ltd. ensures the preservation of product in the following ways:

- a) Identification: Specific details on the identification of product at **IB McIntyre & Co. (Pty) Ltd.**
- b) Handling: **IB McIntyre & Co. (Pty) Ltd.**'s policy is to use methods and means appropriate for the handling and transporting of product in a manner that prevents loss of product value, ensures employee safety, and minimizes potential environmental impacts.
- c) Packaging: Products are appropriately packed and identified on the packaging in a manner that allows for ready identification through the stages of processing, prevents the loss of product value and minimizes potential environmental impacts.
- d) Storage: **IB McIntyre & Co. (Pty) Ltd.** maintains facilities, equipment and designated areas to store material in a manner that prevents loss of product value and minimizes potential environmental impacts.
- e) Protection: Products are protected during internal processing and delivery to maintain product quality and value while the product is under the company's control.
- f) Delivery: The quality of the final product is protected after final inspection and test. Where contractually specified, **IB McIntyre & Co. (Pty) Ltd.** is responsible for packaging and preservation during transit, including delivery to destination.

23.0 Control of Monitoring and Measuring Devices

- a) The Management Representative is responsible for ensuring that necessary monitoring and measurement activities are identified, and that the necessary monitoring and measuring devices are available to assure conformity of product and/or conformance of processes to quality and environmental requirements, objectives or targets.
- b) The Management Representative is also responsible for ensuring that the required monitoring and measuring can be carried out and is done in a manner that is consistent with the monitoring and measurement requirements.



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SECTION V

Measurement, Analysis and Improvement

24.0 Monitoring and Measurement

a) Customer Satisfaction (“Perception”)

- b) Sales Representatives are responsible for ensuring that customer communication is maintained and that customer satisfaction data is collected, analysed and used. **IB McIntyre & Co. (Pty) Ltd.** makes use of customer satisfaction and opinion surveys.
- c) **IB McIntyre & Co. (Pty) Ltd.** periodically evaluates compliance with relevant environmental legislation and regulations according to Environment Planning MSP 7.1-2.

25.0 Internal Quality Audits

IB McIntyre & Co. (Pty) Ltd. plans and conducts internal quality audits at planned intervals for the following purposes:

- a) To verify whether quality and environmental activities and related results comply with planned arrangements, [ISO 9001:2008](#), [ISO 14001:2004](#), integrated management system requirements established by **IB McIntyre & Co. (Pty) Ltd.** and relevant environmental legislation and regulations.
- b) To determine the overall effectiveness of the integrated management system as implemented and maintained.
- c) To provide information on the results of audits to management for review.

26.0 Monitoring and Measurement of Processes and Product

- a) Monitoring and where applicable, measurement activities are performed on:
 - Processes necessary to meet customer requirements.
 - Key characteristics of processes that can have a significant impact on the environment.
 - Processes necessary to track performance and conformance with quality and environmental objectives and targets.
 - Additional processes where the potential benefit is identified.
- b) The responsibility to identify and apply suitable methods for monitoring and measurement of processes is assumed by Department Managers.

- c) **IB McIntyre & Co. (Pty) Ltd.** establishes and maintains documented procedures, work instructions, and/or quality plans that define the required monitoring and measurement activities and related records used to verify that product characteristics and requirements are met prior to product distribution, processing, or use.

27.0 Non-conformance Control

- a) The Management Representative is responsible for implementing and maintaining Control of Nonconforming Product.
- b) The Management Representative is also responsible for compiling data from the Non-Conforming reports.

28.0 Control of Emergency Situations

- a) The Management Representative is responsible for ensuring that procedures and practices are established for preventing and responding to accidents and emergency situations where there may be a significant impact on the environment, and for preventing and mitigating the environmental impacts associated with them, by:
- Identification of potential and actual accidents and emergency situations.
 - Proper response to emergencies and prevention or mitigation of serious environmental impacts.
 - Provisions for periodic reviews and revisions of the procedures. Such reviews are always initiated after the occurrence of such events.
 - Periodic drills to test the effectiveness of Emergency Preparedness and Response.
- b) **IB McIntyre & Co. (Pty) Ltd.** uses the company web page to address communications and procedures for responding to accidents and emergency situations and for preventing and mitigating the environmental impacts of accidents and emergency situations.

29.0 Analysis of Data

The Commercial Director is responsible for ensuring that collection and analysis of data occur in their specific department. The data collected determines, in part, the suitability and effectiveness of the integrated management system, identifies areas for improvement and demonstrates conformance with objectives and targets performance improvement projects.



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30.0 Continual Improvement

It is the overall responsibility of Management at **IB McIntyre & Co. (Pty) Ltd.** to improve continually the effectiveness of the integrated management system according to Measurement, Analysis and Improvement. Each department manager is responsible for the continual improvement of the integrated management system in his or her respective areas. Effectiveness of continual improvement activity is assessed during the Management Review Process.

31.0 Corrective Action

Corrective action at **IB McIntyre & Co. (Pty) Ltd.** is directed at revising the company's integrated management system, policies, procedures and work instructions in order to eliminate the root cause(s) of quality and environmental problems and nonconformities and prevent their recurrence.

32.0 Preventive Action

Preventive action is directed at improving **IB McIntyre & Co. (Pty) Ltd.'s** systems, procedures and policies. Preventive Action is used in the following situations:

- to expose potential nonconformities found during either internal or external (customer) audits;
- to revise the systems, work processes, procedures or work instructions to improve the quality or environmental performance of a process, product or service; and
- to resolve potential problems found during the Management Review Process.



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SECTION VI

Appendix A: IMS Cross Reference

SECTION / ISO9001:2008 CLAUSE	RELATED ISO14001:2004 CLAUSE(S)	TITLE	REVISION	RESPONSIBLE PERSON
1.1	1	General	MSP 4.2-2	Mgmt Rep
1.2	1	Scope	MSP 4.2-2	Mgmt Rep
4.1	4.1	General Requirements	MSP 4.2-2	Mgmt Rep
4.1	4.1.1, 4.4.4	Process Maps	MSP 4.2-2	Comm Dir.
4.2	4.4.5, 4.4.6, 4.5.4 *1 General	Documentation Requirements *2 IMS Manual *3 Control of Documents *4 Control of Records *5 Operation Control *6 System Documentation	MSP 4.2-3 MSP 4.2-2	Mgmt Rep Mgmt Rep Mgmt Rep Mgmt Rep Mgmt Rep
-	4.3.1	Environmental Aspects	MSP 7.1-2	Mgmt Rep
-	4.3.2	Environmental and Other Requirements	MSP 7.1-2	Mgmt Rep
5.1	-	Management Commitment	MSP 5.6-1	Comm Dir.
5.2	-	Customer Focus	MSP 7.2-1	Sales
5.3	4.2	Quality and Environmental Policy	MSP 7.1-2	MD
5.4	4.3, 4.3.3, 4.3.4, 4.4, 4.4.3	Planning *7 5.4.1 Quality and Environmental Objectives, Targets, and Programs *8 Implementation and Operations *9 Communications	MSP 7.1-2	Comm Dir. Comm Dir.
	4.4.6, 4.4.7	Operational Control, Emergency Preparedness and Response	MSP 8.3.3	HR



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5.6	4.6	Management Review *4 5.6.1 General *5 5.6.2 Review Input *6 5.6.3 Review Output	MSP 5.6-1	Mgmt Rep Mgmt Rep Mgmt Rep Mgmt Rep
6.1	-	Provision of Resources	MSP 6.2-1	MD
6.2	4.2.2	Human Resources *7 6.2.1 General *8 6.2.2 Competence, Awareness and Training	MSP 6.2-1	HR HR HR
6.3	4.4.1	Infrastructure	MSP 6.3-1	Comm Dir.
6.4	-	Work Environment	MSP 6.3-1	Comm Dir.
7.1	4.4.6	Planning of Product Realization	MSP 7.5-1	Comm Dir.
7.2	4.3.2 to 4.4.6	Customer-related Processes *9 7.2.1 Determination of Requirements Related to the Product *10 7.2.2 Review of Requirements Related to the Product *11 7.2.3 Customer Communication	MSP 7.2-1	Sales Sales Sales Sales



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SECTION / ISO9001:2008 CLAUSE	RELATED ISO14001:2004 CLAUSE(S)	TITLE	REVISION	RESPONSIBLE PERSON
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7.5	4.4.6	Production and Service Provision *4 7.5.1 Control of Production and Service Provision *5 7.5.2 Validation of Processes for Production and Service Provision *6 7.5.3 Identification and Traceability *7 7.5.4 Customer Property *8 7.5.5 Preservation of Product	MSP 7.5-1 MSP 7.5-1 MSP 7.5-3 MSP 7.5-4 MSP 7.5-5	Comm Dir Comm Dir Comm Dir Comm Dir Comm Dir
7.6	4.5.1	Control of Monitoring and Measuring Devices	MSP 7.6-1	Mgmt Rep
8.2	4.5, 4.5.1, 4.5.2, 4.5.4, 4.5.5	Monitoring and Measurement *9 8.2.1 Customer Satisfaction *10 8.2.2 Internal Audit *11 8.2.3 Monitoring and Measurement of Processes *12 8.2.4 Monitoring and Measurement of Product	MSP 8.1-1 MSP 7.1-2 MSP 8.2-1	Comm Dir. Sales Mgmt Rep Mgmt Rep Mgmt Rep
8.3	4.5.3	Nonconformance Control *13 8.3.1 Control of Product Nonconformance *14 8.3.2 Control of System-Level Nonconformance *15 8.3.3 Control of Emergency Situations	MSP 8.3-1 MSP 8.3-1 MSP 8.3-3	MD/Comm Dir Comm Dir Mgmt Rep
8.4	4.5.1	Analysis of Data	MSP 8.1-1	Mgmt Rep
8.5	4.5.2	Improvement *16 8.5.1 Continual Improvement *17 8.5.2 Corrective Action *18 8.5.3 Preventive Action	MSP 8.5-3	Comm Dir. Comm Dir. Mgmt Rep Mgmt Rep

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SECTION VII

Appendix B: List of Quality System Procedures

Section 4

MSP 4.2-2

Document Control

MSP 4.2-3

Management System Record Maintenance

Section 5

MSP 5.5-1

Internal Communications

MSP 5.5-2

External Communications

MSP 5.6-1

Management Review / Departmental Heads Meeting / **OHSAS** Meeting

Section 6

MSP 6.2-1

Training Assessment, Delivery and Evaluation

MSP 6.3-1

Preventive Maintenance

MSP 6.4-1

Pollution Prevention and Waste Minimization

Section 7

MSP 7.1-2

Environmental Planning

MSP 7.2-1

Order / Contract Review

MSP 7.4-1

Supplier Selection and Assessment

MSP 7.4-2

Purchase Order Generation and Issue

MSP 7.4-3

Receiving Inspection and Testing

MSP 7.5-1

Issue and Control of Process Monitoring and Operating Instructions

MSP 7.5-3

Product Identification and Traceability

MSP 7.5-4

Verification and Control of Customer Property

MSP 7.5-5

Product Preservation Control

MSP 7.6-1

Control of Monitoring and Measuring Devices

Section 8

MSP 8.1-1

Measurement, Analysis and Improvement

MSP 8.2-1

Internal Audits

MSP 8.2-2

In-Process Inspection and Testing

MSP 8.2-3

Final Inspection and Testing

MSP 8.3-1

Control of Nonconforming Product

MSP 8.3-3

Emergency Preparedness and Response

MSP 8.5-1

Corrective Action

MSP 8.5-3

Preventive Action



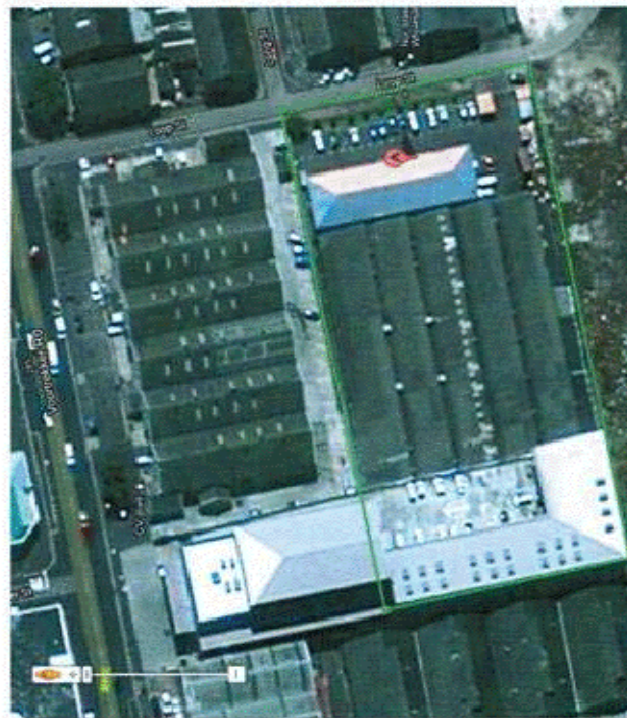
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SECTION VIII

Appendix C: Decimal co-ordinates of Erf no. 104809 and Erf no. 24012



ERF NO# 104809 and 24012

Decimal coordinates (latitude, longitude): -33.9230866, 18.4913222