		QUALITY ASSURANCE MANUAL	
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Table 1 Revisions Breakdown

<i>Rev. no</i>	<i>Page no</i>	<i>Changes Effected</i>	<i>Date of Change</i>
00	Initial Issue	None	15/09/2010
01	First Revision	Update information with regards to ISO 9001:2008	23/03/2010
02	Full revision	Update to align with ISO 9001:2015	24/05/2018
03	Full Revision	Full Revision and Logo Change	20/08/2019
04	Full Revision	Logo Change	02/08/2021
05	Full Revision	Approval Change, Owner/Issued by change, Change of header and footer	27/06/2022

1. Scope

1.1 General

This Manual specifies requirements for a quality management system where our Organization

- 1.1.1 Needs to demonstrate its ability to consistently provide a product that meets customer and applicable statutory and regulatory requirements, and
- 1.1.2 Aims to enhance customer satisfaction through the effective application of the system, including processes for continual improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

1.2 Application

All requirements of this Manual are generic and are intended to be applicable to our organization. Where any requirement(s) of the ISO 9001 International Standard cannot be applied due to the nature of our organization and its product, this can be considered for exclusion.

2. Normative References



ISO 9001, Quality Management Systems

3. Terms & Definitions

For the purposes of this manual, the terms and definitions given in each procedure apply.

4. Context of the Organisation

- 4.1 Civil & Power has reviewed and analyzed key aspects of itself and its stakeholders to determine the strategic direction of the company. This requires understanding internal and external issues that are of concern to Civil & Power and its interested parties.

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- 4.2 The issues impacting Civil & Power are identified through the analysis of risks facing Civil & Power and its interested parties.
- 4.3 Civil & Power Management makes use of this information to determine and guide the company's strategic direction. This is defined in records of the Management Review and periodically updated as conditions and situations change.

The Quality Vision and Mission have also been derived from this information:

4.3.1 Vision

"To provide quality service that combines performance and safety with competitive pricing while establishing a successful relationship with our clients and our suppliers and in addition provide a safe, healthy, and rewarding workplace for our employees."



4.3.2 Mission

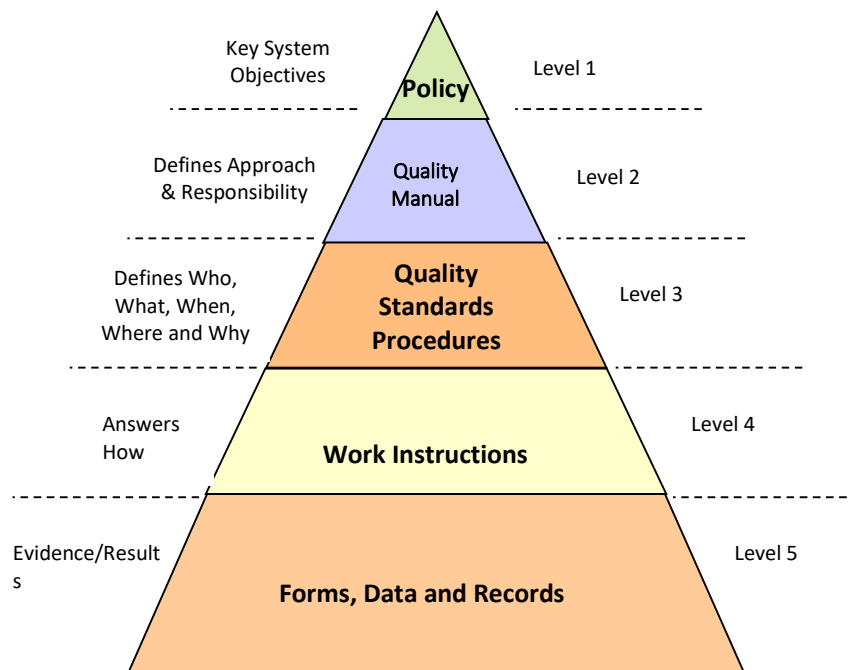
- 4.3.2.1 *"To constantly strive to meet or exceed our clients' needs and expectations of price, service, and dedication."*

4.3.2.2 The scope of the Civil & Power Quality Management System is described as follows with no exclusions:

Civil Power Generation Projects (Pty) Ltd specializes in the design, manufacturing, supply, and installation of thermal insulations, cladding, fireproofing, corrosion protection as well as the supply and erecting of scaffolding.

- 4.3.2.3 The Quality Assurance System applies to all activities of the Company and has been developed in accordance with ISO 9001. The Quality Assurance System is fully documented and structured in 5 levels:

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4.3.2.3.1 **Level 1: Policy** – The quality policy summarizes the complete quality management system. All procedures, instructions, and documentation are reverting to the policy.

4.3.2.3.2 **Level 2: Quality Manual** – This document details the corporate quality policy and structure of Civil & Power Generation Projects with references to the appropriate Operating Procedures and supporting documents.

4.3.2.3.3 **Level 3: Operating Procedures** – The operating procedures describe the actual process, and controls applied, to all activities concerned with the attainment of a quality assured contracting service. These procedures are extended in the standard work instructions and supportive forms.

4.3.2.3.4 **Level 4: Work Instructions** – The work instructions describe how the actual process and controls are applied. These instructions are supported by the forms, data, and records.

4.3.2.3.5 **Level 5: Forms, Data, and Records** – The forms, records, and data provide evidence of conformity and of the effective implementation of the quality management system.

4.3.2.3.6 **The Plan-Do-Check-Act (PDCA) cycle is applied in every process, and includes the following actions:**

4.3.2.3.6.1 **Plan** – Establish objectives and processes necessary to deliver results meeting client requirements and Company policy.

4.3.2.3.6.2 **Do** – Implement the processes

4.3.2.3.6.3 **Check** – Monitor and measure processes and products against objectives, requirements, and policies, and report results

4.3.2.3.6.4 **Act** – Take actions to continually improve process performance.



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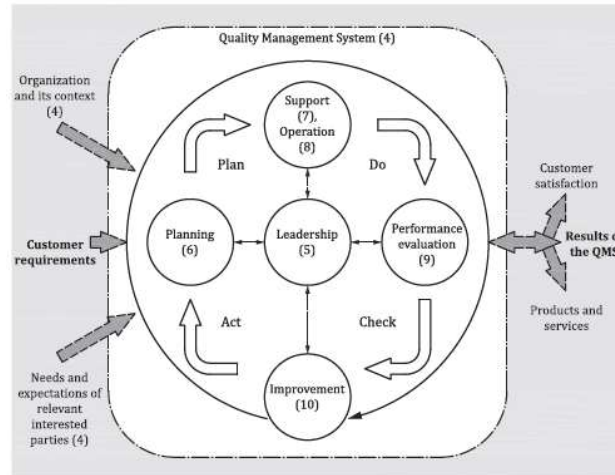
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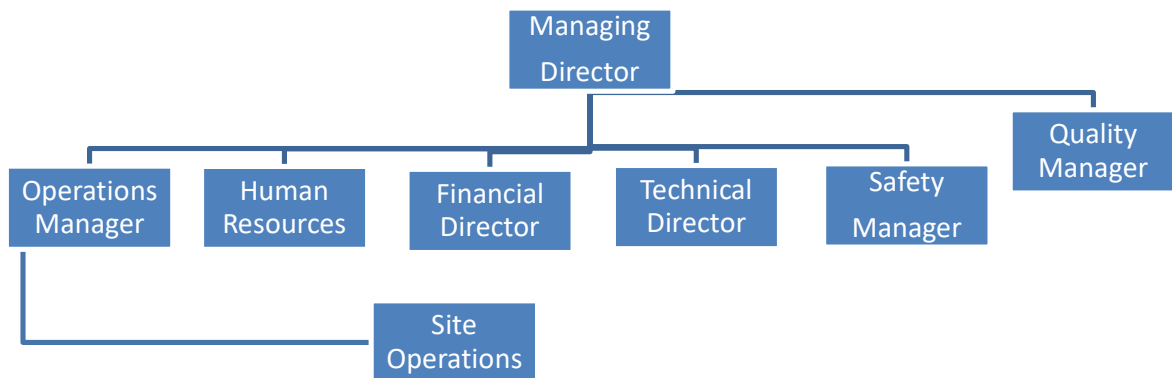
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4.3.2.4 The Civil & Power organization is structured as follows:



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CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
4.1	Understanding the organization and its context	CPGP.QMS.18.PRO
4.2	Understanding the needs and expectations of Interested parties	
4.3.2.2	Scope of the Quality Management System	CPGP.QMS.17.PRO
4.3.2.3	Quality management system and its processes	CPGP.QMS.01.MAN

5. Leadership

- 5.1 Leadership at Civil & Power is demonstrated by the direct involvement of the management teams in the QMS processes.
- 5.2 Management's focus on customers is demonstrated by the consideration of customer requirements directly in the processes and procedures employed in the business.
- 5.3 The Quality Policy serves as the driving force for the implementation and improvement of Civil & Power's Quality Management System. Roles, responsibilities, and authorities are defined in the various processes, procedures, and policies referenced in this document.

In addition, the following authorities responsibilities are defined:

5.3.1 Authority:

- 5.3.1.1 All staff is allocated with authority to perform their allocated responsibilities. The following provides a summary of the principal responsibilities of each job role, and these are clarified in greater detail within the Operating Procedures.
- 5.3.1.2 All staff shares the authority and responsibility of identifying non-compliance or possible improvements and recording these instances such that corrective action can be taken, both to rectify the immediate situation and to prevent a recurrence.
- 5.3.1.3 The Managing Director continually reviews the company's resources to ensure that adequate staff, equipment, and materials are available to meet client requirements.



5.3.2 Responsibilities:

5.3.2.1 Managing Director

- 5.3.2.1.1 Approval of the Quality Assurance System
- 5.3.2.1.2 Management Review
- 5.3.2.1.3 Design Control
- 5.3.2.1.4 Supplier Selection & Purchasing
- 5.3.2.1.5 Contract Management & Control
- 5.3.2.1.6 Training

5.3.2.2 Quality Manager

- 5.3.2.2.1 Internal Audit
- 5.3.2.2.2 Resolution of Quality Assurance System Discrepancies

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- 5.3.2.2.3 Control & Maintenance of the Quality Assurance System
- 5.3.2.2.4 Documentation & Change Control (Quality System Documents)
- 5.3.2.2.5 Update and distribution control of the Quality Manual as required.
- 5.3.2.2.6 Planning to meet client's quality requirements.
- 5.3.2.2.7 Determining inspection points within the system.
- 5.3.2.2.8 Approval of quality work instructions
- 5.3.2.2.9 Directing inspection activities.
- 5.3.2.2.10 Surveillance of procurement documents.
- 5.3.2.2.11 Approval of Suppliers.
- 5.3.2.2.12 Maintaining a listing of approved suppliers.
- 5.3.2.2.13 Monitoring procedures to assure compliance
- 5.3.2.2.14 Reviewing and maintaining Quality Records.
- 5.3.2.2.15 Calibration of Measuring and Test Equipment.
- 5.3.2.2.16 Approval of disposition of Nonconforming Material.
- 5.3.2.2.17 Corrective action coordination

5.3.2.3 Operations Manager

- 5.3.2.3.1 Management & Co-ordination of Sales and Support Functions
- 5.3.2.3.2 Contract Review
- 5.3.2.3.3 Sales Order Processing
- 5.3.2.3.4 Design Control
- 5.3.2.3.5 Estimating
- 5.3.2.3.6 Project Management
- 5.3.2.3.7 Control of Contract Documentation
- 5.3.2.3.8 Planning & organization
- 5.3.2.3.9 Supplier Selection & Purchasing
- 5.3.2.3.10 Definition of Installation, Inspection, Test & Maintenance Requirements
- 5.3.2.3.11 Training

5.3.2.4 Site Operations


- 5.3.2.4.1 Quotations
- 5.3.2.4.2 Contract Review and Order Processing

5.3.2.5 Support Manager

- 5.3.2.5.1 Planning and Co-ordination
- 5.3.2.5.2 Control of Production and Measuring Equipment
- 5.3.2.5.3 Maintenance of Support Stores
- 5.3.2.5.4 Processing of Sales Orders
- 5.3.2.5.5 Purchasing

5.3.2.6 Support Engineers

- 5.3.2.6.1 Planning & Performance of Installation, Technical Assistance,
- 5.3.2.6.2 Repairs, Testing, and Maintenance Activities

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5.3.2.6.3 Control of Equipment and Materials Allocated

5.3.2.7 Financial Director

5.3.2.7.1 Control of Finance, Accounts, and Warehouse Operations

5.3.2.7.2 Training

5.3.2.7.3 Supplier Selection and Purchasing

5.3.2.8 Warehouse

5.3.2.8.1 Control of Stock

5.3.2.8.2 Replenishment Recommendation

5.3.2.8.3 Protection and Preservation of Stock

5.3.2.8.4 Receiving Inspection

5.3.2.8.5 Packaging and Dispatch

5.3.2.9 Business Development Director

5.3.2.9.1 Sales

5.3.2.9.2 Estimating

5.3.2.9.3 New Product Identification & Evaluation

5.3.2.9.4 System Design

5.3.2.10 Administration Order Processing Clerk

5.3.2.10.1 Sales Database Administration

5.3.2.10.2 Checking of Sales Orders



5.3.2.10.3 Allocation of Order Reference Numbers

CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
1	Leadership and commitment	CPGP.QMS.03.PRO
2	Customer Focus	
3	Quality Policy	CPGP.QMS.01.POL
4	Organizational roles, responsibilities, and authorities	CPGP.QMS.03.PRO CPGP.QMS.01.MAN

6. Planning

6.1 Risks and opportunities have been identified during the analysis of the context in which the business operates. Actions have been implemented to ensure these risks are properly mitigated and that the organization benefits fully from the opportunities available.

6.2 Business and functional objectives and targets are derived from the business strategy, identified internal and external issues, interested parties and their needs, defined risks and opportunities as well as organization performance requirements. These are actively managed through action plans and monitored for achievement.

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6.3 When a need exists to change the management system, the changes will be carried out in a planned manner, and the following shall be considered:


- 6.3.1 The purpose of the changes and their potential consequences;
- 6.3.2 The integrity of the management system;
- 6.3.3 The availability of resources;
- 6.3.4 The allocation of reallocation of responsibilities and authorities
- 6.3.5 Training requirements.

CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
6.1	Actions to address risks and opportunities	CPGP.QMS.18.PRO
6.2	Quality objectives and planning to achieve them	CPGP.QMS.20.PRO.01.SOP
6.3	Planning of change	CPGP.QMS.01.MAN

7. Support

- 7.1 The Senior Management of Civil & Power shall determine and provide the necessary resources needed to implement, maintain and continually improve the effectiveness of the Quality Management System in the Company's management structure.
- 7.2 Senior Management shall also ensure that adequate resources are available at all times to meet customer requirements and enhance their satisfaction with the service we are providing.
- 7.3 Management is responsible to provide maintain and improve the appropriate infrastructure required to carry out the Company's business in conformance with requirements.
- 7.4 Civil & Power management will ensure that all personnel performing work affecting product quality has the necessary competence. Effective training and awareness programs, as well as recruitment policies, are implemented in this regard.
- 7.5 Civil & Power management shall ensure that the work environment is conducive to the motivation and job satisfaction of its employees to enhance the performance of the organization to achieve conformance to product requirements.
- 7.6 Organizational knowledge is contained within the documents and processes employed in the business. In addition, Civil & Power employs subject matter experts in identified roles to enhance organizational knowledge. Organizational information is made available to the outsourced processes as needed to fulfill the service rendered according to requirements.
- 7.7 The operation of the company management system is dependent upon effective communication. Information needs to be communicated to employees in order for them to perform their roles to the best of their ability.

CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
7.1	Resources	CPGP.QMS.05.PRO
7.1.1	General	
7.2	People	
7.3	Infrastructure	
7.1.4	Environment of for the operation of processes.	
7.1.5	Monitoring and measurement resources	CPGP.QMS.11.PRO
7.1.5.1	General	


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7.1.5.2	Measurement traceability	
7.1.6	Organizational knowledge	CPGP.QMS.01.MAN
7.2	Competence	CPGP.QMS.05.PRO
7.3	Awareness	CPGP.QMS.06.PRO
7.4	Communication	CPGP.QMS.16.PRO
7.5	Documented information	CPGP.QMS.01.PRO CPGP.QMS.19.PRO.01.SOP
7.5.1	General	
7.5.2	Creating and updating	
7.5.3	Control of documented Information	

8. Operations

- 8.1 Civil & Power developed and implemented various processes, procedures, and forms that endeavor to ensure that all the activities required for the realization of products and services are planned and controlled to meet specified requirements.
- 8.2 At the tender stage already, the tender documents will be reviewed to determine whether all the contractual requirements related to the project are adequately defined, clearly understood, and addressed and that the company has the necessary resources to meet these requirements.
- 8.3 Civil & Power do not undertake the principle design of a product, however, limited in-house design modifications are carried out in a controlled manner to resolve field conditions.
- 8.4 Suppliers and Subcontractors are evaluated and selected based on their ability to meet specified requirements. Selection may also be based on past performance. The evaluation of new Suppliers and Subcontractors shall be undertaken prior to the placing of an order or subcontract.

CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
8.1	Operational planning and control	CPGP.QMS.07.PRO
8.2	Requirements for products and services	
8.2.1	Customer communication	CPGP.QMS.07.PRO CPGP.QMS.16.PRO
8.2.2	Determination of requirements for products and services	CPGP.QMS.07.PRO
8.2.3	Review of the requirements for products and services	
8.2.4	Changes to requirements for products and services	
8.3	Design and development of products and services	
8.3.1	General	CPGP.QMS.08.PRO
8.3.2	Design and development planning	
8.3.3	Design and development inputs	
8.3.4	Design and development controls	
8.3.5	Design and development outputs	
8.3.5	Design and development changes	
8.4	Control of externally provided processes, products and services	CPGP.QMS.07.PRO CPGP.QMS.09.PRO
8.4.1	General	

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8.4.2	Type and extent of control	
8.4.3	Information for external providers	
8.5	Production and service provision	CPGP.QMS.07.PRO
8.5.1	Control of production and service provision	
8.5.2	Identification and traceability	CPGP.QMS.10.PRO
8.5.3	Property belonging to customers or external providers	CPGP.QMS.12.PRO
8.5.4	Preservation	CPGP.QMS.07.PRO
8.5.5	Post-delivery activities	
8.5.6	Control of changes	CPGP.QMS.08.PRO
8.6	Release of products and services	CPGP.QMS.07.PRO CPGP.QMS.09.PRO
8.7	Control of nonconforming outputs	CPGP.QMS.14.PRO



9. Performance Evaluation

- 9.1 Various process and performance measurements are employed in the business to ensure the processes are consistently effective in achieving their intended outcomes. These measurement processes include the assessment of customer perception. The data generated by these measurement processes are analyzed and trended to identify process improvement initiatives.
- 9.2 Management Review is conducted by the top management of the company of the Quality Management System (QMS) on a systematic and regular basis, including assessing opportunities for improvement, need for changes to the QMS, and assurance of the continuing relevance of the Company's quality policy and quality objectives.
- 9.3 Management reviews of operations are continuous and any problems indicated with the Quality Program or its implementation will be addressed and corrected as directed by Management.

CLAUSE	DESCRIPTION	PROCEDURAL REFERENCE
9.1	Monitoring, measurement, analysis and evaluation	CPGP.QMS.20.PRO.01.SOP
9.1.1	General	
9.1.2	Customer satisfaction	CPGP.QMS.12.PRO
9.1.3	Analysis and evaluation	CPGP.QMS.20.PRO.01.SOP
9.2	Internal audit	CPGP.QMS.13.PRO
9.3	Management review	CPGP.QMS.04.PRO
9.3.1	General	
9.3.2	Management review input	
9.3.3	Management review output	

10.Improvement

- 10.1 Implementing corrective and preventive action facilitates the principle of continual improvement. Distinguishing and dealing with non-conformities gives rise to the introduction of appropriate measures to anticipate the risk of the anomaly re-occurring.

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10.2 Civil & Power uses the data generated and analyzed in its various processes to identify opportunities for continual improvement.

<i>CLAUSE</i>	<i>DESCRIPTION</i>	<i>PROCEDURAL REFERENCE</i>
10	General	CPGP.QMS.01.MAN
10.1	Nonconformity and corrective action	CPGP.QMS.15.PRO
10.2	Continual Improvement	CPGP.QMS.01.MAN CPGP.QMS.15.PRO

11. Amendments & Revision to the Quality Manual

This manual will be revised by Quality Assurance as required. Whenever revisions occur, all holders of controlled copies will be distributed copies of the application revised pages, including a new revision page describing the changes.

12. Training

Documentation Training