

QUALITY POLICY

Aspirata Auditing Testing and Certification (Pty) Ltd and Vetlab Limited, hereinafter referred to as **AssureCloud**, is committed to a philosophy of sustainable development, quality, integrity, professionalism and continual improvement in our products and services.

AssureCloud shall provide local and international companies with services including:

- **Testing**
Microbiological, Chemical and Diagnostics laboratories performing testing activities in accordance with stated methods, SANAS and SADCAS requirements, legal and client requirements. All laboratories are ISO/IEC 17025:2017 accredited.
- **Inspection – Food Safety**
Food safety retail inspections against Regulation 638, SANS 10049, Occupational Health and Safety and client requirements, as well as supplier audits against the Global Markets Programme and client specific requirements. Auditors are multi-qualified, registered with applicable authorities and trained on ISO/IEC 19011:2018.
- **Certification**
Certification of managements systems, including Food Safety, Quality, Environmental, Occupational Health & Safety, as well as product certification (GLOBALG.A.P.). We are ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012 accredited.
- **Training**
Quality and Food Safety related training accredited by FOODBEV SETA and licensed by FSSC as a Training Organisation. Our management system is aligned to ISO 9001:2015.

It is the policy of **AssureCloud** to:

- Maintain relevant accreditation for each service line;
- Identify interested parties and evaluate their needs and expectations;
- Proactively identify internal and external risks and opportunities, monitor and take appropriate actions to address them, in order to maintain our clients' satisfaction, staff well-being and AssureCloud's reputation. Risks may be associated with, but not limited to, undue pressure, impartiality and confidentiality;
- Ensure conformity of services to all relevant and applicable legal statutes and other requirements, internationally recognised standards and best operating practices. By complying to the relevant legal statutes and requirements, we strive to meet the requirements and expectations of our customers, employees and interested parties;
- Set measurable quality objectives at strategic and operational levels across the organisation and monitor the progress thereof;
- Empower our staff to meet the company's objectives by communicating these objectives, continually evaluating and providing them with appropriate resources, training and supervision;
- Build beneficial relationships with our suppliers and service providers, both internally and externally, by clearly defining procurement requirements and continually monitoring and evaluating their performance.
- Continually improve the effectiveness of the management system by reviewing the system, including the quality policy, at planned intervals to ensure it is suitable and adequate.

In achieving the objectives of this policy, the leadership of **AssureCloud** will promote and maintain open and constructive dialogue and working relations with staff, regulatory bodies, clients and interested parties to:

- build relations based on honesty, transparency, openness, mutual trust, and involvement to ensure quality service delivery;
- share responsibility for meeting the requirements of this policy;
- communicate this policy to staff and make it available to all interested parties.

This Quality Policy supports the strategic direction of **SafetySA** and **AssureCloud**.

Management of AssureCloud is committed to developing, leading and promoting quality objectives and a quality culture within the service lines that supports the strategic direction of the company through implementation of this policy.



Taariq Lalla
Head of Testing



Elfriede Giard
Head of Inspections and Certification