



QUALITY POLICY

The management of Aspirata Auditing Testing and Certification (Pty) Ltd and Vetlab Limited, herein referred to as **AssureCloud**, are committed to establishing structures and an environment in which all activities are undertaken and managed in a manner to uphold quality, integrity, legal compliance, professionalism and continual improvement of our products and services.

AssureCloud offers local and international companies with services including:

- **Testing**

Microbiological, Chemical and Diagnostics laboratories performing testing activities in accordance with stated methods, SANAS and/or SADCAS requirements, legal and regulatory requirements, and client-specific requirements. All laboratories are accredited to ISO/IEC 17025:2017.

- **Inspection – Food Safety**

Food safety inspections are performed against Regulation 638, SANS 10049, Occupational Health and Safety legislation and client requirements. Supplier audits are conducted against the Global Markets Programme and other applicable criteria. Auditors are multi-qualified, registered with relevant authorities and trained in accordance with ISO/IEC 19011:2018.

- **Certification**

Certification of management systems, including Food Safety, Social Compliance, Quality, Environmental, and Occupational Health & Safety, as well as product certification (GLOBALG.A.P.). AssureCloud is accredited to ISO/IEC 17021-1:2015 and ISO/IEC 17065:2012.

- **Training**

Quality and Food Safety related training aligned with ISO 9001:2015 requirements.

AssureCloud is committed to:

- Maintaining relevant accreditation for each service line while ensuring conformity of services to internationally recognized standards and best practices;
- Identify interested parties and evaluate their needs and expectations;
- Ensuring compliance with all applicable legal and regulatory requirements, including national legislation, sector-specific regulations, local authority requirements, and any other mandatory statutory obligations applicable to testing, inspection, certification and training services;
- Proactively identifying internal and external risks and opportunities, monitor and taking appropriate actions to address them, to safeguard client satisfaction, staff well-being and AssureCloud's reputation;
- Set measurable quality objectives at both strategic and operational levels across the organisation and monitor the progress thereof;
- Empowering staff to meet the company's objectives by ensuring they are trained, competent, authorized and adequately supported for the tasks they perform;
- Build beneficial relationships with our suppliers and service providers, both internally and externally, by clearly communicating our needs, expectations and continually monitoring their performance;
- Continually improve the effectiveness of the management system by providing adequate resources, reviewing the system, including the quality policy, at planned intervals to ensure ongoing suitability, adequacy and effectiveness.

To achieve the objectives of this policy, top management of **AssureCloud** will:

- promote and maintain open dialogue with staff, clients and interested parties;
- build relations based on accountability, integrity, professionalism and 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;
- demonstrate leadership in promoting a culture of Accountability, Care, Courage, Innovation and Passion;
- provide safety expertise that our clients can rely on.

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

Elfriede Giard
Head of Food & Agri Business