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|--|----------------|--|--------------------|---------------|
| <b>(Section A) - NATURE OF NCR:</b>  |                | <b>NCR #:</b> 23/25  |                    |               |
| <b>Actual Non-Conformity</b>   |                | <b>Potential Non-Conformity</b>  |                    |               |
| <input type="checkbox"/> SUPPLIER DEFAULT <input checked="" type="checkbox"/> INTERNAL DEFICIENCY <input type="checkbox"/> CUSTOMER COMPLAINT <input type="checkbox"/> OTHER |                | <input type="checkbox"/> PREVENTIVE ACTION   |                    |               |
| <b>SYSTEM AFFECTED :</b><br><input type="checkbox"/> ROAD TRAFFIC SAFETY   |                | <input checked="" type="checkbox"/> ENVIRONMENTAL  |                    |               |
| <b>(Section B) - DESCRIPTION OF PROBLEM/ EFFECT:</b>   |                | <b>(Section C) - ROOT CAUSE ANALYSIS:</b><br><i>(Mark appropriate cause)</i>                 |                    |               |
| <p>Drivers and contractors have not received adequate communications regarding environmental matters. Driver and contractors need to receive more communication</p>          |                |  |                    |               |
|  |                | <b>Details of Root Cause:</b> Driver and contracts failed to receive adequate communications |                    |               |
| INITIATOR:   | Internal audit | DEPT:  | Management         |               |
|  |                | DATE:  | 19/11/2025         |               |
| <b>(Section D) - CONTAINMENT ACTION (IMMEDIATE):</b>   |                | <u>RESP</u>  | <u>TARGET DATE</u> | <u>STATUS</u> |
| 1. Create driver and contractor communication register   |                | Leroy  | 14/01/2026         | Open          |
| 2.   |                |  |                    |               |
| <b>(Section E) - CORRECTIVE ACTION (SHORT TERM):</b>   |                | <u>RESP</u>  | <u>TARGET DATE</u> | <u>STATUS</u> |
| 1 Send driver communications monthly   |                | Ops  | ongoing            | open          |
| 2. Send driver communications monthly  |                | Ops  | ongoing            | open          |
| <b>(Section F) - PREVENTIVE ACTION (LONG TERM):</b>  |                | <u>RESP</u>  | <u>TARGET DATE</u> | <u>STATUS</u> |
| 1. Review communication register monthly to ensure drivers and contractors have received communication   |                | Leroy  | Ongoing            | open          |
| 2.   |                |  |                    |               |
| <b>(Section F) - VERIFY EFFECTIVENESS OF ACTIONS TAKEN:</b>  |                |  |                    |               |
| Problem still occurring. No noticeable differences since actions implemented   |                |  |                    |               |
| X Problem still occurring, however less frequently   |                |  |                    |               |
| Problem still occurring very rarely  |                |  |                    |               |
| Problem effectively rectified. No further occurrences since actions taken  |                |  |                    |               |
| (Other)  |                |  |                    |               |
| VERIFIED BY:   | Leroy          |  | DATE:              | 19/09/2025    |