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|  | <b>INTEGRATED MANAGEMENT SYSTEM</b><br>(ISO 39001:2012 & ISO 14001:2015) |  | Doc No.       | IMS POL 00 Rev 2               |
|  | <b><u>POLICY MANUAL</u></b>  |  | Compiled By : | OBS                            |
|  |  |  | Approved By : | Abdul Kamdor                   |
|  |  |  | Issue Date :  | 16 <sup>th</sup> November 2017 |

## **INTRODUCTION**

This manual is to provide the reader with a broad perspective of KDG Logistics operations and services, in line with the IMS requirements. Requirements that are specific to the Road Traffic Safety Management System are in **BLUE** font, requirements that are specific to the Environmental management system are in **GREEN** font, whilst common requirements are in **BLACK** font.

### **1. SCOPE (ISO 14001:2015)**


This Environmental Management System forms part of the overall management system for KDG Logistics (PTY) LTD (hereinafter referred to as KDG). The system addresses the specific requirements of the Environmental Management System (hereinafter referred to as EMS) standard; **ISO 14001:2015**.

This system is considered as a crucial and integral part of our company's operations which will assist our senior management in compliance and constant improvement of our EMS structure. KDG recognizes that the EMS is an effective tool to manage our environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability (environment, society and economy). As part of this holistic approach, KDG acknowledges the importance of enhancing our environmental performance, fulfilment of our compliance obligations and the achievement of our environmental objectives.

### **1. SCOPE (ISO 39001:2012)**


This Road Traffic Management System forms part of the overall management system for KDG Logistics (PTY) LTD (hereinafter referred to as KDG). The system addresses the specific requirements of the Road Traffic Safety Management System (hereinafter referred to as RTS MS) standard; **ISO 39001:2012**.

This system is considered as a crucial and integral part of our company's operations which will assist our senior management in compliance and constant improvement of our RTS MS structure. KDG recognizes that the RTS MS is an effective tool to manage our road traffic safety responsibilities in a systematic manner that helps us reduce and ultimately eliminate the incidence and risk of death and serious injury related to road traffic crashes. As part of this holistic approach, KDG acknowledges the importance of enhancing our road RTS performance, fulfilment of our compliance obligations and the achievement of our RTS objectives

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## **2.NORMATIVE REFERENCES**

Non-applicable to these standards.

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### **3.TERMS AND DEFINITIONS.**

The ISO 14001: 2015 and ISO 39001:2012 are attached hereto marked A and B respectively.

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#### **4. CONTEXT OF THE ORGANIZATION**

##### **4.1 Understanding of the organization and its context**

The organization has determined all internal and external issues relevant to its operations by identifying its role in the road traffic system and the Environment. Processes have been identified, together with associated activities and functions that impact on the Environment and RTS. The sequences and interaction of these processes, activities and functions have been determined.

##### **Internal issues of concern**


The following are issues of concern which have been, or may be, raised by internal interested parties.

| Type                 | Issue   | Management controls   |
|----------------------|---|---|
| Workforce            | <ul style="list-style-type: none"> <li>Waste Management, policy Training</li> <li>Segregation of waste</li> </ul> | <ul style="list-style-type: none"> <li>Yearly policy training with staff</li> <li>Waste management awareness among staff</li> <li>Colour coded bins</li> </ul>        |
| Potential to control | <ul style="list-style-type: none"> <li>Waste generation, spills</li> </ul>  | <ul style="list-style-type: none"> <li>Segregation of waste</li> <li>Proper disposal of waste</li> <li>Training on spillage procedures</li> <li>Spill kits</li> </ul> |
| Hazardous material   | <ul style="list-style-type: none"> <li>Storage of hazardous materials on site</li> </ul>                          | <ul style="list-style-type: none"> <li>Training on msds,</li> <li>Training on emergency spillage procedures</li> </ul>  |
| Pollution control    | <ul style="list-style-type: none"> <li>CO2 emissions</li> </ul>   | <ul style="list-style-type: none"> <li>Management of diesel consumption through post trip fuel report</li> </ul>  |

##### **External issues of concern**

The following are issues of concern which have been, or may be, raised by external interested parties.

| Type                   | Issue  | Management controls   |
|------------------------|--|---|
| Society and culture    | <ul style="list-style-type: none"> <li>Pollution, road wear and safety congestion</li> </ul>   | <ul style="list-style-type: none"> <li>Ensure proper waste management.</li> <li>Ensure proper route management</li> </ul> |
| Labor                  | <ul style="list-style-type: none"> <li>Awareness/ training of environmental procedure.</li> </ul>                                      | <ul style="list-style-type: none"> <li>Yearly training on environmental procedure</li> </ul>                              |
| Statutory / Regulatory | <ul style="list-style-type: none"> <li>Non- compliance with applicable legislation such as: OHS Act, LRA, environments Act.</li> </ul> | <ul style="list-style-type: none"> <li>Provide a working environment that is compliant with statutes and</li> </ul>       |

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|  |  | regulations in terms of the obligations placed on management |
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#### **4.2 Understanding the needs and expectations of interested parties**

The organization has identified the relevance of interested parties, together with their requirements. All legal and other requirements, relevant to the organization's RTS and Environmental obligations have been determined.

#### **4.3 Determining the scope of the RTS MS and EMS**

KDG's EMS and RTS covers the activities (where within KDG's environmental control) associated with our premises and the specialized vehicle transporting solutions of motor vehicles, for dealers, private companies and individuals, both nationally and across the borders. Our loads are classified as "abnormal" due to our laden combination being over length and over height.

All departments and employees of KDG are required to comply with our EMS and RTS requirements. KDG's EMS and RTS does not extend to external parties' activities or premises which it cannot control.

Our EMS and RTS forms part of the company's overall management system and together these cover provisions to meet legal, regulatory and other requirements and for abnormal or emergency situations.

By maintaining and improving our EMS and RTS MS, KDG seeks to control the impact on the environment, support sustainability opportunities and influence other areas where it realistically can, thus maintaining its good business reputation and remaining a business partner of choice.

#### **4.4 RTS Management System**

The organization has established, implemented, is maintaining and continually improving an RTS MS in line with ISO 39001:2012 requirements. Key processes and their interaction have been defined.


#### **4.4 Environmental Management System**

The organization has established, implemented, is maintaining and continually improving an EMS in line with ISO 14001:2015 requirements. Key processes and their interaction have been defined.

#### **4.5.1 Monitoring and measurement**

The organization has developed and maintain (a) procedure(s) to monitor and measure, on a regular basis, the key characteristics of its operations that can have a significant environmental impact. The procedure(s) includes the documenting of information to monitor performance, applicable operational controls and conformity with the organization's objectives and targets.

The organization shall calibrate and maintain monitoring and measurement equipment and shall retain associated records.

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## **5. LEADERSHIP**

### **5.1 Leadership and commitment**

Top Management has taken accountability for the RTS MS by ensuring that a policy has been documented, together with objectives, in line with the business plan of the organization. Resources are available, whereby the main focus is on the reduction, and ultimately the elimination of death and serious road traffic injuries.

Furthermore, management has taken accountability for the EMS by ensuring that a policy has been documented, together with objectives, in line with the business plan of the organization. Resources are available, whereby the main focus is on fulfilling its obligation and responsibility to minimize any harm and adverse impact to the environment around them, protect the natural environment and prevent pollution in the course of its activities.

Resources are also available to establish, implement, maintain and continually improve the performance of the RTS MS and EMS.

Top Management is partnering and collaborating with interested parties to achieve its RTS and EMS objectives. A transparent process approach has been adopted to achieve the desired outcomes, with appropriate involvement of all personnel at all levels within the organization.


Strategic actions are prioritized and actions selected to achieve the intended outcome of the MS. Relevant and important information is communicated within the RTS MS and EMS scope. Results of intended outcomes are analyzed, to ensure conformance to IMS. Legal and other requirements forms part of the communication, to ensure compliance and desired outcomes are maintained. Top Management ensures support by demonstrating leadership and responsibility.

### **5.2 Policy**

An IMS (RTS and EMS) Policy has been established and documented, that is appropriate to the purpose of the organization. This policy is signed by Top Management, and is displayed in strategic areas of the organization, and is also available to interested parties. The policy provides a framework to establish “SMARTER” based objectives, and also commits to satisfy applicable legal requirements and promote continual improvement initiatives.

### **5.3 Organizational roles, responsibilities and authorities.**

Responsibilities and authorities for relevant roles have been assigned and communicated within the organization. A management representative has been formally appointed, with distinct responsibility and authority for ensuring that the IMS conforms to ISO 39001:2012 and ISO 14001:2015 requirements, and that the performance of the IMS is reported on, to Top Management and interested parties, including recommendations for improvement.

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## **6. PLANNING**

### **6.1 General**

The organization follows a process approach for the reviewing the RTS MS performance, determining risks and opportunities. RTS performance factors are selected to work on, analyzed. This gives input into determining and setting measurable objectives and targets, which are actioned to ensure desired results, are achieved.

### **6.2 Actions to address risks and opportunities**

All relevant external and internal issues and requirements are considered to determine the risks and opportunities that need attention. The intention is to ensure that the intended outcomes are achieved, which includes prevention or reduction of undesired effects, and to continually improve the RTS MS performance.

The organization shall establish action plans to address these risks and opportunities. These actions are then integrated into the RTS MS, and the results of these actions are evaluated for effectiveness.

### **6.3 RTS Performance factors**

The organization has identified RTS performance factors for use in their operations, as follows: -

6.3.1. Risk exposure factors, with regard to distance travelled, road traffic volume, vehicle type, road type, load capacity.

6.3.2. Final safety outcome factors with regard to death and serious injuries,

6.3.3. Intermediate safety factors with regard to:-


- 6.3.3.1. Appropriate road network selection;
- 6.3.3.2. Road traffic speed selection;
- 6.3.3.3. Use of PPE and safety restraints;
- 6.3.3.4. Driver fitness, safety and health;
- 6.3.3.5. Roadworthiness of vehicle;
- 6.3.3.6. Licensed and qualified drivers, appropriate to vehicle type and usage;
- 6.3.3.7. Care and maintenance of vehicles, including commissioning and de-commissioning of vehicles;
- 6.3.3.8. Emergency preparedness and response, emergency onboard equipment such as first-aid kit and fire-fighting equipment.
- 6.3.3.9. Load management, weight distribution and capacity planning.

As and when the need arises, the organization shall develop more RTS performance indicators that have direct relevance on its operations, based on incidents and deficiencies.

These shall be linked to the objectives, targets, risks and opportunities programme.

### **6.4 RTS objectives and planning to achieve them.**

The organization has established and documented measurable objectives and targets that are consistent with the RTS policy. These objectives are relevant, are monitored at different organizational level, communicated, reviewed and updated. Further input into the objectives and targets are derived from risks, opportunities, RTS performance factors, business plan, interested parties and operational outputs.

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The RTS objectives and targets are viewed as the key driver to the organizations operations, therefore these are carefully planned for effective execution. Actions plans are compiled as tracking tool for effective management of the objectives and targets.

### **6.1 Actions to address risks and opportunities policy and procedure**

We recognise that it is important to identify and assess our environmental risks, opportunities, aspects and impacts. Having identified these, we have entered the significant risks, opportunities, aspects and impacts on a register. Any identified significant risks have been assessed in accordance with the process shown in section below.

In considering the significance of our environmental risks, opportunities, aspects and impacts we have taken into consideration the following:

- Regulatory and legal control
- Effectiveness of management control
- Possible severity
- Probability of occurrence
- Duration of impacts
- Ease of remediation
- Probability of external concern
- Probability of adverse effect on image
- Surveillance

In setting our targets we have considered whether we have a direct control over the impact or if we only have influence over it. We will review our aspects and impacts on an annual basis, making a formal note of the date and the outcomes as part of our annual Management Review of the EMS.

#### **6.1.2 Environmental aspects**

The organization shall establish and maintain (a) procedure(s): to identify the environmental aspects of its activities, products and services within the defined scope of the environmental management system, that it can control and those which it can influence taking into account planned or new developments, or new or modified activities, products and services; and to determine those aspects that have or can have significant impact on the environment (i.e. significant environmental aspects).


The organization shall document this information and keep it up to date. The organization shall ensure that the significant environmental aspects are considered in developing, implementing and maintaining its environmental management system.

### **6.2 objectives and planning to achieve them.**

The organization has established and documented measurable objectives and targets that are consistent with the EMS policy. These objectives are relevant, are monitored at different organizational level, communicated, reviewed and updated. Further input into the objectives and targets are derived from risks, opportunities, EMS performance factors, business plan, interested parties and operational outputs.

The EMS objectives and targets are viewed as the key driver to the organization's operations; therefore, these are carefully planned for effective execution. Actions plans are compiled as tracking tool for effective management of the objectives and targets.



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## **7. SUPPORT**

### **7.1 Coordination**

Consultation, participation and coordination involve all employees at different levels and functions of the organization, and interested parties to ensure that the RTS performance factors, objectives, targets and opportunities are efficiently realized.

### **7.2 Resources**

Top management has provided all the necessary resources and support structure to ensure that the IMS is established, implemented, maintained and continually improved on. The focus is on achieving the objectives and targets.

#### **7.1 Resources, roles, responsibility and authority**

The organization's top management shall appoint (a) specific management representative(s) who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for:

- a) ensuring that an environmental management system is established, implemented and maintained in accordance with the requirements of this International Standard;
- b) reporting on the performance of the environmental management system to top management for review and as the basis for improvement.

#### **7.3 Competence**

The organization has determined the competence of its employees, relevant to the task involved. Appropriate training is periodically conducted, as and when the need arises. Furthermore, the organization has in place a skills development programme, which also includes employee performance appraisal, training effectiveness and applicability.

#### **7.2 Competence, training and awareness**

The organization shall ensure that any person(s) performing tasks on its behalf that have the potential to cause (a) significant environmental impact(s) identified by the organization is (are) competent on the basis of appropriate education, training, or experience.

The organization shall identify training needs associated with its environmental aspects and its EMS. It shall provide training or take other action to meet these needs.


The organization shall establish and maintain procedures to make persons working for it or on its behalf aware of:

- a) the importance of conformity with the environmental policy and procedures and with the requirements of the environmental management system;
- b) the significant environmental impacts, actual or potential, of their work and the environmental benefits of improved personal performance;
- c) their roles and responsibilities in achieving conformity with the environmental policy and emergency preparedness and response requirements;
- d) the potential consequences of departure from specified operating procedures.

#### **7.4 Awareness**

The organization has an induction programme for all employees, which include:-

- 7.4.1 Key elements of the IMS. (Policy, objectives and targets, key performance indicators)
- 7.4.2 Their involvement and participation in realizing the IMS goals.

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7.4.3 The benefits of them conforming to IMS requirements, and the implications of their non-conformance to the IMS requirements.

The organization ensures that appropriate information is shared to all employees.

### **7.5 Communication**

Only information that is appropriate to the IMS is communicated to internal and external parties, at the discretion of the organization. This is to ensure enhancement of the IMS.

### **7.4 Communication**

With regard to its environmental aspects and environmental management system, the organization shall establish and maintain procedures for:

- internal communication between the various levels and functions of the organization;
- receiving, documenting and responding to relevant communication from external interested parties.

The organization shall decide whether to communicate externally about its significant environmental aspects and document its decision. If the decision is to communicate, the organization shall establish (a) method(s) for this external communication.

### **7.6 Documented information**

#### **7.6.1 General**

The organization has identified documents that are needed for the effective management of the IMS. The environmental management system documentation shall include:

- IMS policy, objectives and targets;
- description of the main elements of the integrated management system and their interaction and reference to related documents;
- documents and records required by this International Standard;
- documents and records determined by the organization to be necessary to ensure the effective planning, operation and control of processes that relate to its core function, objectives and performance factors.


The organization shall establish more documents as and when the need arises.

#### **7.6.2 Creating and updating**

All documents are uniquely identified with a document name, document number and version level. (See document control flow chart FD 002\*)

#### **7.6.3 Control of documented information**

The organization has established a document and record control procedure. FD 002\* and FD 003\* details these procedures.

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## **8. OPERATION**

### **81. Operational planning and control**

The organization has determined, planned and implemented the processes necessary to achieve the IMS goals. Criteria have been established for each process, so as to ensure effective control and review thereof. Where necessary documented information is maintained for evidence, information, analysis and tracking purposes.

The organization has identified outsourced processes for incorporation into its activities. Strict control is maintained over these outsourced processes, by means of supplier level agreements.


### **8.2 Emergency preparedness and response**

The organization has in place action plans to deal with death, road crashes, serious injuries or any adverse situation.

The organization also has in place (a) procedure(s) to:

- a) identify potential emergency situations and potential accidents that can have (an) impact(s) on the environment, and how it will respond to them;
- b) respond to actual emergency situations and accidents and prevent or mitigate associated environmental impacts.

The organization periodically reviews and, where necessary, revise its occurrence of accidents or emergency situations. The organization shall also periodically test such procedures where practicable.

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## **9. PERFORMANCE EVALUATION**

### **9.1 Monitoring, measurement, analysis and evaluation**

The organization has established performance evaluation criteria, based on:-

- 9.1.1 What needs to be monitored and measured.
- 9.1.2 The methods for monitoring, measuring, analyzing and evaluating.
- 9.1.3 Frequency of monitoring, measuring, analyzing and evaluating.

#### **9.1 Monitoring and measurement**

The organization shall establish and maintain (a) procedure(s) to monitor and measure, on a regular basis, the key characteristics of its operations that can have a significant environmental impact. The procedure(s) shall include the documenting of information to monitor performance, applicable operational controls and conformity with the organization's environmental objectives and targets.

The organization shall calibrate and maintain monitoring and measurement equipment and shall retain associated records.

#### **9.1.2 Evaluation of compliance**

The organization shall establish and maintain (a) procedure(s) for periodically evaluating compliance with applicable environmental legal requirements and other environmental requirements to which the organization subscribes to meet the organization's commitment to compliance.

Appropriate documented evidence is retained.

### **9.2 Road traffic crash and other road traffic incident investigation**

An incident investigation procedure has been established, whereby root cause analysis of incidents is established. These are documented so as to provide input into corrective, preventive and mitigating actions.


### **9.3 Internal audit (9.2)**

The organization has a suitably trained and qualified cross-functional internal audit team. At a minimum, the entire IMS is audited once per annum, as per the internal audit schedule. The purpose of the internal audit is to establish the organizations conformance to the IMS.

An internal audit programme has been planned, documented, implemented and maintained. This programme includes scope of audit, frequency, methods, areas of focus and concern, responsibilities and audit criteria.

After each audit, a comprehensive audit report is compiled and documented. The findings from this report is used for generating corrective actions, preventive actions, continual improvement, opportunities for improvement, training, risk identification and mitigating factors.


### **9.4 Management review (9.3)**

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At a minimum of once annually, the entire IMS is reviewed by top management and interested parties. The purpose is to establish suitability, adequacy and effectiveness of the IMS, together with objectives and targets. Other items for review include, but not limited to are:-

- 9.4.1 Key issues that has been identified that has a direct influence on the IMS performance.
- 9.4.2 Status of actions from previous reviews.
- 9.4.3 Changing circumstances in internal and external issues, relevant to the IMS.
- 9.4.4 IMS performance. (results of internal and external audits, including legal compliance audits, other requirements that the organization subscribes to, non-conformances, corrective & preventive actions, monitoring, measuring analyzing and evaluating results)
- 9.4.5 Opportunities for continual improvement, technological advancements.
- 9.4.6 Relevant communication from internal and external parties, including complaints.
- 9.4.7 Road traffic crashes and other road traffic incident investigation.
- 9.4.8 RTS and EMS performance factors and IMS Objectives.

The desired outcome of the management review is to establish inputs into continual improvement initiatives, resource suitability and IMS performance. Minutes of this meeting are maintained, together with action plans to address issues that may arise.

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## **10. IMPROVEMENT**

### **10.1 Nonconformity and corrective action**

All non-conformity, as established internally and externally is documented onto a corrective form for investigation. FD 006\* details the procedure for corrective actions.

### **10.2 Nonconformity, corrective and preventive actions**

The organization shall establish and maintain (a) procedure(s) for controlling non-conformities and for taking corrective and preventive actions. The procedures shall include:

- a) identification of actual nonconformity(-ies) and correct and mitigate their environmental impact(s);
- b) investigation and elimination of the cause(s) of (an) actual nonconformity(-ies), in order to prevent recurrence;
- c) determination of action to eliminate the causes of potential non-conformities to prevent their occurrence;

Any action taken to identify, correct, mitigate, prevent or eliminate the causes or effects of actual and potential nonconformity(-ies) shall be appropriate to the magnitude of problems and the environmental impact encountered. The organization shall review the actions taken and implement and document changes resulting from corrective and preventive action.  
 NOTE Nonconformity is non-fulfilment of a requirement.

### **10.2 Continual improvement (10.3)**

The entire IMS is reviewed on an ongoing basis, formally and informally, by all employees at different levels and functions of the organization. This review forms input for continual improvement actions, to ensure that the IMS is suitable, adequate and effective at all times.