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Document Name	MG-QMS-PRO-DRCNTRL 202505.04
Previous Name, if changed	N/A
Description	MG QMS DOCUMENT AND RECORD CONTROL PROCEDURE
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Next Date of Revision	30 MAY 2027
Author	Charlene van Onselen
Approver	Elton Chettiar

Document Name:

MG-QMS-PRO-DRCNTRL 202505.04

Updated on:
30 MAY 2025

Version:

04

Author:
Charlene van Onselen

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DOCUMENT CONTROL

This provides information on the document version control and sign-off.

DOCUMENT HISTORY

DOCUMENT NAME	VERSION	DATE
MG-QMS-PRO-DRCNTRL 202407.00	00	08 JUL 2024
MG-QMS-PRO-DRCNTRL 202407.01	01	26 JUL 2024
MG-QMS-PRO-DRCNTRL 202408.02	02	13 AUG 2024
MG-QMS-PRO-DRCNTRL 202409.03	03	10 SEP 2024
MG-QMS-PRO-DRCNTRL 202505.04	04	30 MAY 2025

DOCUMENT APPROVAL

DOCUMENT NAME.VERSION		
MG-QMS-PRO-DRCNTRL 202505.04 MG QMS DOCUMENT AND RECORD CONTROL		
CHANGES MADE		
The naming filing convention has been updated		
STAKEHOLDER NAME AND DESIGNATION	SIGNATURE	DATE
Elton Chettiar (Macrocomm Group Chief Operating Officer - 16.2)		
Charlene van Onselen (Macrocomm Group Business Optimisation Executive - Health and Safety)		

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1 Procedure Description and Purpose

The purpose of this procedure is to ensure that all relevant documented information and organizational knowledge which forms an integral part of the Macrocomm quality management system is managed under controlled conditions and that all documented information is reviewed and approved by authorized personnel prior to issue for use.

1.1 Description

This procedure is to establish and maintain an effective and systematic control of all internal and external documented information that concerns and affects the implementation and maintenance of the Macrocomm Integrated Management System.

1.2 Benefits and Objectives

The benefits of this will ensure identification of new processes, procedures, and policies for control amendments on previous versions of these. It will also ensure proper storage of controlled copies and disposal of obsolete documents. It will prevent unauthorised reproduction and use of records. These benefits are also the primary objectives of the procedure.

1.3 Areas of Responsibility

The owner of this procedure is the SHEQ Coordinator and/or the Business Optimisation who is responsible for management of all documents including but not limited to processes, work instructions, method statements, specifications, Quality manual and all records etc. and ensure that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented.

Relevant Head of Departments will make the final approval of all documents before distribution.

All Departmental Heads are responsible reviewing and updating their documents and keep retaining records.

All staff are responsible to propose and notify Departmental Heads of any changes that need to be made on all documents.

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1.4 Relationship between this Procedure and other Procedures/Processes

This procedure has an impact and associative relationship across the organisation to ensure an integrated management process of all documents within Macrocomm.

2 QMS Document and Record Control Procedure

2.1.1 Procedure Objectives and Metrics

2.1.1.1 *The procedure objectives are defined as:*

- Identifying all documents, processes, procedures, and policies that require amendment.
- Ensuring version control of every document type; that changes and current revision status of documents are identified.
- Ensuring that the relevant departmental heads sign-off and approve all amendments prior to distribution for use.
- Updating of the master document index
- Ensuring standardisation of all document types
- Reviewing and revising as necessary and re-approving documents
- Ensuring that relevant versions of applicable documents are available at points of use.
- Ensuring that documents remain legible and readily identifiable.
- Ensuring that documents of external origin are identified, and their distribution controlled.
- Preventing the unintended use of obsolete documents

2.1.1.2 *Procedure Metrics*

Each objective of this procedure is measured according to the:

- Version control
- Impact on productivity and efficiencies within the business
- The speed of learning new jobs by those promoted or changing roles, and by new recruits to the organisation.
- Accessibility of all staff to the documents, policies and procedures, and processes that they need to perform a task.

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2.2 Procedure Owner(s) and Responsible Parties

2.2.1 Procedure Owner

The SHEQ Co-Ordinator and/or Business Optimisation Executive (hereinafter referred to SHEQ Co-Ordinator) is responsible for ensuring that the integrated management document and record procedure is applied.

2.2.2 Key Stakeholders

The key stakeholders are all the departmental heads within the group.

3   Typical Procedure Inputs

The typical procedure inputs are:

3.1 Information or Documents Needed

The information or documents required are:

- The company organogram
- Divisional, supplier or product changes
- A new way of working to promote greater efficiency.
- A new project that drives change or innovation
- Process or procedure amendments which require new agreements or forms or other to support their efficacy.
- New systems or software

3.2 Resources Needed

The following resources are needed to support this procedure:

- Master document and record index
- Strong filing and administration of all documents
- SharePoint accessibility
- Microsoft Licenses for those who create or update/amend any documents.

3.3 Personnel Needed

The personnel needs are the business optimisation team and all respective department heads and their respective staff.

3.4 Preceding Processes/Procedures

Identification of all document types that require updating or amending to support the business as it grows and streamlines.

4   Typical Procedure Outputs

The following outputs:

4.1 Typical outputs are:

- Updated Quality Management processes, procedures, policies, forms, and documents, Quality Manual Technical or System
- The master document and record index

4.2 Documents

- Change Management Request – MG-QMF-FRM-CRT 202408.06
- Management of Change - MG-QMS-FRM-MOC 202408.02
- Master document and record index - MG-DCTRL-INDEX 202406.00

4.3 Enablement or Operationalisation of Another Process

This will allow for integration and streamlining of all policies, processes, procedures, forms, and documentation across the group and facilitate training or upskilling of employees.

5   The Document and Record Control Procedure

The document and record control procedure is divided into 4 (four) primary stages: change management procedure (if applicable), updating and/or amendment of document if not new, sign-off and approval, and distribution.

5.1 Creating and updating documented information

All the Quality Management Systems documented information developed and used in Macrocomm are controlled by the SHEQ Coordinator and maintained by the respective Department Heads.

- Anyone can request (Known as the Request Originator) a new document or a change to a document using the Change Request Form MG-QMF-FRM-CRT 202408.06

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- Any policy or procedure change impact must be recorded on the Management of Change Register MG-QMS-FRM-MOC 202408.02

The Change Request form and proposed new document or changes are sent the Departmental Head for Review and Approval.

All the Management System documented information is written and issued in the standard formats approved by the Departmental Heads.

The SHEQ Coordinator Registers and updates documents on the Master Record Index MG-DRCTRL-INDEX 202406.00.

No member of staff shall make copies of controlled documented information without the approval of the Departmental Head. The controlled copies shall be kept and stored on the Shared Drive on the server and a duplicate set for easy accessibility on SharePoint.

The SHEQ Coordinator will incorporate all Management Systems documented information in the Master List of documented information MG-DRCTRL-INDEX 202406.00.

When creating and updating documented information, Macrocomm shall ensure appropriate:

a) identification and description (e.g. logo, a title, revision number, date of issue, issue number)
b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic)
c) business unit and/or Macrocomm company
d) owner of the document
e) review and approval for suitability and adequacy.

Only when the review being made on the documents is cosmetic e.g. change of header size, document layout meaning the change does not affect the Quality Management System intended results ONLY the effective date will change, and the revision number remains the same. This will also apply during the review period when no changes were made to a document the revision will remain the same.

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5.2   Control of Documented Information

5.2.1   Approval of Documented information for Adequacy Prior to Issue

All the quality management system documented information is prepared, checked, reviewed, updated as necessary by the Departmental Heads. Other members of the department may be consulted in the review and preparation of documents.

All the management system documented information is approved by the Departmental Heads

The management system documented information is recorded in the Master Document List MG-DRCTRL-INDEX 202406.00 by the SHEQ Coordinator

5.2.2   Review, Updating and Re-Approval of Documented Information

The Departmental Heads are responsible for reviewing and updating documents every 24 months with their department or as necessary and re-approval of the applicable Management system documented information, when there is a change in the process or as applicable using a Change Request Form MG-QMF-FRM-CRT 202408.06.

5.2.3   Identification of Changes and the Current Revision Status of Documented information

SHEQ Coordinator ensures that all changes made on the Management System documented information **are *written in a blue font.***

The first documented information developed will be version 00 for all pages.

Any changes affecting QMS made to the documented information will change the version number of the documented information. The version number will change to the next numerical number.

Only when the review being made on the documents is cosmetic e.g. change of header size, document layout meaning the change does not affect the Quality Management System intended results **ONLY** the effective date will change, and the revision number remains the same. This will also apply during the review period when no changes were made to a document the rev will remain the same.

The SHEQ Coordinator will distribute the revised documented information to the relevant Departmental Heads

Departmental Heads shall communicate the latest documents to their departments.

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Departmental Heads shall withdraw all the "obsolete" documented information for filing or disposal.

The Master List of Documents MG-DRCTRL-INDEX 202406.00 shall be updated to include the new or revised documented information.

5.2.4 ISO activities that will stimulate changes in documents.

The following International Organisation for Standardisation (ISO) activities that will stimulate changes to documents are the following:

- Internal audits
- Nonconformity
- Management of change
- Management Review
- External audit
- Update in legal requirements
- Incidents (Health and Safety)
- 24 Month document review

5.2.5 Legibility of documented information

Departmental Heads ensure that Documents are kept clean, legible, and where practical protected from mishandling or damage.

Documents are preserved in the most suitable manner, which may include but not limited to electronic, lamination, framing, storing in plastic pockets, and filing in cabinets.

Documents are retained by <u>Departmental Heads</u> as per the Master Document List MG-DRCTRL-INDEX 202406.00

5.2.6 Identification of Documented information

Quality management systems documented information will carry unique identification with the following format.

FILE NAME FORMAT		
AA-BBB-CCC-DDDDD-EEE YYYYMM.NN		
WHERE	**IS**	**FOR**
AA	MG	Macrocomm Group
	ML	Macrocomm LiveWire
BBB	COO	MG Operations Department

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	FIN	MG Financial Department
	HR	MG Human Resources Department
	HSE	MG Health and Safety
	LGL	MG Legal Department
	MCT	Macrocomm Connect
	MFA	Macrocomm Fleet Analytics
	MKT	MG Marketing Department
	MSS	Macrocomm Smart Solutions
	MSU	Macrocomm Smart Utilities
	PRC	MG Procurement Department
	PRJ	MG or ML Project Office
	QMS	MG Quality Management Systems
	SSD	MG Shared Services Department
	TDR	MG Tender Department
CCC	AGR	Agreement
	CAF	Customer Application Form
	CEP	Compliance Engagement Plan
	CHT	Project Charter
	CMR	Change Management Request
	COM	Communiqué
	DEC	Declaration
	DOI	Disclosure of Interest
	DOF	Debit Order Form
	ELE	Electricity
	EWT	E-Wallet
	FRM	Form
	FNC	Project Functional Specification
	INC	Incident
	IVC	Invoice
	INV	Inventory
	MOI	Memorandum of Intent

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	MOU	Memorandum of Understanding
	NBP	Notice Board Plan
	NCF	Non-Conformance
	PRO	Procedure
	PRC	Process
	POL	Policy
	POV	Proof of Value
	SCP	Project Scope Document
	SLS	Sales
	SNO	Sign-off / Approval Sheet
	SOW	Statement of Work
	TAC	Terms and Conditions
	VDO	Voice and Data Order
	WAT	Water
DDDDDD	CKL	Checklist
	CMG	Change Management
	CSC	Customer Supplier Contract
	DRCTRL	Document and Record Control
	REG	Register
EEE (this may not always be used)	TEM	Template
YYYYMM	YYYY	The year the document is created or amended – helps to immediately know how recent the document is
	MM	the month the document is created or amended – helps to immediately know how recent the document is
.NN	NN	This is the version of the document. 00 = original version 01 = first revision of the document 02....*nn* = the second revision etc of the document

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All Documents will have a Document Name, Document Number, Revision and Date; the date will be typed using the format DDMMYY. Documents shall be marked when in revision format.

5.2.7 Document Control Within Documents

All documents are document controlled within the document header and footer. The header contains the document control detail, and the footer contains the name of the document and its current version as confirmation thereof.

The basic document template is MG-ISO-TEM 202407.02 ISO New Form Basic Template Format 290724.

5.2.7.1 The Header Control

The header control must be always completed to ensure that there is effective document control.

Template Name	MG-ISO-TEM 202407.02	
Document Name		
Previous Name, if changed		
Description		
Revision No		
Date of Revision		
Date of Next Revision		
Author		Approver

- Template Name = this is the document name of the template used to create the document.
- Document Name = this is the name of the document.
- Previous Name, if Changed = this is the name of the previous version of the document.
- Description = This is the descriptor name of the document.
- Revision No = this is the revision or version number of the document.
- Date of Revision = this is the date of the current version or revision of the document.
- Date of Next Revision = is the date the document will be reviewed again for revision; usually this is every 24 months.
- Author = this is the name of the document author.
- Approver = this is the name of the person who has authority to approve this document.
- The company logo is always found on the right-hand side of the document control in the header.

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5.2.7.2 The Footer Control

The footer control is the name of the document as per the header control item "Document Name." It is the saved name of the document.

The page number is always found on the right-hand side of the footer.

5.2.8 Reports and Registers Naming Convention

All report forms are to be given a number using the standard naming convention abbreviation to precede the number. All report numbers will be followed by the year in which these reports are compiled. It is important to note that all report forms are all based upon a signed-off template.

Registers recording the different reports such as incidents, non-conformances and change requests are to be named using the standard naming convention with the current year. Registers will be kept per financial year.

Report Naming Convention

FILE NAME FORMAT		
CCCYYYY.0000.NN		
WHERE	**IS**	**FOR**
CCC	INC	Incident
	NCF	Non-Conformance
	CMR	Change Management Request
YYYY	YYYY	The year the document is created or amended – helps to immediately know how recent the document is, e.g. 2024
0000	0000	The number of the report, this will be sequentially numbered each year starting at 0001; 0002; 0003; 000*n*
.NN (this may not be used)	NN	This is the version of the document. 00 = original version 01 = first revision of the document 02....*nn* = the second revision etc of the document

Register Naming Convention

FILE NAME FORMAT
AA-BBB-CCC-DDD.2024

WHERE	IS	FOR
AA	MG	Macrocomm Group
	ML	Macrocomm LiveWire
BBB	COO	MG Operations Department
	FIN	MG Financial Department
	HR	MG Human Resources Department
	HSE	MG Health and Safety
	LGL	MG Legal Department
	MFA	Macrocomm Fleet Analytics
	MKT	MG Marketing Department
	MSS	Macrocomm Smart Solutions
	PRC	MG Procurement Department
	PRJ	MG or ML Project Office
	QMS	MG Quality Management Systems
	SSD	MG Shared Services Department
	TDR	MG Tender Department
CCC	CMR	Change Management Requests
	INC	Incident
	NCF	Non-Conformances
DDDDDD	REG	Register
YYYY	YYYY	The year the document is created or amended – helps to immediately know how recent the document is, e.g. 2024

5.2.9 Storage and Accessibility of all Documents

All documents will be stored on the Shared Drive and on SharePoint.

On the Shared Drive all documents will be stored in soft editable versions, and in PDF as a back-up of the SharePoint One Drive.

On SharePoint there will two identical folders of all files:

- One will be with only password protected forms and templates, and PDF versions of all documents to access by staff.
- The other will be the soft copy version for all respective department heads to amend their documents and follow the procedure prior to

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updating the PDF version for distribution. Access to editable documents will be restricted to the respective owner and Business Optimisation.

The SharePoint Folders will be:

- Macrocomm Operations with sub folders per division and/or group company.
- Macrocomm Operations Soft Copy with sub folders per division and/or group company.

5.2.10 Management of Obsolete Documented information

Departmental Heads shall retrieve all obsolete documented information from their department and ensure the latest version is used.

Departmental Heads decide on the necessary disposal methods for their department depending on the nature of the documents (e.g. Shredding)

SHEQ Coordinator shall ensure the latest version is on the shared drive.

Where there is a need to retain obsolete documented information, it shall be preserved in an Obsolete documented information file/Folder on the Shared drive to prevent its unintended use. It will be retained for a period of 5 (five) years.

5.2.11 Documents by External Providers

Documents of external Origin are obtainable on Acts online shop. Documents are readily available through the following link https://www.acts.co.za/ or via the SAOISH website https://www.saoish.co.za; the latter the Group has a subscription to. The legal department receives all updates and circulates those relevant to the respective business heads. The latest documents can be viewed or downloaded from this website. All requests for such must be passed to the legal department to access and download.

5.2.12 Protection of Data

The Electronic Management System (SharePoint) has been created to securely house the system's documentation and relevant data. It provides easy access to current versions of applicable documents to use where needed.

The Electronic Management System can be viewed as a read only or PDF (i.e. information only) document.

The SHEQ Coordinator and Departmental Head have the authority to change the documents (following approval of the documents)

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Security of electronic data on the company network and computer system is the responsibility of Outsourced IT providers.

Physical security related to Macrocomm's records is the responsibility of the Departmental Heads including legal documents that are produced and/or received in the process of the business activities.

Electronic records are retained and controlled by Departmental Heads and SHEQ Coordinator and the Outsourced IT Providers, either on the live network or on archive media, with back-ups in secure storage at company locations and at an off-site facility.

5.2.13 Sending Documents to External Interested Parties

When sending documents to External Interested Parties, the documents shall be in PDF format and only upon consent by the Departmental Head, may an editable version be sent. This is to reduce the risk of editing of documents.

Examples of External Interested Parties are:

- Customers
- Suppliers

6 Risks and Opportunities

6.1 Risks

The following risks have been identified:

RISK	BUSINESS IMPACT	MITIGATION ACTIONS
Use of obsolete documents	Wrong processes being followed, or wrong forms being used this can prohibit business processes and waste time	Document control and removal of all obsolete documents from being accessed by staff
Storage of documents and records uncontrolled	Wrong version of a policy may be used resulting in an employee acting in an uninformed manner and expecting a result that is no longer agreed.	Ensuring that only the most recent version of the document is accessible and keeping the master document and record index updated
Documents being edited	This could result in unsanctioned sanctions which may impact business negotiations	Always password protect or save documents as a PDF so that non-editable documents only are accessible to all.

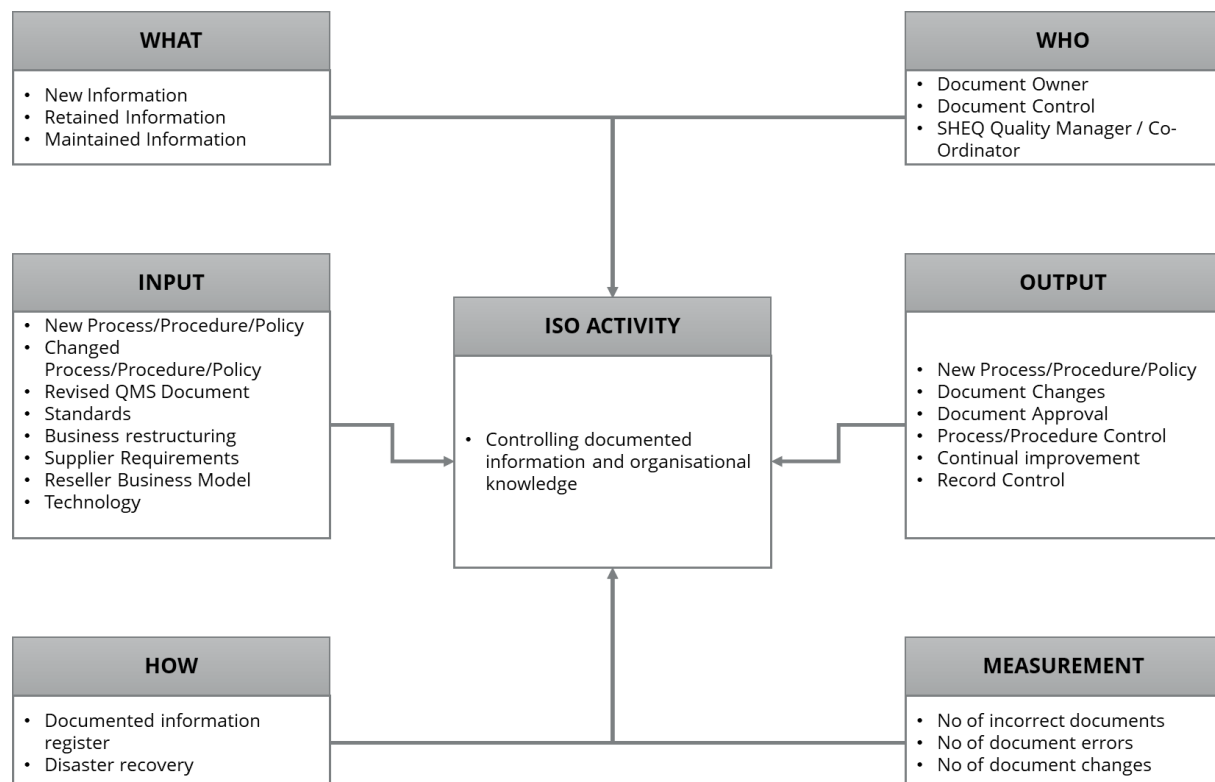| Template Name	MG-QMS-PRO-TEM 202406.01
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6.2 Opportunities

The following opportunities table will used to help improve the procedure and processes to for greater sales efficacies.

OPPORTUNITY	BUSINESS IMPACT	PROCESS/PROCEDURE AMENDMENT, TRAINING REQUIREMENT

7 Process Activity Map

The process activity map below shows the inputs and outputs for document and record control.

WHAT
• New Information
• Retained Information
• Maintained Information

WHO
• Document Owner
• Document Control
• SHEQ Quality Manager / Co-Ordinator

INPUT
• New Process/Procedure/Policy
• Changed Process/Procedure/Policy
• Revised QMS Document
• Standards
• Business restructuring
• Supplier Requirements
• Reseller Business Model
• Technology

ISO ACTIVITY
• Controlling documented information and organisational knowledge

OUTPUT
• New Process/Procedure/Policy
• Document Changes
• Document Approval
• Process/Procedure Control
• Continual improvement
• Record Control

HOW
• Documented information register
• Disaster recovery

MEASUREMENT
• No of incorrect documents
• No of document errors
• No of document changes

8 Support

If there are any queries or problems regarding this procedure contact the SHEQ Coordinator.