



IMS POLICY

INTEGRATED MANAGEMENT SYSTEM (IMS) POLICY FIRE OPERATIONS (PTY) LTD

Fire Operations (Pty) Ltd trading Fire Ops SA specialises in **high-rise firefighting services, general firefighting services, fire safety audits, training, and event coverage** for corporate, commercial, industrial, and private residential clients.

We are committed to delivering exceptional services while integrating **quality assurance, environmental stewardship, occupational health and safety**, and **climate change considerations** into every aspect of our operations. Our Integrated Management System (IMS) complies with **ISO 9001:2015, ISO 14001:2015, ISO 45001:2018, the Occupational Health and Safety Act (85 of 1993)**, and other applicable legal and regulatory requirements, including the **Regulations, COIDA**, the **National Environmental Management Act (NEMA)**, and relevant municipal by-laws.

OUR COMMITMENTS

QUALITY MANAGEMENT

- Deliver reliable, efficient, and professional firefighting and safety services that consistently meet or exceed customer expectations.
- Apply a **process-based approach** and **risk-based thinking** to improve operational effectiveness.
- Establish, monitor, and periodically review measurable quality objectives that drive **continual improvement**.

ENVIRONMENTAL RESPONSIBILITY & CLIMATE CHANGE

- Recognise climate change as a critical issue and address related risks and opportunities.
- Reduce greenhouse gas emissions, conserve resources, and prevent pollution.
- Implement mitigation and adaptation strategies in line with **ISO 14001:2015** and **ISO 14004:2016**.
- Ensure compliance with **NEMA** and other requirements while continually enhancing our environmental performance.

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DATE: 16 SEPTEMBER 2025
DOCUMENT NUMBER: FOSA-IMS-POL-5.2 (a)
VERSION: 04

Confidential – Fire Operations (Pty) Ltd – 2025
Directors: D Engelbrecht | H Shapiro

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OUR COMMITMENTS

OCCUPATIONAL HEALTH & SAFETY

- Provide **safe and healthy workplaces** in compliance with **ISO 45001:2018**, the **OHS Act, Regulations, COIDA**, and other applicable requirements.
- Identify hazards, assess risks, and implement effective controls to prevent injuries, ill health, and emergencies.
- Promote **consultation, participation, and accountability** of all workers. Every employee is responsible for following safe systems of work, reporting hazards, and contributing to safety improvements.
- Eliminate hazards, reduce OH&S risks, and build a strong **safety culture**.

IMPLEMENTATION AND COMMUNICATION

- The IMS is embedded through the **Plan-Do-Check-Act (PDCA) cycle** to ensure continual improvement.
- Provide resources, training, competence development, and awareness programmes to support effective implementation.
- Communicate this Policy in **plain language** and, where necessary, in **local languages** through multiple formats including inductions, toolbox talks, posters, QR codes, and digital platforms.
- Verify understanding through sign-off registers, training assessments, and worker feedback.
- Review this Policy **annually**, or sooner if significant changes occur in legislation, risk exposure, or business context.

Fire Operations (Pty) Ltd trading Fire Ops SA affirms its responsibility to **protect people, property, and the environment** while continually improving our performance, resilience, and sustainability.

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