

Quality Policy Statement

The Richards Bay Clean Air Association (RBCAA), a non-profit organisation (NGO) based in the City of uMhlatuze, was established in 1997 to provide ambient and other air quality-related information to uMhlatuze stakeholders. RBCAA comprises industry and [NGO / individual] members, with the Management Committee (MANCO) overseeing activities as directed by the RBCAA Directorate.

The RBCAA is committed to the following:

- Providing our members, stakeholders, and the community with accurate ambient air quality data and related information that meets and exceeds their expectations;
- Contribute to climate change mitigation by providing local industries with air quality data that can be used to make informed decisions on how to manage their environmental impacts; and,
- Continuous improvement through the establishment and implementation of a Quality Management System (QMS), which provides a framework for measuring and improving our performance.

The RBCAA has the following systems and procedures in place to support us in our aim of stakeholder satisfaction and continuous improvement in performing services:

- recording and investigating the community air quality-related complaints and exceedances of standards,
- selection and performance monitoring of suppliers against set criteria,
- regular audits of our internal processes,
- measurable quality objectives which reflect the RBCAA's aims and
- management reviews of audit results, members' feedback, and complaints.

Although ultimate responsibility for quality resides with the Directorate, MANCO members and RBCAA contractors have a responsibility within their work areas to help ensure that quality is embedded within the whole organisation.



Sandy Camminga
RBCAA MANCO Chairperson



Candice Webb
RBCAA Managing Director

Richards Bay, 2025-08-21