Quality Policy Statement

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

Considering its organisational context and in support of its purpose and strategic direction, the RBCAA is committed to the following:

- Provide members, stakeholders, and the community with accurate, transparent, timely, and accessible ambient air quality data and related information.
- Meet applicable requirements relevant to the RBCAA's services;
- 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
- Continually improve the Quality Management System (QMS), using this policy as the framework for setting and reviewing quality objectives and measuring and improving its performance.

The RBCAA has the following systems and procedures in place to support it in its aim of stakeholder satisfaction and continual improvement in performing services:

- Recording and investigating community air quality-related complaints and exceedances of standards;
- Selection and performance monitoring of suppliers against set criteria,
- Regular audits of its internal processes;
- Measurable quality objectives which reflect the RBCAA's aims, and
- Management reviews of audit results, members' feedback, and complaints.

The Directorate and MANCO lead by example in promoting a culture of quality and ethical behaviour, in which integrity, accountability, and the open reporting of problems and improvement opportunities are expected of everyone working for or on behalf of the RBCAA.

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 throughout the organisation.

This policy is communicated to MANCO members and RBCAA contractors so that it is understood and applied in their work, is made available to members, stakeholders, and the public, and is reviewed at management review for continuing suitability.

Sandy Camminga
RBCAA MANCO Chairperson

Candice Webb
RBCAA Managing Director

Approved and effective from: 2026-10-21