

Company Profile





Our Objectives

To establish an authentic & unique service of a supreme standard, with no equal & subsequently become “the ultimate one stop” solution. Rendering services to address all aspects of Safety, Health, Environment, Risk Management, Project and Program Management, Quality integrated management systems, Safety Training to the industry, mining, corporate and commercial sector and various certification options.

Our Mission

To achieve service excellence and with a mindset of perfectionism, pre-evaluate and select, approved and accredited professionals, specialists and consultants to render, under the auspices & in terms of the statutes, regulating Occupational Health and Safety in South Africa, i.e. OHS Act, MHS Act & COID Act, services in their field of specialty and expertise, and subsequently embrace and ensure that service excellence is achieved and maintained.

Our Values



Services Provided by BCQ Projects
Quality– ISO 9001:2015



It does not matter the size of your company; you can manage quality. With an ISO 9001 Quality Management system you can:

- Save money,
- Increase profitability,
- Satisfy customers, and
- Successfully gain more business.

Understand how ISO 9001:2015 applies to your Company:

ISO 9001 introduces a concept known as the process model. This means that you need to define what your organisation does by developing process maps of your organisational activities, understanding how those processes inter-relate, deciding who owns those processes.

Whether the company operates internationally or simply wants to expand locally, approval to ISO 9001:2015 demonstrates that the company has a solid commitment to achieving quality. Approval to ISO 9001 helps to improve overall performance by widening the scope of business opportunities, increasing market share and overall competitiveness. ISO 9001 certification is often a prerequisite when bidding for contracts. Implementing a Quality Management System will enable you to continuously improve your company's processes, thus giving you the ability to improve your day-to-day operations and exceed customers' expectations and requirements.

Benefits of using an ISO 9001 Quality Management System can include:

- Becoming a more consistent competitor.
- Meet customer satisfaction needs.
- Increase business opportunities by demonstrating compliance.
- More effective way of working will save time, money and resources.
- Less wastage.
- Motivate and engage employees with more efficient internal processes.
- Improved performances will cut errors and increase the profit margin.

Whether you are new to ISO 9001 or looking to improve your existing system, we can help you to remove the complexity and getting you where you want to be. The ISO 9001 management system is also compatible with the ISO 14001 and ISO 45001 management systems.

Environment – ISO 14001:2015



What is ISO 14001?

ISO 14001 is the standard that outlines the criteria for an environmental management system so that it can effectively put in place and be certified. It can be used by any company, regardless of its activity or sector.

Using ISO 14001 can provide assurance to company management and employees as well as meeting customer expectations that environmental impact is being measured and improved and that the company is complying legally and regulatory requirements.

Benefits of using an ISO 14001 Environmental Management System can include:

- Reducing waste management and energy use.
- Cost savings in waste, recycling and consumption.
- Advantage over competitors when tendering or recruiting new business.
- Management of environmental risks.
- Meet legal and regulatory requirements with individual countries.
- Demonstrates commitment to improve the environment.
- Demonstrate compliance to expand your business prospects.
- Improve efficiency to lower running costs.

It is becoming more and more important for companies to demonstrate that they are thinking of the environment and what impact they have on the surroundings. By implementing an environmental management system your company is taking responsibility.

We can help your company to:

- Identify and control what impact your company have on the environment,
- Understand the regulations and legislation applicable to your company, and
- Help put in place the necessary policies and procedures to protect resources and save money.

Whatever your size, sector or location, we can provide the framework for your company to effectively implement an Environmental Management System that will deliver considerable environmental, economic and social benefits for your company and the planet. The ISO 14001 management system is also compatible with the ISO 9001 and ISO 45001 management systems.

Medical Devices – ISO 13485:2016



What is a Medical Device?

A medical device is an instrument or machine that is intended for use in the diagnosis, prevention, and treatment of diseases or other medical conditions.

What is ISO 13485?

ISO 13485 is an internationally agreed upon set of standard quality management system (QMS) requirements for any company involved in the design, production, installation, servicing and manufacturing of medical devices.

The purpose of a medical device quality management system is to ensure that products are safe and effective for their intended use. A QMS provides a framework for consistent and documented processes throughout the product lifecycle, from design and development to post-market surveillance.

Benefits of using a ISO 13485:2016 Medical Devices Quality Management System:

Below are key benefits of ISO 13485 implementation in any business related to medical devices manufacturing:

Improve your company's credibility and identity: The ISO 13485 certificate is the globally recognized standard for quality in the medical device industry. This certification is proof to the customers that the organization follows high-quality standards and informs them that they have a standard in place to ensure it.



Furthermore, the ISO 13485 implementation in any organization can serve as a powerful marketing tool and is an essential thing for medical device manufacturers to show compliance.

Evidence-based decision making: With the ISO 13485 certification in place, the company can stay focused and work towards quality goals. The management is provided with data on a continual basis. These facts and data can be used to take decisions that can align better with the strategic goals and objectives of the company. If the management sees any lack of progress towards the set goals, appropriate action will be taken.

Continual improvement: Continuous improvement is one of the core principles of the ISO quality management systems. When a QMS is adopted in any organization, it leads to cultural change, where management and staff will be looking out for improvements.

Moreover, setting up systematic processes can eliminate problems and reduce the work burden, leading to high performance, strategic leadership, and employee engagement. This in turn can deliver high-quality products and services.

Increased employee involvement: With proper documentation and control of processes, employees can understand their role in ISO 13485 implementation. When they are asked to look for a way to enhance the processes, they feel so happy and give the best insight that can help the company succeed. The more the employees understand their roles, the more they become engaged. This results in higher operational efficiency and productivity.

Enhanced customer satisfaction: One of the core principles of the ISO 13485 implementation is to ensure customer satisfaction. Companies that are ISO 13485 certified are considered more reliable by the customers than the company that doesn't have one. This is because the customers strongly believe that the company has a good QMS in place.

The goals of the company with ISO 13485 implementation are focused on the customer needs rather than focusing on the individual goals of the department. This will help get new customers for business and boost the revenue.

Service Management – ISO 20000-1:2018



What is ISO 20000-1?

ISO 20000 can help your organisation benchmark its ITSM, improve services, demonstrate its ability to meet customer requirements and create a framework for independent assessment.

Benefits of using an ISO 20000 Service Management System:

- Offers competitive differentiation by demonstrating reliability and high quality of service.
- Gives access to key markets, as many organisations in the public sector mandate that their IT service providers demonstrate compliance with ISO 20000.
- Assures clients that their service requirements will be fulfilled.
- Enforces a measurable level of effectiveness and a culture of continual improvement by enabling service providers to monitor, measure and review their service management processes and services.
- Drives down the costs of conformance to many laws and standards.
- Helps leverage ITIL practices to optimise resources and processes.

Food Safety – ISO 22000:2018



What is ISO 22000?

ISO 22000 is a truly international standard suitable for any business in the entire food chain, including interrelated organizations such as producers of equipment, packaging material, cleaning agents, additives and ingredients.

ISO 22000 is also for companies seeking to integrate their quality management system, for example ISO 9001, and their food safety management system.

The food safety standard combines generally recognized key elements to ensure food safety along the food chain, including:

- Interactive communication,
- System management,
- Control of food safety hazards through pre-requisite programs and HACCP plans; and
- Continual improvement and updating of the food safety management system.

Benefits of using an ISO 22000 Food Safety Management System:

- Introduce internationally recognized processes to your business,
- Give suppliers and stakeholders confidence in your hazard controls,
- Put these hazard controls in place across your supply chain,
- Introduce transparency around accountability and responsibilities; and
- Continually improve and update your systems so it stays effective.

Business Continuity – ISO 22301:2019



It is an international standard published by the International Organization for Standardization (ISO), and it describes how to manage business continuity in an organization. This standard is written by leading business continuity experts and provides the best framework for managing business continuity in an organization. One of the features that differentiates this standard from other business continuity frameworks/standards is that an organization can become certified by an accredited certification body and will therefore be able to prove its compliance to its customers, partners, owners, and other stakeholders.

There are four essential business benefits that a company can achieve with the implementation of the ISO 22301 Business Continuity Management System:

Comply with legal requirements:

There are more and more countries defining laws and regulations requiring business continuity compliance. And beyond government interests, private businesses (e.g., financial institutions) are also requiring their suppliers and partners to implement business continuity solutions. And the good news is that ISO 22301 provides a perfect framework and methodology to support compliance with these requirements – by reducing administrative and operational effort, as well as the number of penalties to be paid.

Achieve marketing advantage:

If your company is ISO 22301 certified and your competitors aren't, you will have an advantage over them when it comes to customers who are sensitive about keeping the continuity of their operations, and the delivery of their products and services. Additionally, such certification can help you get new customers, by making it easier to demonstrate that you are among the best in the industry, leading to increased market share and higher profits.

Reduce dependence on individuals: Often, a company's critical activities rely on just a few people who are hard to replace. Management who are aware of this can make use of business continuity practices to become far less dependent on those individuals (either because of implemented replacement solutions or by documenting related tasks), meaning you can prevent a lot of headaches when someone leaves the organization.

Prevent large-scale damage: In a world of real-time services and transactions, every minute of down service costs money. Even if your business is not so sensitive to small periods of unavailability, disruptive incidents will cost you. By implementing business continuity practices compliant with ISO 22301, you will have a sort of insurance policy. Whether by preventing disruptive incidents from happening, or by becoming capable of faster recovery – your company will save money.

Information Security – ISO 27001:2022



What is ISO 27001?

An ISO 27001 Information Security Management System is a set of rules that a company needs to establish to:

- Identify stakeholders and their expectations of the company in terms of information security.
- Identify which risks exist for the information.
- Define controls (safeguards) and other mitigation methods to meet the identified expectations and handle risks.
- Set clear objectives on what needs to be achieved with information security.
- Implement all the controls and other risk treatment methods.
- Continuously measure if the implemented controls perform as expected.
- Make continuous improvement to make the whole ISMS work better.

Benefits of using an ISO 27001 Information Security Management System:

It will protect your reputation from security threats: The most obvious reason to certify to ISO 27001 is that it will help you avoid security threats. This includes both cyber criminals breaking into your organisation and data breaches caused by internal actors making mistakes. ISO 27001's framework ensures that you have the tools in place to strengthen your organisation across the three pillars of cyber security:

- People
- Processes and
- Technology.

It will protect your reputation: By achieving ISO 27001 compliance, you can demonstrate to stakeholders that you take information security seriously. This will help you win new business and enhance your reputation with existing clients and customers. In fact, some organisations will only work with organisations that can demonstrate that they have certified to ISO 27001.

Cyber-attacks are on the increase and can have a massive impact on your organisation and its reputation. An ISO 27001-certified ISMS (information security management system) help protect your organisation and keeps you out of the headlines.

It will improve your structure and focus: As organisations adapt and grow, it won't take long before people lose sight of their responsibilities regarding information security. With ISO 27001, you can create a system that has enough flexibility to ensure that everyone maintains their focus on information security tasks. Similarly, it requires organisations to conduct annual risk assessments, which help you make changes where necessary.

It reduces the need for frequent audits: ISO 27001 certification is globally accepted and demonstrates effective security, reducing the need for repeat customer audits.

Anti-bribery Management – ISO 37001:2016



What is ISO 37001?

An anti-bribery management system is designed to instil an anti-bribery culture within an organization and implement appropriate controls, which will in turn increase the chance of detecting bribery and reduce its incidence in the first place.

ISO 37001, Anti-bribery management systems – Requirements with guidance for use, gives the requirements and guidance for establishing, implementing, maintaining and improving an anti-bribery management system.

The system can be independent of, or integrated into, an overall management system. It covers bribery in the public, private and not-for-profit sectors, including bribery by and against an organization or its staff, and bribes

paid or received through or by a third party. Bribery can take place anywhere, be of any value and can involve financial or non-financial advantages or benefits.

Benefits of using an ISO 37001 Anti-bribery Management System:

ISO 37001 is designed to help your company implement an anti-bribery management system or enhance the controls you currently have. It requires implementing a series of measures such as:

- Adopting an anti-bribery policy,
- Appointing someone to oversee compliance with that policy,
- Vetting and training employees,
- Undertaking risk assessments on projects and business associates,
- Implementing financial and commercial controls, and
- Instituting reporting and investigation procedures.

Implementing an anti-bribery management system requires leadership and input from top management, and the policy and programme must be communicated to all staff and external parties such as contractors, suppliers, and joint venture partners.

In this way, it helps to reduce the risk of bribery occurring and can demonstrate to your management, employees, owners, funders, customers, and other business associates that you have put in place internationally recognized good-practice anti-bribery controls. It can also provide evidence in the event of a criminal investigation that you have taken reasonable steps to prevent bribery.

Occupational Health & Safety - ISO 45001:2018



ISO 45001 aims to help organizations to prevent illness, injuries and in extreme cases deaths in the workplace.

What is ISO 45001?

It is an International Standard that specifies requirements for an Occupational Health and Safety Management System, with guidance for its use, to enable an organisation to proactively improve its Occupational Health and Safety performance in preventing injury and diseases.

Benefits of using an ISO 45001 Occupational Health and Safety Management System:

- Ensures compliance with all current legislation worldwide.
- Increased acceptance by regulators, the public, and interested parties. Accepted as being proactive about Health and Safety and continual improvement.
- Improves business performance. A well designed, well implemented ISO 45001 Health and Safety Management System reduces workplace illness and injury and increases productivity.
- Creates consistency throughout the organisation built around “best practices”.
- Provides a platform for attracting lower insurance premiums and proves due diligence to the marketplace.
- Allows better identification of hazards and risk.
- Improves the efficiency of internal operations, reduces accidents, dangers, and downtime.
- Improves the safety of all people affected by the company’s activities.
- Internal auditing is an “early warning system” to help you spot Health and Safety threats; giving you the chance to address and resolve them before they are detected by others, rather than after.
- Transforms your operation from detection mode to prevention mode.

Some of the causes for incidents are out of the hands of people, such as bad weather conditions (lightning, floods, hail, etc.), other drivers on the road, etc. The unexpected is hard to analyse but the expected is easy. Incident causes and hazards must be analysed, and precautions taken to prevent their recurrence.

We can help you to implement the ISO 45001 Management System whatever your size, sector or location.

Energy Management – ISO 50001:2018



What is ISO 50001?

It provides a framework for establishing energy management best practice to help organisations to improve their energy efficiency. The standard enables organisations to establish the systems and processes necessary to improve energy performance, including energy efficiency, use, and consumption.

By achieving certification to this international, best-practice Energy Management standard, your organisation will accrue some of the numerous benefits of ISO 50001, including:

- Energy reduction of up 10% within first 12 months.
- Reduced greenhouse gas (GHG) emissions and carbon footprint.
- Globally recognised International Standard.
- Assist in compliance with current and future voluntary and/or mandatory energy efficiency targets.
- Improved corporate image and credibility among customers, clients and stakeholders.
- Informed decision-making processes from system design through to operation and maintenance.
- Increased energy awareness among staff members at all levels.
- Improved operational efficiencies and maintenance practices.

Training (Safety)



Training Services:

Together with our accredited training partners we provide accredited training and certification for legal compliance in conformity with the OHS Act and the regulations promulgated in terms thereof. We also provide ISO management system related training and together with our business associates provides internationally recognized training for ISO awareness, ISO Implementation, ISO internal auditor and ISO lead auditor.

Legal Liability SHERQ Awareness Hazardous Risk Assessment SHE Rep SHE Inspections Accident and Incident Investigations Perform Basic Firefighting Forklift Working on Heights Controlling Hazardous Goods Hand & Portable Electrical Tools Stacking and Storage Scaffolding – Erecting & Inspecting	First Aid Level 1 First Aid Level 2 First Aid Level 3 HIV Awareness Training Gantry Crane Basic Rigging and Slings Planned Task Observations SHE Supervisor SHERQ Management Dangerous Goods Scaffolding Safety Training Safety Induction Advanced OSH Act	Quality Management System Internal Auditing SHEQ Integration COVID Act Construction Regulation ISO 45001 Awareness ISO 9001 Awareness ISO 14001 Awareness Emergency Evacuation Ladder Safety Introduction to OHS Act
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Certification of Systems:

We offer internationally accredited ISO certificates by making use of the services of certification bodies, with which we are franchise partners, accredited by internationally recognised organisations. The main accreditations for our certificates are the International Accreditation Forum (IAF), the International Accreditation Service (IAS), and the the United Accreditation Foundation (UAF)

Blu Cactus Quality Projects have partnered with the above-mentioned Conformity Assessment Bodies to offer our clients certification options:

International Accreditation Forum:

Purpose: The International Accreditation Forum (IAF) is a global association of accreditation bodies, certification bodies, and other organizations involved in conformity assessment. Its primary purpose is to promote worldwide recognition and acceptance of accredited certification and conformity assessment results.

- **Accreditations and Activities:** Harmonization: IAF promotes the harmonization of accreditation practices and procedures among its member bodies, ensuring consistent and reliable assessment and certification processes globally.
- **Mutual Recognition:** IAF facilitates mutual recognition agreements (MRAs) between accreditation bodies, enhancing the acceptance of accredited certifications across different countries and industries.
- **Advocacy:** IAF advocates for the value of accredited certification and conformity assessment to governments, regulatory bodies, industries, and consumers.
- **Capacity Building:** IAF supports the development of accreditation infrastructure in developing countries, promoting uniformity and quality in certification practices.
- **Knowledge Sharing:** IAF provides a platform for its members to share knowledge, experiences, and best practices related to conformity assessment.

International Accreditation Service (IAS)

Purpose: The International Accreditation Service (IAS) is a nonprofit accreditation body that provides accreditation services to a wide range of conformity assessment bodies, including testing and calibration laboratories, inspection bodies, certification bodies, and more.



- Accreditation Services: IAS accredits various types of conformity assessment bodies to demonstrate their competence, impartiality, and adherence to international standards.
- Multiple Disciplines: IAS offers accreditation across diverse industries, such as construction, environmental management, product certification, and more.
- Certification Recognition: IAS accreditation signifies that a certified organization has undergone a rigorous assessment process and meets recognized international standards.
- Continuous Improvement: IAS encourages accredited bodies to maintain and enhance their quality through ongoing assessments and improvement initiatives.
- Global Recognition: IAS-accredited certifications are often recognized by regulators, industries, and consumers, contributing to credibility and market acceptance. Note: Both IAF and IAS play important roles in ensuring the credibility and reliability of conformity assessment processes and certifications. While IAF focuses on harmonizing accreditation practices globally, IAS is a specific accreditation body that assesses and accredits conformity assessment bodies across various disciplines.

United Accreditation Foundation (UAF)

The UAF is a not-for-profit organization that adheres to international standards and maintains integrity and impartiality in its operations while considering national and public interests. It establishes an independent and transparent accreditation system, ensuring that its decisions remain free from commercial influences. The UAF holds international recognition through signatory status in the International Accreditation Forum (IAF) and mutual recognition arrangements with the Asia Pacific Accreditation Cooperation (APAC). The UAF actively participates in international forums to represent stakeholder interests while upholding the impartiality and objectivity of its accreditation processes. The UAF provides accreditation to certification bodies for various management system schemes, such as ISO/IEC 17021 and specific healthcare management systems. It also accredits personnel certification bodies, testing and calibration laboratories, and inspection bodies based on competence assessments aligned with the UAF's criteria and international standards.

Preparing for certification and the certification Process

The ISO certification process involves several steps to ensure that an organization meets the requirements of a specific ISO standard. Although this process may seem daunting at first, our innovative products and services simplifies the whole process to no more than six steps. For completeness's sake here's a summarised overview of the typical ISO certification process:

- Selecting the Standard: Choose the relevant ISO standard(s) based on your organization's industry, focus, and goals. Different standards address different aspects such as quality, environment, safety, and more.
- Initial Assessment: Conduct an internal assessment to evaluate your organization's current processes and practices against the requirements of the chosen ISO standard. Identify gaps that need to be addressed.
- Developing a Plan: Create an implementation plan to bridge the gaps identified in the assessment. This plan outlines the steps, resources, and timeline needed to achieve compliance.
- Training and Awareness: Train employees and relevant personnel about the requirements of the ISO standard, the changes to be made, and their roles in the implementation process.
- Documentation: Develop or update the necessary documentation, including policies, procedures, and manuals, to align with the ISO standard's requirements. This documentation forms the basis for your management system.
- Implementation: Put the new processes, procedures, and practices into action across your organization. Ensure that everyone is following the documented procedures consistently.
- Internal Audit: Conduct an internal audit to review the implemented management system. This step helps identify any discrepancies, non-conformities, or areas that need improvement.



- **Corrective Actions:** Address any issues or non-conformities identified during the internal audit. Implement corrective actions to rectify the problems and ensure compliance.
- **Management Review:** Hold a management review meeting to assess the effectiveness of the implemented management system. Management's commitment and support are crucial at this stage.
- **Pre-Certification Audit (Optional):** Some organizations choose to undergo a pre-certification audit by an external consultant to identify any remaining gaps before the official certification audit.
- **Certification Audit (Stage 1):** Schedule an external certification audit with an accredited service provider. In this first stage, the auditors review your documentation, processes, and preparedness for the main audit.
- **Certification Audit (Stage 2):** The main certification audit involves on-site visits by auditors who assess the implementation and effectiveness of your management system. They verify that your organization meets the requirements of the ISO standard.
- **Audit Report and Decision:** After the audit, the service provider provides an audit report detailing their findings. Based on the report, an accredited certification decides on whether to grant ISO certification.
- **Corrective Actions (If needed):** If the auditors identify any issues or non-conformities during the audit, you'll need to address these and implement corrective actions.
- **Issuance of Certificate:** If your organization successfully meets the ISO standard's requirements, the certification body will issue an ISO certificate that is valid for a certain period, typically three years.
- **Surveillance Audits:** To maintain certification, your organization will undergo regular surveillance audits by the service provider to ensure ongoing compliance and continuous improvement.
- **Recertification:** Before the end of the initial certification period, you'll need to undergo a recertification audit to renew your ISO certification for another cycle. Remember that the specifics of the certification process may vary depending on the ISO standard, the certification body, and your organization's individual circumstances. It's important to work closely with your service provider and follow their guidance throughout the process.

OUR PRODUCTS

We develop and tailor make comprehensive customer specific management system documentation toolkits for the following ISO standards: (The toolkits are between 85% and 90% completed and need minimal customer input).

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|------------------|--------------------|
| • ISO 9001:2015, | • ISO 13485:2016 |
| • ISO 14001:2015 | • ISO 20000-1:2018 |
| • ISO 22000:2018 | • ISO 22301:2019 |
| • ISO 27001:2013 | • ISO 37001:2016 |
| • ISO 45001:2018 | • ISO 50001:2018 |

Conclusion

Blu Cactus Quality Projects is thus able to proactively assist your company with in-depth knowledge with respect to the application and implementation of ISO Management Systems, accredited Certification and certified training.

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