

Where the World meets Africa



QUALITY AND FOOD SAFETY POLICY STATEMENT

The Durban International Convention Centre specializes in the provision of catered conference and exhibition facilities. We are committed to establish, maintain and continually improve on an Integrated Management System (IMS) which complies with the ISO 9001 and ISO 22000 requirements.



AFRICA'S LEADING MEETINGS AND CONFERENCE CENTRE - AS VOTED BY THE WORLD TRAVEL AWARDS

To ensure the ongoing delivery of service excellence to customers, we shall:

- Continually improve our services and exceed our customer requirements and expectations.
- Operate within our capacity and capability.
- Foster a quick and systematic team approach to problem solving that is beneficial to company and client, where possible.
- Conform to applicable legal, statutory and food safety requirements.
- Ensure quality and food safety requirements are effectively communicated both internally and externally to all our stakeholders.
- Deliver the targets set in the policy statement using measurable objectives which will be continually reviewed.

This policy is freely available to the public on the company website and freely available to all staff on the company intranet and displayed in designated areas around the centre.

Lindiwe Rakharebe
Chief Executive Officer

14-04-2016
Date

45 Bram Fischer Road, Durban, 4001 • P.O. Box 155, Durban, 4001, South Africa ☎ +27 (0)31 360 1000 ✉ sales@icc.co.za 🌐 www.icc.co.za 🐦 @DurbanICC 📘 DurbanICC

AFRICA'S LEADING CONVENTION CENTRE

International Convention Centre Durban (Pty) Ltd.
Directors: DM Madlala (Chairperson), SST Ngcobo, A Sewnarain, S Msomi, Z Msimang, M Jackson, N Makelo, Z Zulu, N Ngidi
ICC DURBAN (PROPRIETARY) LIMITED Reg. No. 1992/05887/07

CONTROLLED

