

Where the World meets Africa



QUALITY AND FOOD SAFETY POLICY

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 ISO Integrated Management System (IMS) which complies with the ISO 9001, ISO 22000 and any relevant legislation and other requirements. In line with our mission, core values and beliefs, all levels and functions of the organisation, especially top management, are committed to the ongoing involvement in the Quality and Food Safety systems of the organisation and in its continual improvement.



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 to all staff on the company intranet and is displayed in designated areas around the centre. This policy is reviewed periodically to ensure it remains relevant and appropriate to our organisation.

Lindiwe Rakharebe
Chief Executive Officer

01 NOVEMBER 2018

Date

CONTROLLED

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

@DurbanICC

AFRICA'S LEADING CONVENTION CENTRE

Durban International Convention Centre
N. Langa, N. Makelo, V.G. Mashinini, S. Noidoo, B. Ndamase, S. L. Ntuli, L. E. Rakharebe, M. A. Rambally
Durban ICC (SOC) Ltd • Reg. No. 1992/005887/07

