

**International Management Systems Marketing**  
**CLIENT AGREEMENT ISO 9001:2008**



International  
management Systems  
Marketing

CLIENT NAME: AFRIPANE C  
ADDRESS: 349 DACOSTA DRIVE. BREDELL  
HEMPTON PARK  
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E-MAIL: JACO@ABOARD.CO.ZA

International Management Systems Marketing (IMSM) undertake to assist in the design and implementation of a quality management system and to supply appropriate ISO 9001 documentation. QAS International (QAS) is a registration company and will act as the registration agent.

- 1) You will allow the IMSM appointed assessor to carry out an assessment of your documented systems to ISO 9001 and to take samples of all documents forming part of your systems.
- 2) Your company will undertake a programme of internal audits each year and retain the results for inspection by QAS. The areas to be audited will be specified by QAS (making allowance for the availability of your staff).
- 3) Your quality administration systems and procedures must be documented and kept up to date.
- 4) The agreement will be valid for a three year period. Any areas of non-compliance identified during the internal audits or external surveillance visits must be rectified to QAS's satisfaction. Failure to do so must result in ISO 9001 registration not being renewed.
- 5) The fee of R 60,000 includes the preparation and supply of the Manuals and audit training and is payable to Pacific Heights when they are delivered. The Certificate will be supplied once QAS is assured that your documented systems conform to ISO 9001. Payment method is as follows:-
  - a) The fee of R 60,000 being 10 % deposit is due at signing by the Business Manager.
  - b) The fee of R 15,000 being a further 25 % of the fee due upon completion of the first visit by the Assessor.
  - c) The fee of R 39,000 being the balance payable on receipt of the manuals.
- 6) A further fee of R 9,000 will be payable to Pacific Heights on each of the first and second anniversaries of the assessment when your company will allow QAS to undertake its surveillance visits. Satisfactory completion of each surveillance audit is necessary to maintain the validity of the certificate.
- 7) If this agreement is used as a quotation, it will be valid if signed and returned within three months from the date of the Pacific Heights signature.
- 8) The client acknowledges receipt of a copy of this agreement.

For Client: [Signature] Date: 5/2/2011  
For QAS Int and Pacific Heights: [Signature]

Client Signatory Name: JACO SCHUYER BM Name: Jaco Schuyer BC Name: \_\_\_\_\_ CA No: \_\_\_\_\_

Pacific Heights Investments 212 (PTY) Ltd, 26 Floor, Old Mutual Centre, 303 Dr Pixley Kaseme Street, Durban, 4001.  
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(White) : IMSM  
(Yellow) : Client  
(Pink) : B/Man

Offices in UK, Austria, Australia, Canada, France, Germany, Ireland,  
The Netherlands, The Philippines, Spain, South Africa, Switzerland and USA  
ISO 9001 Client Agreement SA PH AC 05/10