



**Cathodic Anodes Australasia**

# **Management Manual**

**ISO 9001: 2015 Quality management systems**

**ISO 45001: 2018 Occupational health and safety management systems**

**ISO 14001:2026 Environmental management systems**

**14<sup>th</sup> August 2026**

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## Organisational Context

ISO 9001: 2015      ISO 45001: 2018      ISO 14001: 2026  
4.1 Under. org + context      4.1 Under. org + context      4.1 Under. org + context  
4.2 Under. the needs &      4.2 Under. the needs &      4.2 Under. the needs &  
exp. of interested parties      exp. of interested parties      exp. of interested parties

CAA is committed to maintaining a strong reputation in industry. As an organisation we understand that political, legal, social, economic and technological factors influence our strategic direction and organisational context.

We identify, monitor and analyse these factors and how they may affect our operations and our ability to satisfy the requirements of our customers and other stakeholders. As a result we are able to effectively identify potential risks and opportunities and address them accordingly.

## Purpose of This Management Manual

This manual provides an overview of the management system in place at CAA to aid stakeholders in understanding our capabilities. It outlines:

- management policy and objectives
- health and safety policy and objectives
- environmental policy and objectives
- organisational structure
- key processes
- key position responsibilities
- details on how we meet the requirements of ISO 9001, ISO 45001 and ISO 14001

## Scope of Management System

ISO 9001: 2015      ISO 45001: 2018      ISO 14001: 2026  
4.3 Deter Scope of ...      4.3 Deter Scope of ...      4.3 Deter Scope of ...

Design, supply and manufacture of anodes, cathodic protection equipment, materials, zinc electroplating slugs and balls.

There are no non-applicables against any clause of ISO 9001-2015.

## Documentation

The primary documents that make up the Management System include this manual, internal procedures for general operations and procedures specific to individual projects.

The internal procedures outline key operational and safety processes. They are confidential documents for in-house use only.

## QUALITY POLICY

ISO 9001 2015

5.1 Leadership and commitment

5.2 Policy

Cathodic Anodes Australasia design, manufacture and supply galvanic anodes, materials and equipment for protecting metallic structures against corrosion.

The ISO 9001 standard provides us with a framework for setting quality objectives and a foundation for continual improvement.

Our commitment to continual improvement includes, but is not limited to:

- providing customers with high quality products, competitive prices and excellent service
- producing anodes which comply with nationally and internationally recognised standards
- utilising effective manufacturing and laboratory practices
- ensuring that our impact on the environment is minimised through effective manufacturing processes



Lang Semmler  
GENERAL MANAGER

## QUALITY OBJECTIVES

ISO 9001 2015

6.2 Quality Objectives and Planning to Achieve Them

1. To provide our customers with high quality products, competitive prices and excellent service, monitored against set targets.
2. To produce anodes which comply with national and international standards.
3. To utilise effective industry best practice manufacturing and laboratory processes.
4. To minimise our impact on the environment through utilisation of industry best practices.

By committing to these objectives we bolster our reputation as an industry leader.

## HEALTH & SAFETY POLICY

ISO 45001 2018

5.1 Leadership and commitment

5.2 Policy

As a leading manufacturer, Cathodic Anodes Australasia is committed to providing all employees and visitors with a safe work environment. Through ongoing assessment of work processes we aim to remove, reduce or control health and safety risks.

The prevention of workplace injuries and ill health and the promotion of emotional wellbeing are of the highest importance. To accomplish this we are committed to the following objectives:

- Ensuring that all staff receive appropriate health and safety training
- Ensuring that work areas, equipment and tools are effectively maintained to prevent workplace injuries
- Provide a supportive and encouraging work environment
- Ensure that our products are manufactured for safe handling and installation
- Maintain compliance to all relevant health and safety regulations
- Aim to continually improve by setting and achieving safety benchmarks (as part of our ISO 9001 continuous improvement program)

Through open communication, consultation and the provision of suitable resources, CAA Management aim to provide a safe and supportive environment for all employees. It is the responsibility of all employees to comply with health and safety procedures and government regulations and to use their experience to initiate action to prevent potential safety hazards.

*Lang Semmler*

Lang Semmler  
General Manager

## HEALTH & SAFETY OBJECTIVES

ISO 45001 2018

6.2 Quality Objectives and Planning to Achieve Them

Our ultimate objective is to achieve Zero workplace accidents and injuries. All other objectives are in support of this objective.

1. To ensure that all staff members receive appropriate health and safety training.
2. To ensure that work areas, equipment and tools are effectively maintained to prevent workplace injuries.
3. To provide a supportive and encouraging work environment.
4. To ensure that our products are manufactured for safe handling and installation.
5. To maintain compliance to all relevant health and safety regulations.
6. To continually improve by setting and achieving safety benchmarks (as part of our ISO 9001 continuous improvement program).

## ENVIRONMENT POLICY

ISO 14001 2026

5.1 Leadership and commitment

5.2 Policy

As a leading manufacturer, Cathodic Anodes Australasia is committed to protecting our environment. Through ongoing assessment of work processes we aim to improve energy efficiency and remove, reduce or control environmental risks. To accomplish this we are committed to the following objectives:

- Prevent pollution, reduce, re-use and recycle
- Ensuring that staff receive appropriate training in environmentally sustainable practices
- Ensuring that work areas, equipment and tools are effectively maintained for maximum efficiency and minimum energy consumption
- Utilise technological advances that can reduce our environmental impact
- Maintain compliance to all relevant environmental regulations
- Aim to continually improve by setting and achieving environmental benchmarks (as part of our ISO 9001 continuous improvement program)

Through open communication, consultation and the provision of suitable resources, CAA management and all staff work together to identify and minimise potential environmental risks. It is the responsibility of all staff to comply with environmental procedures and government regulations and to use their experience to initiate action to reduce our environmental impact.

*Lang Semmler*

Lang Semmler  
General Manager

## ENVIRONMENTAL OBJECTIVES

ISO 14001 2026

6.2 Quality Objectives and Planning to Achieve Them

Our overall objective is to minimise our impact on the environment. All other objectives are in support of this objective.

1. To prevent pollution, reduce, re-use and recycle
2. To ensure that staff receive appropriate training in environmentally sustainable practices
3. To ensure that work areas, equipment and tools are effectively maintained for maximum efficiency and minimum energy consumption
4. To utilise technological advances that can reduce our environmental impact
5. To maintain compliance to all relevant environmental regulations
6. To aim to continually improve by setting and achieving environmental benchmarks (as part of our ISO 9001 continuous improvement program)

## ORGANISATIONAL ROLES & RESPONSIBILITIES

ISO 9001 2015

4.1 Understanding the organisation and its context

5.3 Organisational roles, responsibilities and authorities

ISO 45001 2018

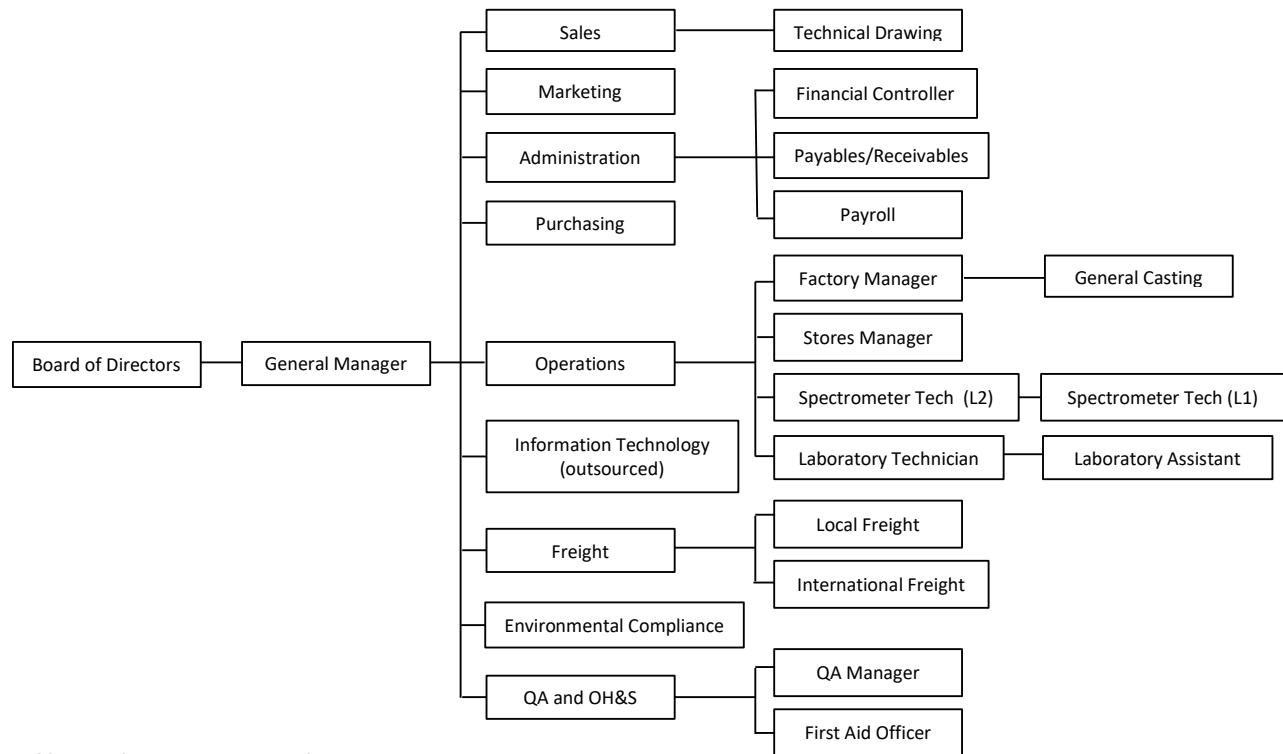
4.1 Understanding the organisation and its context

5.3 Organisational roles, responsibilities and authorities

ISO 14001 2026

4.1 Understanding the organisation and its context

5.3 Organisational roles, responsibilities and authorities

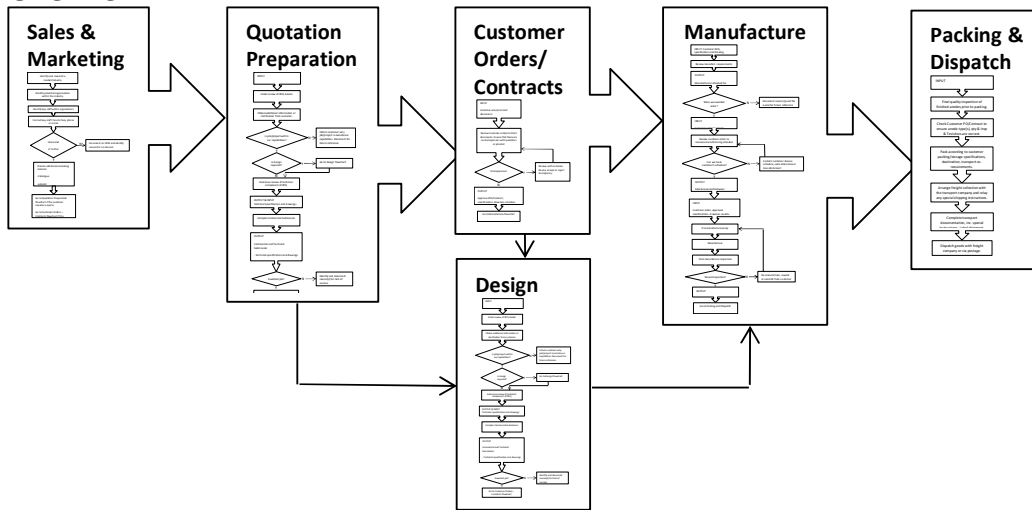


### Staff List (August 2026)

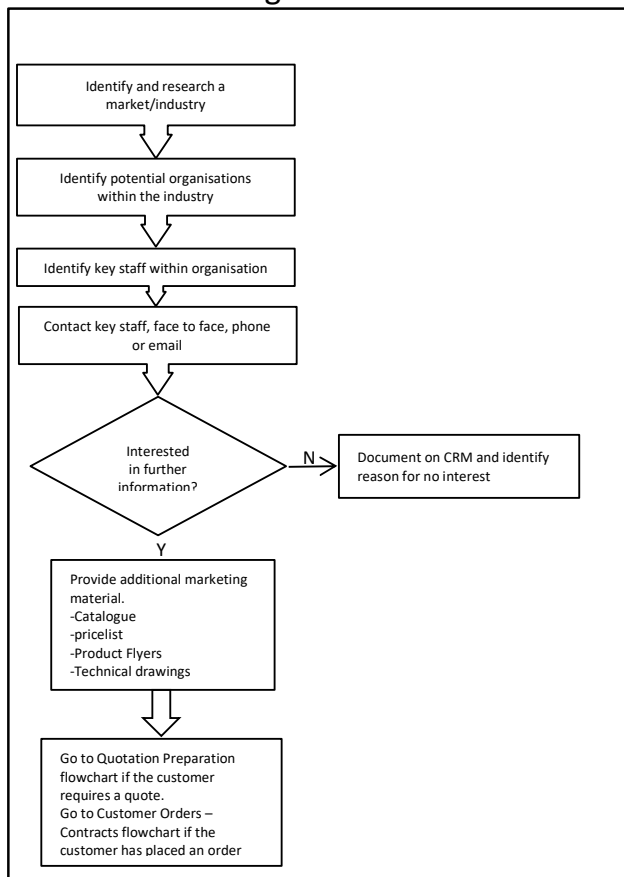
| Name              | Role | Title                                                                                                                    |
|-------------------|------|--------------------------------------------------------------------------------------------------------------------------|
| Bridges, Damien   | FT   | Factory Manager + Spectrometer Tech (Level 1)                                                                            |
| Deckys, Aaron     | FT   | General Casting                                                                                                          |
| Dick, Andrew      | FT   | Welding + Fabrication + General Casting                                                                                  |
| Fergusson, Duncan | FT   | Sales + Purchasing + Spectrometer Tech (Level 1) + First Aid Officer + QA                                                |
| Hooson, Corrie    | FT   | General Casting                                                                                                          |
| Jenner, Andrew    | FT   | Stores + Spectrometer Tech (Level 1)                                                                                     |
| Kelly, David      | FT   | Stores                                                                                                                   |
| Lambert, Joshua   | FT   | General Casting + Spectrometer Tech (Level 1)                                                                            |
| Linde, Brent      | FT   | BDM + Quality Manager + E/mental Compliance + Sales + Drawing                                                            |
| Pohlman, Sam      | FT   | Operations Manager + First Aid Officer + Sales + E/mental Monitoring & Reporting + Drawing + Spectrometer Tech (level 2) |
| Rogers, Jamie     | FT   | General Casting                                                                                                          |
| Semmler, Lang     | FT   | General Manager + Sales + E/mental Monitoring & Reporting                                                                |
| Broomhead, Adele  | PT   | Administration + Sales                                                                                                   |
| Flemming, Blake   | Cas  | General Casting                                                                                                          |
| Newton, Jacob     | Cas  | General Casting                                                                                                          |
| Bateman, Tony     | Dir  | Director + Legal                                                                                                         |
| Gorfine, Ross     | Dir  | Director                                                                                                                 |

## PROCESS FLOWCHARTS

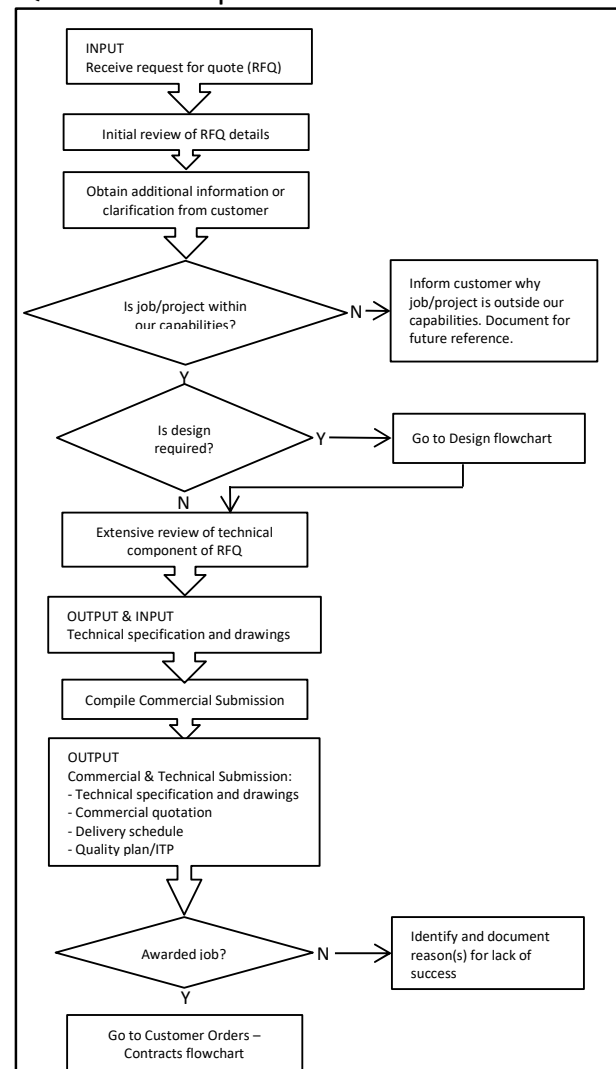
### Overview



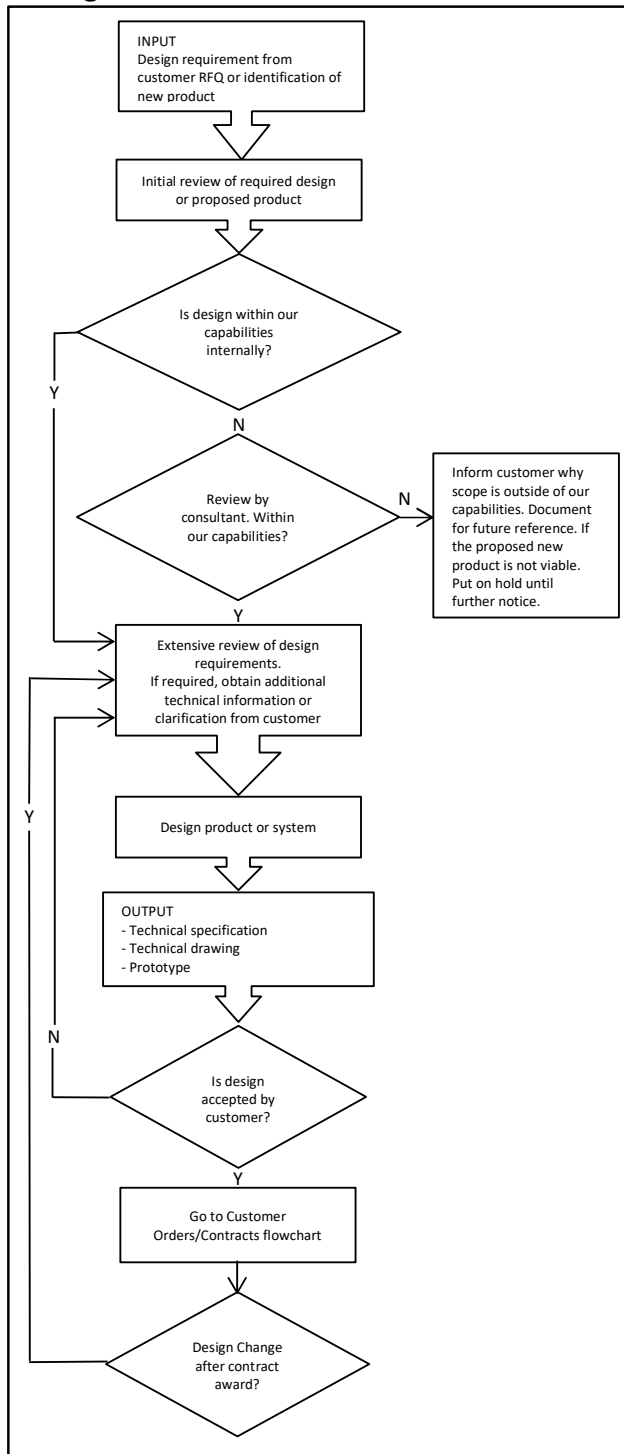
### Sales & Marketing



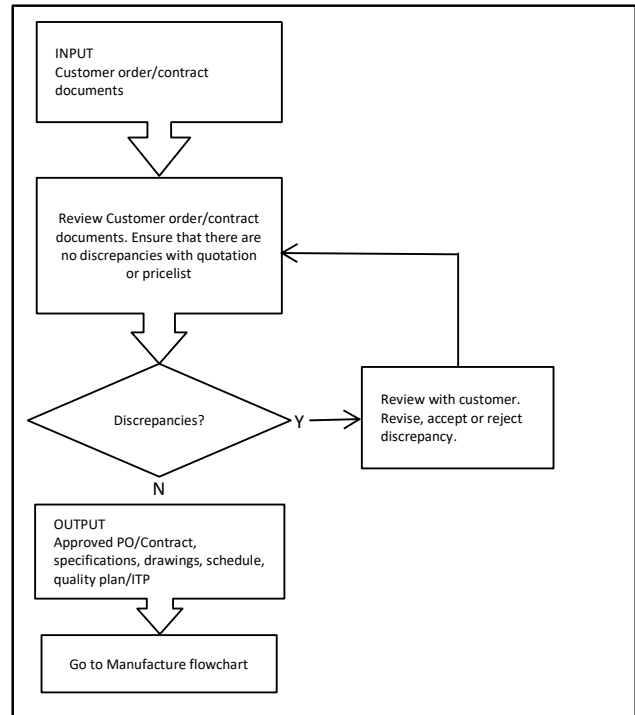
### Quotation Preparation



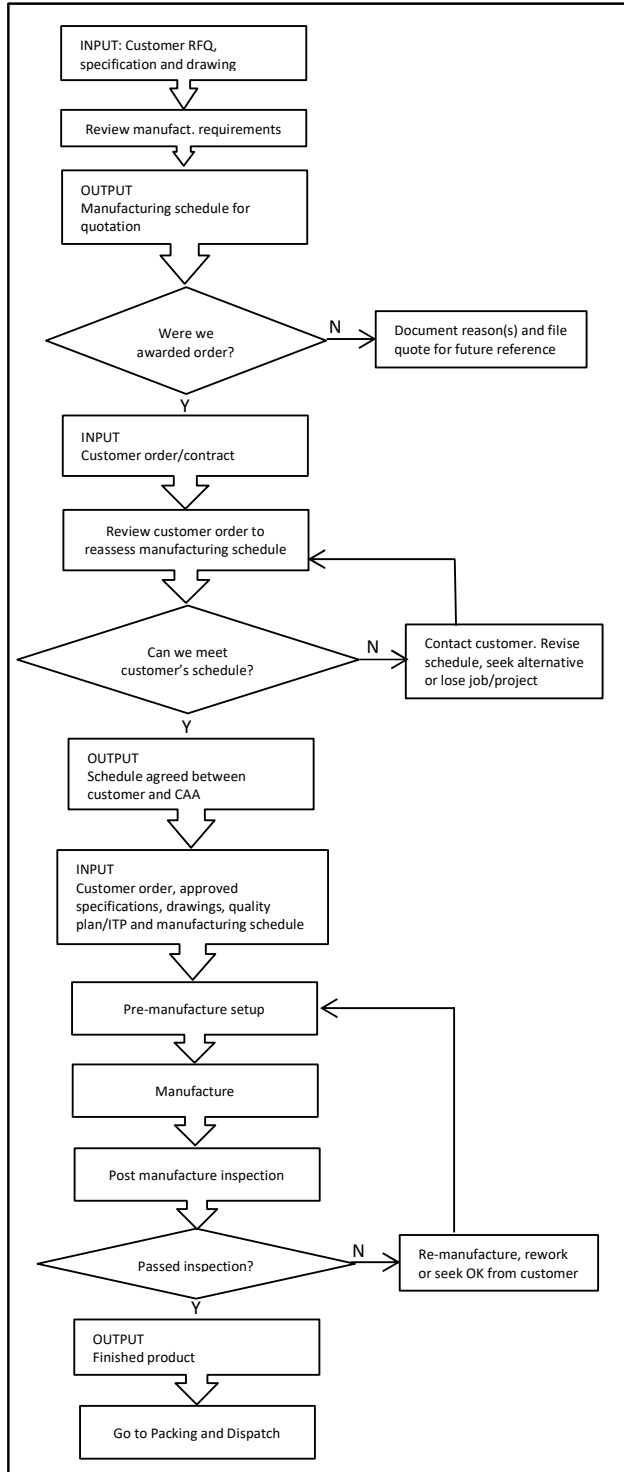
## Design



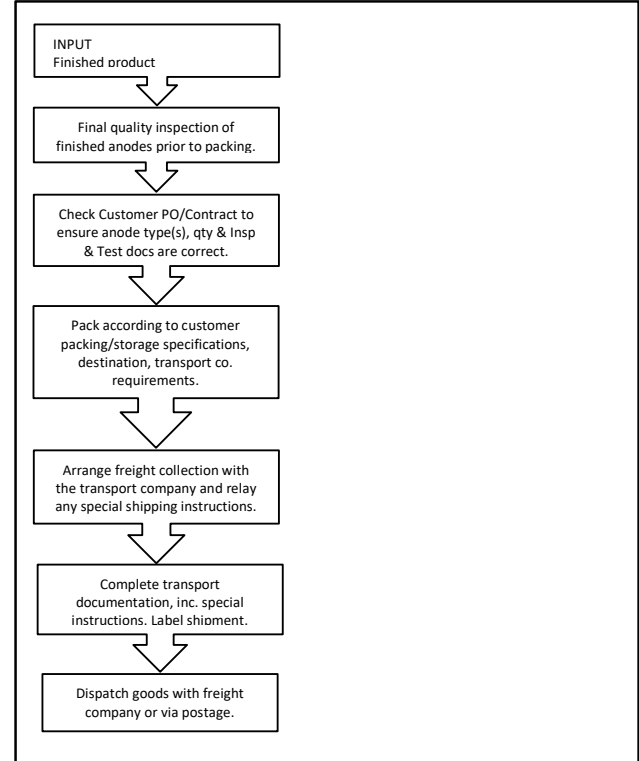
## Customer Orders/Contracts



## Manufacture



## Packing & Dispatch



## POSITION RESPONSIBILITIES

The following list identifies the key responsibilities relevant to each position. Due to the small size and the nature of our company, most staff are responsible for a variety of duties.

### General Manager

**Reports to:** Board of Directors

Key Responsibilities:

- Oversee overall operation of the company including allocation of resources.
- Future direction/strategy.
- Responsible for all legal and financial obligations.
- Negotiation with banks and utilities to minimise operating costs.
- Communicate direction and set goals for staff.
- Analyse sales figures to determine pricing.
- Budgets.
- Set sales targets.
- Thorough understanding of target markets and how changes in industry will affect the company.
- Thorough understanding of the competition and how they operate.
- Identifying new markets.
- Identifying and developing new products.
- Employee management, including performance reviews, hiring and dismissal.

### Operations Manager

**Reports to:** General Manager

- Ensure that equipment and material resources are adequate to achieve company goals.
- Ensure efficient use of staff and resources.
- Plant and equipment development.
- Equipment installation, service and maintenance.
- Co-ordinate various suppliers as well as internal staff to ensure that larger projects are realised according to customer's requirements.
- Job/Project scheduling.
- Ensure that all General Casting staff fully understand their role with regard to safety, environment and product quality.
- Ensure that training is carried out in accordance with internal procedures and government regulations.
- Ensure that training in safety and equipment use is carried out and documented.

### Business Development Manager

**Reports to:** General Manager

Key Responsibilities:

- Represent the company with a clear and consistent corporate image.
- Identify new markets.
- Identify new sales opportunities.
- Develop marketing plans and strategies.
- Develop marketing tools, including brochures, catalogue and website/online.
- Analysis of sales figures by product and by customer.
- Identify and develop new product lines.
- Design new products.
- Visit customers and discuss products.
- Present discussion papers.
- Represent the company at conferences and seminars.

### Sales

**Reports to:** General Manager

**(Carried out by General Manager, Operations Manager, Business Development Manager and Sales)**

Key Responsibilities:

- Quotations/Costing for small jobs to large projects.
- Review documentation for large projects to ensure that all requirements are understood and achievable.
- Negotiation/discussion with key customers and suppliers.
- Liaise with staff to establish achievable manufacturing times based on materials, equipment and staff resources.
- Liaise with Storeperson for information regarding incoming and outgoing goods.
- At the quotation stage, identify the most appropriate freight company for destination and weight/dimensions of goods.
- Provide customers with progress reports on how their product is progressing.
- Follow up outstanding quotations.
- Contact customers who have not purchased for extended period and contact potential customers.

## Factory Manager

**Reports to:** Operations Manager

- To schedule manufacturing in an achievable sequence.
- To ensure that all manufactured product meets designated specifications, including Australian or International standards, internal procedures and Quality Plans/Inspection and Test Plans.
- Identify and prevent the cause of unacceptable quality product.
- Ensure that all measuring and test equipment is appropriately maintained and in good working order.
- Ensure work areas are tidy and safe.
- Ensure that all General Casting staff fully understand their role with regard to safety and product quality.
- Ensure that staff training is carried out in accordance with internal procedures and government regulations.
- Ensure that all accidents are reported.
- Aware of all workplace safety and environmental regulations relevant to the factory.
- Machinery and equipment maintenance.
- Purchasing of general factory supplies.

## Drawing

**Reports to:** General Manager

Key Responsibilities:

- Produce accurate technical drawings.

## Store Person

**Reports to:** Operations Manager

- Loading and unloading of goods.
- General organisation of the stores area.
- Packing goods for despatch.
- Ensure that all incoming goods are inspected against the requirements of the purchase order.
- Ensure that where required, the customers packing specifications are appropriately carried out.
- Ensure that outgoing goods documentation is accurate.
- Ensure all goods are appropriately stored, packaged and handled.
- Pick-up and delivery of goods as required.
- Ensure that all goods are appropriately stored to maximise preservation and meet government regulations.
- Aware of all relevant government regulations relating to dangerous goods handling.

## Purchasing

**Reports to:** General Manager

**(Carried out by all staff)**

- Complete Purchase Orders as required; ensuring relevant specifications, quantity and delivery details are clearly identified.
- Selection of the most appropriate suppliers, in terms of quality, delivery schedule, service, documentation as well as price, safety and environmental record.
- Where possible select suppliers from the Approved Suppliers List.
- If a supplier fails to meet expectation, document it for review, as per the Approved Supplier system.
- Ensure that when goods arrive, they meet the requirements identified on the Purchase Order.
- Ensure that stock levels of key materials are adequate.
- If importing goods, ensure that the customs declaration and other shipping documents are completed accurately.

## Administration

**Reports to:** General Manager

- Bank reconciliation.
- Process invoices.
- Process payments.
- Payroll.
- Superannuation.
- Monthly Payroll Tax.
- Quarterly submission of BAS statement.
- End of year roll-over.
- Collection and distribution of mail.

## Information Technology (outsourced)

**Reports to:** General Manager

- Research most suitable and cost effective software and hardware solutions.
- Install new software and equipment.
- Ensure all computers are set-up to operate efficiently.
- Ensure that virus protection software is installed on all computers.
- Periodic back-up of all computers.

## Quality Manager

**Reports to:** General Manager

**(Functions carried out by various staff)**

- Ensure that all of the applicable requirements of the ISO 9001, ISO 45001 and ISO14001 standards are implemented and maintained.
- Ensure that the principals of continual improvement are understood and carried out throughout the company.
- Maintain and review this Management Manual, the general procedures and project specific procedures.
- Maintain a register of all relevant Australian and International Standards, Material Safety Data Sheets, Regulations and Codes of Practice.
- Schedule and conduct internal audits.
- Ensure that suppliers meet quality requirements.
- Carry out project specific inspection and testing, including, weight and dimension checks, destructive testing and other tests to ensure high product quality.
- Compile project specific Quality Plans and Inspection and Test Plans according to customer specifications.
- Maintain quality records to provide proof of compliance to the ISO 9001, ISO 45001 and ISO14001 standards.
- Maintain processes for continual improvement including Corrective Action Reports, Supplier performance records and customer feedback.
- Ensure that applicable measuring and testing equipment is periodically approved for use.
- Carry out annual review of the entire management system.
- Liaise with third party inspection agency during external audits.

## Laboratory Technician

**Reports to:** Operations Manager

- Conduct electrochemical testing of anodes according to relevant standards.
- Conduct anode-to-core resistance testing according to relevant standards.
- Ensure that all Laboratory procedures are accurate and regularly updated.

## Spectrometer Technician (Level 2)

**Reports to:** Operations Manager

- Conduct regular day-to-day testing using the Spectrometer.
- Conduct routine maintenance and calibration of the Spectrometer.
- Ensure that Level 1 Spectrometer Techs meet the minimum training requirements to operate the spectrometer.

## Spectrometer Technician (Level 1)

**Reports to:** Spectrometer Technician (Level 2)

- Conduct regular day-to-day testing using the Spectrometer.

## HOW WE MEET ISO 9001, ISO 45001 & ISO 14001

This section of the Management Manual follows the sequence of requirements outlined in the [ISO 9001:2015](#), [ISO 45001:2018](#) and [ISO 14001:2026](#) standards. It is intended as a guide only.

More detailed information is provided in the general procedures and in project specific procedures.

### Identification of Key Processes

The flowcharts (pages 7 to 9) identify our key processes, their sequence and their interaction.

### Leadership

[ISO 9001: 2015](#) 5 Leadership [ISO 45001: 2018](#) 5 Leadership [ISO 14001: 2026](#) 5 Leadership

CAA management is committed to maintaining and developing the Quality, Safety and Environment management system. Management provides support for creating and maintaining appropriate processes for achieving quality, safety and environmental objectives.

The Management System is reviewed at least annually by the management team. The objective of each review is to assess the effectiveness of the system against the objectives identified in the Management policies.

The review includes an in-depth evaluation of the impact of the implementation of new processes or equipment, customer feedback, audit findings, Corrective Action Reports (CAR), legislative change and the identification of areas where changes can be made to improve performance, improve safety, reduce environmental impact or reduce costs.

Each review also analyses sales trends and identifies targets, marketing strategies and a full review of each part of the management system, which sets clear objectives.

### Planning (Risks & Opportunities)

[ISO 9001: 2015](#) 6 Planning [ISO 45001: 2018](#) 6 Planning [ISO 14001: 2026](#) 6 Planning 6.3 Planning of changes

Through effective planning, CAA management ensures that resources and manufacturing capabilities are effectively utilised to take advantage of opportunities as they arise and also to mitigate commercial, safety and environmental risk.

Managing risks and opportunities is a key component of the Management Review process. Risks and opportunities are assessed based on the Hierarchy of Controls (ISO 45001 6.1.2). The Business Process Status Report:

1. identifies risks as they arise
2. assesses for potential impact (pos. & neg.)
3. assigns staff, resources & a timeline

Risks are periodically monitored and reviewed.

### Support

[ISO 9001: 2015](#) 7 Support [ISO 45001: 2018](#) 7 Support [ISO 14001: 2026](#) 7 Support

CAA management allocate staff, infrastructure and a suitable work environment to ensure that the Management System is fully maintained.

Infrastructure at 8 Endeavour Drive Kunda Park includes a purpose built factory, furnaces, moulds, cranes, scales and associated equipment to produce anodes.

CAA ensures that all staff members receive adequate training in the operation of all processes appropriate to their position.

Computer hardware and software is suitably provided for communication, data collection, analysis and storage of information.

For all factory floor positions, where the safe handling of materials and the safe operation of equipment is essential, each Full Time and Part Time staff member has a Training document which identifies their level of training as well as what training is planned for the future. The training documents are reviewed periodically.

A detailed “**Responsibilities Table**” is used to identify all key processes and the staff members capable of completing those processes. It allows management to quickly identify skill gaps should staff members leave or if new processes are created. This matrix is updated at least annually.

### Maintenance & Equipment

Routine maintenance is carried out on each piece of equipment which is critical to the operation of the company. This includes in-house as well as externally provided maintenance services. For more information refer to **procedure – Maintenance**.

### Control of Monitoring and Measuring Devices

[ISO 9001 2015](#) 7.1.5 Monitoring and Measuring Resources

Monitoring and measuring devices are readily available, are maintained in good working condition and are periodically serviced or calibrated. For more information see the **Measurement Equipment Register** and **procedure – Measurement Equipment**.

### Control of Documents and Records

[ISO 9001: 2015](#) 7.5 Documented Info [ISO 45001: 2018](#) 7.5 Documented Info [ISO 14001: 2026](#) 7.5 Documented Info

CAA has a range of procedures, records & technical docs that are controlled documents. Refer to **procedure - Document and Record Control** for more information.

## Product Realisation

ISO 9001: 2015  
8 Operation

ISO 45001: 2018  
8 Operation

ISO 14001: 2026  
8 Operation

The flowcharts (page 7 to 9) identify the processes to follow to ensure that quality products are produced on time. Additional information on planning for product realisation can be found in **procedure - Customer Orders-Contracts**.

## Quality, Safety & Environment Control

ISO 9001: 2015  
8.1 Op. Plan. & Control

ISO 45001: 2018  
8.1 Op. Plan. & Control  
8.2 Emergency prep & response

ISO 14001: 2026  
8.1 Op. Plan. & Control  
8.2 Emergency prep & response

Product quality, safety and environmental protection measures are carried out prior to, during and post manufacture. Our primary quality control measure is our Optical Emission Spectrometer, which identifies the chemical composition of the anode alloy.

Other quality control measures include:

- Visual, dimen/weight checks during & post casting
- Anode consumption rate testing
- Anode potential testing
- Anode-to-core resistance testing
- Destructive testing

For more information refer to **procedure – Product Quality Measures**.

Quality Control measures are also applied to outsourced processes, such as the fabrication of some inserts, as well as blasting of inserts. These external processes are controlled as part of our regular Quality Control measures.

Imported anodes are usually supplied with a Certificate of Chemical Analysis and undergo a visual inspection on arrival as they are being packed into the stores area. Imported anodes that are warehoused for long term storage are visually inspected based on random sampling.

For Safety and Environmental control measures refer to the MSDS, as well as the **WHS Policies and Procedures, Emergency Evacuation Plan** and **Environmental Site Based Management Plan** for more information.

## Design and Development

ISO 9001 2015

8.3 Design and development of products and services

The Design flowchart identifies the overall process we follow when designing products or systems. **Procedure – Design**, provides more detailed information on how we control and implement design.

## Purchasing

ISO 9001: 2015

8.4 Control of externally provided proc, prod & services

ISO 45001: 2018

8.1.4 Procurement

CAA manage the external provision of processes, products and services by clearly identifying relevant requirements prior to the transaction and checking that adequate provision of requirements post-delivery. For more information refer to **procedure – Purchasing**.

All key suppliers are identified on our “Approved Supplier” list, they are reviewed at least annually as part of our Management Review meeting. If a problem occurs with a supplier, whether it is quality, safety or environmental, a Corrective Action Report (CAR) is documented.

## Production and Service Provision

ISO 9001 2015

8.5 Production and service provision

As the flowcharts (pages 7 to 9) demonstrate, our production processes are clearly defined and controlled. We regularly monitor these processes through product inspections and process audits.

Each standard product is manufactured according to the alloy, weight and dimensions specified in our catalogue. For other items, which are designed for individual applications, a technical drawing is created, which is issued to our customer for approval. This drawing then becomes the manufacturing drawing.

In addition, we have readily available manufacturing and laboratory and safe use/handling procedures which clearly define key processes.

## Traceability

ISO 9001 2015

8.5.2 Identification and traceability

The majority of anodes are traceable via a heat number which is hard stamped on the anode. This heat number is also recorded on the disc sample, which links it to the spectrometer analysis, the ingot and the customer job number.

Some anodes are not hard stamped with a heat number due to their small size and large volume.

## Customer Property

ISO 9001 2015

8.5.3 Property belonging to customers or external providers

Some anode moulds are the property of customers. They are imprinted with the customer name/logo and used only for that customer. They are stored under the same dry, clean conditions as our own moulds.

## Preservation of Product

ISO 9001 2015

8.5.4 Preservation

Refer to **procedure - Stores**.

## Control of Non-conforming Product

ISO 9001: 2015

8.7 Control of nonconforming outputs

When non-conforming product is identified, it is quarantined as per **procedure – Anode Manufacturing Guidelines**. The reason(s) for the non-conformance are determined and documented. Refer to **procedure – Corrective and Preventive Action** for more details.

Depending on the nature of the non-conformance, the product is either:

- re-melted
- re-worked, to comply with customer requirements
- approved for release by the customer

If the product has been dispatched and has reached the customer, it is urgently recalled. For more information refer to **procedure – Product Recall**.

If the product has been installed, a mutually satisfactory agreement is negotiated with the customer depending on the nature of the non-conforming product.

## Measurement, Analysis and Improvement

ISO 9001: 2015

9.1 Monitoring, meas., analysis & evaluation

9.2 Internal audit

10 Improvement

ISO 45001: 2018

9.1 Monitoring, meas., analysis & evaluation

9.2 Internal audit

10 Improvement

ISO 14001: 2026

9.1 Monitoring, meas., analysis & evaluation

9.2 Internal audit

10 Improvement

We promote continual improvement at every level within the company. To achieve this, we have set measurable objectives which relate to critical processes, safety and the environment. These objectives are analysed on an ongoing basis or during our annual management review. We gauge our level of ongoing improvement against these benchmarks.

Internal audits are periodically conducted to ensure that key processes remain relevant and are carried out according to best practice. Refer to **procedure - Auditing** for more information.

## Customer Satisfaction

ISO 9001: 2015

8.2.1 Customer communication

9.1.2 Customer satisfaction

Customer feedback relating to our products and service is obtained through face-to-face, telephone and email communication. Relevant details are documented, usually in Outlook.

We also analyse customer sales trends. If a particular customer's sales reduce or cease, we contact them to obtain feedback on the reason for the reduction.

Customer feedback from the above sources is gathered and analysed as part of the annual management review process.

## Corrective Action

ISO 9001: 2015

10.2 Nonconformity and corrective action

ISO 45001: 2018

10.2 Nonconformity and corrective action

ISO 14001: 2026

10.2 Nonconformity and corrective action

If part of our system fails, a Corrective Action Report (CAR) is created, which identifies the details of the incident, the cause and most importantly a short term and a long term solution. The status of the report is left open until there is a suitable solution. For more information refer to **procedure – Corrective and Preventive action**.

In addition to resolving internal failures, the CAR system is also used to document and monitor any failures on the part of our suppliers.

The CAR system is also used as a preventative tool. If an employee identifies a potential weakness in the system, it is documented and resolved.

## Marketing

CAA conduct marketing according to an ongoing marketing plan, which is revised at least annually at the Management Review Meetings. We ensure that we are aware of new marketing techniques and we use the techniques that are best suited to the operation of our organisation.

