

## To Whom It May Concern

This letter is to confirm that Impela Electrical CC embarked on the development, implementation and maintenance of the International Organisation for Standardization (ISO) ISO 9001:2015 Quality Management Systems (QMS) and further pursue formal certification towards ISO 9001:2015 Quality Management Systems Standard.

We have engaged the services of Centre for Enterprise Sustainability (Pty) Ltd based in Johannesburg to provide assistance with implementing the ISO 9001:2015 QMS.

The key deliverables outlined have been addressed and presently Impela Electrical CC is in the process of rolling out the QMS.

| Key Milestones                                                               | From/Due date    |
|------------------------------------------------------------------------------|------------------|
| Define the Context (business environment) for Impela Electrical Stakeholders | March 2016       |
| Identifying and documenting Key/Support Business Processes                   | March-April 2016 |
| Development of Mandatory ISO Documentation Requirements                      | March-April 2016 |
| Conduct half-day Awareness Session for process owners on QMS requirements    | April 2016       |
| Support Impela Electrical in QMS roll-out & Implementation                   | March-May 2016   |

Sincerely,



Hope Mugagga Kiwekete  
 Managing Consultant

