



SA's ICT Supplier of Choice

Scope of the Business Management System

Policy Update

The Business Management System is structured and tailored to suit all of Mustek's business processes and activities and encompasses the requirements of the ISO 9001, ISO 14001, ISO 27001, ISO 50001 and ISO 45001 system standards for the Mustek Gauteng site.

Mustek, the company, is part of the Mustek group and abides by the King requirements for good governance ensuring that the interests of all stakeholders are satisfied. Stakeholders in Mustek include our investors, employees, customers and resellers, suppliers and vendors, civil society, regulatory agencies and government and the media.

Applicable processes that enable the company to meet regulatory requirements include: -

- Safety and electrical requirements for Mecer computers and related products
- Supplier requirements with respect to duplication of product software
- Applicable environmental legislative and regulatory requirements
- Employee relations requirements including the requirements for equity and skills development
- Requirements for providing a safe working environment for personnel

The service management system includes the service and repair processes required by the Service Department at Mustek. The services provided by the Service Department are: -

- A book-in service for service and repairs
- A national on-site support
- System tracking on all service jobs

The requirements of the ISO 9001 Quality and ISO 14001 Environmental Management Systems are implemented and maintained at the branch sites of the Eastern Cape, Kwazulu-Natal and Western Cape branches. All branches are required to comply to Mustek's Information Security Management System.

Scope of ISO 9001 and ISO 14001 certification

The scope of certification encompasses: -

- The Mustek site at 322 15th Street, Randjiespark, Midrand, GAUTENG, 1685

The requirements of the ISO 9001 Quality Management and including the activities of import, sales, assembly, testing, distribution, installation and servicing of computer and energy related equipment

The requirements of the ISO 14001 Environmental Management Systems as applicable for all Mustek's activities, products and services and facilities that the organisation controls or influences, that have or can have significant impact on the environment, related to the import, sales, assembly, testing, distribution, installation and servicing of computer and energy related equipment with no exclusions.

Scope of ISO 27001 certification

Mustek's Information Security Management System applies to the import, sales, assembly, testing, distribution, installation and servicing of computer and energy related equipment

It covers the management of information and business activities, staff and assets that support these services, in accordance with the ISMS Statement of Applicability, based at its offices at

- Head Office – Gauteng: 322 15th Road, Randjespark, Midrand, 1685
- Western Cape: 3 Richmond Northern Close, Richmond Park, Richwood, 7441, Cape Town,

The scope also includes information assets that support this function based on significant third-parties which are covered by virtue of contractual agreements which specify Mustek's information security requirements.

Neels Coetzee
Managing Director

