

**The Professional Movers' Association of South Africa (PMA)
AMOSA Standard 2007**

What is AMOSA?

“Accredited Movers of Southern Africa”. AMOSA is a quality service standard for members of the furniture removal industry. Applicants are audited against standards derived from national best practice and certified accordingly. The audit is carried out by INDEPENDENT and nationally registered auditors. The audits are undertaken in cycles of every 24 months.

What is the PMA?

The PMA is an accredited furniture body, and via AMOSA, and is able to guarantee a superior service of quality and membership and this service is conditional upon prescribed professional standards and the PMA's Code of Ethics.

Once AMOSA is obtained and conditions are adhered to, acceptance into PMA occurs and the new member enjoys participation in the PMA's Consumer Protection Fund as well as interaction with existing PMA members.

Frequency of Audits?

Once the initial certificate is obtained, audits are carried out once in every 24-monthly cycle.

Notes on the auditing procedure between ALPHA CERTIFICATION SERVICES (ACS) and the PMA:

1. The ACS undertakes to maintain impartiality and independence during the undertaking of the auditing process.
2. ACS undertakes to ensure that information regarding PMA members' results of audits etc., remain confidential and will only be disclosed to a third party when a formal notification is received from the PMA.
3. ACS will provide comments in regard to the revision of the AMOSA standard, when required.
4. ACS undertakes to contact the PMA member, which is to be audited, at least 30 days in advance on a mutually acceptable audit date.
5. A 24-monthly cycle amount of R1995.00, including VAT, is payable, which equates to $R1995.00 \div 24 = R83.13$ per month. This amount would be inclusive of travelling and accommodation costs.

6. An amount of R570.00, including VAT, will be charged in the event of the applicant's cancellation, within 10 working days of the mutually agreed upon date, mentioned in 4.
7. AMOSA certificates and audit reports will not be issued to the PMA until full payment has been received by ACS.
8. A member of the PMA staff will sign for the certificates and audit reports, issued by ACS.
9. E-mails will be sent monthly to the PMA Secretary with information pertaining to the results of audits conducted and planned.
10. Where a PMA member disagrees with the audit conclusion, this written complaint shall be forwarded to the PMA and a mutually agreed decision will be reached between ACS and the PMA.

What is a Non-Conformance report?

Instances of non-conformance will be lodged by ACS directly to the mover, with a copy to the PMA. A period of 60 days shall be given to members for any non-conformance to be rectified with audit process. The following format's records areas of non-conformance and shall require corrective action. Non-conformance shall be seen as areas where weakness exists and hence the company shall be able to benefit from the improvement actions to address the issues that are reported.

Corrective Action Requirements (CAR): Classification.

A MAJOR CAR is raised when the identified non-conformance represents:

1. A consistence failure to address a fundamental requirement in a clause or sub-clause of the AMOSA standard.
2. An isolated non-conformance that directly impacts the service quality, as required by the client's specifications.
3. A report occurrence of a non-conformance found at the previous audit.
4. The failure to meet a regulatory or statutory requirement relating to the furniture removal industry.

A MINOR CAR is raised where an isolated non-conformance is identified with no impact on any service delivery.

CAR responses and close-out requirements:

Any CAR issued at the initial audit, whether MAJOR or MINOR, shall, within 30 days of being issued to the company, be responded to by the company. The response to the CAR format and, if necessary, supporting attachment sheets:

1. The corrective and preventative actions decided upon by the company, as being appropriate to the non-conformance reported.
2. The dates when such corrective and preventative actions have been or will be implemented. Where possible these responses shall be supported by evidence that the described corrective and preventative actions have been taken, e.g. revised documentation. On receipt of these responses, the auditor shall, within a maximum of a further 30 days from the date of receipt of the response, review for adequacy the reported non-conformance and, as appropriate, either:
 - (i) Close the CAR on the basis of the response received, if supported by documentary evidence.
 - (ii) Accept the response as adequate to the reported non-conformance, but identify the need for a “special” audit visit to review the implementation of described actions for the effectiveness and then, if applicable, close-out the CAR.

NOTE: On subsequent audits, should a MAJOR non-conformance be raised, the time allowed will be 15 working days for the auditor to review and finalize the acceptance.

What are the benefits of obtaining AMOSA?

- (i) Immediate acceptance into the PMA, after the NEC’s meeting has taken place.
- (ii) Enjoy the benefits of the PMA infrastructure, including participation in the PMA’s Consumer Protection Fund (CPF), as well as interaction with other PMA members.
- (iii) Marketing advantages against nationally or internationally recognised practices. An opportunity for improvement, effectiveness and efficiencies within the furniture removal industry.

AMOSA STANDARD 2007

Objective:

The PMA recognizes the importance of its clients. The AMOSA standard has been drawn up to ensure that PMA members meet expectations of their clients.

Scope:

This standard shall only apply to the domestic operation of all members of the PMA, but only within South Africa.

Review:

It is anticipated that this standard shall be reviewed for the improvement by a steering committee every 12 months.

Suggestions for improvement to the standard requirements may be submitted in writing to the PMA National Executive Committee (NEC): The PMA's NEC, P O Box 511, Isando, 1600.

Implementation and monitoring:

An independent auditor shall visit and audit every member at least once in every 24 months period to ensure that this standard is being implemented and maintained. Should a member be found not to be in compliance with the standard, the member shall initially have 60 days to correct the situation. At subsequent re-audits, the member shall only have 30 days to correct the situation. Extra audits may be conducted at the request of the PMA, should the NEC feel that there is a need for such an audit.

PMA's National Executive Committee (NEC):

The PMA President
The PMA Vice-President
The PMA Past President
The SAIMA President
The Eastern Cape Chairperson
The Free State and Northern Cape Chairperson
The KwaZulu-Natal Chairperson
The Northern Region's Chairperson
The Western Cape Chairperson

The AMOSA Standard 2007:

1. Membership

- 1.1 A prospective member shall have been active in the furniture moving industry for a period of 24 months.
- 1.2 The requirements under 1.1 shall not apply, should the applicant be a branch or depot of an existing member.
- 1.3 A prospective member shall submit a letter of authorization from its auditor in terms of 1.1, together with the RFA application form – clause 1.9. This

- letter shall state that the application is of a sound financial standing, and has been trading in excess of 24 months, and that there are no liabilities evident that in any manner could prejudice the status or well-being of the PMA at the time of making such application.
- 1.4 Members shall implement a programme that ensures that their warehouses are palletized, or in the absence of palletization, steel containerization. A five-year palletization or steel containerization programme, shall apply to new members and commence from the date of its acceptance into the PMA.
 - 1.5 After such application has been approved, such a programme, listed in 1.4, shall be defined and documented for new applicants detailing their programme, which is to be submitted by the regional chairperson for approval by the NEC.
 - 1.6 Once each member's 24-monthly audit has expired, or when so instructed by the NEC, the auditing firm, by arrangement and once the auditing fee has been paid, shall begin the auditing process against the set Standards. One month before being re-audited the member shall be contacted by the auditor to confirm a mutually agreed upon date for the member's audit.
 - 1.7 Should an existing member be found to be in breach of this standard, the member shall be granted 30 days in which to rectify any non-conformance discovered during the auditing process. Where the member has taken no action, the NEC shall review and take the appropriate action.
 - 1.8 The AMOSA certificate shall be controlled by being verified on the AMOSA website: <http://www.alphaacs.co.za>. In the event of the member being found to be in breach of clause 1.7 – the member's AMOSA certificate shall be suspended or cancelled on the website, until such time as the non-conformance has been rectified.
 - 1.9 In terms of a correct wheel declaration, all fees, due to the Road Freight Association (RFA), shall be paid timeously as and when due (i.e. and again 12 months after the anniversary date of enrolment).
 - 1.10 Once the application has been processed, and the applicant company has achieved its AMOSA certification, the Applicant shall pay to the PMA Consumer Protection Fund (CPF) the amount determined by the NEC, to the bank account designated therefore.

2. Resources:

2.1 Vehicles:

- (a) Each member and its branch or depot, if applicable, shall have registered in its name, a minimum of two purpose-built removal vehicles, suitable for the conveyance of household effects and furniture, with a minimum capacity of 800 cubic feet. These vehicles shall be based at the branch or depot where the audit took place.
- (b) The vehicles shall at all times comply with the company's minimum standards of vehicles/trailers and comply with the AMOSA standard

according to the legal requirements in terms of the National Traffic Act, 1996 (Act no. 93 of 1996) and have the necessary certificates of fitness.

- (c) All vehicles shall be regularly serviced and maintained, in accordance with the defined requirements, as determined by the manufacturer, which shall be adequate to ensure the road worthiness of the vehicle/trailers, and the vehicles shall be in good clean order and be water resistant.

2.2 Vehicle/Trailer:

Members shall ensure that each vehicle/trailer is equipped with the following, which shall be maintained in suitable working order:

- 2.2.1 Blankets of the standard supplied for the furniture removal industry. Vehicles shall be equipped with good quality, clean and serviceable blankets and/or pack-mats for the protection of furniture and household effects. The minimum per vehicle/trailer shall be 10 blankets and/or pack-mats per 2.8 cubic metre or 100 cubic feet.
- 2.2.2 Adequate webbing, which shall be not less than 50mm wide.
- 2.2.3 Trolleys
- 2.2.4 Sufficient strong and secure ladders, which shall ensure the safety of employees. At least one ladder shall be capable of reaching the internal extremities of such vehicle/trailer.
- 2.2.5 A fire extinguisher, one per vehicle/trailer, which shall be accessible to the staff and which is at least two and a half kilograms of dry powder, or a halogenated hydro-carbon (BCF) with at least a capacity of one kilogram and shall be filled by means of the SABS's method of refilling and by making use of agents approved by the SABS.
- 2.2.6 An adequately equipped tool box, which shall include as a minimum requirement:
 - (a) A set of Allan Keys
 - (b) A flat screwdriver
 - (c) A star screwdriver
 - (d) A marking pen
 - (e) A Stanley knife
 - (f) A shifting spanner
 - (g) A pair of pliers
- 2.2.7 Adequate carpet protection against dust, finger marks, oil grease etc.

2.3 Warehouse

The member shall own or rent a warehouse, which shall be based in the physical area in which the AMOSA certificate had been issued. The warehouse shall be no less than 250 square metres, which shall be

suitable for the preservation of household effects and furniture. Where such storage contains other products or other commodities, these shall be segregated and clearly demarcated from the furniture and household effects, and such segregation shall ensure that no contamination of the clients' possessions shall take place. In addition, the storage shall:

- (a) Be waterproof, have a solid concrete floor and have lockable doors.
- (b) Have fire protection in terms of local by-laws and such fire protection equipment shall be inspected and serviced on an annual basis.
- (c) A 24-hour security or armed response at each branch or depot.
- (d) Have pest control and be able to provide records of such protection.
- (e) Have dust covers put on each open stack, which shall be kept completely covered with each item labeled and a full inventory compiled.
- (f) Have passageways between stacks to permit easy access.
- (g) Protective clean covering shall be provided and utilized on all upholstered items. Should plastic covering be used, it shall be of at least 65 micron of virgin plastic grammage.
- (h) Members shall ensure that vehicles/trailers are equipped with good quality, clean and serviceable blankets or pack-mats for the protection of furniture and household effects. The minimum per vehicle/trailer shall be 10 blankets or pack-mats per 2.8 cubic metres or 100 cubic foot and where furniture or household effects are stored in pallets or containers, a minimum of 10 blankets or pack-mats per 2.8 cubic metres or 100 cubic feet.

2.4 Packing material:

- (a) Good quality, securing tape, clean and appropriate packing and wrapping material shall be used and supplied and used at all times.
- (b) Only clean white paper (and not newspaper) shall be used.
- (c) Various appropriate sized cartons to be used.
- (d) Protective clean covering shall be provided and utilized on all upholstered items. Should plastic covering be used, it shall be of at least 65 micron of virgin plastic grammage.

2.5 Personnel – moving staff shall be:

- (a) Trained to perform their specific tasks in accordance with their job description and appropriate training records are to be maintained.
- (b) Be supplied with good quality protective clothing, which shall be maintained in a good and clean condition and shall bear the member's name and logo.
- (c) Staff shall be required to provide a complete detailed inventory of all items to be moved and/or stored, and an inventory shall be written up by the

supervisor, where it is deemed by the member that the move will exceed a 24-hour period or where the move is not a local move.

3. Customers:

- (i) The member shall provide all prospective customers with written quotations on the member's stationery, which shall embody the cost to be incurred and make prominent reference to the terms and conditions upon which the removal or storage is to be undertaken.
- (ii) No member shall accept work outside of its performance capability.
- (iii) Members shall do all in their power to obtain a signed acceptance for each quotation accepted. The customer, upon signature, in essence accepts the quotation and conditions of contract, under which the relocation is to be undertaken and, where applicable may also include storage extension.
- (iv) Any changes to the contract shall be communicated to the client.
- (v) The member shall provide a complete inventory of all the client's items to be stored or moved long distance and/or kept overnight.
- (vi) The member shall, at all times, meet with the requirements of the Financial Advisory and Intermediary Services Act (FAIS Act), the Short Term Insurance Act (STI Act) and the Financial Services Board Act (SFB Act), as amended, from time to time.
- (vii) The member shall, at all times, draw the prospective customer's attention to the position of the member's limited liability should no all risks in-transit insurance cover be effected through the member company and a client's signature is a requirement, i.e. the customer is accepting and declining any insurance offered and this, where applicable, may include the storage insurance extension.
- (viii) As a result of any known damage or loss to the client's property, irrespective of how it occurred, this damage or loss shall be identified, notified, recorded and processed in line with the company and the insurance requirements:
 - (a) On each occasion, a suitable insurance proposal form shall be completed and signed by the client indicating correct replacement values. Such documentation shall reflect the relevant insurance excess, if applicable, and the underwriters.
 - (b) Should an insurance excess apply it would be determined by the member and the excess amount shall be clearly displayed.

- (c) The original insurance certificate shall be handed to, and be signed for by the customer, prior to the household effects and furniture being moved. A copy shall be retained on the client's file and a record of the relevant information, sent to the underwriters, shall be available.

4. Advertising Logos:

- 4.1 Vehicles/trailers shall display the member's livery in a prominent position.
- 4.2 A member may display, in a prominent position on all its vehicles/trailers and upon all or any of its stationery, or on other specific literature, which it might publish the fact of its membership of the PMA, coupled with the display of the PMA's logo, subject to the conditions of franchisement that the NEC may lay down in its acceptance of such member's membership, or such further conditions as may be decided on, from time to time.

5. System Controls:

- 5.1 Control of information, documentations, records and which shall also include electronic data. Control shall be established for all relevant information, documents and records to ensure that:
 - (a) Correct, current information and/or documents are available for use when necessary.
 - (b) Relevant authorizations are reflected.
 - (c) Retention periods comply with company/statutory requirements.
 - (d) Records are identifiable, retrievable, legible and correctly disposed of.
 - (e) Evidence of compliance with the requirements of this standard shall be provided.

5.2 Process Improvement:

A process shall be established to identify, record and report any non-conformance or variations identified with the member organization. This control shall include customer feedback of complaints and compliments, whether verbal or written. Management shall review and take action, where necessary to investigate and to correct any non-conformance. Where practical and possible, this shall include action to prevent a re-occurrence. Where customer feedback has been received, action taken shall include a written response to the customer.

5.3 Monitoring and Measurement:

- (a) Management of the member shall, at least once per year, review its performance against the standard.

- (b) Where complaints received by the PMA and are communicated to the member, the member shall respond to the PMA within a maximum period of seven working days of receipt of the complaint.

Note: A 24-monthly cycle for the PMA's AMOSA audit fee of R1995.00, mentioned on the application form, is payable to: Alpha Certification Services, P O Box 705, Rooihuiskraal, 0154,

Tel/fax: 012 661 9753 email: mwadv@iafrica.com contact: Steve Jordan.

• **PMA's CODE of ETHICS**

To adhere strictly to a policy of truth and honestly in our advertising.

To be completely honest, fair and courteous in our relationship with our customers, competitors and suppliers.

To refrain from defaming competitors by any false representation or false disparagement of the quality of their service.

To take all possible steps to protect the environment.

To strive to achieve the highest professional, financial and operational standards and have a commercial reputation beyond reproach.

PMA's conditions of information to customers:

PMA membership is conditional upon prescribed minimum standards and on the abovementioned Code of Ethics.

Fully trained and competent staff at all levels.

Purpose designed and equipped removal vehicles.

The provision of suitable and adequate coverings for the protection of a customer's possession.

PMA approved warehouse and storage facilities.

The use of clean and high quality packing materials.

The availability of comprehensive all risks in-transit and storage insurance.

THE MEMBERSHIP APPLICATION FORM:

Professional Movers' Association of South Africa (PMA) and the South African International Movers' Association (SAIMA):

Please send me information regarding PMA and/or SAIMA membership:

YES / NO

Company:

Company VAT and Registration numbers:

VAT:.....

Registration:.....

Type of Company:.....

Domestic furniture remover: YES/NO

International furniture remover: YES/NO

Physical Address:.....

Post code:.....

Postal Address:.....

Post code:.....

Code and Tel. number:.....

Code and Fax number:.....

Toll free number:..... Cell number:.....

E-mail address:.....

Website address:.....

Contact Person:.....

We have read through the AMOSA Standard, especially clauses 1.3, 1.4, 1.5, 1.8, 1.9, 2.1 and 2.3 and consider that our Company is ready for the AMOSA auditor's assessment. YES/NO

Upon receipt of your completed application form, sent to fax numbers 011 974 4903 or 086 510 8339 you shall be notified of the procedure for membership.

There is a once in every 24-monthly cycle an AMOSA audit fee of R1 995.00 payable, including VAT. In the case of SAIMA members, if applicable, a FAIM audit fee would also be payable, should the company become a FIDI member. Once AMOSA certified and been accepted by the PMA's NEC, a once-off R1400.00 fee is payable to PMA at Nedbank investment account number 11402095-9998, which cannot be performed in terms of an internet payment and is payable in terms of 1.10, as well as companies are also required to comply with 1.1 and 1.4 (proving that your company has been in business for at least 24 months), and also as this clause 1.9 indicates, that the Road Freight Association (RFA) is PMA's umbrella association.

Our contact details are: Tel: 011 - 974 4399; Faxes: 011 - 974 4903 and the e-mail address:

technical1@rfa.co.za / snicholson@rfa.co.za