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Reference Letter

To: World Wide Industrial and Systems Engineers (WWISE)

John Snow Incorporated (JSI) in South Africa would like to confirm that it has been working with World Wide Industrial and Systems Engineers (WWISE) from 2013 on the assistance of Developing, Implementing, Training and Maintaining our ISO Management Systems. We have a strong 5-year relationship with an annual extension contract to assist with the Maintenance of ISO Management Systems.

Our Scope of work with WWISE included but not limited to:

- ISO 9001:2015 Quality Management Systems (QMS) Implementation and Transition from ISO 9001:2008 which includes:
 - Awareness Training
 - Strategic Planning of Executive Management Objectives and incorporating these objectives into the business that are aligned to ISO Standards Requirements.
 - Organizational Design - Performance Management System, linked from Strategic Objectives, to Departmental Objectives to Key Performance Areas/Indicators.
 - Process Mapping and re-engineering (Industrial Engineering)
 - Risk assessments per process linked to ISO 31000 Methodology
 - Updating of all ISO Mandatory Documentation (Policies, Procedures, Forms and Templates)
 - Updating and Streamlining Standard Operating Procedures and Work Instructions
 - On the Job Training and Assessments for all staff on the updated Management System
 - Maintenance Planning and reviewing corrective and preventive maintenance plans
 - Supplier/Contract Management
 - Internal Audit Training and Coaching
 - Non-conformance, Corrective Action and updating Risk Assessments Workshops
 - Management Reviews

- Assistance with Third Party Certification Audits
- Maintenance of the ISO Management System

- ISO 27001:2013 (Information Security Management Systems) ISMS Implementation which includes:
 - Reviewing, documenting, updating:
 - Information Security Policies, Processes, Controls, Procedures, Information Security Risk Assessments (ISO 31000 Methodology and King 4 Governance), Statement of Applicability, List of Assets, Risk Treatment Plans
 - Implementing Controls Such as:
 - Information Security Policies
 - Integration of ISO Management System into the business
 - Human Resource Security
 - Asset Management
 - Access Control
 - Cryptography
 - Physical and Environmental Security (Aligned to ISO 14001:2015 and OHSAS 18001:2007/ISO DIS 45001)
 - Operations & Communications Security
 - System, acquisition, development and maintenance
 - Supplier Relationships
 - Business Continuity aligned to ISO 22301:2012
 - Compliance (Legal Requirements & Audits)
 - Reviewing of Vulnerability Scans and Penetration Tests
 - Internal Audit Training and Coaching
 - Problem Solving and Decision Making
 - Updating and Maintenance of Risks
 - Management Reviews
 - Regular Maintenance on integration of ISO Management Systems into the business

- ISO 20 000-1:2011 IT Service Management System / ITIL Implementation and maintenance which included:
 - IT Service Management System:
 - Service Management Policies, Processes, Procedures, Forms and Templates
 - Product and Service Catalogues
 - Design and transition of new or changed services

- Service Delivery Processes (Capacity, Service Continuity, Service Level, Service reporting, Information Security, Budgeting and accounting management)
- Resolution processes (Incident, Problem, Capacity, Change and Configuration Management)
- Relationship Management (Business relationship and Supplier Management)
- ISO 22301:2012 Business Continuity Management System (BCM) implementation and maintenance which included:
 - Business Continuity Management System Policy
 - Business Continuity Management System Plan
 - Business Impact Analysis
 - Risk Assessment linked to King 4 and ISO 31000
 - BCM Continuity Strategy
 - BCM Procedures
 - BCM Testing, Evaluating and Reviewing Systems
 - IT Disaster Recovery Plan
 - Human Resource Business Continuity Program
 - Skills Program
 - Business Disaster Recovery Plan
- ISO 14001:2015 Environmental Management System (EMS) Implementation and Maintenance which included:
 - Environmental Policies, Processes, Procedures and Work Instructions
 - Risk Assessments of ISO 31000 Methodology Environmental Activities, Aspects, Impacts and Action Plans
 - Environmental Objectives, Targets and Action Plans
 - Legal Audits (Environmental Conservation, Air Quality, Water Quality and Many More Acts) Implementation of Controls and Policies.
- OHSAS 18001:2007 and ISO 45001 Occupational Health & Safety Management System (OHS-MS) Implementation and Maintenance which includes:
 - OHS Act 85 of 1993
 - OHS Policy, Processes, Procedures, Forms and Templates
 - Hazard, Identification and Risk Assessment (HIRA) linked to ISO 31000
 - Safety File

- ISO 50 001:2011 Energy Management System (EnMS) implementation and maintenance which included:
 - Energy Management System Requirements
 - Energy Policy, Planning and adaptation to Legal Requirements
 - Energy Review, Baseline and Performance Indicators.
 - Energy Objectives, targets ad action plans
 - Implementation and Operation of Energy Management System
 - Interpretation and analyzing of Energy Data with a Benchmarking analysis for alternative energy sources, assets and solutions.
 - Energy monitoring, measuring, analyzing and reporting

WWISE have assisted JSI over the last 5 years in auditing, implementing, maintaining and updating our multiple ISO Management Systems and integrating them into one Business Management System.

With successful stage 1, stage 2, surveillance, transition and re-certification audits with SABS we would like to thank WWISE for their professional group of consultants, hands on approach, customer focus approach in exceeding our expectations and always delivering before time. Their services have been remarkable, and we wish to thank them for their wonderful contribution to JSI'S success.

Yours Sincerely,



Mr Manyobvo Machipanda

Project Manager

Date: 08/02/2018