



Plataforma Multi-Stakeholder

NA REGIÃO NORTE DE MOÇAMBIQUE

Certification Manual

Recommended Certifications to Operate in the Oil and Gas Sector



Introduction: having procedures and mechanisms that indicate good operational practices and standards is key to incorporating local private sector into LNG projects

With the increased security in Cabo Delgado and the return of local communities to their home districts, the **local private sector in the province is optimistic about the resumption of LNG projects** halted after force majeure was announced in 2021. The sector is eager to support the project value chain as direct or indirect services and goods providers.

This optimism is tempered by the sector's acknowledged lack of preparedness for such a large undertaking, as evidenced by its inability to participate in the procurement processes of the international oil and gas companies and their direct subcontractors, mainly **due to the lack of proven implementation of international quality standards in their operations** and products, which hinders their ability to engage with large operators.

Recognizing the limited access to training on the implementation of international standards, **the government and large private sector operators have launched initiatives to increase the number of certified companies**. However, there is still a significant information gap, particularly for local companies operating in Cabo Delgado, as to why these certifications are required in the first place, and how to go about obtaining them and increasing their chances of participating in large contracts.

This document aims to **provide a basic understanding of certification and an introductory guide for companies interested in becoming certified**.

Key takeaways from this document:

- 1 Lack of certification is a major barrier to private sector involvement in LNG value chains
- 2 Certification provides credibility and assurance to stakeholders with whom the company intends to work
- 3 Safety, environmental responsibility, and operational efficiency are key requirements of international LNG companies for their contractors
- 4 Training and implementation of international standards is still limited in the country, but there are initiatives to fill the gap
- 5 Information on the key certifications is widely available, allowing some organizations to go through the process on their own, but it requires a high level of commitment to implement

Certifications provide a competitive edge and enhance a company's credibility, but they do not guarantee immediate contracts or prevent companies from tender opportunities.

An aerial photograph of a large-scale construction site, likely for a dam or bridge. The image shows a massive concrete structure under construction, with a long, narrow concrete pier extending from the right side towards the center. The surrounding area is a mix of dark, wet earth and lighter, sandy soil. Several pieces of heavy machinery, including excavators and cranes, are visible on the site. The overall scene is one of intense industrial activity.

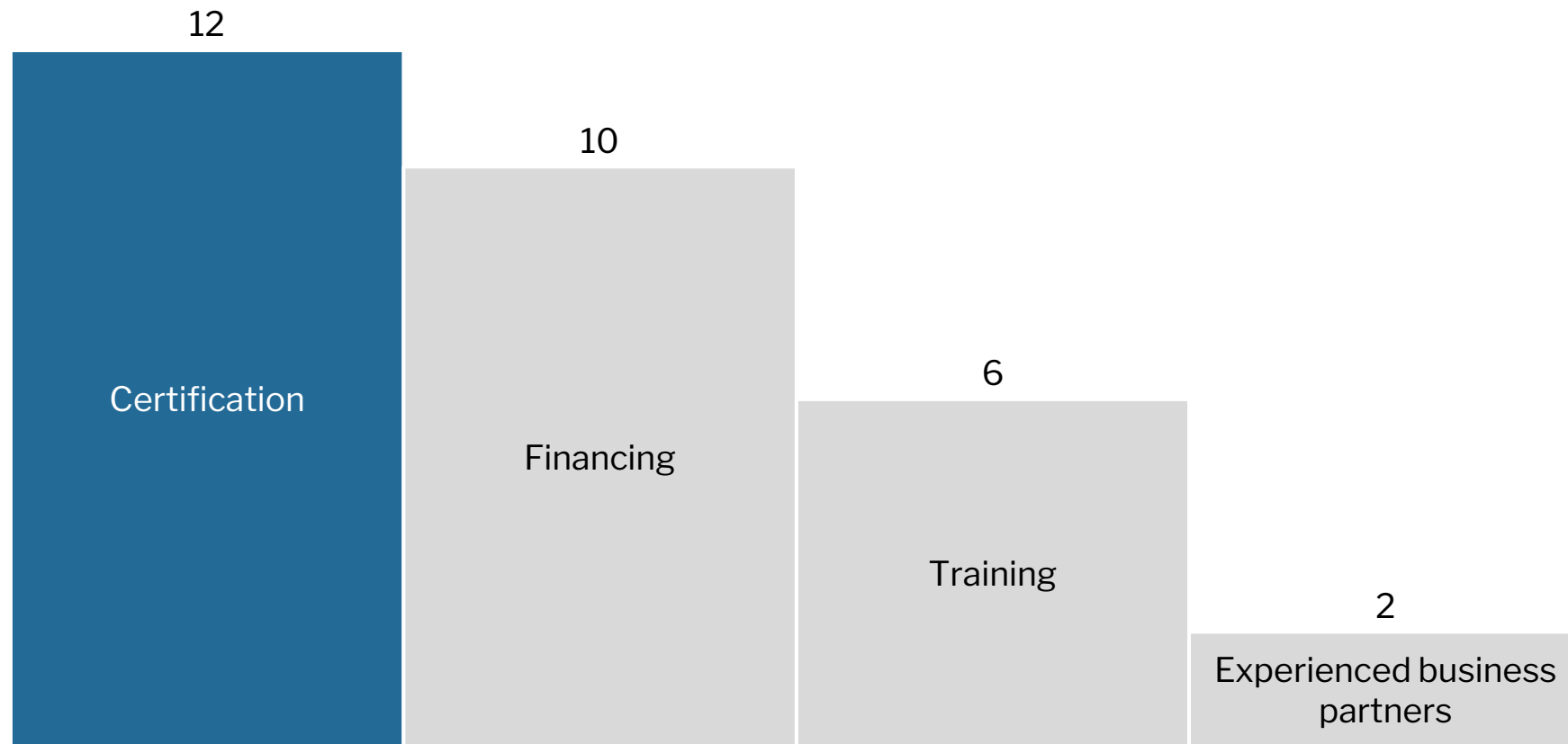
1

Lack of certification is a major barrier to private sector involvement in LNG value chains

1. Local private sector in Cabo Delgado point to certification as the most pressing barrier faced in competing for large and international companies' tenders
2. 90% of companies operating in Cabo Delgado do not have international certification nor are in the process of acquiring one

Certification is one of the most pressing barriers for local MSMEs to meet the requirements of tenders in the oil and gas industry in Cabo Delgado

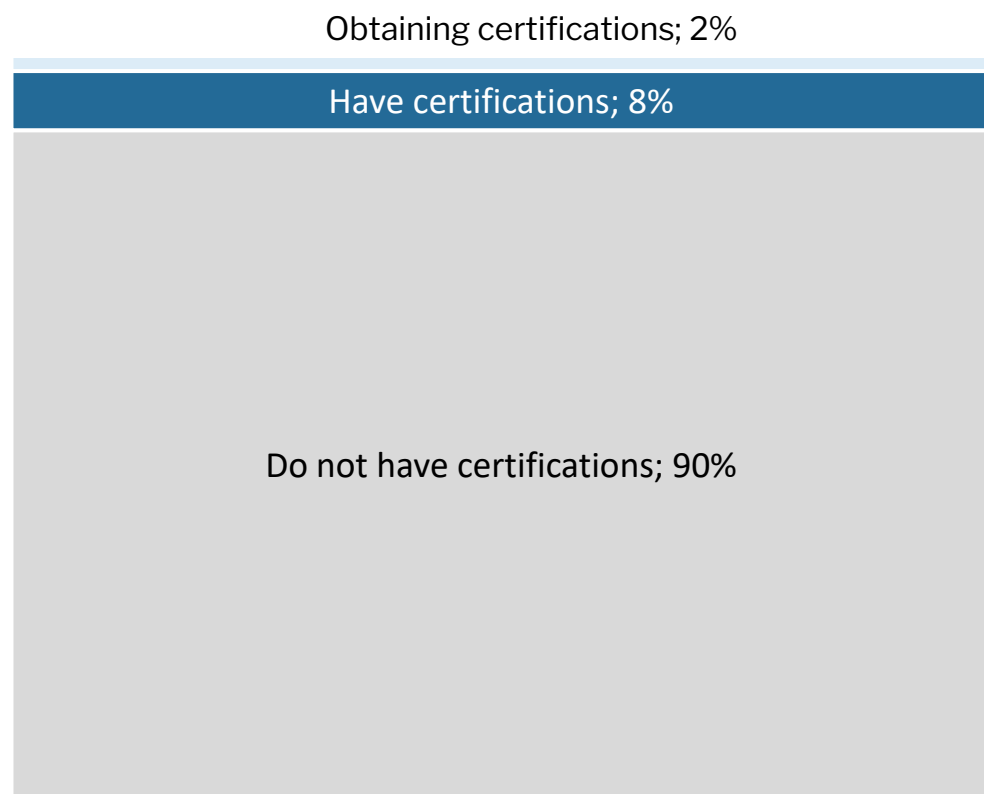
Most pressing barriers faced by the local private sector in competing for oil and gas tenders according to LCWG participants, No. of respondents



- These MSMEs indicated a **lack of clarity on how to get certified and the benefits** of doing so beyond being selected by the large companies and their subcontractors
- Local companies point to **the high price of getting certified** as a major hinderance in pursuing certification
- They call for **for targeted interventions and support mechanisms for MSMEs to get certified**

90% of companies operating in Cabo Delgado do not have international certification nor are in the process of acquiring one

Companies with certifications in Cabo Delgado, % of local companies surveyed



Local private sector

Various factors contribute to small number of certified companies in the country



Asymmetry of information

Many businesses in the region remain unaware of the specific requirements and procedures involved in obtaining the necessary certifications for participation in LNG projects.



Difficulty in implement the standards

Obtaining and maintaining a certification requires continuous effort from local MSMEs to adapt their operations to align with industry prerequisites and standards, along with continuous financial investment



Limited access to supporting mechanism

While certification focused initiatives are being implemented, they tend work with the same group of companies, often based in Maputo and are somewhat inaccessible to micro companies operating in Cabo Delgado



2

Certification provides credibility and assurance to stakeholders with whom the company intends to work

1. The certification standards were created to set guidelines that would help set benchmarks for quality processes, products, and safety across industries and regions
2. ISO certifications are the most common and widely adopted in Mozambique, but other, often sector-specific certifications can be relevant
3. The process for obtaining a certification in Mozambique is not complex, but requires a long-term commitment in incorporating new procedures into daily operations

The certification standards were created to set guidelines that would help set benchmarks for quality processes, products, and safety across industries and regions

Certifications are official recognitions or endorsements awarded to businesses or organizations that meet specific criteria or standards set by relevant industry bodies, regulatory authorities, or independent certification agencies. **Certifications are not mandatory; however, they are standards MSMEs should adhere to in their activities.**

Certifications are designed to validate that a company operates in accordance with established norms, guidelines, and best practices...

- Facilitate consensus-building among organizations through shared benchmarks
- Keep businesses up-to-date with the latest industry best practices
- Encourage trade and business partnerships across the globe through compliance with regulatory and industry requirements
- It demonstrates the quality and reliability of your products or services to your customers and stakeholders.
- It helps you comply with regulatory requirements and reduce risks and costs associated with errors and inefficiencies.
- It fosters a culture of continuous improvement and innovation within your organization and encourages employee engagement and satisfaction.
- Can reduce the risk of receiving subpar goods or services.
- Improved efficiency in your supply chain

...making them more desirable to work with for Large companies, particularly in the LNG industry, for the following key reasons:



Quality Assurance: Certified contractors adhere to recognized standards, ensuring high-quality work and minimizing defects, contributing to the overall success of the project.



Compliance: Certification ensures contractors meet industry regulations, safety standards, and environmental requirements, reducing legal risks and maintaining a positive corporate image.



Reputation Management: Partnering with certified contractors demonstrates a commitment to excellence, enhancing the company's reputation and building trust with customers, investors, and the public.



Stakeholder Expectations: Certification aligns with stakeholder expectations for ethical and sustainable practices, meeting the demands of investors, customers, and other stakeholders.



Global Operations: Certification facilitates international business by ensuring alignment with global standards and regulations, overcoming barriers to entry into new markets, and supporting global project execution.

ISO certifications are the most common and widely adopted in Mozambique, but other, often sector-specific certifications are important

International Organization for Standardization is the most popular certifying body in Mozambique

An independent, non-governmental organization that develops and publishes international standards in all technical and non-technical fields since 1947

ISO members (**various countries across the world with national standards bodies and ISO voting rights**) agree on the regulations, guidelines, or frameworks that should be adhered to assist them in accomplishing their intended goals

The organization **has published over 24,500 international standards** covering almost all aspects of technology and manufacturing

These certifications set high standards in the industry, fostering trust among stakeholders and promoting sustainability. **Mozambique is a correspondent member¹ of ISO and is represented by INNOQ²** in the organization

Alternatives are available in the country, often being offered by the same organizations

The Social Accountability International (SAI) is dedicated to advancing human rights in the workplace. With the most well-known standard being the SA 8000, it aims to promote and implement socially responsible practices globally

ASTM International, formerly known as American Society for Testing and Materials, is an international standards organization **that develops and publishes voluntary consensus technical standards for a wide range of materials, products, systems, and services.**

Popular standards tend to share common sections despite their unique intent:






Certification

Certification Scope
Normative References
Terms and Definitions
Context of the Organisation
Leadership
Plan
Support
Operation
Performance
Evaluation Improvement

1) Correspondent members are countries that do not participate in standards promulgation
2) National Institute for Standardization and Quality

The process for obtaining a certification in Mozambique is not complex and various organizations are involved in streamlining the process

									
 Company assessment and gaps diagnoses	✓	✓	✓		✓	✓	✓	✓	✓
 Training and/or mentorship of company management team to incorporate best practices	✓	✓	✓	✓	✓	✓	✓	✓	✓
 Implementation of certification standards into operation		✓	✓	✓					
 Evaluation of the organization's practices against the certification	✓				✓	✓	✓	✓	✓
 Certification/ endorsement of implementation of standards	✓				✓	✓	✓	✓	✓
 Ongoing maintenance and surveillance through annual auditing	✓		✓		✓	✓	✓	✓	✓
 Renewing or maintaining the certification every 3-5 years after the initial process	✓				✓	✓	✓	✓	✓

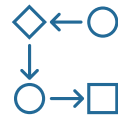
The cost for certification in Mozambique including implementation and accreditation ranges from \$700 to \$5000.

The cost of obtaining a certification depends on factors such as company type and size, complexity of processes, and knowledge acquisition. While the upfront investment in certification may seem substantial, it is crucial to view it as a strategic investment that can yield long-term benefits.



Company

- Certification costs can be influenced by factors such as **size, complexity, industry sector, quality management systems, geographic location, and employee training and awareness.**
- Larger organizations with complex processes, a larger workforce, and extensive documentation may face higher costs.



Complexity of Processes

- The cost of obtaining certification takes into account the **specific standard sought, and duration** (longer training period or **more extensive auditing requirements.**
- The complexity of processes can **incur higher costs due to the increased resources, materials, and personnel involved), the nature of the organization's activities, etc.**



Knowledge Acquisition

- Certification costs are influenced by an **organization's knowledge base, staff training, external consulting, and technological infrastructure.**
- A well-established management system aligned with the standard requirements can streamline the certification process.
- **External consulting and support costs** can also impact certification expenses.

This is the general estimation. Not all certificates are the same, therefore the quotes vary.

The duration of the certification process varies depending on factors, such as the type of certification being pursued, and the efficiency of the certification body involved, etc.

The duration of the certification process can vary widely depending on several factors

- The certification process duration in Cabo Delgado is no different, depending on factors like **business readiness, operational complexity, and efficiency of the certification body**.
- Typically, the process involves several stages, such as **initial application, documentation review, audits** (which may include both desk-based reviews and on-site inspections), **corrective actions** if necessary, and finally, **certification issuance** if compliance with the standards is verified. This process can take anywhere from a **few months to over a year**.
- Businesses in Cabo Delgado should consult with certification bodies or local authorities like INNOQ for guidance on LNG industry certifications. Seeking support from actors such as MozUp, CapacitaMoz, Linkar, etc. can provide more tailored information on timelines and preparatory steps.

The certification process in Cabo Delgado can be subject to various delays and extensions due to several factors. Some of these factors include:

- ① **Complexity of Standards:** Businesses may take longer to prepare and comply due to complexity, requiring significant changes in operations, quality management, or production processes, which can be time-consuming.
- ② **Availability of Resources:** Limited resources, particularly for MSMEs, can delay the certification process, particularly in securing the necessary capital for equipment upgrades or consultancy.
- ③ **Training and Skill Development:** Proper staff training can extend the timeline for adjusting to new standards, including the initial training period and the time needed for employees to adapt.
- ④ **Documentation and Record Keeping:** Certification documentation, including manuals, procedure documents, and compliance records, is a complex process that requires meticulous preparation and review.
- ⑤ **Audits and Assessments:** The certification process involves rigorous audits and assessments, which can be time-consuming and potentially cause delays if non-compliance issues are discovered during the initial audit.
- ⑥ **Remote Location and Accessibility:** Cabo Delgado's remoteness and limited accessibility pose logistical challenges for businesses seeking certification, auditors, and consultants, causing scheduling delays and increased costs.
- ⑦ **Centralization of Certification Bodies:** Certification bodies and auditors in Maputo's Cabo Delgado may delay the process due to distance, travel arrangements, and potential local branches in Pemba.



3

Safety, environmental responsibility, and operational efficiency are key requirements of international LNG companies for their contractors

1. Safety certifications
2. Environment responsibility
3. Operational efficiency

Safety, environmental responsibility, and operational efficiency are the key demands of international LNG companies for their non-technical direct contractors



Operational Efficiency

Play a vital role in enhancing operational efficiency by providing frameworks, best practices, and guidelines that organizations can tailor to their specific needs



Environmental Responsibility

Standards that exist to help organizations minimize how their operations (processes, etc.) negatively affect the environment.



Safety

Standards related to safety cover a range of areas and industries to ensure the safety of products, processes, and systems, both for all involved in the value chain, from manufacturing to consumption

In the LNG industry required certifications include, but are not limited to:

- **ISO 9001: Quality Management Systems**
- ISO 3834-2: Quality Requirements for Fusion Welding of Metallic Materials
- ISO 31000: Risk Management
- **ISO 14001: Environmental Management System**
- ISO 14090: Adaptation to climate change
- ISO 14064: Greenhouse Gases
- **ISO 45001: Occupational Health & Safety Management Systems**
- **SA 8000: Social Certification**
- ISO 18788: Security Operations Management Systems
- ISO 50001: Energy Management

**Bolded certifications detailed in following slides*



Operational Efficiency

ISO 9001 provides a framework for responding to evolving quality requirements in balance with society, the economy, and the environment.

ISO 9001: 2015 Quality Management Systems (QMS) is the most widely used quality management standard in the world for quality management.

The ISO 9001 benefits include

- ✓ Ensures that its products and services effectively meet customer requirements and the applicable requirements
- ✓ High-level structure (HLS) for easy integration with more than one standard
- ✓ Stakeholder and risk management
- ✓ It allows you to measure progress towards continuous improvement performance, creating a benchmark.
- ✓ The QMS is closely aligned with the main processes of the company.

The QMS training takes up to 136 hours

206. ISO 9001:2015 – Interpretation and implementation	16
201. Internal audits ISO 9001:2015 – Training of auditors	24-40
208. Root cause analysis	8
209. Treatment of non-conformities	8
210. Process mapping	8
231. Complaint management	16
217. IRCA ISO 9001:2015 Lead auditor	40
Total	120-136



Environmental Responsibility

ISO 14000 provides organizations with a framework to protect the environment and respond to changing environmental conditions in balance with socio-economic needs.

ISO 14001 Environmental Management Systems specifies requirements that enable an organization to achieve the intended outcomes it sets for its environmental management system

The ISO 14000 benefits include

- ✓ Sustainable improvement of the company's environmental performance
- ✓ Respond to the demands of the public, customers, authorities and environmental policy
- ✓ Reduction of resources and costs (e.g. reduction of incidents resulting in liability, thus reducing insurance costs)
- ✓ Improving the company's reputation and developing a progressive vision
- ✓ Waste reduction and competitive advantage
- ✓ Support in obtaining licenses and permits for local businesses.

The EMS training takes up to 168 hours

211. ISO 14001:2015 – Interpretation and implementation	16
212. Internal audits ISO 14001:2015 – Training of auditors	24-40
213. Environment aspects and impacts assessment	8
214. IRCA Lead auditor – ISO 14001:2015	40
211. ISO 14001:2015 – Interpretation and implementation	16
212. Internal audits ISO 14001:2015 – Training of auditors	24-40
213. Environment aspects and impacts assessment	8
Total	136-168



Safety

ISO 45001:2018 aim to prevent work-related injury and ill health to workers and to provide safe and healthy workplaces.

ISO 45001: 2018 Occupational Health and Safety Management System (OHSMS) is important for the elimination of hazards and to minimize risks by taking preventive and protective measures.

The ISO 45001 benefits include

- ✓ Reducing injuries, health problems, and even fatal accidents due to working practices
- ✓ A commitment to the management system and compliance with it
- ✓ Better control of risks and better performance and results in terms of health and safety at work
- ✓ More motivated employees, increasing collaboration and participation.
- ✓ Development and dissemination of the safety and health at work policy health policy
- ✓ A more precise definition of health and safety at work objectives of an organization

The OHSMS training takes up to 112 hours

107. Work at height -Theory practice	8
108. Defensive driving – Theory and practice	8
109. Lock out and tag out – Theory and practice	8
110. Risk assessment - Theory and practice	8
111. Confined spaces- Theory and practice	8
112. Carriage and hazardous materials	16
113. Work with electricity – Theory and practice	8
114. Firefighting (basic) – Theory and practice	8
115. First aid (basic) – Theory and practice	8
116. Work permit – Theory and practice	8
117. Health and safety representative –Theory and practice	24
119. Scaffolding assembler	16
Total	112



Safety

SA 8000 aims to enhance working conditions and workers' well-being, as well as productivity, stakeholder relationships, market access, and more for companies

SA 8000 Social Certification is the leading social certification globally. It provides a holistic framework for fair treatment of workers.

The SA 8000 benefits include

- ✓ Enhanced opportunities to organize trade unions and bargain collectively.
- ✓ A tool to educate workers about core labour rights.
- ✓ Less chance of accidents, better work environment leads to building of trust between workers and management.
- ✓ Increased stability of the jobs to the workers.
- ✓ Enhanced company and brand reputation through adherence to this standard.
- ✓ Improved staff morale and creation of a more committed workforce.
- ✓ Greater employee retention and less absenteeism.

The SC training takes up to 56 hours

219. How to implement SA 8000 standard	16
220. Internal audits SA 8000	40
Total	56

4

Training and implementation of international standards is still limited in Mozambique; LNG companies are financing initiatives to fill the gap

1. Rovuma LNG: MozUp
2. TotalEnergies: CatalizaMoz
3. ENH: Linkar

MozUp is a local center of excellence focused on developing competitive businesses in Mozambique, particularly targeting the Liquefied Natural Gas (LNG) supply chain

MozUp seminars offer local businesses insights into the evolving oil and gas sector, including an **introduction to the Liquefied Natural Gas industry, procurement processes, and SSHE requirements**. MozUp courses provide SMEs with a deeper understanding of topics, including **financial management, legal literacy, and HR management courses**.

The platform provides a **Supplier Management Portal (SMP)**, a crucial database for **Mozambique's oil and gas suppliers**, with over 3,000 registered profiles, aiming to expand its reach to SMEs. The SMP offers the following advantages:



- Suppliers can **easily present their business to potential buyers, updating their details like goods and services, contact information, certifications, and financial status**, allowing easy access to buyers.



- Suppliers can **actively seek opportunities** on a constantly updated central exchange portal, **respond to Expressions of Interest requests**, and receive notifications via SMP, email, and SMS regarding **business updates and tender opportunities**.



- Suppliers and buyers can **explore local market opportunities**, including **content requirements, industry updates, enterprise development, and partnership opportunities**.



MozUp offices in **Maputo and Pemba** and **planned activities in Palma** provide fit-for-purpose business services to meet local demand and capabilities.

For more information, please contact the following:

Email:

info@mozup.org

Phone:

+258 84 777 3751

+258 82 777 3751

Sponsors



MozUp opened a Development Center in Pemba with the aim of providing training to Mozambican SMEs in Cabo Delgado and neighbouring provinces

MozUp Enterprise Development Center (EDC) was opened in Pemba with the objective of extending training, advisory, and mentorship opportunities to businesses in Cabo Delgado and neighboring provinces, to qualify and compete in key economic growth opportunities across the various sectors of the Mozambican economy.



MozUp offices in **Maputo and Pemba** and **planned activities in Palma** provide fit-for-purpose business services to meet local demand and capabilities.

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Email: info@mozup.org

Phone:
 +258 84 777 3751
 +258 82 777 3751



Sponsors



CapacitaMoz is a platform that represents building capacity in and for Mozambicans

CapacitaMoz contributes to the capacity building of local stakeholders; either Mozambican citizens, (MSMEs), or local institutions by fostering industry development in Mozambique by strengthening business competitiveness through customized solutions, by and for local stakeholders. Having over 800 beneficiaries to date, CapacitaMoz operates within 4 main pillars, being:

- **Inform:** share information with the wider business community through internal initiatives and partnerships with local business associations.
- **Identify and Prioritize needs:** through defined project benchmarks as well as conducting industry surveying and mapping to better understand the market.
- **Train:** generalized awareness sessions, specific training programs, international certification programs, coaching, and mentoring.
- **Business Linkages:** Cultivate synergies by encouraging networking opportunities, conducting insightful contracting workshops, and orchestrating dynamic Business-to-Business speed dating events to facilitate meaningful business linkages.



The CapacitaMoz platform aims to house all **capacity-building initiatives** related to Mozambican companies, citizens, and public institutions

For more information on CapacitaMoz, **please contact the following:**

Email:

conteudolocal.local@totalenergies.com

Sponsors



LINKAR aims to promote the participation of Mozambican Small and Medium Enterprises (SMEs) in the Oil and Gas industry



The Government of Mozambique Local Content program funded by African Development Bank Group and executed by Empresa Nacional de Hidrocarbonetos aims to **improve access to supply chain opportunities and contracts** across Mozambique's vibrant oil, gas, and energy sector.

The LINKAR program, launched in 2022 by ENH, aims to support national SMEs in the Oil and Gas industry through **technical assistance, training, institutional support, and business connections**.

The program already has about \$1.5 million, disbursed by the African Development Bank (AfDB).

Linkar is seeking to collaborate with more SMEs seeking industry support, and interested companies can contact them via the ENH website or the program's LinkedIn page.



The program is open to working with more **SMEs that need support to provide goods and services to the industry**

For more information on Linkar, **please contact the following:**

Email:

info@enh.co.mz

Phone:

+258 21 34 37 00

Sponsors



5

Knowledge on the key certifications is widely available, allowing some organizations to go through the process on their own, but it requires a high level of commitment to implement

A case study on Sixt Sense



A case study on Sixt Sense: Self-Led Certification for Excellence



Sixt Sense is a Mozambican private SME that underwent the ISO 9001 certification process **on its own**.

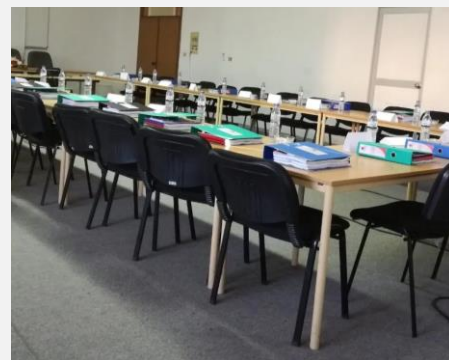


The company is dedicated to the provision of procurement and logistics services for industrial goods and services, consulting, and training.



They are primarily focused on sectors including oil and gas, mining, marine and construction among others.

- Sixt Sense sought certification from INNOQ to demonstrate commitment to excellence and industry standards. **They gathered industry knowledge through the internet** and developed a roadmap for certification.
- They also **invested in employee expertise** through specialized training sessions at INNOQ.
- The company **achieved ISO 9001 certification after a thorough audit** by INNOQ and is committed to maintaining certifications, which are valid for three years with annual audits.
- They are presently applying for ISO 14001.



There are various methods to prepare for a certification, including consulting for advice or self-preparation before enlisting third-party assistance.

- 1 **Familiarize yourself with the standard** – Identify the most beneficial standard for your organization or industry, as some industries require certification. Familiarize yourself with popular ISO standards, then encourage the entire company to follow.
- 2 **Get buy-in** – To align with standards, cooperation, information dissemination, and employee training are crucial. This helps staff understand the benefits and minimizes aversion to internal audits.
- 3 **Conduct internal audits**– Internal audits identify process gaps, identify improvement areas, and assess readiness for third-party certification. Form a team using checklists and ensure proper certification documentation.
- 4 **Align with the standard** - Internal audits identify areas for improvement, implementing changes to address deficiencies. Regular audits track progress towards ISO standard alignment. Document changes and document changes made.
- 5 **Proceed with a third-party auditor** - Get in touch with a reputable third-party auditor who will conduct the certification audit and help your organization get certified for the standard.



ISO certification is valid for three years, with recertification required for consistency. ISO standards are reviewed every 5 years, reflecting industry best practices.

Sixt Sense: practical steps to adhering certification

1 Familiarize yourself with the standard

2 Get buy-in

3 Conduct internal audits

4 Align with the standard

5 Proceed with a third-party auditor



Assessment



Training



Implement



Evaluation



Certification



Annual auditing



Renewal

- *Invested in finding YouTube information*
- *Online training*
- *Specialized training session at INNOQ*

- *Carried out the implementation themselves*

- *Contracted an eligible institution to grant international certification to evaluate them (INNOQ)*
- *After an evaluation by INNOQ, they were certified*
- *INNOQ carries out audits on an annual basis*
- *At the end of each 3-year cycle, Sixt Sense renews their certification with INNOQ*

Thank you!

