

Quality Policy

Policy Statement

In keeping with our new risk-based approach to our business, a Strategic Management Plan has been developed to guide an integrated approach to our business. It will ensure that Callidus effectively defends, then strategically expands its leadership position through sustainable, profitable growth.

To achieve this, Callidus:

- a) Has implemented and is committed to a quality system which is;
 - Certified to AS/NZS ISO 9001
 - Certified to AS/ISO IEC 17025
 - Certified to Pressure Equipment Directive (97/23/EC); andmeets the requirements of legislation and standards applicable to our business
- b) Will ensure the requirements and satisfaction of its customers and stakeholders are met by providing the exact products and services required by each individual stakeholder, at all times
- c) Will evaluate new product and new market opportunities; and
- d) Drive business goals using a continuous quality improvement approach and quality objectives

Callidus' quality objectives include:

Reviewing and implementing the Strategic Management Plan annually to identify specific objectives relating to our business.

Overarching objectives of the system are:

- a) Provision in achieving, maintaining and improving high-quality products and services in relation to the requirements of its customers, employees and stakeholders based on the principles of continuous quality management

Quality Policy

- b) Commitment to the development and implementation of the quality management system at all levels up to and including Directors and to continually monitor, review and improve its effectiveness through external and internal audits on a continual basis
- c) Ensuring that all operational policies, procedures and work instructions are maintained and in compliance with the relevant legislative bodies and company Quality Management System
- d) Ensuring that Callidus Management and staff are responsible for performing activities in accordance with Customer and Stakeholder Contracts, and will understand the Quality Assurance requirements and standards expected of them
- e) Ensuring the reporting and actions resulting from customer complaints and feedback, non-conformances and audit findings are timely and effective
- f) All staff will be adequately trained to ensure awareness of the Quality Management System and in the application of this policy and related procedures
- g) This policy shall be made available to all interested parties and stakeholders.

This policy is subject to review and improvement.

Authorised by:

A handwritten signature in black ink, appearing to be "D. Wood", written over a horizontal line.

David Wood
Chief Executive Officer

"Uncontrolled when printed unless stamped controlled"