



Quality Policy

Policy Statement

Callidus is committed to providing high quality products and services by responding to the needs and requirements of our clients in an innovative, efficient, and cost-effective manner. This is in keeping with our new risk-based approach to our business and is underpinned by a comprehensive Quality Management System that is integrated into all facets of our operations

To achieve this, Callidus:

- a) Has implemented and is committed to a quality system which is;
 - Certified to AS/NZS ISO 9001
 - Certified to ISO 3834-2
 - Certified to AS/ISO IEC 17025
 - Certified to Pressure Equipment Directive (2014/68/UE); 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:

- a) To continuously strive for customer satisfaction by delivering outstanding quality of our products and services which will meet and/or exceed our customer requirements

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- 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:



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