

## Quality Policy

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# Quality Policy

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Calix is committed to providing process development, manufacture, delivery and application of mineral based products and services that meet the needs of interested parties.

We aim to ensure that quality is everyone's aim throughout the organisation and that each employee has a sound understanding of the importance of our quality management system and their direct effect to our continuous success.

## This is achieved through:

- Identification and management of inter-related business processes
- Implementing and maintaining a quality management system that meets AS/NSZ ISO 9001
- Effective planning process of setting quality objectives and Key Performance Indicators (KPI's) for our system to ensure we meet our objectives
- Providing its employees with information, training and resources necessary to deliver product quality standards in compliance with expectations
- Fostering good relationships with the stakeholders by effective communication and encouraging feedback
- Regular review of the system through ongoing internal audits, non-conformance reports, Executive Management Team meetings, and management reviews for continuous improvement and optimisation
- Reporting processes that provides information to our customers, Executive Management and personnel on the quality of the product and services we provide.

We regard quality as an integral and essential component of every aspect of our business. Product and customer service excellence is the objective of the Board, management team, managers and employees at Calix.

## Calix management will actively demonstrate this involvement through:

- Providing a framework for the development, implementation, management and continuous improvement of the quality management system
- Allocating enough resources to implement the requirements of the system
- Complying with policy, work practices and procedures throughout their area of responsibility
- Reviewing product quality performance for continuous improvement
- Being actively involved in product quality initiatives and activities
- Maintain the Quality Management System through structured management of change

By these processes, we will continue to challenge and improve the quality of our products and services to meet the ongoing demands of our customers. Our success in effectively implementing this policy will be measured by positive endorsement by our customers.



Date: 14/10/2019

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Signed by Peter Turnbull, Chairman



Date: 14/10/2019

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Signed by Phil Hodgson, CEO & MD