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QUALITY PLAN

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Enclosure: Quality Assurance Systems Policy Statement

1. INTRODUCTION

Calyco NZ Ltd use client quality procedures for all aspects of works where close interface and liaison is required. In addition to client requirements, Calyco NZ Ltd follows a set pattern of quality assurance cross audit checks to ensure a minimum number of non-conformances.

2. QUALITY POLICY

The Calyco NZ Ltd Quality Policy is established, reviewed and approved by the Directors and Management.

Calyco NZ Ltd shall:

- Retain and grow its customer base by delivering products that are cost effective, timely and of predictable quality.
- Be totally committed to continuous improvement of processes.
- Offer each of its staff the opportunity to accept responsibility for quality and continuous improvement.

3. QUALITY PLAN

This Plan defines and documents Calyco NZ Ltd quality activities.

3.1. Review and Approval

This Quality Plan has been reviewed and approved by the Directors.

3.2. Revision

Any changes to the plan will be reviewed for impact and adequacy.

4. MANAGEMENT RESPONSIBILITIES

The responsibilities of Calyco NZ Ltd management and staff are:

Operations Manager

The Operations Manager is the key Calyco NZ Ltd person responsible for managing manufacturing. Responsibilities include:

- a) Ensuring that the activities required by the specified quality system or contract are planned, implemented and controlled and their progress monitored.
- b) Communicating requirements peculiar to the specific product, project or contract to all affected staff, functions (such as Design, Installation, Materials, etc), subcontractors and the customer, and resolving problems that arise at the interfaces between such groups.
- c) Reviewing the results of project/job audits conducted;
- d) Authorising requests for exemption from quality system elements;
- e) Controlling corrective actions
- f) Managing the technical interface and the manufacturing schedule.

- g) Ensuring that each project/job is completed and delivered in a timely manner and to the customer's satisfaction.
- h) Organising all prerequisite resources for the project/job.
- i) Approving this Quality Plan.

Although the Ops Manager is accountable for delivering the project/job, aspects according to functional responsibility may be delegated to the following Calyco NZ Ltd personnel, with the Operations Manager being ultimately responsible.

Team Leader

The Team Leader is responsible for the day-to-day management of aspects of manufacturing.

Site Controller (SC)

The SC is responsible for the on-site installation aspects of the project. This will include supervision of staff, adherence to specifications and standards and the quality of the installation work.

The SC is the nominated Quality Representative on site responsible for implementing the relevant Inspection and Test Plans.

5. QUALITY PLAN REQUIREMENTS

5.1. Contract Review

Contract review is ongoing throughout the project lifecycle. During the Implementation, the Operations Manager, involving relevant personnel such as Project Officers and Section Supervisors, manages Contract Review at the project level. The focus is on deliverables, project delivery performance, and any matters affecting project delivery.

Project Implementation Reviews will be conducted with the client during the lifecycle of the project to discuss progress against agreed objectives, resolve issues and agree plans & processes.

Scheduled meetings with the client will be conducted to discuss the delivery of work against the Contract. Records of these meetings are documented and maintained by the Operations Manager.

The Operations Manager or Managing Director shall negotiate variations.

5.2. Standard Document Tracking

All documents are tracked into and out of Calyco NZ Ltd control. This is achieved through the use of a system of document transmittals. The application of this system is as follows;

- Client or Calyco NZ Ltd issue document. Document has a reference number. This client reference number is used as a prefix for the Calyco NZ Ltd number. The Calyco NZ Ltd chronological reference number is the date of issue backwards, with a suffix indicating which transmittal it is for the day: i.e. on 20th April 2008, the first issue number is 80420/1 with 80420/2 being the second.

- All Calyco NZ Ltd issued documents are stored on the originating computer with a hard copy maintained in chronological order file.

5.3. Process Control

Process control must ensure that all work performed is of a high standard of quality and accuracy. The control of the various Calyco NZ Ltd processes undertaken in the project/job are defined in:

- The Contract
- Other processes as defined and agreed with the client
- Calyco NZ Ltd Plans, Process Documentation and Procedures
- Vendor and/or Supplier documented requirements

To ensure that processes are carried out under controlled conditions and that specified requirements are met. The following aspects of project/job control are addressed:

- The process steps
- Methods to be used to monitor and control processes and product characteristics
- Acceptability criteria for workmanship
- Use of qualified processes, associated equipment and personnel
- Tools, techniques and methods to be used to achieve specified requirements
- How the product will be installed and which characteristics have to be verified at that time.

5.4. Inspection & Testing

Inspection and testing will be carried out in accordance with the Contract and test requirements. Work not specifically covered by Contract requirements will be inspected according to ASNZ specifications and Calyco NZ Ltd Work Instructions.

Calyco NZ Ltd will comply with the inspections or tests required by regulatory authorities.

5.5. Control of Nonconforming Product

Where nonconforming product is identified on the project/job, a non-conformance report (NCR) is raised by the person identifying the non-conformance. This is forwarded to the Operations Manager who logs and manages the NCR. The need for an NCR may be identified by anyone connected with the project including Calyco NZ Ltd staff, Client staff, etc.

The Operations Manager will determine the action required to replace, rework, repair, etc. together with any conditions.

Where the Operations Manager determines that there are significant reasons to request a concession for equipment that does not meet specified requirements, the Operations Manager will request the concession from the Client Contract Manager detailing the concession required, the reasons for the request or the replacement strategy.

5.5.1. Corrective & Preventive Action

Calyco NZ Ltd has established and maintains a process for both corrective action and preventive action to eliminate the potential for non-conformances. Project/job non-conformances are managed by the Operations Manager/Team Leader using the NCR process.

The Operations Manager ensures that non-conformances are reviewed and analysed to manage the risk of further non-conformance. The Operations Manager will ensure that corrective actions are carried out to rectify the problem.

5.6. Training

New and existing Calyco NZ Ltd staff are appropriately developed and trained to perform their duties, including both existing and new or revised operating methods, in an effective and efficient manner. Staff undertaking work on a project will be skilled to perform the duties required of them. Training records are maintained.



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QUALITY ASSURANCE SYSTEMS POLICY

The board, management and staff of Calyco NZ Ltd are committed to the provision of a quality product in all work areas and strive to be an acknowledged leader in our field. Our goal is to be known by the superior quality of our product. The company will work to ensure that all employees and sub-contractors deliver a quality product at all times.

Primary Goal

The primary goal of this Policy and associated procedures is to assure the product quality exceeds client expectations in all cases.

Objectives

The objectives of this policy are to:

- Ensure works are completed in accordance with client quality procedures where they exist;
- Provide a suitable guide to the development of project specific quality assurance guidelines when applicable,
- Establish a basic methodology for the control of documentation so that quality assurance guidelines may be monitored in a consistent manner.

All employees and contractors are responsible for the quality of product in their respective area of work. Accordingly, they shall follow rules for project development, engineering, drawing, inspection, testing and reporting as may be applicable or prudent for the successful completion of the works.

The basic rules for implementation are:

- When working with a client, implement their quality procedures if applicable,
- When in doubt, ask, confirm the question in writing and record the check point,
- When advised verbally, confirm in writing and record the advice,
- When engineering a project, identify and record manufacturing check points,
- When completing a project, inspect and record the status of all design check points,
- When testing any works, track and report in a standard format,
- For all works, use standard company documentation, and
- For all works, record the project/job number on every piece of paperwork and store all electronically generated documents in the appropriate directory.

This policy and associated procedures will be reviewed every two years in consultation with employees and associated parties to ensure relevance and compliance.

Jeff Archer
Director
2015

January