

QUALITY POLICY STATEMENT

Issue no. 11

At Sixense, our mission is to monitor and protect the condition and behaviour of structures, infrastructure, and their environment to ensure safe construction, reliable operation, and efficient maintenance.

To ensure we maintain the highest quality management standards, we shall:

- i. Provide our customers with products, services and information which meet their expectations in terms of response, conformity to agreed requirements, quality, and delivery performance.
- ii. Continually improve the effectiveness of our Quality Management System (QMS) to enhance customer satisfaction, operational performance and business effectiveness.
- iii. Identify annual quality objectives and review progress of these at management review meetings
- iv. Demonstrate a proactive commitment to compliance by meeting all applicable quality-related legal, regulatory, corporate and customer-specific requirements.
- v. Monitor, measure and analyse the performance of our processes and activities to support informed decision-making, corrective action and continual improvement. Quality performance is regularly reviewed through audits and management reviews.
- vi. Identify and address risks and opportunities that could impact the intended outcomes of our QMS, ensuring the resilience and effectiveness of our operations.
- vii. Ensure all employees are competent and trained to perform their roles effectively and adopt a culture of continual learning and development.
- viii. Value the contribution of every employee. We commit to treating all individuals with fairness, inclusion, and respect, and strive to maintain a positive and cooperative workplace where everyone can grow and contribute.
- ix. Maintain effective communication and awareness of this policy throughout the organisation. Ensure all employees and persons working on our behalf understand their role in supporting the QMS.
- x. Control and maintain documented information to support QMS operations and provide assurance of conformity to requirements.

The Sixense Management Team provides leadership, promotes a process-based approach, risk-based thinking and takes accountability for the effectiveness of the Quality Management System. To achieve these aims, we operate a mandatory QMS in conjunction with other management systems. This system conforms to the requirements of BS EN ISO 9001:2015.

This policy is reviewed annually for ongoing suitability, communicated to all employees and relevant external parties, displayed at all offices and sites, and made available upon request to interested parties.



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