

## 2.0 Quality policy

The Sempre Group (the 'Organisation') aims to provide high-quality products, professional calibration, and inspection services to its customers on time and within budget.

The Organisation operates a Quality Management System (QMS) that operates in line with the requirements of BS EN ISO/IEC 17025 and BS EN ISO 9001 certification.

We have established this quality policy to be consistent with the purpose and context of our organisation. It provides a framework for the setting and review of objectives in addition to our commitment to satisfying applicable customers', regulatory and legislative requirements as well as our commitment to continually improve our management system.

Customer focus: As an organisation, we are committed to understanding our current and future customers' needs; meet their requirements and strive to exceed their expectations.

Leadership: Our Senior Management has committed to creating and maintaining a working environment in which people become fully involved in achieving our objectives.

Engagement of people: As an organisation, we recognise that people are the essence of any good business and that their full involvement enables their abilities to be used for our benefit.

Process approach: As an organisation, we understand that the desired result is achieved more efficiently when activities and related resources are managed as a process or series of interconnected processes.

Improvement: We have committed to achieving continual improvement across all aspects of our quality management system; it is one of our main annual objectives.

Evidence-based decision making: As an organisation, we have committed to only make decisions relating to our QMS following an analysis of relevant data and information.

Relationship management: The Sempre Group recognises that an organisation and the relationship it has with its external providers are interdependent and a mutually beneficial relationship enhances the ability of both to create value.

Our policy is also to meet the requirements of other interested parties and in meeting our social, environmental, charitable, regulatory, and legislative responsibilities.

We have produced quality objectives that relate to this policy and they can be found in the R03 Quality Objectives.

This policy is available/communicated to all interested parties as well as being made available to the wider community through publication on our Website, Company Noticeboard.

Signed:



Name: Jim Mangan

Date 4<sup>th</sup> October 2021