cybix.

COMPANY POLICY · FINAL

Quality Policy.

Our commitment to quality and continual improvement, supported by a Quality Management System based on ISO 9001:2015.

1 Policy Statement

1.1 As a modern, forward-looking business that develops software handling sensitive information, we recognise at all levels the need to ensure that our business operates smoothly, without interruption and, above all, in a secure way for the benefit of our customers, shareholders and other stakeholders.

1.2 In doing so, our mission is to develop efficiently coded AI to provide intelligent, reliable and effective software solutions.

1.3 In order to achieve this objective, we maintain an effective and efficient Quality Management System (QMS) based upon the requirements of ISO 9001:2015.

2 Our Quality Commitments

2.1 In particular, we will:

(a) Set measurable objectives that will help achieve customer requirements, including: on-time, in-budget delivery

(b) Monitor and measure the effectiveness of our business processes, and set and review objectives through management reviews and the internal audit process

(c) Proactively seek feedback from customers on how well our products and services meet their requirements, and set objectives for continual improvement

(d) Analyse the causes of any complaint or problem, and take appropriate action to prevent recurrence

(e) Select and work closely with suppliers who enable us to create and deliver reliable products

(f) Recruit people who are customer-focused and support them with appropriate training and systems to ensure their competence always meets our and the customer's requirements

(g) Provide a work environment that promotes the wellbeing of our people and encourages positive teamwork

(h) Encourage everyone working for us to identify problems and make suggestions to improve all aspects of the Company's products, services and business processes

(i) Ensure that all employees and people doing work on our behalf are aware of the Quality Policy and are committed to the effective implementation of the Quality Management System

(j) Ensure that we comply with all necessary regulatory and legal requirements

3 Continual Improvement

3.1 The continual improvement of the Company's Quality Management System is fundamental to the success of its business and is supported by all employees and people doing work on our behalf as an integral part of their daily work.