

POLICY QUALITY

SEA & SYMPHONY S.r.l. implements the following Quality Policy in the design and production of electrical and mechanical mechanisms for the movement of objects in general, as well as accessories and furniture components for domestic, naval, and aeronautical use.

The implementation of this Policy is planned, achieved, and verified throughout an operational quality system compliant with the international standards as per ISO 9001.

SEA & SYMPHONY S.r.l. declares its mission and commits to:

- Maintaining compliance with customer requirements and European, national, and local regulations, with respect to product and service quality;
- Developing the company's ability to meet the needs and expectations of its customers by delivering products within the required timeframes and promptly solving specific technical issues, ensuring flexibility, technical expertise, and problem-solving capabilities;
- Designing products with a focus on sustainability, aiming for continuous improvement in energy consumption and the quality of the offered solutions;
- Providing customers with a complete service, from design to carpentry and metalwork to the finished product;;
- Ensuring prompt responses to customer needs;
- Ensuring rapid responses to post-sales assistance requests;
- Pursuing continuous differentiation of products, design, and innovative systems (both in mechanical components and electronic functionalities, etc.), ensuring functionality, robustness, and user-friendliness;
- Maintaining financial solidity to ensure good management for both customers and suppliers;
- Ensuring a reliable supplier base by defining selection and monitoring criteria for suppliers;
- Optimizing business processes to achieve the highest level of efficiency and effectiveness while maintaining product/service quality;
- Periodically evaluating, through internal audits, the compliance of the Quality Management System with reference standards, the policy, and planned objectives;
- Ensuring the continuous improvement of the management system and customer satisfaction.

SEA & SYMPHONY S.r.l. is also aware of the importance of its activities' impact on the environment and climate change and has decided to include the following objectives in its policy:

- Fulfilling compliance obligations by adhering to applicable environmental regulations and other relevant requirements concerning its environmental aspects;
- Assessing the impacts of climate change on business activities, particularly in relation to potential emergency situations;
- Pursuing the continuous improvement of environmental performance while reducing climate change impacts, with a particular focus on:
 - Reducing energy and water resource waste;
 - Reducing waste production through the re-use of materials such as plastic, paper, and aluminium bars;
 - Proper waste management and reducing the share of non-recyclable waste.

Each employee of SEA & SYMPHONY S.r.l., in carrying out their duties, shall contribute to the company's mission.

It will be the responsibility of the Management to:

- Foster a culture of quality among employees;
- Train and educate personnel so that the guidelines of the policy and objectives are well understood, shared and embraced by the whole staff;
- Verify the correct achievement of the set pre-fixed objectives and ensure the continuous suitability of this Quality Policy through Management Reviews;
- Contribute to the continuous improvement of the Quality Management System

Moncalieri, 02/01/2025

Direzione Generale

SEA & SYMPHONY S.r.l.