

It is the aim of **Smart Curtain Wall "SCW" S.A.** to be recognised as a leader in product and service quality, sustainable development and fair profit.

The management of Smart Curtain Wall "SCW" S.A. considers the environment a valuable asset that belongs to us and to future generations, the protection of which is a fundamental condition for guaranteeing the quality of our lives. To this end, it has a Management System under the reference of the standards:

- **UNE-EN ISO 9001:2015**, whose scope is reflected as: "**Project management, design, manufacture and installation of architectural envelopes**".
- **UNE-EN ISO 14001:2015**, whose scope is reflected as: "**Project management, design and manufacture of architectural envelopes**".

The scope of application is its facilities at Avda. de la Lealtad 8, Pol. Ind. Los Olivos, Getafe, Madrid, Spain. In the case of ISO 9001, the scope of application also includes the installation works.

The Management System must satisfy the needs and expectations of our customers as well as our own needs and interests, always respecting the environment.

SCW's main commitments are:

- **To comply with the applicable requirements:** customer requirements, legal requirements, as well as other requirements deemed necessary.
- **Protect the environment**, including pollution prevention and other specific commitments relevant to the context.
- **Continually improve the effectiveness of the Management System** including the improvement of environmental performance.

The strategic direction and objectives that the organisation sets itself have as a general frame of reference:

- The planning and profitability of projects
- Continuous improvement of the management system
- Appropriate environmental management of the whole process and as an aim
- To regularly provide a product that satisfies customer requirements under good environmental practices
- Facilitate opportunities to increase customer satisfaction as well as to improve environmental performance
- Address risks and opportunities
- Demonstrate the conformity of our products
- Profitability

We strive to improve our organisation, processes and products in order to have a better product and an improvement of our environmental performance for the better appreciation of our customers. Quality awareness and environmental awareness is an integral part of the operational processes: commercial, design, purchasing, production and installation, with the following premises

- Preservation / improvement of customer satisfaction
- Obtaining market share and increasing the share of regular customer
- Compliance with all legal and contractual requirements
- Identification of risks and opportunities
- Improvement and optimisation of internal processes
- Preservation and improvement of staff quality and environmental awareness
- Training and further qualification of staff
- Friendly service, competent customer advice
- Improvement of environmental performance
- Avoidance and prevention of non-conformity
- Development of new products
- Improvement of profitability

This Policy establishes the **framework** for setting and reviewing Quality and Environmental Management Objectives.

This Policy is **transmitted to all the components** of the company and its communication, understanding and application within the organisation is guaranteed. It is also made **available to all interested parties**.

The Policy and the Management System are reviewed by Management at least once a year with the aim of continually improving the effectiveness for which it has been developed.