



The mission of **Hydronic Lift SPA** and its presence on the global market is to offer a reliable, tested and competitive product. Moreover, we aim to offer a complete service, from the design of the product to the technical assistance after sales.

This goal is pursued making the R&D process one of our core job, expression of the “Italian Technology”. We guarantee the quality of this process having different technical and engineering professionals in our team, leading to a deep and wide knowledge of the products and its applications.

Second expression of our “Italian Technology” is the will to maintain in Italy most of our production chain.

**Hydronic Lift Spa** also aims to offer its client a wide range of product from functional to safety devices for both hydraulics and electric lift.

**HYDRONIC LIFT SPA** has promoted the overall quality of its system to obtain and maintain the certification in accordance with the Lift Directive 2014/33/AU, Annex XVII, Module H and **UNI EN ISO 9001** and UNI ISO 14001, to guarantee and increase its customer satisfaction and gain esteem from the market both for its products and its professional expertise.

The satisfaction of our customers and the attention paid to all to the stakeholders is a priority for the Management of **Hydronic Lift SPA**, in order to maintain a good performance and the sustainability of the Company.

The Management is committed to:

- Ensure that all the products are compliant to all the law and standard requirement, with specific focus on the safety components;
- Ensure that the safety components are designed, manufactured, examined and tested in order to satisfy the requirements stated in the annex 1 of the Lift Community Directive 2014/33/UE;
- Ensure the production and supply of products compliant to the environmental requirements and promote policy to reduce pollution and carbon print,
- Guarantee the delivery term agreed, with the supervision and constant improvement of the production process;
- Define, ensure and increase the resources to achieve the highest sustainability of the firm, maintaining the company know-how at a level of excellence;
- Continuously improve the management system efficiency, focusing on quality and environment policy, with scheduled revision and planning internal audit. The aim is to highlight the areas that could be improved;
- Effectively manage the quality and environmental corrective action that may emerge from audit and non-conformity;
- Ensure prompt and effective management of any complaints;
- Ensure clear and continuous communication with customers, verifying their satisfaction and clearly identify any weakness;
- Provide adequate and efficient technical assistance both during the purchase and after sales;
- Promote a risk-based thinking, focusing on the efficiency of the process that lead to identify eventual malfunctioning that may compromise the quality of the product and/or service and will reduce the customer satisfaction;
- Promote awareness of environmental pollution prevention and promote action to reduce the impact on the territory;
- Pursue economic and technological development in full compliance with sustainability requirements, aiming to reduce and prevent its impacts on climate change;
- Develop, as part of the review and with the help of collaborators, a plan of annual improvement with explicit and measurable goals;
- Verify the implementation of the improvement plan mentioned above and the effectiveness of the action taken; this is done through periodic evaluation (every three month) using index and measures on the process;
- Ensure that the improvement process will involve as much as possible on the resources, internal and external.

BREBBIA, January 2025

HYDRONIC LIFT SPA  
B.O.D. (BOARD OF DIRECTORS)