

Quality Policy

Every SEA360 QHSE related Policies are compliant with the French Labour Code. **Neotek** internal bylaws directly refers to articles of the Labour Code; hence does SEA360 as a brand of Neotek.

Purpose

SEA360 is dedicated to upholding and elevating the company's reputation for delivering client satisfaction through punctual performance and offering superior services that surpass customer expectations. Our business *ethos* revolves around customer contentment, underpinned by best practices, continuous enhancement, empowerment, and active employee involvement, along with responsibility and accountability.

Key Principles of Commitment

This policy upholds the following fundamental principles:

- Adherence to service quality commitments by delivering services that meet or exceed relevant specifications and fulfil contractual and regulatory obligations;
- Providing added value to our clients by identifying, monitoring, and responding to their needs, expectations, and satisfaction levels;
- Attainment of operational excellence through the development, implementation, and continual improvement of effective management systems integrating quality, health, safety, and environmental initiatives;
- Regular auditing, control, and review of our management systems to ensure their relevance and contribution to the efficient and reliable operation of the business;
- Establishment of business objectives and regular monitoring and review of these objectives to ensure the achievement of key performance indicators;
- Definition and implementation of clear responsibilities and accountabilities at all levels and across the Company;
- Identification, reporting, investigation, and resolution of all non-conformances, along with measures to prevent recurrence;
- Maintenance of quality systems in accordance with ISO 9001: 2015, across all segments of our operations;
- Periodic review and revision of our Quality Policy and Quality, Health, Safety, and Environmental Management System;

Responsibilities

This policy applies to all personnel involved in SEA360 operations and serves as a cornerstone of the Quality, Health, Safety, and Environmental Management System.

The Managing Director and supporting management are responsible for implementing and enforcing this policy.

Each employee, contractor, service provider, and visitor is accountable for actively participating in and supporting this policy.

Implementation

This policy is enacted through the implementation of systems and procedures documented in SEA360's Quality, Health, Safety, and Environmental Management System.

DATE: 2024-04-03

LOIC LETAN

NEOTEK
GENERAL MANAGER



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Sea360 brand of NEOTEK, 535 rue Jacques Ange Gabriel 56850 CAUDAN - T +33 297 898 720 - info@sea360.ft

SAS with a 1 420 840 Euros capital - RCS Lorient B478 468 655

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