

QUALITY POLICY STATEMENT

INGENIERÍA SEMASA, S.A., hereinafter SEMASA MRO, is committed to ensuring that the services provided to our customers meet their needs and exceed their expectations.

The maintenance activities on aeronautical components (MRO) and Non-destructive testing will comply with the standards established by the European Union Aviation Safety Agency (EASA), UK Civil Aviation Authority (CAA) and the Federal Aviation Administration (FAA) as applicable, as well as manufacturers (OEM) and additional customer requirements.

To demonstrate the company's commitment to achieving the goal of excellent service, SEMASA has included in its EASA/CAA Part 145 management system, the requirements established by the UNE-EN-ISO 9001 and PECAL 2110 standards that are audited by an independent entity.

The procedures established by Part 145 Maintenance Organization Exposition and Quality Manual are mandatory for each and every one of the employees. Alterations or deviations of the procedures and processes described there are not allowed.

1st QUALITY

2nd LEAD TIME

3rd COST

QUALITY is the basis of our business; the level is maximum and there must be maintained by transferring to all employees a mindset of CONTINUOUS IMPROVEMENT.

The only variables being the LEAD TIME and the COST, SEMASA MRO undertakes to monitor the LEAD TIME and comply with them, as well as to negotiate agreements with suppliers that are beneficial for our clients to reduces COST.

This policy will be communicated to the organisation's staff via KAELLUM and SEMASA's website and reviewed periodically, to ensure that it remains relevant and appropriate to the organisation.

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Rev 5 – 15/04/2025

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	MAINTENANCE ORGANIZATION EXPOSITION UK.145.01632	MOE, P-1	
	PART 1-INTRODUCTION	IO R2	02.08.2024

1.2. POLÍTICA DE SEGURIDAD Y CALIDAD

Part 145.A.30 (a) - Part 145.A.65 (a) / AMC 145.A.65 (a) - Part 145.A.70 (a) 2

The purpose of this section is to provide evidence of the definition of the Safety and Quality Policy, understood, implemented and maintained by the own employees and employees of any subcontracted organization, covering all maintenance activities approved by the Aviation Authority. Regardless of the particular objectives established in a timely manner, the following general objectives are defined as the Organization's Safety and Quality Policy:

- Apply human factors principles and establish a recurring training program in this area.
- Motivate staff to report errors or incidents that occur during maintenance work, without punitive character, in order to investigate possible causes and provide solutions to these incidents, improving the safety of the centre
- Always recognise safety as a prime consideration for all the staff.
- Recognise that compliance with procedures, quality standards, safety standards and regulations is the duty of all personnel.
- Recognise the need for all personnel to cooperate with internal and external quality auditors and the Quality Department to study the causes of possible non-conformities and thus improve the safety and quality of this maintenance facility.
- Ensure that safety standards are not reduced by commercial imperatives.
- Ensure a good use of resources and pay special attention to carry out correct maintenance at the first attempt.
- Train all organisation staff to be aware of human factors and set a continuous training programme in this field

Signed _____

Dated: 02.08.2024

Accountable Manager [Manuel Rabadán Blanco](#)

For and on behalf of INGENIERÍA SEMASA

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1.2 POLÍTICA DE SEGURIDAD Y OBJETIVOS

145.A.30(a)(2), 145.A.200 (a)(2), 145.A.70(a)(2), AMC1 145.A.200 (a)(2)

La presente política refleja el compromiso de SEMASA con la seguridad, y la filosofía de gestión de la seguridad de la organización, siendo la base sobre la que se construye el sistema de gestión de la organización.

Independientemente de los objetivos particulares que se establezcan en la organización de acuerdo al procedimiento descrito en apartado 3.4.2 - Objetivos de Seguridad, se definen los siguientes objetivos generales como Política de Seguridad de La Organización:

- Mejorar los niveles de seguridad en las actividades de la organización y reducir al mínimo la contribución al riesgo de un accidente o incidente grave en la medida de los razonablemente posible.
- Garantizar el cumplimiento con la legislación aplicable, conocer todos los requisitos aplicables y adoptar prácticas para mejorar los estándares de seguridad.
- Proporcionar los recursos necesarios para la implementación de la política de seguridad.
- Aplicar los principios de los factores humanos, incluida la consideración debida a los aspectos de la fatiga.
- Garantizar la seguridad como responsabilidad principal de todos los responsables
- Fomentar al personal a reportar errores, incidentes y peligros relacionados con el mantenimiento

1.2. SAFETY POLICY AND OBJECTIVES

145.A.30(a)(2), 145.A.200 (a)(2), 145.A.70(a)(2), AMC1 145.A.200 (a)(2)

This policy reflects SEMASA's commitment to safety, and the organization's safety management philosophy, being the basis on which the organization's management system is built.

Independently of the main objectives established in the organization according to the procedure described in section 3.4.2 Safety Objectives, the following general objectives are defined as the Organization's Safety Policy:

- Improve safety levels in the organization's activities and minimize the contribution to the risk of an accident or serious incident as far as reasonably practicable.
- Ensure compliance with applicable legislation, be aware of all applicable requirements and adopt practices to improve safety standards
- Provide the necessary resources for the implementation of the [safety](#) policy.
- Apply human factors principles, including due consideration of fatigue aspects.
- Ensure safety is the primary responsibility of all those responsible.
- Encourage staff to report errors, incidents and hazards related to maintenance.

- Aplicar los principios de la “cultura justa” a los informes internos de seguridad y a la investigación de sucesos y, en particular, no poner a disposición ni utilizar la información sobre sucesos:
 - Para culpar o responsabilizar al personal de primera línea u otras personas por acciones, omisiones o decisiones tomadas por ellos proporcionalmente a su experiencia y capacitación; o
 - Para ningún propósito que no sea el mantenimiento o la mejora de la seguridad aérea.
- El compromiso de aplicar los principios de una “cultura justa” se realiza distinguiendo entre un comportamiento aceptable (errores involuntarios) contra el que no se tomarán medidas disciplinarias, y un comportamiento inaceptable contra el que se actuará con las medidas pertinentes.
- Garantizar que la alta dirección promueva continuamente la política de seguridad a todo el personal, demuestre su compromiso con ella y proporcione los recursos humanos y financieros necesarios para su implementación.
- Promover una gestión de seguridad proactiva y sistemática y una cultura de seguridad positiva.
- Definir anualmente y registrar en el SMS-03 objetivos de seguridad que:
 - Formen la base para el seguimiento y la medición del desempeño de la seguridad;
 - Reflejen el compromiso de la organización de mantener o mejorar continuamente la eficacia general del sistema de gestión;
 - Sean comunicados en toda la organización; y

- Apply the principles of "fair culture" to internal safety reporting and occurrence investigation and do not make available or use occurrence information:
 - To blame or hold front-line staff or others responsible for actions, omissions or decisions taken by them commensurate with their experience and training; or
 - For any purpose other than the maintenance or enhancement of aviation safety.
- A commitment to apply the principles of a "fair culture" is made by distinguishing between acceptable behaviour (unintentional mistakes) against which no disciplinary action will be taken, and unacceptable behaviour against which appropriate action will be taken.
- Ensure that senior management continuously promotes the [safety](#) policy to all staff, demonstrates commitment to it and provides the necessary human and financial resources for its implementation
- Promote proactive and systematic [safety](#) management and a positive [safety](#) culture.
- Define annually and record in the SMS-03 safety objectives that:
 - Form the basis for monitoring and measuring safety performance;
 - Reflect the organisation's commitment to maintain or continually improve the overall effectiveness of the management system;
 - Are communicated throughout the organisation; and

- Se revisen periódicamente para garantizar que sigan siendo relevantes y apropiados para la organización.
- Garantizar que los estándares de seguridad no se vean reducidos por imperativos comerciales.
- Reconocer la necesidad de que todo el personal coopere con el control de conformidad y las investigaciones internas.

Esta política será comunicada al personal de la organización a través de KAELLUM y web de SEMASA y revisada periódicamente, para asegurar que siguen siendo relevante y adecuada a la organización.

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INGENIERIA SEMASA

- Are periodically reviewed to ensure that they remain relevant and appropriate to the organisation.
- Ensure that safety standards are not lowered for commercial imperatives.
- Recognise the need for all staff to cooperate with compliance monitoring and internal investigations.

This policy will be communicated to the organisation's staff via KAELLUM and SEMASA's website and reviewed periodically, to ensure that it remains relevant and appropriate to the organisation.

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