

CODE OF ETHICS

Centro Diffusione Serramenti

Our Values, Our Commitment

Since 1964, Centro Diffusione Serramenti has built its experience through hard work, expertise and human relationships.

Three generations of the Staino family have contributed to the development of a company that combines traditional craftsmanship with innovation, while keeping product quality, professionalism and respect for people at the heart of its values.

Our Code of Ethics sets out the principles that guide our activities and the commitments we undertake towards our customers, employees, collaborators, suppliers and business partners.

1. Quality and Professionalism

We are committed to providing products and services that meet our stated specifications, paying particular attention to the quality of materials, functionality and attention to detail.

We conduct our business with expertise and professionalism, seeking reliable solutions tailored to our customers' needs.

2. Transparency and Integrity

We are committed to providing clear and accurate information about our products, prices and commercial terms.

We honour our commitments and communicate any changes openly and fairly, avoiding promises that we cannot fulfil.

3. Trust and Relationships

We believe that every professional relationship should be built on mutual trust.

We are committed to listening to our customers' needs, maintaining fair and respectful relationships with suppliers and collaborators, and building lasting relationships based on integrity, helpfulness and respect.

4. Responsibility and Customer Care

We take responsibility for our actions and the commitments we make.

We are committed to handling enquiries, feedback and any issues that may arise with professionalism, seeking practical solutions and maintaining open and respectful communication.

We consider customer support and care an integral part of our work, including after-sales service.

5. Tradition and Innovation

We value the experience and traditional craftsmanship developed over time, combining them with technological innovation and advances in production processes.

We are committed to continuously improving our products, services and working methods, while preserving our dedication to quality workmanship.

6. Respect for People

We are committed to maintaining a working environment based on respect, collaboration and recognition of individual skills and expertise.

We reject all forms of discrimination and promote fair and responsible conduct in our relationships with employees, collaborators, customers and partners.

7. Environmental Responsibility

We recognise the importance of using resources responsibly and managing materials with care.

We are committed to reducing waste, promoting recycling and ensuring the proper disposal of materials, favouring choices that balance production requirements with respect for the environment.

8. Legal Compliance and Responsible Communication

We conduct our activities in compliance with applicable laws and regulations and are committed to protecting the confidentiality of information and personal data.

In our commercial communications and across our digital channels, we are committed to providing transparent, accurate and non-misleading information.

Our Everyday Commitment

For Centro Diffusione Serramenti, the Code of Ethics is not merely a statement of principles, but a practical guide to the way we work.

We believe that trust is built every day through the quality of our work, the fulfilment of our commitments and integrity in our professional relationships.

Centro Diffusione Serramenti s.r.l.