

Quality Policy

Integrated management system and objectives

The employees of Lizmontagens SA are fully committed to complying with all Quality, Environment, Health and Safety requirements at work, applicable to our activity as refractory specialists, and in this sense an integrated management system has been established in accordance with the normative references ISO 9001:2015, ISO14001:2015, ISO45001:2018 and SCC 2017/6.0.

During the management review, at least annually, management evaluates current objectives, establishing new objectives and actions to improve our performance towards our customers and the environment.

Management is responsible for the correct execution of work and the application of corrective measures in accordance with the QHSA management system procedures, established rules and applicable legislation.

The Quality, Environment, Health and Safety at Work management system manager, a member of management, is appointed to coordinate the entire management of the integrated QHSA system, under the responsibility of senior management. His interaction with all other employees within the organization has convinced him that they are all aware of the company's objectives and capable of performing their duties in accordance with the procedures established in the integrated management system.

In this sense, the manager of the Quality, Environment, Health and Safety at Work management system ensures that all company employees have at their disposal all the necessary resources, such as training, materials, workplaces and means of communication, so that they can correctly carry out their tasks.

We therefore decided to develop and make our entire integrated management system available electronically, which is directly accessible on each computer via the company's intranet.

Scope of Policy

The scope of our Quality policy is to maintain high levels of quality applicable to our activities worldwide, for all our customers, even if the quality levels of the customer, suppliers or other interested parties are lower than ours.

This strategy is important for developing an image of a safe and reliable company that is committed to offering its employees, including subcontractors, a safe, interesting and motivating work environment.

These attributes allow Lizmontagens SA to create a competitive advantage by providing high standards of efficiency that allow us to execute solutions with high quality standards, at low cost and with undeniable customer satisfaction.

Scope of work and client profile

Lizmontagens SA has a diverse range of experience, offering all types of industrial heat management and control services, including:

Revision No.	Revision date:	Page
12	04-01-2024	1/2

	<h1>QUALITY POLICY</h1>	B-00-02
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Iron and Steel;
Glass;
Cement and Lime;
Ceramic Products; Chemical
and Petrochemical Industry; Energy Production;
Industrial Incineration;
Environmental Control.

the biggest customer requirement is our ready capacity and availability to provide highly trained and specialized resources to comply with the customer's planning and quality requirements.

The main customer requirements for the eight different types of customer profile are prioritized as follows:

Fundamental priority (compliance with planning); First priority (no major defects); Second priority (no payment of overtime by the client); Third priority (no major accidents); Fourth priority (limit environmental damage).

Lizmontagens SA is aware that communication with the client is essential and is therefore equally committed to meeting client expectations by promoting regular meetings with the client, involving our senior management.

Continuous Improvement

Lizmontagens SA effectively seeks to achieve customer satisfaction and that of other relevant stakeholders, meeting their needs and expectations through an organized and structured hierarchy, with well-trained and flexible employees.

We strive to continuously improve our performance towards all relevant stakeholders, including our customers, partners and the environment.

Corrective and Improvement Actions and Compliance with Legal Requirements

Lizmontagens employees have the right and duty to participate in recommending opportunities for improvement, in order to improve our performance towards customers, partners and the environment.

We also consider it essential to comply with applicable legislation and regulations in all countries where we operate.

Lizmontagens SA strives for Quality, Safety and Efficiency!

Lisbon, January 4, 2024

Approved by: Pedro Delgado Alves
CEO

Revision No.	Revision date:	Page
12	04-01-2024	2/2