	QHSE MANAGEMENT SYSTEM	B-00.02
	QUALITY POLICY	

Quality Policy

Management integrated system and Goals

Lizmontagens' employees are fully committed in the accomplishment of all Quality, Environmental, Health and Safety requirements, applicable to our activity of refractory specialists, being therefore established an integrated management system compliant with the standards ISO 9001:2015, ISO14001:2015, OHSAS 18001:2007, ISO45001:2018 and SCC 2008/5.1.

During the management review, at least yearly, the management evaluates current goals and formulates new goals and actions to improve our performance towards our customers, other interested parties and the environment.

The Management is responsible for correctly working in accordance with the procedures in the "Quality, Environment, Health and Safety (SHE-Q)" management system and for correct working to the rules of applicable laws.

The "Quality, Environment, Health and Safety" Manager is, as member of the management team, appointed to coordinate the SHE-Q management system under top management responsibility. He has convinced himself that all employees understand the goals of the management system and that all members have the ability to work in accordance with the procedures defined in the management system.

Thereby he ensures all employees have all required means available such as training, materials, working place and communication devices to fulfil there tasks correctly. For that reason, we have chosen to develop and complete the entire management system in an electronic format, which is directly accessible on each computer linked onto the computer network.

Scope of policy

It is the scope of our policy the maintenance of high quality levels applicable to our worldwide activities, in all the customers in which Lizmontagens develops activities, even if the customer, sub supplier and other interested parties' levels are lower than ours.


This strategy is important for the development of an image of a safe and reliable company that is engaged to offer to its employees including sub contracted ones a safety, interesting and motivating working environment, bearing in mind our organizational context.

These attributes enable Lizmontagens to create a competitive advantage by providing high efficiency to execute solutions with high quality, low coasts and outstanding customer's satisfaction.

Scope of work and customers profile

The Lizmontagens S.A. experience covers a wide range of areas regarding furnace interventions, covering all industrial heat containment services. We acknowledge eight types of main customers:

- Iron and steel;
- Glass;
- Cement and lime;
- Ceramic;
- Chemical and petrochemical;
- Power generation;
- Incineration;
- Environmental industry.

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Being our main customer demand our prompt capacity and availability to provide high skill and specialized resources to be able to meet customer planning and quality standards.

The main customer demands for the eight types of different main customers' profiles are prioritized as follows:

- Key priority (accomplishment of the planning);
- First priority (no major quality defects);
- Second priority (no extra hours to be paid by the customer);
- Third priority (no major accidents);
- Fourth priority (restrict environmental damages).

Lizmontagens is also fully committed in achieving customer expectations by promoting regularly meetings with the customer, by involving our top management.

Continuous improvement

Lizmontagens is looking forward to effectively achieve the customers' and other relevant parties' satisfaction, accomplishing their needs and expectations, through an organized and structured organization, with flexible and skilled employees.

We strive for continuous improvement of our performances towards all interested parties, including our customers, stakeholders and the environment.

Corrective and Improvement actions and Legal Requirements accomplishment

Lizmontagens employees have the right and the duty of recommend scopes for improvement to improve our performance towards customers, stakeholders, other interested parties and the environment.

The accomplishment of the law and applicable statutory regulation, in all countries where our activity is being developed is also a must for us.

This policy should be reviewed and revised as necessary, minimum once per year.

Lizmontagens S.A. stands for Quality and Efficiency!

Lisbon, 6th of January 2020

Approved by: *Jorge Delgado Lopes Alves*
CEO