

CARLOS SILVA S.A., Quality Policy of is to offer products and services that meet the needs and requirements of our customers, through a Quality Management System adopted by the company, directing our efforts towards a continuous improvement of our performance.

Therefore we assume the following commitments:

- Ensure that all requirements agreed upon with our customers are clearly understood and assumed.
- Develop our products, complying with all legal and regulatory requirements applicable, in particular with the Directives:
 - **Directive 2006/42 / EC** on safety in machinery
 - **Directive 2014/33 / EU** on the safety of lifts and safety circuits
- Give, the most appropriate, friendly and effective customer service, both, in phone calls and personal visits.
- The involvement, motivation and awareness of our staff about the importance of continuous improvement in our performance.
- Assure that our staff has the level of training, motivation and awareness and the technical means necessary for the efficient development of their tasks.
- Have the human and material resources required for the development of this Quality Policy, and the achievement of the objectives set out in this Quality Management System
- Develop a program of maintenance and continuous improvement of the Quality Management System, through corrective and preventive actions, audits, as well as effective internal and external communication.
- Treatment of non-conformities in a collective and participatory manner.
- Achieve the integration of suppliers, as an essential part in obtaining the level of Quality demanded by the customers.
- Establishment of measurable quality objectives through indicators, with the aim of continuous improvement.

All CARLOS SILVA S.A. staff is involved in these commitments, therefore, Management, calls for the full involvement and collaboration of all in the achievement of these commitments.

CARLOS SILVA S.A. through the dissemination of this Quality Policy and its regular review, undertakes to ensure compliance with all the principles contemplated therein.

Nuno Dias

General Manager