



## QUALITY POLICY

**FERLITO** demonstrates, through its Quality Policy, the commitment of the entire organization to the development and continuous improvement of the quality management system.

### VISION

Differentiation and value creation at the service of the customer, forming with Oscacer the most complete group in the steel sector operating in Portugal.

### MISSION

Exceed market expectations by constantly improving the services provided and the quality of our products, by continuously focusing on the latest technological means and training for its employees.

### PRINCIPLES

- Meet and exceed customer needs and expectations;
- Promote a family environment that allows employees to develop their ability to encourage motivation;
- Continuous improvement of the CMS;
- Working with suppliers who are responsible for the quality of the resources they provide.

### VALUES

- Seriousness and transparency;
- Commitment and professionalism;
- Innovation and proactivity.

Therefore, it is the responsibility of all employees to apply this policy with transparency and precision to achieve the objectives set.