

QUALITY POLICY

Lisnave considers Quality as a success factor and guides its strategy for “**Customer Satisfaction**” in all its processes, favouring the principle of “first time right”, within the deadlines, streamlining resources and improving the effectiveness and performance of the Quality Management System.

Lisnave seeks the **creation of value, involvement of Staff and Partners** and seeks the **respect for the Community**, in order to improve competitiveness and be recognised as a shiprepair leader, thereby fulfilling the **Mission** and **Vision**, according to its **Values**.

Lisnave aims to achieve excellence through the continuous improvement of the performance of its activities, based on **People's Support, Communication, Goal Sharing, Exchange of Experiences, Teamwork** and **Vocational Training** and **Qualification**.

In the relationship with external Suppliers Lisnave seeks to establish solid partnerships, expanding their involvement in the activities and motivating their structural development as a model of joint performance improvement.

Lisnave, through its Top Management, reviews and maintains the Quality Policy, establishes policies and targets for Environmental Management, Occupational Health and Safety Management, Fire Safety and Procurement. It also ensures compliance with Business Ethics, with the Port Facility Security Regulations and the commitment to comply with the citizen rights relating to Privacy and Personal Data Protection, honouring the contractual obligations, laws or regulations that are priority references for its activity.

Through its exemplary behaviour, Lisnave seeks the respect of the community in the areas of its activities by promoting this Policy to all stakeholders relevant to the Company.

Lisnave keeps its Quality Management System certified according to ISO 9001 and has defined for its processes the performance targets that are analysed, monitored and reviewed continuously, promoting and implementing the necessary **improvement and innovation actions**.

Lisnave also has its Calibration Laboratory accredited according to ISO 17025, whose policies and objectives shall address the competence, impartiality and consistent operation of the Laboratory.

Achieving these goals will only be possible with the involvement of all management and day-to-day mobilisation of all Lisnave Workers.

Setúbal, 19th April 2021

Managing Director,



Nuno Antunes dos Santos