

INNOVATION AND DEVELOPMENT POLICY

Lisnave develops its activity in a constantly changing global market that challenges the company to create opportunities and develop new solutions.

Lisnave considers Innovation and Development (I&D) to be one of the key factors to be at the forefront of its activity, following a strategy focused on **Customer satisfaction** and **sustainable competitiveness**. It seeks to promote actions for the development and implementation of **continuous improvement** and **innovation** activities so that the company becomes increasingly competitive, guaranteeing the quality of the services provided and favoring the “first time right” principle.

Lisnave intends to increase competitiveness through the incorporation of **technological innovation** and **more efficient processes**, guaranteeing a reduction in the cost and time of service execution. The promotion of **operational excellence** and services is expressed by a systematic increase in operational and technological efficiency and in the ease of sharing information and knowledge across the organization.

In the relationship with its Employees, service providers and other stakeholders, it seeks to promote **professional development**, creating an environment that favors the generation of ideas with the potential to increase the **efficiency, ergonomics** and **well-being** of its Employees. Through a policy of **involving** all elements, regardless of their hierarchical level, Lisnave promotes **team spirit** and declares that everyone has an active and indispensable role with regard to the continuous improvement and development of the Company.

Lisnave guarantees its alignment with the **United Nations Sustainable Development Goals** (SDGs) as pillars of the global strategy, promoting **inclusive and sustainable industrialization** and **continuously fostering innovation**.

To achieve its goals and objectives, Lisnave ensures compliance with the applicable requirements, with everyone's involvement, through the effort and joint commitment to the continuous improvement of the organization.

Setúbal, 10th February 2023

Managing Director



Nuno Antunes dos Santos