

GROUP POLICY



The Louro & Fajardo Group is committed to meeting its clients' requirements, controlling and monitoring the services provided to ensure their quality, customer satisfaction, and the consolidation of the company's competitiveness and profitability.

Continuous improvement of our performance, safety, preservation of the health and well-being of our employees, maintenance of the workplace, and environmental protection are ongoing concerns.

For us, safety, employee health, and environmental protection have the same level of priority as quality and profitability—without them, no company activity can be foreseen.

To achieve these goals, we base our actions on the following principles:

- Our fundamental motto is: "Do It Right the First Time, with Safety and Respect for the Environment and Society in General."
- All possible measures shall be taken to prevent identified risks that may cause bodily harm to employees, subcontractors, or third parties, as well as to prevent material damage, environmental degradation, and waste generation;
- We continuously improve occupational safety and health conditions, particularly by preventing injuries and health issues among our employees, identifying and controlling risks associated with our activities, preventing accidents/incidents, and ensuring greater comfort at work. We provide the necessary safety and environmental protection means and information to minimize exposure to unavoidable risk factors and environmental damage;
- We actively combat addictions (alcohol and drugs) in workplaces, accommodations, vehicles, and any other locations where employees may stay while on company duty;
- We provide safe and healthy working conditions to prevent work-related injuries and health problems, and we promote worker consultation and participation in improving the system;
- Each worker has the right to leave the workplace in the event of serious and imminent danger that threatens their life or health;
- We promote the development of people within the organization by improving awareness, training, and skills development;
- Waste is treated properly to preserve the environment;



Globalkiln, Refractory Company, S.A.

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- We monitor the management system through inspections, indicators, assessments, measurements, and audits;
- We commit to verifying, applying, and complying with all legal, regulatory, and other requirements applicable to our activity;
- We develop mutually beneficial relationships with suppliers;
- We continuously improve quality, technologies, and available resources to consistently provide the best services to our clients;
- We ensure compliance with the established system requirements regarding quality, safety, health, and respect for the environment, in accordance with the criteria defined by ISO 9001:2015, ISO 45001:2018 (amendment Feb. 2024), MASE, and VCA 2017/6.0* standards.

Engineers Nélia Louro and Dina Cardoso act as coordinators of the Quality and Safety Department and, by virtue of their position, enjoy the independence necessary to perform this function with the required authority and efficiency. Their duties cover general company activities as well as all specific project plans established at the opening of worksites (projects lasting more than 3 months).

The organization's goal is "Zero Accidents", relying on the contribution of all employees and the commitment of management.

All supervisors, foremen, and team leaders are responsible for ensuring compliance with the company's Occupational Health and Safety (OHS) policy and safety rules within their areas of activity.

The management of the Louro & Fajardo Group is committed to providing all necessary resources (material and human) to fulfill this policy, to implement and maintain the established systems, and to support the involvement of all employees in its execution.

This policy is reviewed whenever necessary, at least annually, and appropriate measures are taken to ensure alignment with the established principles and objectives.

Uchas – Pedros, 26 de junho de 2025

The Management

Carla Louro
Nélia Louro Cardoso



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