



Mission: To expand the range of services we provide through continuous improvement, delivering solutions that meet our customers' needs and expectations while ensuring high standards of quality, efficiency, and reliability.

Vision: To be recognised as a leading company at national level, distinguished by the quality of our products and services, the professionalism and integrity of our team, and our commitment to consistently meeting customer needs and expectations.

Quality Policy

ESTORÁGUEDA, LDA. regards Quality as a key strategic factor and a source of competitive advantage. We are committed to the continuous improvement of our Quality Management System, processes, products, and services in order to meet customer needs and expectations while achieving our defined objectives.

Our strategy is based on the values of responsibility, integrity, competence, efficiency, solidarity, and respect for human rights. We are equally committed to the responsible use of resources and to ensuring the sustainability of our activities.

To fulfil this commitment, ESTORÁGUEDA, LDA. is guided by the following principles:

Customer and Supplier Relationships - Build and strengthen long-term relationships of trust with customers and suppliers through close cooperation and partnership. Ensure the quality, efficiency, and continuity of the products and services we provide. Understand and fulfil customer needs and expectations by meeting all specified requirements and delivering efficient, responsible, and value-added solutions.

Employee Engagement - Provide employees with the training, information, and resources required to perform their duties competently, responsibly, and effectively. Encourage the active involvement of all employees in improving processes, productivity, and operational efficiency. Foster a safe, healthy, and motivating working environment that supports both professional and personal development.

Customer Satisfaction - Deliver products and services that fully comply with customer requirements, as well as all applicable legal, regulatory, statutory, contractual, and standard requirements. Continuously monitor customer satisfaction and strive to exceed customer expectations whenever possible. Respond promptly and effectively to customer feedback, complaints, and requests.

Continuous Improvement - Continuously improve the quality of our products, services, and processes. Effectively manage complaints, non-conformities, and opportunities for improvement by implementing appropriate corrective and preventive actions. Regularly evaluate the performance of the Quality Management System through the analysis of objectives, key performance indicators, audits, and results. Promote innovation, the efficient use of resources, waste reduction, and a risk-based approach to ensure continuous adaptation to market needs and stakeholder expectations.

This Quality Policy is communicated, understood, and applied throughout the organisation and is periodically reviewed by Management to ensure its ongoing suitability and alignment with the company's strategic direction.

Águeda, 12 February 2026

Management

Carlos Alberto Lopes Nunes