



# Quality Policy

Oscacer-César Rola, Lda, is dedicated to the marketing and processing of steel products. Establishes, through its Quality Policy, a commitment to the entire organization in the development and continuous improvement of a Quality Management System.

It is framed in a rigorous system of social and environmental responsibility, allowing to generate value to customers. In this sense, the Quality Management System is composed of interrelated processes, not only in the area of service provision, but also in areas that allow the planning and implementation of pre-established objectives for the optimization of results.

Throughout our history, quality has been our focus. Our performance and work are characterized by the quality of our products and the services we provide to customers.

The Quality Policy of Oscacer-César Rola, Lda is based on five fundamental principles: Exceeding market expectations by constantly seeking improvement and quality in services; The total satisfaction of the needs of the customers, through the supply of products and services; Foster collaboration and motivation of employees, through development and implementation of technical and human resources needed to improve the internal environment and its well-being; Business ethics, through a transversal and transparent policy and, finally, Align the guidelines of the management and quality system with the other business partners, compliance with specific requirements, standards and legislation that are applicable, in order to avoid, detect and correct any errors.

Oscacer-César Rola, Lda is part of the Oscacer Group and intends to be seen as a reliable partner customers and suppliers and continue to be a national reference in the product market quality of its services and/or product.

Thus, it is up to all employees of Oscacer-César Rola, Lda, implementation with transparency quality policy, in order to achieve the objectives set.

Cortegaça, June 15, 2020  
Approved: ADMIN